

Complaint about childcare provision

EY350641/C319586

Date: 25/07/2017

Summary of complaint

On 6 July 2017 we received information that raised concerns about the operation of the setting. We needed to assess this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Child protection'. In particular;

A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required.

'Suitable people'. In particular;

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable.

'Safety and suitability of premises, environment and equipment'. In particular; Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises.

'Risk assessment'. In particular;

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

'Outings'. In particular;

Children must be kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios.

'Information and records'. In particular;

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.

We do not look 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. We found that those with responsibility for the operation of the setting and staffing arrangements had recently changed. We established that the provider had recently been made aware of concerns; they had taken some steps to address the concerns and were working with the local authority to address other areas.

However, during the visit we found that risk assessments were ineffective. Some aspects of the premises required attention and damaged equipment had not been effectively dealt with. We found arrangements for storing confidential information was not robust.

Following our visit, we issued a notice of action to improve which requires the provider to:

Take all reasonable steps to ensure staff and children in their care are not exposed to risks; be able to demonstrate how these risks are being managed. Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

Ensure that the premises and outdoor spaces are fit for purpose and suitable for the age of children being cared for and the activities provided on the premises.

Ensure that confidential information and records about staff and children are held securely and only accessible and available to those who have a right or a professional need to see them.

We carried monitoring visits on 3 August and 8 September 2017 where the provider demonstrated that they had taken appropriate action.

During the visit on 8 September 2017 we identified additional breaches and set three further actions.

Ensure that all staff receive induction training to help them to understand their roles and responsibilities and the revised policies and procedures, following significant changes in the organisation and operation of the setting.

Put in place appropriate arrangements for the supervision of all staff who have contact with children and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, team work and continuous improvement, which encourages confidential discussion.

Review and improve the planning and presentation of activities within the learning environment, and the organisation of staff, in order to encourage children to explore and investigate things and develop their own ideas for doing things, in accordance with the three characteristics of effective teaching and learning.

We carried out another monitoring visit on 31 October 2017. We found that the provider had taken appropriate action.

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