

Complaint about childcare provision

EY484926/C282004

Date: 07/05/2016

Summary of complaint

On 1 January 2014 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding Practice and Safeguarding Policy: in particular the requirements that providers must be alert to concerns in the child's life at home and elsewhere, and that they should have and implement a policy and procedures to safeguard children; and that if providers have concerns about children's safety or welfare they must notify agencies with statutory responsibility without delay. We found that the provider had failed to notify local children's social care of concerns about a child's welfare in a timely manner when this first came to light. In addition, we found staff's understanding of their roles and responsibilities regarding reporting safeguarding was insufficient, and also that the senior management did not have a secure enough understanding of the relevant requirements to ensure effective oversight of the provision in the area of safeguarding. The provision was in the process of taking action to resolve some of these issues. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that training is sufficiently focused on child protection and staff have a clear and secure understanding of their role and responsibility to report any concerns about children's welfare in a timely and appropriate way, and to notify the agencies with statutory responsibility without delay. In addition we asked the provider to ensure that management have a clear understanding of their roles and responsibilities with regards to meeting the requirements of the Statutory framework for the Early Years Foundation Stage, so that they are aware of the standards that all early years providers must meet to ensure that children learn and develop well and are kept healthy and safe. 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)