

Complaint about childcare provision

EY380100/ C132323

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Summary of complaint

On 21 July 2010, we received information that raised concerns about the registration.

We received this information from a complaint. 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 on 10 August 2010 and found that on one occasion the provider had not ensured adequate supervision of children in the front garden area, that behaviour was not always managed sufficiently well and that communication with parents was sometimes not ensuring an adequate two-way flow of information.

Other matters

Although it was not part of the original complaint, we also identified that the provider had failed to inform Ofsted of a change in manager, that sometimes complaints were not recorded and that the premises were not secure.

Action taken

Following our investigation, we issued a notice to improve that asks the provider to:

ensure Ofsted is notified of any change to the person who is managing the early years provision. (The Early Years Foundation Stage General Welfare Requirements – Suitable people)
ensure that you manage children's behaviour effectively and in a manner

appropriate for their stage of development and particular individual needs. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding.)

take necessary steps to safeguard and promote the welfare of children by ensuring that children are supervised at all times. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding.)

take necessary steps to safeguard and promote the welfare of children by maintaining a regular two-way flow of information with parents. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding.)

take necessary steps to safeguard and promote the welfare of children by maintaining a written record of complaints and their outcomes. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding.)

take necessary steps to safeguard and promote the welfare of children by ensuring that the premises, both indoors and outdoors, are safe and secure and take steps to prevent intruders entering the premises. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding.)

We will monitor the provider to ensure the action is successfully completed.

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)