

Complaint about childcare provision

EY312270/C255257

Date: 25/11/2015

Summary of complaint

On 16 July 2015, we received a complaint that raised concerns about the suitability of staff in relation to the management of a child's behaviour. Concerns were also raised that children with allergies are not considered when parents bring birthday cakes into the setting to share. On the 21 July 2015, the provider notified us of the same incident. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage Welfare Requirements to notify Ofsted of any allegation of serious harm or abuse by any person living, working or looking after children on the premises.

The information raised concerns that children's behaviour is not appropriately managed and that children's individual needs are not always met. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements and in particular the requirement which states that providers are responsible for managing children's behaviour in an appropriate way and the key person should ensure that every child's care is tailored to meet their individual needs.

We liaised with other agencies and the provider was asked to conduct an investigation. The provider identified that the child's behaviour was not appropriately managed. We carried out an unannounced visit to look into the concerns and found that staff were able to explain appropriate strategies to manage children's behaviour. The food policy has been reviewed and it has been clarified that parents are no longer allowed to bring in food for other children to take home. The provider has taken action to ensure that people looking after children are suitable to fulfil the requirements of their roles and action plans are being implemented to develop practice.

However, it was found that staff do not have a sound understanding of the

safeguarding policy and in particular the procedure to be followed if an allegation is made against a member of staff. In addition the manager has not completed sufficient training to ensure she can identify and respond appropriately to signs of possible abuse.

Following the visit we sent the provider a notice to improve that required the provider to:

ensure staff are trained to understand their safeguarding policy and procedures and have up to date knowledge of safeguarding issues. This is with particular regard to the procedure to follow when an allegation is made against a member of staff.

ensure the lead practitioner attends child protection training that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

We carried out an unannounced monitoring visit and are satisfied with the steps taken by the provider to meet the actions. We found that staff have a satisfactory understanding of the safeguarding policy and procedure. Staff are able to explain the correct action that should be taken if an allegation is made against a member of staff.

The lead practitioner has attended training to ensure she takes appropriate action in relation to child protection concerns.

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)