

Complaint about childcare provision

EY429172/C331830

Date: 05/12/2017

Summary of complaint

On 14 November 2017 we received information from an outside agency about an incident that raised concerns about the suitability of an adult working in the setting. We were also notified of this information by the provider.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

We carried two visits to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that the provider was not meeting a number of requirements of the Early Years Foundation Stage.

We found that the provider does not have clear enough safeguarding and whistleblowing procedures in place and that staff are not sufficiently trained staff in the action to take should they have a concern about another adult working in the setting.

We found that while the provider has clear recruitment and staff induction procedures in place, there have been occasions where these procedures have not been followed. In addition not all staff have completed training, identified as mandatory by the provider, within the setting's prescribed six month period of being employed.

We also found that the provider's key person system is not effective. This is because the provider is using some staff do not know the children well and have not been adequately inducted. While the provider has clear procedures

for toileting and nappy changing, which are tailored to meet the individual needs of a child, these have not been adhered to at all times.

We found that the provider has a clear behaviour management policy that promotes positive behaviour. Despite this the policy has not been consistently followed.

We found the provider has a written procedure for dealing with complaints but that this hasn't been consistently followed. We found that the provider left confidential information, which was part of an historic complaint against the nursery in 2016, in a public area of the nursery. This is not in accordance with their written complaints procedure.

Following our visits we issued a notice of action to improve that requires the provider to:

Have and implement a policy and procedures to safeguard children. These should be in line with guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). In particular 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.

Train all staff to understand their safeguarding policy and procedures and ensure staff have an up to date knowledge of safeguarding issues; which includes recognising and responding in a timely way if inappropriate behaviour is displayed by other members of staff or other persons working with the children.

Ensure that all practitioners have appropriate training, skills and knowledge and a clear understanding of their roles and responsibilities. Ensure all staff receive induction training to help them to understand their roles and responsibilities.

Ensure that each child is assigned a key person whose 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 parents.

Ensure that children's behaviour is managed in an appropriate way and that practice in the setting reflects the clear behaviour management policy.

Ensure all staff understand the need to protect privacy of the children in their care as well as the legal requirements that exist to ensure that information

relating to the child is handled in a way that ensures confidentiality.

Ensure that there is written procedure for dealing with concerns and complaints from parents and/or carers and that it is implemented.

The provider provided a satisfactory written response to the actions set. We will monitor this at the next visit.

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