

Complaint about childcare provision

EY280862/C293847

Date: 24/01/2017

Summary of complaint

On 2 September 2016 we received a notification from the provider advising that an allegation against a member of staff had been received. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted or their childminder agency of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

We received a further notification from the provider on 7 October 2016 regarding a complaint that raised concerns about how accidents to children are managed on the premises. Following this a further notification from the provider was received on 19 October 2016 regarding a complaint that the individual needs of children were not being met. We needed to look into these concerns to see if the provider was meeting requirements in relation to accident or injury, risk assessments and keyperson.

We liaised with statutory agencies regarding the allegation made against the member of staff and conducted a visit to discuss concerns. We found that the provider conducted an internal investigation into the matters raised and found there was no evidence to substantiate the allegation or concerns raised. However we found that the provider had delayed making a referral to the relevant statutory agency regarding concerns received regarding a child protection matter. The provider has since ensured that referrals are made according to safeguarding procedures. The provider has also implemented a

number of actions to further improve practice and to ensure that requirements continued to be met. For example, the provider updated risk assessments, and introduced new records to monitor any unusual changes in children's behaviour. New systems to monitor staff practice in order to identify any weaknesses promptly were also introduced. Policies and procedures where relevant, were also updated and reinforced with staff via group and individual meetings. We are satisfied with the action taken by the provider so will be taking no further action regarding the matters raised.

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