

Complaint about childcare provision

EY537124/C328341

Date: 28/12/2017

Summary of complaint

On 9 October 2017, Ofsted received information which raised concerns about safeguarding practice, safeguarding policy and managing behaviour.

On 28 November 2017, we conducted an unannounced inspection to look into these concerns to see whether the setting was meeting the EYFS welfare requirements.

During the inspection, we found that there are appropriate safeguarding policies and procedures in place. However, we found that the provider, who is also the manager and the designated safeguarding officer, did not know the correct procedures to follow in the event of an allegation being raised against any member of staff. Moreover, some staff did not have good knowledge and understanding of all child protection matters, including what signs might indicate that a child might be at risk of harm. We found that staff did not manage children's behaviour in a consistent manner at all times. Furthermore, we found that the behaviour management policy did not reflect behaviour management strategies used, which were not shared with parents.

Although not related to the concerns raised we found further breaches in relation to staff's vigilance, key-person approach, staff's supervisions and teaching and learning aspects.

Following our inspection we issued a notice to improve which required the provider to:

ensure that the provider, who is also a lead practitioner for safeguarding, understands and effectively implements the safeguarding policy and procedures, with particular regard to what action to take when an allegation is made against a member of staff;

ensure that all staff are able to demonstrate a good knowledge and understanding of all safeguarding policy and procedures, including identifying and reporting any child protection concerns, risks to children from exposure to extreme views and allegations against staff;

ensure recruitment procedures are robust so that every person working directly with children has their suitability checked appropriately;

ensure staff are consistently vigilant in order to maintain children's health and safety at all times;

implement effective key-person arrangements to ensure each child's key person is able to meet their individual needs and provide effective two-way communication with parents;

ensure the nursery's behaviour management policy reflects the behaviour management methods used and is shared with parents;

ensure all staff manage children's behaviour consistently and appropriately to ensure children receive clear messages about what behaviours are not acceptable and why;

implement effective supervision, coaching and support for staff and monitor staff performance to ensure practice improves rapidly;

ensure that all staff have a good knowledge and understanding of how to observe and assess children and use this information to identify appropriate next steps and promptly involve other professionals, if needed, to help all children make good or better progress;

improve the quality of teaching to ensure that all staff are able to skilfully engage children in meaningful conversations and purposeful play.

Ofsted will continue to monitor the quality of the provision.

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