

Complaint about childcare provision

EY355289/C296920

Date: 19/01/2017

Summary of complaint

On 6 October 2016, Ofsted received information that raised concerns about the suitability of the manager recently employed by the provider.

Relevant requirements: Safeguarding practice. Safeguarding Policy. General Suitability matters. Qualifications. Training, Support and Skills. General information and record matters.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the provision and met with the management team. We found that there were gaps in the recruitment procedures in relation to establishing the full previous history of employees.

We sent the provider a notice of action to improve that asks them to: ensure that that people looking after children are suitable to fulfil the requirements of their roles. Also that you have effective systems in place with regard to recruitment of staff in terms of robust checks regarding previous employment history. (Suitable people. 3.9.)

The provider has responded to the action imposed and has now reviewed the safer recruitment process and employee application forms to ensure more details are obtained with regard to previous employment history.

We are satisfied that the provider has taken prompt and effective action and remains suitable for registration 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