

Complaint about childcare provision

EY452944/C299645

Date: 29/11/2016

Summary of complaint

On 15 November 2016 we received a complaint which raised concerns about staff suitability. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

On 21 November 2016 Ofsted conducted an announced visit and looked into this concern to see whether the setting was meeting Early Years Foundation Stage welfare requirements, in particular we considered the requirement relating to suitable people; which states: 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 also looked into the Early Years Foundation Stage welfare requirements relating: staff qualifications, training, support and skills; staff:child ratios; health: accident or injury; safety and suitability of premises, environment and equipment; risk assessment; information and records; information for parents and carers; complaints.

During the visit we completed observations of practice, scrutinised related documentation, interviewed the providers, and discussed practice with some of the staff team. We found that staff had followed appropriate procedures for dealing with accidents and injuries. However, the recruitment and vetting procedures in place are not sufficiently rigorous.

Following our investigation we issued the provider with a notice to improve, which required the provider to:

make sure robust systems are in place and effectively implemented to assess

the suitability of all practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises).

The provider has taken satisfactory steps to comply with the notice to improve. 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