

Complaint about childcare provision

EY396796/C276593

Date: 10/05/2016

Summary of complaint

On 17 February 2016, we received a complaint about the cleanliness and safety at the premises and how staff supervise children.

We looked into this concern to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements. In particular, the requirements relating to food and drink, suitability of premises, staff deployment and risk assessment.

We conducted an unannounced visit to the premises. We found nettles in the garden area and a lack of fencing to keep children safe. We found that risk assessments were ineffective and some furniture and equipment were unclean. The arrangements for storing food were not satisfactory. Although not part of the original complaint, we also found that the first aid box was not accessible.

We served a welfare requirements notice requiring the provider to –

- take all reasonable steps to ensure children are not exposed to risks

- ensure that the premises and equipment are clean and hygienic in order to protect children's health and well-being

- ensure that the first aid box is accessible at all times with appropriate content for use with children

- ensure that those responsible for preparing and handling food are competent to do so and that food is healthy and that suitable hygiene arrangements are followed.

Failing to comply with a welfare requirements notice, without reasonable excuse is an offence.

We conducted a further visit to assess the provider's compliance with the welfare requirements notice. We found that the provider had taken prompt and effective action. The setting had undergone a deep clean and the kitchen was clean. There were no nettles in the garden and a new fence had been erected.

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)