

## **Complaint about childcare provision**

155097/C306707

**Date:** 29/03/2017

### **Summary of complaint**

On 9 February 2017, we received a complaint that raised concerns about the provider failing to follow their own policies and procedures with regards to safeguarding practices and maintaining confidentiality protocols. We contacted the provider and asked them to conduct an internal investigation into the concerns and to share their findings with us.

On 3 March 2017, we received the provider's outcome to their internal investigation. They concluded that they had not breached confidentiality protocols. However, the review of all information we received did raise concerns about the provider's ability to recognise and take appropriate action to refer safeguarding concerns. Ofsted liaised with the manager of the setting and advised them to share information with professionals in the Multi-Agency Safeguarding Hub (MASH).

On 23 March 2017, we carried out an unannounced visit to the setting to see whether the setting were meeting overarching regulatory requirements in relation to safeguarding and promoting children's welfare; in particular to requirements around safeguarding practices and child protection.

We found that although the manager had spoken to an individual in the MASH team, a referral of concerns had not been made. The manager failed to share information that had initially been shared with Ofsted. Therefore, the MASH team were not aware of the full picture of concerns. This failure to share information puts children at potential risk of harm. During the visit an analysis of accidents and incidents involving children were reviewed. We found that a child had suffered un-explained bruising whilst at nursery and although this was recorded there was no evidence to show that this had been shared and discussed with parents. This lack of due diligence does not support the safeguarding of children. Although not part of the original

concern; we found that legal requirements in relation to sharing learning and development outcomes for children between the ages of two to three years of age were not consistently being shared with parents.

Following our visit we sent the provider a notice to improve that asked them to: -

ensure that all staff 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

ensure that parents and/or carers are informed of any accident or injury sustained by their child on the same day, or as soon as reasonably practicable

ensure when a child is aged between two and three, practitioners review their progress, and provide parents and/or carers with a short written summary of their child's development in the prime areas. This progress check must identify the child's strengths, and any areas where the child's progress is less than expected.

Ofsted has received a response from the provider which demonstrates that appropriate action has been taken to meet requirements.

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)