

## **Complaint about childcare provision**

EY464350/C302162

**Date:** 25/01/2017

### **Summary of complaint**

On the 9 December 2016, we received a notification from an outside agency that raised concerns about a member of the household. On the same day the provider notified us of safeguarding allegations that had been made about the same household member. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

Ofsted liaised with outside agencies to share information and made arrangements to visit the provider at home. We needed to look into these concerns to see whether the provider was meeting overarching regulatory requirements to safeguard and promote children's welfare; in particular, the requirements relating to general suitable people matters; safeguarding practice; safeguarding policy; child supervision and risk assessment.

We found the provider had taken appropriate action to share information with other agencies and with Ofsted in a timely way. The provider followed all guidance she received to ensure the safeguarding of children. Ofsted found no evidence of breaches to suitable people requirements. All individuals working and living in the provider's home have appropriate suitability checks in place and assistants attend relevant training to support them in their roles.

The provider has a secure knowledge and understanding of safeguarding practices and procedures. She ensures that children are always within her sight or hearing, unless, they are left with registered assistants for short periods of time. The provider has appropriate risk assessments in place to keep children safe. However, the provider was unable to share evidence that all of her assistants have parental permissions in place to allow them to be left unsupervised with children.

Following our visit, we sent the provider a notice to improve that asked them to:

ensure parents and/or carers' permission is in place to leave their children with an assistant, including for very short periods of time.

The provider has taken appropriate action to meet 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)