

Complaint about childcare provision

EY292355/C278358

Date: 30/04/2016

Summary of complaint

On 7 March 2016, we received a concern in relation to safeguarding policies and procedures; in particular in relation to staff's knowledge and understanding of the wider signs of abuse and the use of social media. We do not seek to prove or disprove a concern, but to check if the provider continues to meet the requirements of the early years foundation stage.

On 14 April 2016, we conducted an unannounced visit to the premises. We found that all staff were clear on the procedures to follow if they have a concern in relation to a member of staff, or if they had any concerns about a child. However, they were not familiar with the wider signs of safeguarding. In addition staff were unclear on their use of social media in relation to their role as a professional.

As a result we issued a welfare requirements notice that asked the provider to:

ensure that all staff have an up to date knowledge of the wider signs of safeguarding issues, to enable them to respond in a timely and appropriate way.

We also issued a notice to improve that asked the provider to: supervise staff effectively to ensure they fully understand and implement procedures around the use of social media in relation to their role as a professional, to promote the interests of the children and their families.

On 26 April 2016, we conducted a further unannounced visit, we found the provider is now compliant with the legal requirements.

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)