

## **Complaint about childcare provision**

EY396900/C267654

**Date:** 23/02/2016

### **Summary of complaint**

On 19 November 2015, the provider notified us of a suitability issue regarding a member of staff. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage (EYFS) welfare requirements to notify Ofsted of a significant event.

We conducted an unannounced visit on 7 January 2016 to see whether the provider was meeting the welfare requirements in relation to Suitable People.

In particular these include a requirement that states providers must ensure that people looking after children are suitable to do so. During the visit the provider informed us that they had recognised their recruitment procedures needed updating in line with safer recruitment training she had previously attended. They therefore have now implemented the changes.

Although it was not part of the original concern, we also found that the provider had not risk assessed the outside area to ensure its safety.

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

ensure risk assessments identify aspects of the environment that need to be checked at regular intervals, with particular regard to the outside area and make sure all risks are removed or minimised.

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

## **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 (Reference no. 080120)