

Complaint about childcare provision

EY383966/C311323

Date: 26/04/2017

Summary of complaint

On 31 March 2017, we received a concern relating to an allegation made against a member of staff. We needed to investigate the concern to check if the provider continued to meet the requirements of the statutory framework for the early years foundation stage. The information received relates to: child protection; in particular staff's knowledge and understanding of safeguarding procedures and changes that must be notified to Ofsted, including notification of significant events.

On 4 April 2017, we carried out an unannounced visit to the setting. We looked at documents, observed practice and held discussions with the provider and staff. We found the provider was unsure of procedures they needed to follow in the event of an allegation being made against a member of staff. This included the requirement to notify Ofsted and other agencies. We also found that some staff working in the setting were unsure of the safeguarding procedures.

Although not part of the original concern we identified that risk assessments relating to school transfers are not robust. This is due to the weak procedures in place for collecting and taking children to school. Staff who accompany children on the school run are not always those who hold a first-aid qualification. Therefore, children's well-being is not protected. We identified that the registered provider does not have a sufficient knowledge of the statutory framework for the early years foundation stage, (EYFS). As a result, the provider was unaware they were in breach of the requirements of the EYFS. This also has an impact on the Childcare Register requirements.

As a result, we issued a welfare requirements notice that asked the provider to:

implement more robust systems to enable staff to disclose any convictions, cautions, court orders, reprimands, warnings and disqualifications through association that may affect their suitability to work with children (whether received before or during their employment at the setting);

ensure there are robust systems in place to check the suitability of adults who work with children and maintain a record of the checks that are completed to demonstrate safer recruitment;

train all staff including leaders and managers of the setting to understand the safeguarding policy and procedures;

ensure all staff have training to enable them to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way; this includes action to be taken in the event of an allegation being made against a member of staff;

review and improve the safeguarding procedures in place in respect of the use of mobile phones;

ensure that at least one person who has a current paediatric first aid certificate must be on the premises and available at all times when children are present, and must accompany children on outings; display a list of staff who hold a first aid certificate or make the certificates available to parents;

improve understanding of the 'statutory framework for the early years foundation stage', in particular the safeguarding and welfare requirements;

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically with regard to outings and school pick up;

ensure that all required documentation is available for inspection.

We also issued a notice to improve that asked the provider to:

train all staff on the written statement of procedure to be followed to safeguard children from abuse or neglect (compulsory part of the Childcare Register);

take all necessary measures to minimise any risks to the health or safety of the children and staff in their care and ensure that at least one person caring for the children has an appropriate first aid qualification (applies to both parts

of the Childcare Register).

On 20 April 2017, we completed an unannounced visit. We found the provider had taken some steps to address the areas identified in the notice. However, they had not had sufficient time to meet all aspects of the notice. Therefore, we agreed to re-issue the welfare requirement notice and notice to improve.

On 2 May 2017, we completed an unannounced visit. We found the provider had met the welfare requirement notice issued previously. During the visit we also identified that the procedures in place for the transportation of a particular medication on school transfers were not sufficient. Therefore, we issued a further welfare requirement notice that asked the provider to;

improve the procedures in place for administration of particular medication, ensure that all staff that may have to administer specific medication are trained to do so and that the medication is available at all times.

We have since spoken to the provider who demonstrated they have met the welfare requirement notice.

The provider remains register 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