

## **Compliance action taken for childcare provision**

EY448935/C227928

**Date:** 18/12/2014

### **Summary of outcome**

On 30 September 2014 we received a notification from an outside agency that raised concerns about how behaviour is managed in the setting as well as concerns about the procedures followed in the event of an allegation.

We needed to look into these concerns to see whether the setting was meeting The Statutory framework for the early years foundation stage, in particular the safeguarding and welfare requirements relating to child protection; general suitable people matters; training, support and skills; child supervision; managing behaviour; information for parents and carers and changes that must be notified to Ofsted.

In particular, these include requirements for providers to have and implement a policy, and procedures, to safeguard children, including what to do in the event of an allegation. For providers to ensure that people looking after children are suitable. To ensure that staff have appropriate qualifications, training, skills and knowledge. They also include requirements for children to be supervised and their behaviour managed in an appropriate way. They also include requirements about making information available to parents.

We made contact with other statutory agencies who took no further action. We found that the provider did not notify Ofsted of an allegation initially; we made contact with the provider on 30 September 2014 who subsequently provided Ofsted with a detailed report, including action taken. This meant that the provider met their legal responsibility to notify Ofsted within 14 days of the allegation being made.

We carried out an unannounced visit to the setting on 23 October 2014. We found that there is a clear policy in place to manage children's behaviour, however, inappropriate techniques had been used to manage children's behaviour; the provider took steps to ensure that behaviour is managed in a

positive manner in future. We found that the provider shared information with the parents and that there are procedures in place for information sharing.

We found that although there are clear procedures in place to safeguard children, including a procedure to follow in the event of an allegation being made, the provider did not ensure that all staff fully understand this procedure and these procedures were not followed, in the event of an allegation. As a result, the provider took action. The provider reviewed the settings policies and procedures; she also found that there was limited information about e-safety within the policy and procedures. As a result the provider is updating these policies. Furthermore, the provider took action by reviewing the policies with staff to ensure that their knowledge and understanding of reporting procedures is correct and in line with local safeguarding children board procedures.

Although it was not part of the original concerns, we found that the provider did not know or understand the disqualification regulations and therefore the processes for ensuring the suitability of those who work with children are not robust.

We found that there are systems in place to ensure the on-going professional development of staff, including, induction and supervision arrangements. The provider reviewed these processes in light of the concerns and highlighted that there were some weaker areas of staff practice relating to supervision of children, the provider took action to address these with staff through supervision and coaching.

Following our investigation, we issued a notice to improve that asks the provider to:

ensure that you have an up to date knowledge of the disqualification regulations and improve processes for checking the suitability of staff to incorporate these regulations.

The provider sent a written response to the action set and we are satisfied that the action has been met.

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 [Ofsted's Enforcement Policy](#).