

## **Complaint about childcare provision**

142879/C314817

**Date:** 11/07/2017

### **Summary of complaint**

On 15 May 2017, we received a complaint that raised concerns about the daily operational procedures of the nursery and care of the children. We completed an inspection to look at the concerns relating to the safeguarding and welfare requirements, in particular, the requirements relating to safeguarding; general suitable people matters; ratios; and notifications to Ofsted. At the inspection, we found that the nursery committee does not understand all its legal responsibilities. It has not notified Ofsted of changes to the nominated person or their committee. Ofsted do not know who is in charge and have not been able to complete the required checks to assess suitability. We also found that the committee did not follow effective recruitment and vetting processes to ensure all staff's suitability and could not provide records to show that all committee members have completed required Disclosure and Barring Service checks. This places children's welfare at risk. However, staff demonstrated they have a clear understanding of safeguarding and child protection issues and keep their knowledge up to date. They operate their key-person system effectively, so children form positive relationships with staff. Staff maintain required ratios. Following the inspection, we sent the provider a notice to improve that asked them to: ensure that the committee has a good understanding of its roles and responsibilities, with particular regard to promptly informing Ofsted of changes to its members, so that the necessary checks can be carried out; make records easily accessible and available for inspection, with particular regard to the Disclosure and Barring Service checks for committee members; and implement effective recruitment and vetting systems to ensure staff are suitable to work with children. The provider remains registered with Ofsted.

Complaint

### **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)