

Compliance action taken for childcare provision

EY458407/C325563

Date: 03/11/2017

Summary of outcome

On 11/09/2017 and 20/09/2017, we received provider notifications about the behaviour and suitability of some staff, their interactions and supervision of children. We looked into the information to see if the provider was meeting the requirements for their registration. We liaised with outside agencies and spoke to the provider, who told us they were investigating the concerns. On 05/10/2017 we received another notification about some staffs' behaviour and suitability. We liaised with outside agencies and spoke to the provider, who informed us they were investigating the concerns. On 31/10/2017 we visited unannounced. The staff to child ratios were met. The provider had failed to notify Ofsted within 14 days of safeguarding concerns, which is a requirement of their registration. The provider had not completed their investigations. Some investigation records were not available. Some managers and staff did not have a secure understanding of safeguarding. Agencies with statutory responsibility had not been notified of safeguarding concerns. Some staff's training needs had not been identified. Staff were not consistently well deployed to supervise and promote children's safety. Some accidents or injuries were not recorded and parents were not always informed about incidents involving their children. We issued a welfare requirements notice (wrn) requiring the provider to: improve managers' and staffs' understanding of all aspects of safeguarding, including their roles and responsibilities if there are concerns about children or staff; ensure records to support the safe and effective management of the setting and to help ensure the needs of all children are met, with particular reference to documents relating to internal investigations, are accessible and available for inspection; improve safeguarding procedures so that agencies with statutory responsibilities are informed without delay if there are concerns about children's safety or welfare; improve the arrangements for staff supervision to provide appropriate training, support and coaching to help develop their practice and promote the interests of children; improve the arrangements for recording accidents or injuries and ensuring that parents are informed as

soon as reasonably practicable; improve the arrangements sharing information with parents about incidents or events affecting their child; improve the arrangements for the supervision of children so that staff are always appropriately deployed to promote their safety and individual needs. It is an offence for a person who, without reasonable excuse, fails to comply with a wrn. Failure to comply may result in prosecution. On 13/11/2017 we visited unannounced, spoke to managers and staff and looked at documentation. The provider had not completed their investigation. Records were available, accidents and incidents were being recorded and parents were being informed. Managers and staff had completed training and knew their safeguarding roles and responsibilities. Staff were appropriately deployed and had received training to improve their practice. Some staff whose suitability had not been checked had unsupervised access to children. We issued a wrn requiring the provider to: ensure that people looking after children are suitable to fulfil the requirements of their roles. It is an offence for a person who, without reasonable excuse, fails to comply with a wrn. Failure to comply may result in prosecution. On 24/11/2017 we received a notification that sleeping children were not being appropriately checked. We also received a concern that children's meals were not always properly cooked. On 27/11/2017 we visited unannounced. There were appropriate arrangements to ensure people looking after children were suitable and that food given to children was cooked appropriately. Following the incident involving checking sleeping children, the provider took immediate and appropriate action to comply with requirements by ensuring staff informed their colleagues they were completing sleep checks and by introducing new sleep check records. On 14/12/2017 we met with the provider. They had completed their investigation and found that some staff had not behaved in a suitable way to support children's welfare and meet their needs. The provider decided that some staffs' behaviour meant they were no longer suitable to work for the company. Other staff received training and were redeployed. On 15/12/2017 we received concerns that ratios were not always met and staff were not deployed to meet children's needs. On 03/01/2018 we visited unannounced. We spoke to managers and staff, observed practice and looked at documentation. We found that on the day of the visit ratios were met and staff were appropriately deployed to support children's safety. The provider was compliant with the requirements for their registration. No further action was required. The provider remains registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare

providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years commencing on the date we complete our investigation.

For further information please read the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted .