

Complaint about childcare provision

EY439405/C323630

Date: 14/10/2017

Summary of complaint

On 17/08/2017 we received concerns about staff's behaviour. We looked into the information to see if the provider was meeting the requirements for their registration. We asked the provider to look into the concerns and inform us of their findings. On 11/10/2017 we visited the setting, spoke to senior managers and staff and looked at documentation. The provider had not fully investigated the concerns. Arrangements for managers' and staffs' induction, monitoring and supervision were not effective. Some managers and staff did not have a secure understanding of their responsibilities, including safeguarding. Children's behaviour was not always managed appropriately. Staff were not consistently well deployed to meet children's needs. Although it was not part of the original complaint, we found that food was not consistently handled or checked by staff to ensure children were offered suitable meals. We issued the provider with a welfare requirements notice that required them to: ensure any written complaints relating to the fulfilment of the early years foundation stage requirements are fully investigated; ensure all practitioners have the necessary qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities, so that they offer quality learning and development experiences for children that continually improve; improve managers' and staff's understanding of their safeguarding roles and responsibilities, in particular the correct procedures to follow if there is a safeguarding concern; improve the deployment of staff, to help ensure that the needs of all children are met; ensure children's behaviour is managed appropriately, in order to support their individual needs; improve the arrangements for ensuring that people looking after children are suitable to fulfil the requirements of their roles; improve the procedures for the handling of food, to ensure that children are always offered foods in line with their dietary requirements; improve the arrangements for the induction of new staff, with particular regard to emergency evacuation and safety procedures and improve the arrangements

for the supervision of staff, in order to provide support and training for all practitioners and promote the interests of children. It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirement notice. Failure to comply may result in prosecution. On 11/10/2017 and 18/10/2017 we received concerns about staff suitability, security and supervision of children. We asked the provider to look into the concerns and inform us of their findings. On 25/10/2017 we visited unannounced, spoke to the senior managers and staff and looked at documentation. On the day of the visit the premises were secure. Sufficient, suitably qualified and experienced managers and staff were present. Staff knew their safeguarding responsibilities and were appropriately deployed to supervise children. Arrangements for staff induction, monitoring and supervision were suitable. Children were offered foods in line with their dietary needs. The provider had not completed their investigation of some staff's behaviour and suitability. On 01/11/2017 and 06/11/2017 we received concerns about ratios and supervision, which had already been looked into at the previous visit. On 20/11/2017 and 22/11/2017 we received concerns and on 24/11/2017 a provider notification about an accident at the setting. We spoke to the provider. They said that following the accident they took steps to comply with requirements and help keep children safe by: improving systems for supervising and tracking children outside; ensuring children were unable to access the fire exit steps unless in an emergency. Parents were not given accurate information about the incident at the time. The manager subsequently provided parents with full details of the accident. On 28/11/2017 we received concerns about security of confidential staff information. We asked the provider to look into the concerns and inform us of their findings. On 14/12/2017 we met with the provider. They had completed their investigation and found that Ofsted and outside agencies had not been notified of safeguarding concerns. Notification to Ofsted is a requirement of registration. The provider found that some managers' and staffs' behaviour meant they were no longer suitable to work for the company. Other staff received training. Outside agencies were notified. On 21/12/2017 we carried out an unannounced visit. The provider had found that some staff records were not confidentially maintained. Changes were made to procedures to prevent this happening again. We found that on the day of the visit, the provider was compliant with the requirements for their registration and no further action was required. 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