

Complaint about childcare provision

EY500246/C297185

Date: 20/12/2016

Summary of complaint

On the 10 October 2016, we received a complaint that raised concerns about the provision for food and drink, risk assessments, information for parents and carers, and the key-person approach.

At the inspection, we looked into the concerns to see whether the nursery was meeting the safeguarding and welfare requirements; in particular, the requirements relating to food and drink, how staff assess risk to keep children safe, the information available to parents and carers, and how the key-person approach supports children's individual care and learning needs.

We found that children receive appropriate food and drink, staff risk assess effectively and keep children safe, and parents have sufficient information made available to them. However, the key-person approach was not effective in meeting children's individual care and learning needs. As a result, we issued the provider with a notice to improve that asks them to: make appropriate staffing arrangements to ensure that children receive effective support from their key person to meet children's individual learning and care needs.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted