

## **Complaint about childcare provision**

EY455362/C247678

**Date:** 05/06/2015

### **Summary of complaint**

On 5 May 2015 we received a concern from an outside agency in relation to cleanliness at the setting, food hygiene issues, lack of a manager, a cook and a cleaner and hazards in the outside area. (Safety, Food and drink, Risk Assessment, Training, support and skills, Changes that must be notified to Ofsted.)

We carried out an unannounced visit and found the provider to be meeting EYFS requirements in relation to safety, food and drink, risk assessment, training, support and skills and changes that must be notified to Ofsted. This is because there were no identified hazards at the setting at the time of the visit. Food hygiene rules were being adhered to. Daily risk assessments are completed by staff. There is a newly appointed manager in post who is qualified to level 5 in child care. A cook has recently been employed who has appropriate food hygiene training and many years experience as a cook. The setting was found to be clean with nursery staff underrating the cleaning tasks daily to ensure the setting remains clean and hygienic. Although it was not part of the original concern we found the provider was not meeting EYFS requirements in relation to records because the staff qualification certificates were not available to the inspector at the time of the visit which is a requirement.

Therefore, following the visit we issued a notice to improve which asked the provider to;  
ensure records are easily accessible and available especially in relation to staff qualification certificates.(with prior agreement from Ofsted these may be kept securely off the premises)

The provider has met the action set therefore no further action to be taken.

## **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)