

Compliance action taken for childcare provision

113593/C319578

Date: 21/07/2017

Summary of outcome

On 2 June 2017, we received a complaint that raised concerns about how staff manage children's behaviour. We initially wrote to the provider to ask them to look into the concerns that had been raised. The provider then notified us that further concerns had been raised of a safeguarding nature. The notification means that the provider met their legal responsibility to notify Ofsted of such information. In addition to this, we also received a complaint regarding how staff work with parents.

We looked into the concern to see whether the setting was meeting early years foundation stage safeguarding and welfare requirements; in particular, the requirements relating to behaviour management, child protection and information and records.

We liaised with outside agencies and allowed time for their initial enquiries to be conducted. We established that outside agencies did not have any concerns about the setting relating to the matter.

On 18 July 2017, we made an unannounced visit to the setting. We spoke with managers and staff. We looked at relevant documentation and made observations. We found that the setting had already updated their behaviour management policy and procedure. We had no concerns about how staff talk to and share information with parents. We found that there was a clear and comprehensive child protection policy. However, there had been times when the setting's own policy had not been followed and information had not been shared with other agencies in order to safeguard children.

Following our visit, we sent the provider a notice to improve asking them to ensure that the policy, and procedures, to safeguard children are implemented at all times and are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB)

The provider sent a satisfactory response to this notice demonstrating that appropriate action had been taken. The provider remains registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years commencing on the date we complete our investigation.

For further information please read the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted .