

## **Complaint about childcare provision**

EY457136/C317907

**Date:** 16/07/2017

### **Summary of complaint**

On 20 June 2017, we received a complaint that raised concerns of a child protection nature and that adult:child ratios were not being met. We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to child protection and staff child ratios. In particular, these include a requirement that states:

Providers must be alert to any issues of concern in the child's life at home or elsewhere. Providers must 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). The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting.

Providers must train all staff to 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.

We carried out an unannounced visit to the setting. We found the provider had failed to make a child protection referral and that staff did not have a clear understanding of their roles and responsibilities in respect of making a child protection referral. Documentation related to child protection concerns did not accurately demonstrate what action had been taken by the provider. Some documentation was not available for inspection.

Following our investigation, we sent the provider a notice to improve that asked them to:

ensure all staff have a clear understanding of their roles and responsibilities in reporting child protection concerns.

ensure child protection concerns are referred to the agencies with statutory responsibility without delay.

ensure records required for the safe and efficient management of the setting accurately reflect the action taken. This is with particular regard to records relating to child protection concerns.

ensure all records required for the safe and efficient management of the setting are available for inspection.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

### **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)