

## **Complaint about childcare provision**

EY501705/C320686

**Date:** 17/08/2017

### **Summary of complaint**

On 17 July 2017, we received a complaint that raised concerns about the provider's knowledge and understanding of safeguarding and what to do if an allegation is made against a member of staff. We needed to investigate this concern to see whether the setting was meeting requirements relating to safeguarding and promoting children's welfare.

We also needed to investigate the concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, these include a requirement that states that providers must notify Ofsted of particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We made the provider aware of our concerns and asked them to look into matters contained in the information and to provide us with a response on the action they took so that they continue to meet the requirements of registration. The provider told us about the action they took and it was not effective. We found that the provider's knowledge of safeguarding is not up-to-date and safeguarding concerns were not handled appropriately on this occasion. The provider has failed to implement their safeguarding policy and procedures. We also found the provider had failed to notify Ofsted of a safeguarding allegation that was alleged to have taken place elsewhere. We issued a warning letter in respect to this matter.

Following our investigation, we issued the provider with a notice of action to improve that asks them to:

ensure the policy, and procedures, to safeguard children are implemented so

that any concerns about a child's safety and welfare are handled in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) (The Early Years Foundation Stage General Welfare requirements – Safeguarding and children's welfare)

ensure the lead practitioner designed to take lead responsibility for safeguarding children provides support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. They must attend a child protection training course that enables them to respond to possible abuse in a timely and appropriate way (The Early Years Foundation Stage General Welfare requirements – Safeguarding and children's welfare).

The provider has taken 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)