

## **Complaint about childcare provision**

EY487361/C253888

**Date:** 21/08/2015

### **Summary of complaint**

On 8 July 2015 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding Practice and Safeguarding Policy: in particular the requirement that providers must ensure there is a suitably qualified manager on the premises at all times; also, the requirement that the provider must ensure there is a named deputy to fulfil the manager's role in their absence; and the requirement that half of all other staff must hold a full and relevant qualification to at least level 2. We found that the provider had failed to make sure a suitably qualified manager is on the premises at all times, or that a suitably qualified deputy is in place when the manager is absent. In addition, we found that the provider has not completed appropriate suitability checks, including Disclosure and Barring Service checks, for staff who are left in sole charge of the nursery. We found that at times, staffing arrangements do not meet the requirement for half of all other staff to be qualified to at least level 2. In addition, we found the provider has not worked cooperatively with the local authority, who have given appropriate advice and guidance. Consequently, the provider has not taken sufficient action to improve. Following our inspection, we sent the provider a welfare requirements notice that asked them to: make sure a suitably qualified manager is on the premises at all times; ensure a named deputy, who can fulfil the role in the manager's absence, is qualified and suitable; and make sure staffing arrangements meet the legal requirements by ensuring that half of all other staff hold at least a full and relevant level 2 qualification. In addition, we asked the provider to ensure they have a clear understanding of their role and responsibilities with regards to meeting the requirements of the Statutory framework for the Early Years Foundation Stage, so that they are aware of the standards that all early years providers must meet to ensure that children are kept safe.

## **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)