

Complaint about childcare provision

122605/C233334

Date: 18/07/2015

Summary of complaint

On 17 November 2014 we received concerns that there was poor interaction between staff and children, visitors were not having their identity challenged, staff do not have appropriate checks including DBS checks and staff are not given supervision. These concerns relate to the safeguarding and welfare requirements and the learning and development requirements of the Statutory Framework for the Early Years Foundation Stage, in particular the requirements relating to the Safety and suitability of premises, environment and equipment, Premises, Suitable people, Staff: child ratios and Staff qualifications, training, support and skills. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit and found that the premises were secure and that visitors' identity is checked and they are not given unsupervised access to children. All staff have appropriate checks. Children were clearly enjoying their time at the playgroup. However, staff interaction with them was inconsistent. As a result, opportunities to encourage children's communication and language were missed. Planning of activities was weak and as a result, children were mainly left to play freely as staff did not have clear directions or objectives. At times staff are not deployed well enough to support children, and particularly those children with special educational needs and/or learning disabilities. The session was therefore, disorganised at times and noise levels quite high. This added to children's lack of opportunity to communicate with each other or staff within the room. The manager has begun to introduce supervision sessions to guide her staff, however these are in the early stages and as yet have no impact on children's learning. In addition, the inspector found that the manager did not have a secure knowledge of what make someone a disqualified person or systems in place to check this. This is also a breach of the General Childcare Register

requirements. The manager is working closely with the early years advisory team to improve practice.

As a result, we gave the playgroup three notices to improve. These were:

review the planning of activities with regards to communication and language to increase children's opportunities to develop their communication skills

ensure that staff are deployed effectively to meet children's needs; in particular with regards to how they support children with speech and language delay

ensure all staff have a secure knowledge and understanding of what information makes people disqualified and unsuitable to work with children.

In addition, we issued a notice to improve under the compulsory part of the General Childcare Register.

implement effective systems to ensure that any person caring for children is suitable to work with children (compulsory part of the Childcare Register)

We will monitor the provider to make sure they meet these 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)