Complaint about childcare provision

EY435239/C237775

Date: 24/03/2015

Summary of complaint

On 15 January 2015, we received a complaint that raised concerns about safeguarding.

We investigated this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare.' In particular, we investigated the requirements relating to safeguarding policy and practice; child supervision, managing behaviour, equal opportunities and handling complaints.

We carried out an unannounced visit to the setting and found that the designated lead practitioner for safeguarding had completed training with Haringey Local Authority but was yet to undertake Barnet Local Authority safeguarding training. We also found that on this occasion the provider had not notified the local children's social care services of concerns without delay, and in a timely manner because they were unsure about whether it was a safeguarding matter.

Following our investigation, we sent the provider a notice to improve that asked them to:

ensure the designated lead practitioner for safeguarding attends a child protection training course, taking account of any advice from the LSCB and Barnet local authority in order to enable staff to identify, understand and respond appropriately to signs of possible abuse and neglect (as described at paragraph 3.6 of the Statutory framework for the early years foundation stage)

ensure the local children's social care services are notified of any concerns about children's safety or welfare without delay (The Early Years Foundation

We are satisfied with the action taken by the provider and therefore no further action was required. 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)