

Complaint about childcare provision

EY437526/C236350

Date: 28/03/2015

Summary of complaint

On 18 December 2014 we received information that raised concerns about the recruitment procedure, ineffective key person system, cleanliness and hygiene at the setting, safety of stair gates, staff: child ratios and the information that is provided for parents.

We investigated the concerns to see if the setting was meeting the Early Years Foundation Stage welfare requirements relating to suitable people, key person, safety, staff:child ratios and information for parents.

An unannounced visit was carried out on 02 February 2015 and we found the setting was in an acceptable of cleanliness and there were no obvious safety risks. The provider was found to be meeting the staff:child ratios and had also taken steps to improve the key worker system and the information that is provided to parents.

However, we also found that the provider had failed to follow safer recruitment procedures in relation to one member of staff as they had not obtained appropriate references for this member of staff.

Following our investigation we issued a notice to improve which required the provider to:

have effective systems in place to ensure that practitioners are suitable, this relates specifically to obtaining appropriate references as part of your recruitment procedures (Early Years Foundation Stage welfare requirements- Suitable people)

The provider has responded to the notice by taking steps to improve their recruitment procedures therefore no further action was required.

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)