

## **Complaint about childcare provision**

109589/C279026

**Date:** 06/09/2016

### **Summary of complaint**

In June 2016 we received information that raised concerns about safeguarding practice. We looked into this concern to see whether the setting was meeting the regulatory requirements for safeguarding and promoting children's welfare. 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. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

We carried out an unannounced visit on 5 July 2016 and found that the safeguarding policy was not adhered to in relation to the use of mobile phones. Records of existing injuries were not completed thoroughly and were not monitored by management.

The safeguarding designated lead was unaware of the role of the local authority designated officer [LADO]

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

ensure the safeguarding policy is followed at all times with respect to mobile phones and visitors to the setting

maintain clear, informative records of all existing injuries to children to enable you to respond in a timely and appropriate way. Monitor these records with

regard to informing other agencies if applicable

take action to ensure that you are aware of the role of the LADO and when you need to contact them in the event of an allegation against a member of staff.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)