

## **Complaint about childcare provision**

EY485250/C263210

**Date:** 13/01/2016

### **Summary of complaint**

On 14 October 2015, we received a notification from the provider about an allegation made against a member of staff. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises. On 15 October 2015, we received further information that raised concerns about how behaviour is managed; how information on behaviour is shared with parents; inaccurate information recorded for children's behavioural incidents; sharing of confidential information with others; the provider's response to complaints; and parents having limited access to policies. We also received concerns about the provider's policy for exclusion of children. However, this is not covered within the EYFS requirements and was therefore not included as part of our enquiries.

We looked into these concerns to see whether the provider was meeting the Childcare Register (CCR) requirements and the Early Years Foundation Stage (EYFS) requirements for Child protection; Managing behaviour; Information and records; Information for parents and carers; Accident or injury; and Complaints. These include requirements that state that: 'Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). 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' and 'Providers must enable a regular two-way flow of information with parents and/or carers'.

We carried out an unannounced visit to the premises and found that the safeguarding procedures for allegations against staff did not give clear and effective guidance. Additionally, the main hall used by the children is not fully

secure. Staff at the setting share daily information with parents and the provider has introduced a key person system for all children to improve communications with parents. Information on children is only shared with parents and other professionals who are working with the child. The setting has a written policy for managing children's behaviour, which includes no use of physical chastisement. Records are kept for any behavioural incidents. There is a complaints policy in place and written responses are provided for any complaints that are made in writing. Written policies are available in the setting and are also accessible to parents through a website.

Following our visit, we issued a notice to improve that asked the provider to:

review and update the safeguarding policy and procedures to ensure a clear and effective explanation of the action to be taken in the event of an allegation being made against a member of staff (Child protection)

review and update risk assessments to identify aspects of the environment that need to be checked on a regular basis and how the risk will be removed or minimised, with particular regard to the security of the large hall (Risk assessment)

The provider has demonstrated that the actions are met. 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)