

Complaint about childcare provision

EY282597/C267160

Date: 23/01/2016

Summary of complaint

On 16 November 2015, we received a complaint and a notification from the provider in respect of an alleged safeguarding concern. The notification means the provider met their legal responsibility, set out in the Early Years Foundation Stage (EYFS) safeguarding and welfare requirements to notify Ofsted of any safeguarding allegations. We investigated the concerns and information received to see whether the provider was meeting the EYFS requirements relating to 'child protection', 'suitable people' and 'staff qualifications, training, support and skills'. Where there is a complaint, we do not investigate to prove or disprove a complaint, but we use the information to check if the childcare provider is meeting all legal requirements.

We liaised with outside agencies and completed an announced visit to the setting to speak to the provider and staff. We discussed the information raised in the notification and complaint. We found that at the time an alleged safeguarding concern was raised with the setting, they had failed to notify agencies with statutory responsibilities without delay.

Although it was not part of the original concern, we found the setting's designated practitioner for safeguarding had not completed relevant training. We also found that at the time of the alleged incident, staff recruitment procedures were not comprehensive, as thorough suitable checks on some staff were not completed. However, the provider had subsequently taken steps to improve the recruitment procedures, in line with requirements. Following our investigation, we issued the provider with a notice to improve that required them to:

- . ensure there are robust procedures in place, in order that agencies with statutory responsibilities are notified, without delay, if there are concerns about children's safety or welfare

. ensure the designated practitioner for safeguarding attends relevant training, taking account of any advice from the local authority on appropriate training courses

. the lead practitioner must be responsible for ensuring the safety and welfare of children must attend child protection training to enable the person to identify and act on any indications that a child may be suffering from harm (compulsory part of the Childcare Register).

We are satisfied with the action taken by the provider to meet the actions raised in the notice to improve and that no further action is required. 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)