

Complaint about childcare provision

EY477282/C254495

Date: 29/07/2015

Summary of complaint

On 14 July 2015, a concern was raised by the local authority about the providers' knowledge and understanding of safeguarding procedures when an allegation is made about a member of staff or other adult in the setting. A further concern was raised by a parent on the same date about the process followed when a child was not collected from the setting by parents or carers. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to suitable people to be employed or have responsibility for children and information and records which are provided for parents. Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We carried out an interview with the provider on 23 July 2015. The setting had closed for the summer recess and as a result the inspector made enquiries of the provider about his knowledge of safeguarding children and that of the staff employed. The inspector also enquired about the implementation of the policy that should be followed when a child is not collected at the end of a session. The inspector found that the provider had notified the relevant authority when a child was not collected. The provider also explained that he had identified weaknesses in the process when the manager misread the contact details on the contacts sheet and failed to contact all named adults for that child before summoning assistance from the police. The provider has amended the documents used by the manager and staff in all of the associated settings to ensure this mistake does not happen again.

With regard to a matter of concern raised about the suitability of staff, the inspector found that the provider failed to recognise that the concern raised would require immediate referral to the designated local authority officer

responsible for safeguarding children. However, the provider did make the referral and was authorised to follow a disciplinary process, make enquiries and report the findings to the local authority. The concerns raised did not meet the threshold for a criminal enquiry.

The inspector found that the provider followed the appropriate processes, albeit not in a timely manner and in the correct order. The provider is aware of these errors and we are satisfied with the steps taken to rectify the mistakes made. The inspector also found that the provider had failed to notify Ofsted, as required, of any concern raised about the suitability of an adult working in the setting where childcare takes place. Having found that the provider has failed to notify Ofsted of a significant event, which is a requirement of their registration, Ofsted issued the provider with a warning letter. We are satisfied with the actions the provider will take to put this right and we will monitor progress at the next inspection. 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)