

## **Complaint about childcare provision**

EY482194/C290300

**Date:** 27/09/2016

### **Summary of complaint**

On 18 July 2016, Ofsted received a complaint which raised concerns relating to safeguarding and information and records. We needed to be sure that the provider was meeting the Statutory Framework for the Early Years Foundation Stage Requirements 3.4 and 3.68. In particular, these include the requirements that state; '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' and 'providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted or their childminder agency with which they are registered'.

We made an unannounced visit to the setting and found that staff know the children they care for well, show appropriate concern for them and meet their individual needs. Staff maintain most records appropriately and these were available for inspection. However, on the day of the visit the setting were unable to provide evidence of all staff having an enhanced criminal records disclosure check. Some staff knowledge of safeguarding matters was weak and not all staff were clear about safeguarding procedures.

Following the visit, Ofsted issued action notices which asked the provider to 'ensure that the lead practitioner for safeguarding children, understands and is able to respond appropriately to signs of possible abuse and neglect; train all staff to understand the safeguarding policy and procedures and wider issues relating to safeguarding children' and 'provide evidence to show that that there are effective systems in place to ensure that any person caring for, or in regular contact with children, is suitable to do so specifically, evidence of a Disclosure and Barring Service check for all staff members.'

Ofsted are satisfied that the provider has taken the required action to ensure

that children are appropriately safeguarded. Therefore the provider continues to be 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)