

Complaint about childcare provision

253774/C250136

Date: 02/07/2015

Summary of complaint

On 29 May 2015, we received notification from an outside agency that raised concerns about child protection, suitability of adults caring for children, supervision of children, qualifications of staff, health and safety within the setting and confidentiality of information held by the provider.

We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to child protection, staff qualification, training and support, staff:child ratios, behaviour management, safety and suitability of premises, environment and equipment and information and records. In particular, this includes 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 support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves.

Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

We carried out an unannounced visit to the premises and found that appropriate processes were in place for checking the suitability of adults working with children. Qualification and staff:child ratios were met. Appropriate behaviour management strategies and robust risk assessments were in place. Records and information relating to children is stored confidentially. Although there were no concerns relating to child protection the safeguarding policy and procedure did not reflect current guidance and legislation.

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

ensure the safeguarding policy and procedures reflect current legislation and that it is in line with Local Safeguarding Children's Board guidance.

The provider took action to meet the notice of action to improve by updating the safeguarding policy and procedure to ensure it includes all required information and follows Local Safeguarding Children's Board guidance. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)