

## **Complaint about childcare provision**

EY393732/C314207

**Date:** 06/06/2017

### **Summary of complaint**

On 8 May 2017 we received information that raised concerns about operation of the pre-school.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Child protection'. In particular, providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff.

Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include inappropriate behaviour displayed by other members of staff, or any other person working with the children.

'Managing behaviour'. In particular, providers are responsible for managing children's behaviour in an appropriate way. Providers, must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

Providers must not threaten corporal punishment, and must not use or threaten any punishment which could adversely affect a child's well-being.

'Staff qualifications, training, support and skills'. In particular, providers must ensure all staff have appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.

'Key person'. In particular, providers must ensure that each child is assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

'Food and drink'. In particular, providers must ensure that where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious.

'Complaints'. In particular, providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.

'Information and records'. In particular, providers must ensure that confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them. Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the setting. We found that the provider does not deploy staff effectively to ensure that children are adequately supervised when using the toilet and washing their hands. We also found that risk assessments inside are not robust enough and, as a result, some risks are overlooked and insufficient action taken.

Following our investigation, we issued a Notice of Action to Improve which asks the provider to:

Ensure staffing arrangement meet the needs of all of the children and ensure their safety. Decide how best to deploy staff, especially when children are using the toilet facilities, to ensure that children are adequately supervised.

Ensure all reasonable steps are taken to ensure children and staff are not exposed to risks and demonstrate how these risks are being managed. Risk assessments should identify aspects of the environment inside, as well as outside, that need to be checked on a regular basis, when and by whom these aspects will be checked and how the risk will be removed or minimised.

The provider responded appropriately to the Notice of Action to Improve, detailing how they have improved their practice.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)