

Complaint about childcare provision

511678/C216463

Date: 17/06/2014

Summary of complaint

On 17 June 2014 Ofsted received information which raised concerns about the suitability of adults working with children, and the systems in place for checking the ongoing suitability of such adults. At an inspection we looked into this concern to see whether the provider was meeting the safeguarding and welfare requirements, and in particular the requirements for suitable people and staff to child ratios in relation to staff supervision of children

An inspection found that the provider had systems to complete clearance on all staff, but these were not robust for newly employed staff and all adults who come into regular contact with children. In addition, we found that the provider does not have up-to-date knowledge and understanding of the need to check and maintain the ongoing suitability of staff.

Following our inspection, we issued a notice to improve requiring provider to: ensure there are robust systems to show that current clearance checks through the Disclosure and Barring Service have been completed for all adults working with children or who is likely to have regular contact with children, and ensure leadership has sufficient up-to-date knowledge and understanding of the requirements for checking the ongoing suitability of all adults who either work with or have regular contact with children, and ensure there are robust systems to maintain such checks on those adults' suitability. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)