

Complaint about childcare provision

EY315228/ C144754

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Summary of complaint

On 21 February 2011 we received a complaint that raised concerns about meeting children's individual needs, children not being given sufficient drinks and the setting not working in partnership with parents and carers. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that states that children must have access to fresh drinking water at all times and that the provider must maintain a two-way flow of information with parents. In addition we needed to investigate whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'organisation'. In particular, with regards to providing a challenging learning and development experience to meet children's individual needs.

We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found policies were on display and available to parents and systems were in place for sharing information with parents. The Inspector observed a two-way flow of information between parents and members of staff. However, on the day of the visit we identified that children did not have free access to drinking water and insufficient development experiences are provided to meet their individual needs.

Following the investigation, we issued a notice of action to improve that required the provider to:

ensure fresh drinking water is available at all times (The Early Years Foundation Stage General Welfare requirements - Safeguarding and promoting children's welfare)

plan and organise systems to ensure that every child receives an enjoyable and challenging learning and development experience (The Early Years Foundation Stage General Welfare requirements - Organisation)

We have received a response from the provider confirming that they have completed the actions. We are satisfied that the provider has taken the appropriate steps.

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)