

Complaint about childcare provision

EY491783/C318377

Date: 19/07/2017

Summary of complaint

On 23 June 2017, we received a complaint that related to safeguarding practice at the setting, specifically that information had not been shared with other agencies. Further concerns related to the confidentiality of information. We liaised with the Local Authority Designated Officer under our duty to report any concerns. Since the previous inspection, we had also received some other concerns about which we wrote to the provider requesting they take action: On 1 July 2016, we received information which suggested that children's individual needs were not being fully met by the setting; on 16 December 2016, we received concerns regarding the setting's safeguarding practice; on 13 January 2017, we received a notification from the provider identifying suitability issues and on 3 May 2017, we received concerns regarding the supervision of children at the setting.

On 30 June 2017 we visited the provider and looked into all this information to see whether the setting was meeting the requirements relating to Child protection; Suitable people; Complaints and Information and records. We found that the provider had reviewed previous concerns and recorded their investigations in line with requirements. With regard to the most recent concerns we found that there was a delay in contacting external agencies about a safeguarding matter. This meant that children may not have been effectively safeguarded. The provider reported that they were clear about the need for confidentiality and maintained this when working with families. They confirmed they would only share appropriate information with named adults.

Following our visit we asked the provider to:
notify agencies with statutory responsibilities without delay, if they have any concerns about children's safety or welfare. This means the local children's social care services and, in emergencies, the police.

The provider responded in writing to confirm they were fully aware of the requirement and will not delay in reporting any future concern about a child to the appropriate agencies.

We are satisfied with the action taken by the provider.

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