

Complaint about childcare provision

EY437996/C287101

Date: 06/08/2016

Summary of complaint

On 15 June 2106, we received information that raised concerns about suitability and safeguarding practice. We investigated the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to Child Protection and Suitable People.

In particular, these include requirements that state:

Providers must have and implement a policy and procedures to safeguard children;

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;

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.

We completed an unannounced visit and found that staff were not secure in their knowledge of what to do if they had any safeguarding concerns. In addition, they were not following correct procedures regarding the investigation of concerns before reporting safeguarding concerns to other agencies. We also found that the storage of children's records were not secure.

Following our investigation, we sent the provider a notice to improve that asked them to:

provide support, advice and guidance to staff on how to safeguard children, in particular their responsibility when responding to concerns raised by a

child;

train all staff to understand their safeguarding policy and procedures, and ensure all staff have up to date knowledge of safeguarding issues;

ensure confidential information and records about staff and children are held securely and only accessible to those who have a right or professional need to see them.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

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