

Complaint about childcare provision

301777/C229840

Date: 28/04/2015

Summary of complaint

On 16 October 2014 we received a notification from the provider that raised concerns about the procedures for child protection at the setting. We carried out an unannounced visit and looked into this concern to see whether the setting was meeting the Early Years Foundation Stage requirements for child protection. In particular, these include a requirement that states providers must have regard to the Government's statutory guidance 'Working Together to Safeguard Children'.

We found that the setting had not provided children's social care with information in a timely manner. This compromises children's safety and welfare. We sent the provider a notice to improve that asked them to:

- demonstrate how you have regard to the Government's statutory guidance 'Working Together to Safeguard Children' and ensure that all relevant information is notified to agencies with statutory responsibilities without delay.

We also asked the provider to:

- provide evidence that the lead practitioner for safeguarding with the setting has attended a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

We are satisfied with the response they provided and this will be considered at the next inspection.

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)