

Complaint about childcare provision

EY444777/C310906

Date: 02/08/2017

Summary of complaint

On 28 March 2017 we received a complaint which raised concerns about behaviour management, safeguarding and understanding of notifying Ofsted regarding significant events. We investigated the concerns to see whether the provider was meeting the safeguarding and welfare requirements. In particular these include requirements that state:

management must ensure that staff implement the safeguarding policy to keep children safe

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

providers must notify Ofsted of significant events.

We carried out an unannounced inspection visit on 13 July 2017 and found that the staff know and understand their safeguarding policy and procedure. However, staff did not have an up-to-date knowledge of current legislation. Children's behaviour is managed appropriately and management understand what constitutes a significant event and how to notify Ofsted.

We issued an notice to improve that required the provider to;

ensure that all staff are aware of the Prevent Duty guidelines and the appropriate procedures to follow if concerned

We will monitor the provider to ensure the actions are completed

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