

Complaint about childcare provision

EY425698/C299105

Date: 06/01/2017

Summary of complaint

On 3 November 2016 we received a complaint that the provider had failed to pass on children's information to another setting to ensure smooth delivery of services in order to meet children's individual needs. We had also received an earlier concern from the health service that the provider had refused to share information about a child and that the provider had pretended to be the caretaker on the phone. We needed to investigate this concern to see whether the setting was meeting the Statutory framework for the early years foundation stage (EYFS) welfare requirements relating to child protection, information and records and the learning and development requirements relating to assessment. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We carried out unannounced visit to the premises and found that while procedures and permissions for sharing information were lacking in clarity, there was no evidence to suggest a breach of regulation relating to the sharing of information. At the visit it was seen that the child protection policy was dated 2012. Although the manager explained that it had been reviewed since that date, there was no reference to the EYFS requirements and it was not clear that it was in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). This meant that not all staff were clear about the role of the local authority in safeguarding children.

Following our inspection, we sent the provider a notice to improve that asked them to ensure that their child protection policy is in line with all aspects of the EYFS and the relevant Local Safeguarding Children Board (LSCB) and is effectively shared with all staff. The provider responded within timescales confirming that the policy had been reviewed and updated in line with current guidance. The provider remains suitable for registration.

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