

## **Complaint about childcare provision**

EY453591/C300620

**Date:** 21/12/2016

### **Summary of complaint**

On 22 November 2016 we received a complaint that raised concerns about risk assessment, hazards, poor security, lack of access to drinking water and a three day interruption to the hot water supply.

We conducted an unannounced visit to see if the provider was meeting the requirements of the early years foundation stage statutory framework. These include Risk Assessment, Food and drink, Safety, Premises and Changes that must be notified to Ofsted.

We looked into these concerns to see if the provider was meeting regulatory requirements. In particular, these include requirements that state:

Providers must have a clear and well-understood policy, and procedures, for assessing any risks to children's safety, and review risk assessments regularly. Providers must determine where it is helpful to make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors. Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

The premises and equipment must be organised in a way that meets the needs of children.

Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation (including fire safety and hygiene requirements). Fresh drinking water must be available and accessible at all times.

Providers must notify Ofsted of any changes to the premises which may

affect the space.

We found at the visit that the premises were secure and gates were locked. Children had access to drinking water. There had been a disruption to the hot water supply but this was rectified as soon as possible, dishes are washed in the dish washer and in the meantime urns were used so that children could still wash their hands with warm water. No changes had to be made to the environment. Risk assessments have been completed and risks noted, however during a tour of the premises, toilet sanitizer was accessible to children.

Following our visit we sent the provider a notice to improve that asks them to;

ensure children in your care are not exposed to risks by making sure the risk assessments are followed and cleaning products are not accessible to children.

Ofsted is satisfied with the provider's written reply detailing the action they have taken, therefore we are not taking any further action. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)