

Complaint about childcare provision

200597/C240493

Date: 03/04/2015

Summary of complaint

We carried out an inspection which judged that the overall effectiveness of the setting was inadequate and did not meet the needs of the children who attend. Following the inspection the provider was issued with a welfare requirement notice requiring them to: ensure that practitioners designated to take lead responsibility for safeguarding children have a good understanding of their role in order to identify, understand and respond appropriately to signs of abuse and neglect and implement safeguarding policies and procedures rigorously at all times, including taking the correct action in the event of an allegation being made against a member of staff.

We carried out an unannounced visit on 25 March 2015 to check that the provider is compliant with the notices. The inspectors found that the provider has put into place an action plan to address the issues and has taken immediate steps to undertake a review of staff practice through individual supervision of staff. Meetings have taken place with all staff regarding their role and responsibilities to safeguard children. Staff are able to demonstrate a suitable understanding of what to do if they were concerned about a child in their care or if they have any concern regarding the conduct of another professional. The designated safeguarding leads have discussed the nursery procedures for reporting any concerns to the local authority teams in line with local guidance.

The inspectors also checked the progress made by the provider on completing further actions identified at inspection as follows:

improve the management structure to clearly identify the roles and responsibilities of the managers and senior staff, to enable effective communication that promotes the efficient running of the setting, so that children are kept safe and well

develop the system for performance management to ensure that all staff receive regular supervisions that provide them with opportunities to evaluate their practice and support their ongoing professional development, to help children make the best possible progress

ensure that outdoor activities are planned for younger children and undertaken on a daily basis, in order to fully promote their physical development

ensure assessment is used effectively to accurately identify all children's next steps for learning and to inform future planning, in order to provide challenging experiences that cover all areas of learning, to support all children to reach their full potential

take responsibility for managing children's behaviour in an appropriate way.

The inspectors found that documentation to support practice such as the daily use of outdoor play and managing behaviour has been issued to staff to support discussions and this is being monitored by the manager. Staff supervisions are being completed with all staff. Planning is being monitored to ensure it is embedded into practice to include each child's next steps, across the areas of learning. Children were engaged in a range of activities, which were age appropriate and staff were observed to talk and respond to the children in their care appropriately. There were no behaviour issues.

The next step will be a full inspection. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)