

## **Complaint about childcare provision**

507893/C279668

**Date:** 25/05/2016

### **Summary of complaint**

On 18 March 2016, we received a concern that related to suitable person; in relation to the staff working with the children, safeguarding practice; in relation to staff's understanding of signs of abuse and procedures in place to protect children and keep them safe; qualifications, training and skills; in particular how staff are supervised and supported by leaders and managers.

On 19 April 2016, we conducted an unannounced visit to the nursery, where we checked documentation, spoke to staff and managers and observed practice. We found that most staff had completed safeguarding training, including whistle blowing procedures. We identified the opportunities for staff to have supervision with their line manager were not sufficient. There was no allocated time to discuss any concerns, safeguarding information and the children they work with. We also found the procedures in place prior to employment to check if staff are disqualified from working with children, are not robust.

Following the visit we issued a notice to improve that asked the provider to; ensure there are robust systems to enable staff to disclose any convictions, cautions, court orders, reprimands, warnings and disqualifications through association that may affect their suitability to work with children (whether received before or during their employment at the setting)

improve arrangements for the supervision of staff; provide opportunities for staff to discuss the children and families for who they have responsibility, training needs and any sensitive issues or safeguarding concerns.

The provider responded to the notice to improve and confirmed they now meet the requirements. 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 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)