

Complaint about childcare provision

EY346222/C272176

Date: 02/03/2016

Summary of complaint

On 30 December 2015 we received information relating to concerns about the heating of the premises, staff were using mobile phones at the setting, there were rats near the setting and staffing ratios. We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage Welfare Requirements relating to safeguarding practice; child supervision, accident or injury; premises and risk assessments. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We visited the setting on 11 January 2015. We spoke to the registered provider, staff, looked at relevant documentation and toured the premises. We found that heating was suitable for children and accidents were appropriately recorded. There was no evidence to suggest that there were rats near the premises and refuse is disposed of appropriately. Staffing ratios were adhered to in the rooms and staff understand and implement the policy on mobile phone use. Risk assessments are in place although these are not always implemented effectively and do not clearly identify how risks will be removed or minimised in regard to keeping chickens on the premises and ensuring the fire door at the top of the stairs remains closed.

We sent the provider a notice to improve that requires them to: implement effective risk assessments which clearly identify when and by whom those aspects will be checked, and how the risk will be removed or minimised, with specific regard to the fire door at the top of the stairs and the chickens. Although this was not part of the original concern we identified that records of Disclosure and Barring Service checks for all staff were not complete. We sent the provider a notice to improve that requires them to: ensure records of Disclosure and Barring Service checks for all staff include the criminal records disclosure reference number, the date a disclosure was obtained and details

of who obtained it.

The provider responded to the notices to improve and explained they have updated risk assessments so they are more effective; and provide more information in managing risks associated with caring for chickens. They have also altered the fire door at the top of the stairs so this now closes, to improve safety for children. 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)