

Complaint about childcare provision

EY445043/C294818

Date: 18/10/2016

Summary of complaint

On 15 September 2016, the provider notified us about a significant event relating to suitable people. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted. We needed to investigate to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, these include a requirement that Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable. We carried out a telephone investigation and found that the recruitment procedures at the time of the event were not sufficiently robust. We also found the provider had taken action to improve their recruitment procedures. They changed the process to ensure all suitability checks have been received before making a decision to appoint staff.

We are satisfied with the action 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