

## **Complaint about childcare provision**

150720/C293387

**Date:** 25/10/2016

### **Summary of complaint**

On 25 August 2016 we received information that raised a concern about recruitment procedures. We investigated the concern to see whether the provider was meeting the early years foundation stage [EYFS] welfare requirements in regard to Suitable people.

In particular, 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 conducted an announced visit and found that the recruitment procedures were not robust and that references are not checked or verified. In addition, although staff supervision takes place there are not systems in place for staff to disclose any significant event that is likely to affect their suitability, for example, contact with police or children's services.

Following our visit we sent the provider a notice to improve that asks them to;

improve recruitment procedures, including confirming references are checked and verified in order to ensure that people looking after children are suitable to fulfil the requirements of their roles,

improve systems for staff to disclose details of any significant event which is likely to affect their suitability.

We completed a further visit and found the provider had taken steps to address the actions raised in the notice to improve. We are satisfied with the actions they have 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)