

Complaint about childcare provision

EY266308/ C116033

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Summary of complaint

On 13 October 2009 we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the setting and found that the deployment of staff in the 3- 5 year olds room was not fully effective to ensure that children are supervised at all times. In addition we found that the arrangements for a named deputy to take charge in the manager's absence were not fully effective and arrangements for security at the rear of the premises were not fully effective.

We sent the provider a notice to improve that asked them to;

ensure that the named deputy is able to take charge in the absence of the manager. This refers to ensuring that the deputy has a comprehensive understanding of the setting's storage of records and operational plan (the Early Years Foundation Stage General Welfare Requirements – Suitable People)

ensure that staffing arrangements are organised to ensure children are fully supervised at all times (the Early Years Foundation Stage General Welfare Requirements – Suitable People)

ensure the premises, both indoors and outdoors, are safe and secure. This refers to assessing the risks to children in relation to security of the communal exterior and secondary interior gates at the rear of the premises and taking action to minimise these (the Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare)

The provider has responded appropriately to the actions set.

The provider remains qualified for registration.

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)