

Complaint about childcare provision

EY246630/C328849

Date: 13/12/2017

Summary of complaint

On 13 October 2017, we received a complaint about the behaviour of adults when dealing with older years children and their handling of children, which left a child upset. The behaviour was described as in a 'joking' manner, not as a malicious act. We liaised with the Designated Officer under our duty to share any concerns of a possible safeguarding nature. In July 2017 we had received a concern about the raising of adult voices at the setting and that adults, other than staff, were visiting the setting. On this occasion we wrote to the provider to inform them of these concerns and that we would look at these at the next visit. We made a visit to the setting and looked into this information to see whether the setting was meeting Child protection; Suitable people and Behaviour management. We found that staff have a basic knowledge of safeguarding issues and their responsibility to report any concerns. There was a discussion regarding the appropriateness of any physical contact with children linking to their feelings and the provider recalled an activity at the setting about measuring body parts, where in hindsight, she may not have considered children's feelings about personal space. At the visit children's behaviour was good and they responded well to all staff. Although it was not part of the original concerns we also found that the robustness of checks on all adults is not consistent and does not always demonstrate how suitability has been assessed. We also found that although staff collecting children from other sites have an Emergency First Aid at work certificate, which covers school age children, they do not hold a recognised paediatric first aid certificate, in line with requirements. They have agreed to undertake this training.

Following our visit we asked the provider to:

ensure that at least one person who has a current paediatric first aid (PFA) certificate must be on the premises and available at all times when children are present, and must accompany children on outings

ensure that you have effective systems in place to ensure that all

practitioners, and any other person who is likely to have regular contact with children, are suitable.

The provider responded in writing to confirm that staff working with children and escorting them from local schools have now completed a Paediatric First Aid course. Checks on other adults are now in process. We are satisfied with the action taken by the provider.

The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted