

## **Complaint about childcare provision**

EY396900/C240325

**Date:** 31/03/2015

### **Summary of complaint**

On 20 February 2015 we received notification from an outside agency that raised concerns about child supervision and safeguarding.

We investigated the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements; in particular the requirement relating to child protection, which states 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 cover the use of mobile phones and cameras in the setting.

A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

We completed an unannounced visit on the 4 March 2015 and found that the safeguarding policy was not in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) and the provider was not aware of the procedures to follow if there was an allegation against a member of staff.

The provider had taken action to ensure children were supervised whilst out of the room and that children were safeguarded at all times.

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

ensure the designated person for safeguarding attends training so that they have an up to date knowledge of safeguarding issues and know what to do if any concerns are raised;

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) with particular regard to the action to be taken in the event of an allegation against the provider or staff.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

### **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)