

Complaint about childcare provision

EY497615/C329801

Date: 28/12/2017

Summary of complaint

On 23 October 2017 Ofsted received a complaint which raised a concern about accident/injury, ratios and premises. On 28 November 2017 Ofsted received further information which raised a concern about general suitable people matters, safeguarding practice, safeguarding policy, staff's qualifications, training, support and skills and risk assessment. These concerns relate to the early years foundation stage (EYFS) welfare requirements.

On 13 December 2017 Ofsted conducted an unannounced visit to look into these concerns to see whether the setting was meeting EYFS welfare requirements, in particular we considered the requirement relating to, general suitability matters which states: 'Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable'.

During the visit we found that the new provider, who is also the manager, ensures staff record children's accidents or injuries and share those with parents. We also found that appropriate child to staff ratios and qualification requirements were met. Furthermore, we found that the premises were safe and suitable to provide childcare, and the provider/manager along with staff conduct appropriate risk assessments to ensure children's safety. In addition, we found that the provider/manager had appropriate safeguarding policies and procedures in place that were in line with the guidance from the relevant Local Safeguarding Children Board (LSCB), and included all required information. However, we found that the provider/manager did not know the correct procedures to follow in the event of an allegation being made against a member of staff. Moreover, the provider/manager did not ensure that the

lead practitioner for safeguarding and all other staff attend appropriate safeguarding training, as required, to ensure they have up to date knowledge around safeguarding issues. We also found that, although the previous provider/manager had obtained an enhanced Disclosure and Barring Service check for every member of staff, she did not ensure that all other checks were robust enough in considering their suitability. The new provider/manager identified some of the weaknesses in the recruitment process, but had not addressed all of them yet.

Although not an original concern, we also found that the provider/manager and staff did not ensure that emerging concerns about children's learning and development are promptly identified and addressed.

Following our visit, we issued the provider with a Notice to Improve asking them to:

ensure that the provider, who is also the manager, understands the safeguarding policy and procedures, with particular regard to what action to take if an allegation is made against any member of staff;

ensure that the lead practitioner for safeguarding and all other staff attend a child protection training course, as required. This is to enable them to identify, understand and respond appropriately to any signs that might indicate that a child could be at risk of harm at the earliest opportunity, and to respond in a timely and appropriate way;

ensure the recruitment procedures are vigorous in ensuring that every person working directly with children has their suitability checked appropriately and rigorously;

ensure effective systems are in place to promptly identify and take swift action when there are emerging concerns about children's learning and development. This must involve parents and where appropriate other relevant professionals.

Ofsted will monitor the action taken by the provider to address these issues.

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