

## **Complaint about childcare provision**

155340/C311476

**Date:** 29/04/2017

### **Summary of complaint**

On 3 April 2017, we received a complaint that raised concerns about the suitability of adults working at the setting. We needed to look into these concerns to check that the provider was meeting requirements of the early years foundation stage; in particular the requirements relating to general suitable people matters, staff taking medicine/other substances and changes that must be notified to Ofsted.

On 26 April 2017, we carried out an unannounced visit to the setting. We found no concerns relating to staff's general suitability. However, we found that management does not have any systems in place to check staff's ongoing suitability to work with children. This affects how well they are able to safeguard children. We also found that Ofsted has not been kept informed about changes to the committee, which is a requirement of their registration. On this occasion, we issued the provider with a warning letter.

Although not related to the original concerns, we found that not all staff have a robust understanding about safeguarding relating to the Prevent duty and the wider aspects of safeguarding.

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

ensure that all staff have a robust understanding of safeguarding with particular regard to the 'Prevent duty guidance for England and Wales 2015';

implement effective systems to assess staff's ongoing suitability to work with children.

The provider has implemented new systems to assess staff's suitability to

work with children and staff have received training to increase their understanding of the wider aspects of safeguarding. 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)