

Complaint about childcare provision

EY437526/C216368

Date: 17/06/2014

Summary of complaint

On 6 May 2014 and 17 June 2014 we received information that raised concerns about safeguarding practice. At an inspection we looked into the concerns to see whether the provider was meeting the Safeguarding and Welfare requirements. In particular, the requirement that providers must make information available to parents about food provided for children; that staff arrangements must meet the needs of all children and must ensure that children are adequately supervised; that providers must notify Ofsted of significant changes, such as the change in managers ensuring they are appropriately qualified and have suitable experience. We found that information relating to food is not sufficiently clear; that ratios are consistently maintained and children are adequately supervised; and the provider has followed appropriate procedures for appointing a deputy manager, ensuring that they have suitable qualifications and experience. We sent the provider a Notice to Improve that asked them to ensure clear information is provided for parents regarding the food provided for children. We also received information that raised concerns about the learning and development requirements and how children's individual needs are met. We found that the provider has recently appointed a senior member of staff to take the lead on raising the standard of teaching and learning in the nursery. However, these are not yet good and as a result, children make only satisfactory progress. We sent the provider a Notice to Improve that asked them to improve the quality of teaching to ensure children's individual needs are fully met. 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)