Complaint about childcare provision

EY478967/C243928

Date: 17/04/2015

Summary of complaint

On 23 March 2015 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to safeguarding practice, safeguarding policy; general suitable people matters; staff qualifications; staff training and support; key persons; staff: child ratios; supervision of children; risk assessments and arrangements for outings; and behaviour management. In particular, concerns related to the requirements that providers must; have effective systems in place to ensure that practitioners and any other person who is likely to have regular contact with children, are suitable; not allow people whose suitability has not been checked, to have unsupervised contact with children; and to ensure that staff understand the safeguarding procedures to follow should they have a concern about a child's safety and well-being. Further concerns related to; ensuring the manager holds at least a full and relevant level 3 qualification and at least half of all other staff hold a full and relevant level 2 qualification; ensuring that there is at least one person who has a current first-aid certificate always available on the premises when children are present and must accompany children on outings. Further concerns were raised that the provider did not ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met; and ensure each child has an assigned key person. There were concerns that the provider did not ensure that; children's behaviour is managed in an appropriate way; risk assessments are undertaken to ensure that all reasonable steps have been taken to ensure staff and children are not exposed to risks; and children must be kept safe on outings. Further concerns were raised that the provider did not support staff through appropriate arrangements for supervision to support coaching and training of the practitioner and promote the interests of the children.
We found that there are appropriate safeguarding and child protection policies and procedures in place, which have been adequately shared with staff so that they demonstrate an understanding of how or who to report any concerns they may have. The checks undertaken by the provider to ensure staff's suitability were found to be sufficiently rigorous to protect children and keep them safe. Each child has an assigned key person and the staff implemented appropriate behaviour management strategies with the children. However, we found that on some occasions there is not a sufficient number of suitably trained staff to meet the qualification and staff: child ratio requirements. It was also found that staff are not deployed appropriately to ensure that children were suitably supervised and kept safe, in particular at the end of the day and when qualified staff leave the premises to escort and collect children to and from school. On some occasions there is no qualified first-aid trained member of staff on the premises when children are present, so as to respond to an emergency quickly. Risk assessment was found to be inadequate with regards to the equipment and emergency procedures to be followed while on outings and that no consideration has been made as to the steps to protect children in an emergency situation, when being cared for with only one member of staff while out. Staff support is ineffective and there is no appropriate supervision of staff practice and programme for professional development.

Following our inspection, we sent the provider a notice to improve that asked them to: ensure that adult to child ratios and staff qualifications comply with the requirements of the Early Years Foundation Stage at all times, and that sufficient staff are effectively deployed so that the children are adequately supervised and their safety ensured; take immediate action, to ensure that there is always an adult present in nursery and on outings who is suitably trained in paediatric first aid; and that they are effectively deployed to be able to respond quickly to promote the children's safety; ensure there is a named deputy who is capable and qualified, to take charge in the manager's absence; ensure that a programme for professional development and staff supervision is implemented, in order to coach and support them to improve their skills, teamwork and personal effectiveness; review the risk assessments and arrangements for transporting children in a vehicle to and from school and when on outings, to identify any actions staff should take in the event of unexpected situations and ensure any equipment used, is suitable for the needs of each child and is compatible with the vehicle used. 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)