

## **Complaint about childcare provision**

EY477282/C262889

**Date:** 21/11/2015

### **Summary of complaint**

On 12 October 2015, we received information that raised concerns that not all children are accounted for and a child was able to leave the premises unsupervised. We were also informed that not all staff understand the safeguarding procedures and an allegation against a member of staff was not reported, and that the general running of the setting is poor.

At an unannounced visit we looked into this concern to see whether the setting was meeting Adult child ratios. In particular, the requirement stating that children must usually be within sight and hearing of staff and always within sight or hearing.

We also looked at Child protection. In particular, the requirement that states that registered providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises, and must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues.

We found that the provider has not ensured that Ofsted is informed of an allegation of inappropriate handling. The provider states this referred to an incident where a child fell over and stated they had been pushed, they did not deem it to be serious harm or abuse and therefore did not report it. We also found that there was some miscommunication between parents and staff and the whereabouts of an older child were not known. The child was found quickly safe and well. The provider intends to improve communication received from parents in order to ensure this does not happen again. Not all staff have a good enough understanding of safeguarding procedures.

Following our visit, we sent the provider a notice to improve that required

them to:

3.6 train all staff to understand the safeguarding policy and procedures, and ensure that all staff have an up to date knowledge of safeguarding issues

3.8 improve safeguarding procedures to ensure that Ofsted is informed of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises

3.68 ensure records are sufficiently detailed and clear to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met

3.68 improve the two-way flow of information with staff and parents and/or carers, with specific reference to details about when children are expected to attend the setting

The provider took the required action to comply with the notice of action to improve.

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)