

## **Complaint about childcare provision**

EY444564/C317413

**Date:** 25/07/2017

### **Summary of complaint**

On 14 June 2017, we received information from another agency that raised concerns that the provider was not meeting the statutory framework of the early years foundation stage (EYFS). We needed to look at this concern to see whether the setting was meeting the early years foundation stage welfare requirements relating to; 'Child protection'. In particular providers 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 (LSCB).

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the provider on 21 June 2017 and found that the provider was not meeting the requirement for 'Child protection.' In particular, providers must be alert to any issues of concern in a child's life at home or elsewhere. We found that the recording and monitoring systems in place to document safeguarding concerns were not effective. We also found that the designated officers were not liaising with statutory agencies. This means they were not meeting the requirement for 'Child protection.' In particular, providers must; ensure the lead practitioner must... be able ...to liaise with local statutory children's services to identify, understand and respond appropriately to signs of possible abuse and neglect. We also found that the children's attendance was not recorded accurately. This means the provider was not meeting the requirement for 'Information about the provider.' Providers must hold the following documentation: a daily record of the names of the children being cared for on the premises, their hours of attendance.

Following the visit we issued a Welfare requirements notice to the provider to Ensure there are systems in place to identify immediate patterns of concern and being alert to any issues of concern in a child's life at home or elsewhere. Ensure that the practitioner designated to take lead responsibility for safeguarding children understands and can implement the safeguarding policies and procedures, including liaising with local statutory children's services agencies identifying, understanding and responding appropriately to sign of possible abuse and neglect. Keep an accurate daily record of the names of the children being cared for on the premises and their hours of attendance.

We conducted an unannounced visit and found that the provider took appropriate action to meet the 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)