

Complaint about childcare provision

EY369257/C268012

Date: 15/03/2016

Summary of complaint

On 20 November 2015 we received information that raised concerns about the safeguarding practice at the setting and that inappropriate strategies were being used to manage children's behaviour. We needed to investigate these concerns to see if requirements were being met in relation to safeguarding and managing children's behaviour. In particular these requirements state that providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting.

Providers are also required to ensure that a practitioner is designated to take lead responsibility for safeguarding children in every setting. Childminders must take the lead responsibility themselves. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

Providers must not give corporal punishment to a child. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence.

We conducted a visit to discuss the concerns and found no evidence to

suggest that the provider was not meeting requirements in relation to the original complaint. However we did find that the designated safeguarding officer had gaps in their knowledge regarding procedures for safeguarding. The provider has taken steps to address this by ensuring that a relevant course has been booked with the local authority. We are satisfied with the action taken by the provider so will be taking no further action regarding the matter.

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)