

Complaint about childcare provision

EY408017/C261931

Date: 06/11/2015

Summary of complaint

On 1 October 2015, we received information that raised concerns about the how safeguarding policies and procedures are implemented, the premises and how children's needs are met.

We looked into these concerns to see whether the provider was complying with the Statutory Framework for the Early Years Foundation Stage, in particular, the requirements relating to child protection, suitability of premises and complaints.

We carried out an unannounced visit to the setting.

We found that managers and staff had failed to follow child protection procedures, in response to information received and recorded by staff. In addition to failing to respond to the safeguarding concerns raised, witness statements were vague and a complaint was closed without having robust enough information to reach a satisfactory conclusion. In addition to this, we found that the toilets do not provide a suitably hygienic environment for young children.

Following our visit we served a welfare requirements notice requiring the provider to

train all staff to understand the safeguarding policy and procedures, and that they have up to date knowledge of safeguarding issues, with particular regard to responding to unexplained bruising, marks or signs of possible abuse or neglect and responding to children's comments which give cause for concern

implement the policy, and procedures, to safeguard children and ensure that

staff are absolutely clear about the action to be taken in the event of an allegation being made against a member of staff

ensure that the written procedure for dealing with concerns and complaints from parents and/or carers is followed and that investigations are effective and accurate

ensure that all areas are clean and hygienic in order to comply with hygiene requirements, with particular regard to, toilets

It is an offence to fail to comply with a welfare requirements notice.

We conducted a further visit to monitor the provider's compliance with the welfare requirements notice. We found that the provider has taken prompt and effective action to comply with requirements. Staff had attended meetings and training. Through discussions, leaders and staff demonstrated a robust understanding of safeguarding. There were significant improvements to the premises due to a refurbishment, which had a positive impact on the quality of the provision and the environment for children.

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)