

Complaint about childcare provision

650154/C323481

Date: 14/09/2017

Summary of complaint

On 16 August 2017 we received a notification from an outside agency that raised concerns that the provider may not be following appropriate procedures for safeguarding children.

We needed to investigate this concern to see whether the setting was meeting the early years foundation stage welfare requirements relating to;

'Child protection'. In particular;

Providers must be alert to any issues for 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 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.

A practitioner must be designated to take lead responsibility for safeguarding children in every setting. Childminders must take the lead responsibility themselves. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

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. These may include:

- significant changes in children's behaviour;
- deterioration in children's general well-being;
- unexplained bruising, marks or signs of possible abuse or neglect;
- children's comments which give cause for concern;
- any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or
- inappropriate behaviour displayed by other members of staff, or any other person working with the children.

For example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

Providers must have regard to the Government's statutory guidance 'Working Together to Safeguard Children 2013'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

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.

On 6 September 2017 we carried out an unannounced visit to the premises and found that the provider had taken all appropriate action to respond to safeguarding concerns about children. However, the provider was not able to provide any evidence that staff had Disclosure and Barring Service checks in place or any evidence that appropriate and safe vetting procedures have taken place for staff.

Following our investigation, we issued a notice of action to improve which requires the provider to:

3.12

Suitable people

record information about staff qualifications and the identity checks and vetting processes that have been completed, including the Disclosure and Barring Service check reference number, the date a check was obtained and details of who obtained it.

The provider has now taken appropriate steps to meet the action.

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