

Complaint about childcare provision

303482/C318777

Date: 04/10/2017

Summary of complaint

On 28 June 2017 Ofsted received concerns with regard to the suitability of a member of staff working on the premises.

Relevant requirements: Safeguarding practice. Safeguarding Policy. General Suitability matters. Disqualification. Staff taking medication/ other substances. General information and record matters. Information about the child. Information for parents and carers. Information about the provider. Changes that must be notified to Ofsted

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the provision on 6 September 2017, we found that no staff member has been permitted to work at the setting once suitability issues had been identified.

However it was also identified that staff DBS checks have not been maintained by the provider. Although as not part of the initial concerns it was also identified that the registers of children's attendance did not accurately reflect the numbers of children in attendance at the time of the visit.

We sent the provider a notice of action to improve that asks them to: ensure that you check the suitability of every person looking after children and who works on the premises. This must include obtaining enhanced criminal records checks and barred list checks (Suitable People) and ensure a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is maintained (Information about the provider)

The provider has now updated the daily register to accurately reflect the

attendance of all staff and children. Enhanced criminal record checks have also been initiated for all staff members. We are satisfied that the provider has taken appropriate action and remains suitable to be 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