

## **Complaint about childcare provision**

Ref: EY475114/4212492

Date: 10 May 2019

### **Summary of outcome**

We publish details of any actions we take, or childcare provider takes to bring about compliance with legal requirements.

We publish details on our website for a period of five years commencing on the date we complete our investigation.

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 April 2019 we received a notification from another provider, which stated that safeguarding concerns had not been referred to appropriate child protection agencies.

We carried out an unannounced visit on the 8 May 2019. We found that the setting had not acted promptly to pass on relevant information about an alleged incident that had occurred in another setting so that the appropriate agency could investigate this. Although not part of the original complaint we found that the provider did not follow their recruitment and selection procedures consistently, as they were unable to provide evidence that references had been obtained for a new member of staff.

We also found that they do not have a policy in place with regard to the action they would take in the event of an allegation of abuse being made against a member of staff. They also did not consistently record complaints made by parents and their outcome.

We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider was still registered with Ofsted.

### **Actions needed**

ensure that managers and staff have a secure knowledge and understanding of all safeguarding matters, in order that concerns are reported to the relevant local statutory children's services without delay by 28 May 2019

review your recruitment procedures to ensure that processes for vetting all adults who work with children are robustly and consistently implemented and evidence of vetting information are kept by 28 May 2019

ensure the safeguarding policy and procedures includes an explanation of the action to be taken in the event of an allegation being made against a member of staff by 28 May 2019

review procedures to ensure that any complaint received by parents and the outcome are recorded by 28 May 2019

We carried out an unannounced visit on the 28 May 2019 and found that all actions had been completed within the timescales. The provider is still 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).