

Complaint about childcare provision

EY413099/C306161

Date: 15/02/2017

Summary of complaint

On 24 November 2016, we received a complaint that raised concerns about the suitability of a member of staff. We liaised with external agencies in relation to this matter. The provider was asked to conduct an investigation.

The information raised concerns that the setting had not followed their safeguarding policy and procedures. These concerns relate to early years foundation stage welfare requirements and in particular the requirement which states that 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. Also the requirement which states that registered providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relates to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted 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.

We contacted the setting and discussed the concerns with the manager. We found that staff do not have a sound understanding of the safeguarding policy and procedure and in particular the action that should be taken if an allegation is made against a member of staff. Appropriate action had not been taken when the allegation was made. The safeguarding procedure did not detail the correct action that should be taken if a member of staff makes an allegation against another member of staff.

Following the visit we sent the provider a welfare requirement notice that

required the provider to:

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 (Safeguarding).

ensure regard is given to the Government's statutory guidance 'Working Together to Safeguard Children 2013'. Notify agencies with statutory responsibilities without delay if there are concerns about children's safety or welfare, this means the local children's social care services and, in emergencies, the police (Safeguarding).

ensure that the policy and procedure to safeguard children details the correct procedure to follow if a member of staff raises concerns about another adult who works on the premises. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (Safeguarding).

We also found that the provider had failed to inform Ofsted when an allegation was made against a member of staff. On this occasion Ofsted issued the provider with a warning letter.

We received a satisfactory response to the notice to improve.

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