

## **Complaint about childcare provision**

EY496522/C287083

**Date:** 29/10/2016

### **Summary of complaint**

On, 15 June 2016 we received a notification from an outside agency that raised concerns about the provider not following safeguarding procedures after a child had made a disclosure to them.

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

'Child protection'. In particular providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). 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 LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect. 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 to the premises and found that the provider did not have a trained lead practitioner at the setting, and they had failed to follow procedures before allowing a child to leave the premises. They had also failed to have regard to their own policy when agreeing with a child the action that would be taken next. However, the provider did report their concerns to an appropriate statutory agency as required and they

immediately reviewed their practice to train more staff in safeguarding. Some staff are still unclear about safeguarding issues despite training being provided.

Following our investigation we issued a notice of action to improve which requires the provider to:

- ensure all staff have relevant up-to-date knowledge of safeguarding issues, understand the safeguarding policy and know how to put procedures into practice.

We will monitor the provider to ensure that they meet the action.

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