

Complaint about childcare provision

303530/C310657

Date: 24/06/2017

Summary of complaint

On 24 March 2017, we received a complaint that raised concerns about the safeguarding practice of the childminder, their practice relating to managing children's behaviour and maintaining confidentiality. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the childminder was meeting the requirements of the early years foundation stage relating to 'child protection', 'managing behaviour' and 'information and records'. In particular, the requirements that state:

providers must have and implement a policy, and procedures, to safeguard children;

providers are responsible for managing children's behaviour in an appropriate way; and,

that information relating to the children in your care, and their families, is handled in a way that ensures confidentiality.

We found that although the childminder had a child protection policy, this was not fully implemented. In addition the policy was not in line with the guidance from the local safeguarding children board. This could have a serious impact on the ability to protect children from potential risk of harm. We also identified a lack in knowledge and understanding of appropriate practice to effectively, and positively, manage children's behaviour. Furthermore, the childminder was not always ensuring that confidentiality was maintained when handling information about children in their care.

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

ensure that you 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;

update your knowledge and skills to ensure you manage children's behaviour in an appropriate way; and,

ensure that information relating to the children in your care, and their families, is handled in a way that ensures confidentiality.

The childminder responded to our notice to improve within the agreed timescale. She informed us that she had revised her safeguarding policies and procedures and was confident these were in line with the local safeguarding children board. In addition she had undertaken some additional safeguarding training. The childminder has reviewed and updated her policy and procedures regarding confidentiality. She will update her knowledge and understanding in relation to promoting children's positive behaviour through an appropriate training course. We were satisfied with the actions that the childminder has taken.

The childminder 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