

Complaint about childcare provision

EY487902/C321755

Date: 28/09/2017

Summary of complaint

On 27 July 2017, an allegation was made that a child, who had been in the care of the provider, was found to have sustained an injury. We liaised with external agencies in relation to this matter. They looked into the concerns but are not taking any further action. The provider was asked to conduct an investigation.

In addition to this, a concern was raised that nappy changing procedures do not ensure children's good health.

The information we received raised concerns that the setting had not followed their safeguarding policy and procedures. These concerns relate to EYFS welfare requirements and in particular the requirements which state that 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. Also the requirements which states, the provider must promote the good health of children attending the setting.

We investigated the concerns and found that staff had not followed the correct procedure when they were informed that a child was found to have an injury after being in their care. We also found that the provider had not sufficiently investigated the concerns. We asked the provider to conduct a more detailed investigation by the 6 October 2017.

Following our investigation we sent the provider a welfare requirement notice that required the provider to:

train all staff to understand their safeguarding policy and procedures. This is with particular regard to ensuring that the correct procedure is followed when an allegation is made against staff (Child protection).

It is an offence for a person to fail to comply with a welfare requirements notice. If a provider does not comply, this may result in a prosecution.

The provider conducted a more detailed investigation, no evidence was found to support the allegation.

We carried out a monitoring visit and found that staff now have a clear understanding of the setting's safeguarding policy and procedures and the action that should be taken if an allegation is made against a member of staff. We also found that nappy changing procedures promote children's health.

We found that an enhanced criminal records check had not been obtained by the provider in respect of three members of staff and that one member of staff had unsupervised access to children.

Following the visit we issued a notice to improve to the provider that required the provider to:

ensure that no person aged 16 years and over has unsupervised contact with children until an enhanced criminal records check is obtained by the provider (Suitable people).

We received a satisfactory response to the notice to improve. The provider now ensures that staff do not have unsupervised access to children until the provider has obtained an enhanced criminal records.

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