

Complaint about childcare provision

EY445150/C287202

Date: 10/07/2016

Summary of complaint

On 15 June 2016, we received a notification from an outside agency that raised possible concerns about the safeguarding practice of the provider. We also received notification from the provider about a significant incident. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage (EYFS) welfare requirements to notify Ofsted of a significant event.

We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way;

Providers must be alert to any issues for concern in the child's life at home or elsewhere.

We conducted an unannounced visit on 17 June and found that staff do not always keep clear, accurate records of injuries that children sustain when not at the setting. They do not monitor these records consistently to identify any potential concerns. We also found that the staff did not have a sufficient knowledge and understanding of safeguarding practices to implement effective procedures.

Following our investigation, we served a welfare requirements notice on the provider that required them to:

maintain clear, informative records of any signs of possible abuse and neglect to children to enable you to respond in a timely and appropriate way. This is with regard to informing other agencies.

ensure the records, which are kept, are monitored regularly to ensure there are no safeguarding concerns.

It is an offence to fail to comply with a welfare requirements notice. Failure to comply may result in prosecution.

We also served a notice to improve that required the provider to:

ensure that all staff have up to date knowledge of safeguarding issues.

We have completed a monitoring visit and found that new, more comprehensive forms are being used to record existing injuries and other agencies informed as required. These are monitored by the manager and the registered person. Staff have attended safeguarding training and increased their knowledge and understanding of safeguarding. 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