

Complaint about childcare provision

EY343485/C281936

Date: 20/05/2016

Summary of complaint

On 15 April 2016 Ofsted received a complaint that raised concerns about child supervision, hygiene, safety and how complaints from parents are addressed. We carried out an unannounced visit on 16 May 2016 to look into the concerns. We found that some areas of the premises were not properly cleaned and there is unhygienic storage of bedding for babies. We also found the risk assessments were not being used effectively to reduce risk to children's safety. Following the visit, we sent the provider a notice to improve which requires the provider to ensure the premises and equipment are organised hygienically with particular regard to keeping floors and bedding clean for babies. We also require the provider to ensure systems in place for risk assessments are used effectively to identify and take action to remove or minimise risks to children's safety. 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