

## **Complaint about childcare provision**

EY461756/C282103

**Date:** 10/06/2016

### **Summary of complaint**

On 19 April 2016, the provider notified us of an incident that raised concerns about the suitability of an adult working with the children. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage safeguarding and welfare requirements to notify Ofsted of a significant event.

We looked into this concern to assess the risk to children and to assess whether the provider was meeting the Early Years Foundation Stage requirements relating to suitability of staff and child protection; in particular, the requirement for suitable people, which states that people looking after children, must be suitable to fulfil the requirements of their roles. We liaised with other agencies and found that the provider had followed their safeguarding procedures. They notified the relevant agencies with statutory responsibilities without delay of their concerns. The provider took immediate action to reduce any risks to children by following their own disciplinary procedures.

On 18 May 2016, we carried out an unannounced visit. During the visit, we completed observations of practice, scrutinised related documentation and interviewed the manager and deputy. We also looked into the Early Years Foundation Stage welfare requirements relating to: child protection, suitable people, information for parents and carers and complaints. We found that the provider had carried out an internal investigation and as a result reviewed their safeguarding policy to state that staff are not allowed to enter into babysitting arrangements while employed at the setting.

We are satisfied with the actions taken by the provider.

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)