

## **Complaint about childcare provision**

EY483761/C259953

**Date:** 07/10/2015

### **Summary of complaint**

On 11 September 2015, Ofsted received information that raised concerns about the knowledge and understanding of the nominated person and staffs' roles and responsibilities. At an inspection, we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to general suitable people matters, safeguarding practice and policy, training, support and skills and managing behaviour. The inspector found that the leaders and managers are ineffective in their roles, in particular, the named deputy who does not have a suitable understanding of his role and responsibilities, which means that he is not capable to take charge in the manager's absence. Staff are not adequately trained to understand the setting's safeguarding policies and procedures; staff are not confident of what to do if they had a concern about a member of the management team. The leaders and managers do not understand the procedures to follow regarding the protection of children's data. They do not ensure that information relating to the children cared for is consistently handled in a way that ensures confidentiality and privacy. The leaders and managers do not have effective systems in place to supervise staff. Staff are not supported to develop their skills and learn from each other. Staff do not ensure that all children develop a secure relationship with their key-person and ensure that care is tailored to their needs. Staff do not manage children's behaviour consistently. Risk assessments are ineffective to ensure that risks to children are minimised. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that the named deputy has the suitable skills and capabilities to take overall charge of the setting in the manager's absence, ensure all staff are trained to understand the safeguarding policy and procedures, and have up-to-date knowledge of safeguarding issues. To develop appropriate arrangements for the supervision of staff to ensure they understand their roles and develop a culture of support, coaching, team work and continuous improvement to raise the

overall quality of teaching, care and outcomes for children. To develop an effective key-person system and ensure that children's behaviour is managed consistently. In addition, we asked the provider to acquire an understanding of the legal responsibilities under the Data Protection Act 1989, to ensure that information relating to the children cared for is handled in a way that ensures confidentiality and privacy, and ensure that the risk assessments are regularly reviewed so that effective action is taken to minimise or remove potential hazards to children in the setting. 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 about the complaints process please view the [\*Concerns and complaints about childminders and childcare providers\*](#) leaflet (Reference no. 080120)