

## **Complaint about childcare provision**

129383/C275564

**Date:** 07/04/2016

### **Summary of complaint**

On 08 February 2016, we received a complaint that stated the premises were dirty. We looked into this concern to see if the setting was meeting the requirement relating to safety and suitability of premises, environment and equipment which states providers must comply with requirements of health and safety legislation (including fire safety and hygiene requirements). We found that the premises were fit for purpose and suitable. Concerns were also raised regarding a distressed child not being comforted and the supervision of sleeping babies. We looked into these concerns and found that staff were attentive to meeting the needs of children. We found that sleeping babies were within close proximity of staff and were checked every ten minutes.

Although it was not part of the original complaint, we found that staff files contained insufficient evidence regarding the safe recruitment of staff. Managers were unable to provide documents to evidence that all staff had been suitably vetted; including up-to-date criminal record checks for newly recruited staff.

Following our investigation we issued a notice to improve that asks the provider to:

ensure records are easily accessible and available to those who have a right or professional need to see them.

We issued a welfare requirement notice that asks the provider to:

ensure that people looking after children are suitable to fulfil the requirements of their role by conducting a robust recruitment procedure. With particular regard to implementing criminal record checks for newly recruited staff, completing a thorough interview procedure to test their

knowledge and skills and providing evidence that all references are in place.

We are satisfied with the action taken by the provider.

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)