

## **Complaint about childcare provision**

EY492223/C318198

**Date:** 09/09/2017

### **Summary of complaint**

On 22 June 2017, we received a complaint which raised concerns about suitability of persons working on the premises, children being left alone with persons who are not checked, safeguarding procedures and information sharing with parents. We looked into the concerns to see whether the provider was meeting the early years foundation stage legal requirements relating to Child Protection, Suitable People, Staff:Child Ratios, Information for parents and carers, Premises and Risk Assessments; in particular the requirement that states, 'Providers must not allow people, whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for.'

We conducted an unannounced visit and found children are not left unsupervised with people whose suitability has not been checked. Persons working on the premises are suitable and enhanced criminal records checks have been obtained for them. Appropriate procedures are in place for checking the identity of visitors. However, the premises are not secure. As a result, children may be able to leave unsupervised or unauthorised persons may gain entry. This is a breach of the requirements (Premises). Safeguarding policy and procedures are in line with Local Safeguarding Children Board guidelines. Staff are clear on the procedures to follow should they have a child protection concern. Parents are informed of all persons who work on the premises and who may be present when their children attend.

Following the visit we issued a notice to improve that requires to the provider to:

- ensure children are not able to leave the premises unsupervised and reasonable steps are taken to prevent unauthorised persons entering the premises.

We received an appropriate written response to the action. 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)