

## **Compliance action taken for childcare provision**

EY343597/C304340

**Date:** 03/02/2017

### **Summary of outcome**

On 13 January 2017, we received a notification from the provider about a significant event, which required a referral to the local safeguarding children board (LSCB). Following this, we received information from another agency raising concerns about the provider's understanding of child protection policies and the process to follow if concerns are raised about the practice of a member of staff.

We needed to look into these concerns to check the provider was meeting the requirements of the early years foundation stage around 'child protection', 'suitable people', 'staff qualifications, training, support and skills, and 'information and records matters'.

We found that the provider had not notified Ofsted about the significant event within 14 days, which is their legal responsibility to do so. We found that the provider had not made a referral to agencies with statutory responsibilities without delay when concerns of a child protection matter are identified; nor had they followed processes in line with the guidance issued by the LSCB. We found that their policies and procedures in place when there is an allegation against a member of staff, were also not in line with the requirements. We also found that the provider had not provided parents with prompt and full information about matters involving the well-being of their own child.

Following our visit, we issued the provider with a welfare requirements notice which asked them to:

Ensure that policies and procedures in place to safeguard children are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) when an allegation is made against a member of staff.

Ensure that allegations against staff, or incidents where staff working with children display inappropriate behaviour, are referred to agencies with statutory responsibilities without delay.

Improve the system in place to ensure there is a regular two-way flow of communication with parents. This is with particular regard to keeping parents informed about any alleged incidents involving their child on the day the alleged incident occurred.

We also issued the provider with a letter reminding them of their legal responsibilities to notify Ofsted of significant events, as soon as reasonably practicable, or no later than 14 days of the incident occurring. Failure to do so could result in Ofsted taking enforcement action.

We conducted an unannounced monitoring visit and found that the provider had taken appropriate action to meet the requirements by:

- Updating the child protection policy overall so that it is more detailed, and provides more guidance in terms of the action that needs to be taken if a staff member has a concern about another staff member's practice, and if an allegation is made about a member of staff.
- Providing clear guidance and support to staff to make sure that they understand the policy and their responsibilities to report concerns promptly.
- Updating the child protection policy so that is clear that parents will be informed without delay, about any incidents involving their child. This has also been discussed with staff to be clear on their understanding.

We were satisfied that the provider has taken appropriate action to meet the requirements. The provider remains registered with Ofsted.

### **Publication of compliance action**

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years commencing on the date we complete our investigation.

For further information please read 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) .