

Complaint about childcare provision

EY493748/C284449

Date: 17/06/2016

Summary of complaint

On 16 May 2016, Ofsted received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the safeguarding and welfare requirements for the early years foundation stage relating to General Suitable People Matters, Training, Support and Skills, and Managing Behaviour: in particular the requirements that providers must record information about staff qualifications and the identity and vetting processes that have been completed, must ensure that all staff receive induction training and that they manage children's behaviour in an appropriate way. We found steps to establish the suitability of staff are not taken in a timely way and for some staff the evidence is not easily available for inspection. When children become restless, staff do not always manage their behaviour in a positive way. Following the inspection, we sent the provider a notice of action to improve that asked them to: verify each staff member's suitability in a timely way and to keep clear evidence of the identity checks and vetting processes that have been completed available for inspection; ensure that staff consistently use positive ways to manage children's behaviour. 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