

Complaint about childcare provision

EY452944/C244027

Date: 30/06/2015

Summary of complaint

On 24 March 2015 we received a complaint which raised concerns about the settling-in procedure and complaints procedure. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

On 14 May 2015 Ofsted conducted an unannounced visit and looked into this concern to see whether the setting was meeting Early Years Foundation Stage welfare requirements, in particular we considered the requirement relating to information and records which states: 'Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted or the childminder agency with which they are registered, as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must enable a regular two-way flow of information with parents and/or carers, and between providers, if a child is attending more than one setting. If requested, providers should incorporate parents' and/or carers' comments into children's records.'

We also looked into the Early Years Foundation Stage welfare requirements relating to: key-person; health; food and drink; information and records; Information about the child; information for parents and carers; and complaints.

During the visit we carried out observations, scrutinised related documentation, interviewed the provider and manager, and discussed practice with some of the staff team. We found that a key-person system which supports children was already established but has also been reviewed to make it more central to the initial settling-in procedures. We also found that information about what children have eaten is communicated in a timely manner with parents. The previous procedure for recording children's specific

health requirements and information was not sufficiently robust to ensure that all required information was available before placements started. The provider has reviewed practice in relation to this and the settling-in procedure has been improved to ensure that all required information is recorded and known prior to a child taking up a place at the setting. A complaints procedure is in place and the required information is included in the parents information pack. Complaints are managed appropriately and where necessary the provider has liaised with other professional agencies.

Although it did not form part of the original concerns, we found that on-going risk assessments to ensure the safety of the premises are not sufficiently robust in identifying and minimising hazards as they arise. Additionally we established that the provider has failed to ensure that staff receive regular supervision to support and monitor practice.

Following our investigation we issued the provider with a welfare requirements notice this required the provider to:

make sure staff receive regular and effective supervision which provides support, coaching, training; promotes the interests of children; and fosters a culture of mutual support, teamwork and continuous improvement.

We also issued the provider with a notice to improve which required the provider to:

improve risk assessment practice, make sure the environment is checked on a regular basis to identify hazards and ensure appropriate remedial action is taken to reduce risks without delay

The provider has revised practice and is compliant with requirements. 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)