

## **Complaint about childcare provision**

153471/C287724

**Date:** 06/08/2016

### **Summary of complaint**

On 21 June 2016 we received a notification from an outside agency that raised concerns about safeguarding practice and managing children's behaviour. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Staff must be able to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

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

We carried out an unannounced visit and found that staff had procedures in place for recording and monitoring concerns about children. They also kept a log of any injuries children sustained away from the setting. However, the log lacks sufficient detail to ensure that staff can make informed decisions and ensure they respond to concerns in a timely and appropriate way, including making referrals to other agencies.

We found that the staff use a range of strategies to manage children's behaviour and seek additional professional support if they need extra help.

Although it was not part of this investigation, we found that the provider keeps a log of any complaints received, which includes the outcome of the complaint. However, the log was incomplete and was stored in a public area, which does not ensure that information about children and their families is kept confidential.

Following our investigation, we sent the provider a notice to improve that

asked them to:

maintain clear, informative records of any signs of possible abuse and neglect to children, including details of existing injuries, to enable you to respond in a timely and appropriate way. This is with regard to informing other agencies; keep a written record of any complaints, and their outcome and ensure that information relating to individual children and their families is handled in a way that ensures confidentiality.

Ofsted received written confirmation from the provider that recording procedures have been updated. Staff have been informed of the new procedures and forms are monitored regularly to ensure concerns are responded to in a timely manner. All confidential information is stored securely in the office. We are satisfied with the actions the provider has taken. 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)