

Complaint about childcare provision

251499/C290470

Date: 12/01/2017

Summary of complaint

On 20 July 2016, we received a notification from the provider.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements in relation to 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

We carried out an announced visit to the provider to discuss the detailed information that they provided.

As a result of our visit we found that the provider did not fully understand their safeguarding responsibilities or that staff understand the impact and effect of EYFS welfare requirements with regard to 'Disqualification'. The provider has failed to notify Ofsted of significant changes within 14 days (as required by the safeguarding and welfare requirements of EYFS), such as, to the roles of manager and committee members.

Following our visit, we issued a notice of action to improve which requires the provider to:

- 3.4 ensure that the provider (the committee) has updated knowledge and understanding of the setting's safeguarding policy and procedures. This also refers to any relevant guidance such as Prevent duty.
- 3.14 ensure all staff understand the circumstances whereby a registered provider or a childcare worker may be disqualified from registration. Where an employer becomes aware of relevant information that may lead to disqualification of an employee, the provider must take appropriate action to ensure the safety of children.

We issued a warning letter in relation to the failure to notify 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