

## **Complaint about childcare provision**

EY546271/C315541

**Date:** 29/06/2017

### **Summary of complaint**

On 23 May 2017 we received a complaint that raised concerns about the suitability of staff, staffing ratios and meeting children's individual needs. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Staffing arrangements must meet the needs of all children and ensure their safety.

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.

We carried out an unannounced visit and found that the provider has appropriate procedures in place to recruit staff and carry out necessary checks to assess their suitability for the role. There are effective systems in place to share resources with another setting managed by the same committee. This ensures there are sufficient staff available to care for the children. The two settings also share expertise to support specific roles, such as coordinating help for children with additional needs. Staff demonstrate a good understanding of keeping children safe. However, we found that information regarding the safeguarding of children was not shared effectively across the management team. Consequently, people with specific responsibility for safeguarding are not able to make informed decisions regarding the safety and welfare of children.

Following our investigation, we sent the provider a notice to improve that asked her to:

put in place effective systems to ensure that relevant information regarding safeguarding children is shared appropriately across the management team.

We will monitor the provider to ensure the action is successfully completed. 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)