

Complaint about childcare provision

EY388938/C270144

Date: 19/01/2016

Summary of complaint

On 08 December 2015, we received a complaint that raised concerns about the suitability of individuals working at the setting. This included information that appropriate criminal records checks had not been completed and that staff had left children unsupervised.

We needed to look into these concerns to ensure the Early Years Foundation Stage requirements relating to Suitable people are adhered to. These state that providers must ensure that people looking after children are suitable to fulfil the requirements for their role and that providers have effective systems in place to ensure that practitioners are suitable.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We visited the setting where we found that not all staff had an enhanced criminal records check completed by the setting, although they had attended with previous criminal records checks. In addition we found that staff did not have an up to date knowledge and understanding of safeguarding issues which affect children in today's society. As a result we issued a notice to improve requesting the setting:

ensure safeguarding knowledge and understanding is current and relates to issues in today's society, such as, child sexual exploitation, on-line safety and female genital mutilation

obtain an enhanced criminal records disclosure for practitioners who work with children.

The provider responded to the actions satisfactorily by obtaining outstanding criminal record disclosures. A member of staff was booked onto appropriate

safeguarding training, with the intention of cascading this to all staff at a staff meeting. In addition, all staff will receive refresher safeguarding training in February 2016.

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)