

Complaint about childcare provision

EY248186/C294334

Date: 29/12/2016

Summary of complaint

On 8 September 2016 concerns were raised with Ofsted about the suitability of a member of staff, behaviour management, supervision of children; the use of mobile phones at the setting and the effectiveness of the fire drill. On 12 October 2016 additional concerns were raised about the safety of children on the school run and activities provided for children at the setting.

We reviewed this information in relation to the Early Years Foundation Stage requirements with specific regard to the need to ensure that all staff are suitable and remain so during their employment with the setting; to manage behaviour in an effective and appropriate manner; to supervise children to ensure their safety and to safeguard children effectively and to keep them safe.

We visited the setting on two occasions. We discussed these issues in full with the provider and staff, reviewed relevant documentation and observed practice.

The setting were found not to be meeting the requirements in full, not all staff were clear about the contents of the child protection policy with regard to referring concerns about a staff member to the relevant agencies or about the use of mobile phones within the setting, systems for ensuring staff suitability were not sufficiently robust and not all required records were available.

The provider was required to take the following actions:

ensure that there is a Child Protection policy in place that is in line with the guidance and procedures of the Local Safeguarding Children's Board, includes the action to be taken in the event of an allegation against staff and covers

the use of mobile phones and camera's in the setting and ensure this is known and understood by all staff.

ensure there are effective systems in place to ensure that practitioners or any other person who is likely to have regular contact with children are suitable.

ensure that staff are told they must disclose any convictions, cautions, court orders or reprimands that may affect their suitability to work with children.

ensure that records are easily available and accessible or that prior agreement has been sought from Ofsted to keep them securely off the premises;

ensure that people looking after children are suitable to fulfil the requirements of their roles;

ensure that information about staff ID checks, qualifications and about the vetting processes are recorded.

Ofsted monitored the action the setting took to meet these requirements and although the provider met some of these actions they still did not have effective systems in place to demonstrate that all staff were suitable at the point of employment and on an ongoing basis. Therefore we issued a Welfare Requirement Notice requiring them to:

ensure there are effective systems in place to ensure that practitioners or any other person who is likely to have regular contact with children are suitable;

ensure that information about staff ID checks, qualifications and about the vetting processes are recorded.

We visited the setting again to ensure these requirements had been met and the provider was able to evidence that appropriate action had been taken to meet the Welfare Requirement Notice. Effective procedures are now in place to assess staff's suitability at the point of employment and to ensure staff remain suitable for their role.

The provider remains qualified for registration

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