

Complaint about childcare provision

EY429649/C286392

Date: 08/07/2016

Summary of complaint

On 3 June 2016 Ofsted became aware that the setting had been involved in family court proceedings regarding a child who they had been caring for, and that the child had sustained a significant injury which has been considered as a non-accidental injury. The setting had not informed Ofsted of this important situation.

Identified requirements: Safeguarding practice. Safeguarding Policy. Training, Support and Skills. First Aid. Key persons. Accident or injury. General information and record matters. Information about the child. Information for parents and carers. Information about the provider. Changes that must be notified to Ofsted.

We visited the setting on 7 June 2016 and identified that the injuries to the child had not been considered to be a cause for concern. Staff had not questioned the carer of the child about the child appearing to be unwell and no referral had been made to the local Children's Social care services.

It was also identified that the safeguarding policy did not include the procedures to be implemented in the event of a child arriving with a pre-exciting injury.

Ofsted issued a welfare requirement notice to the provider requiring them to: ensure that all staff received training to enable them to understand the safeguarding policy and procedures, that all staff have an up to date knowledge of safeguarding issues. Also that they are able to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

Also to ensure that the child protection procedures were effectively implemented and acted upon in respect of staff being alert to any issues of

concern in the child's life at home or elsewhere. Follow up any concerns with a parent if a child arrives with an existing injury, record the concern and have regard to making a referral to children's services if a concern is identified.

We also issued a notice to improve requiring the provider to ensure the safeguarding policy had regard to Cumbria's Local Safeguarding Children Board (LSCB) policies and procedures. Also that in the event of a concern about children's safety or welfare, staff must document the information appropriately and notify agencies with statutory responsibilities without delay. As the provider did not inform Ofsted of the situation we also issued a failure to notify letter.

We visited the setting to monitor the actions imposed on 30 June 2016. It was identified through reviewing the policies and procedures and discussion with the manager that they have obtained additional safeguarding training and amended the policies and procedures to ensure staff are able to recognise possible abuse to a child and take prompt and effective action. Ofsted are satisfied that the action taken is appropriate and that 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