

Complaint about childcare provision

EY350193/C286474

Date: 19/07/2016

Summary of complaint

In June 2016 Ofsted received concerns that the provider had failed to notify agencies with statutory responsibilities when they became aware of concerns about a child's welfare.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

Safeguarding practice; with specific reference to: 'A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the Local Safeguarding Children's Board. They must provide support and guidance to any other staff on an ongoing basis, on any specific safeguarding issue as required.

Safeguarding practice; with specific reference to: 'Providers must train all staff to understand their safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues.

Safeguarding practice; with specific reference to: 'Providers must have regard to the Government's statutory guidance Working Together to Safeguard Children 2015 and if providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police'.

Safeguarding policy; with particular reference to: 'Providers must be alert to any issues for concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children. The safeguarding policy must include an explanation of the action to be taken in

the event of any allegation against a member of staff and include the use of mobile phones and cameras in the setting'.

Staff qualifications, training, support and skills; with particular reference to: 'Providers must ensure that all staff receive induction training to help them to understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, the provider's equality policy and health and safety issues'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises on 28 June 2016.

We found that the provider had identified and trained three members of staff to take lead responsibility for safeguarding in the setting but that on the day of the visit, no confirmation of such training was available.

We also found that all staff have received safeguarding training and that the setting has a comprehensive safeguarding policy. However, despite this, when the person with lead responsibility for safeguarding and some staff became aware an incident that raised concerns about a child's welfare, safeguarding procedures were not followed. This meant that there no referral was made to the agency with statutory responsibility for safeguarding.

Following our investigation, we issued a notice to improve which asks the provider to:

Ensure that each practitioner, who is designated to take lead responsibility for safeguarding children and provide support, advice and guidance to staff, has attended an appropriate training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

Ensure that management and staff give due regard to the Government's statutory guidance 'Working Together to Safeguard Children 2015'. Ensure that management and staff are alert to any issues of concern in a child's life at home or elsewhere and that if there are any concerns about children's safety or welfare, that agencies with statutory responsibilities are notified without delay.

The provider gave an appropriate response to 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted