# Complaint about childcare provision

**Date:**                                        21/06/2017

## Summary of complaint

On 18 May 2017, we received a concern from another agency that related to the suitability of the premises. We also received a notification from the provider about the same issue. This notification means the provider met their legal responsibility, as set out in the early years foundation stage; (EYFS) welfare requirements, to notify Ofsted of a significant event.

We needed to check if the provider continued to meet the requirements of the EYFS relating to: safety and suitability of premises, environment and equipment. On 14 June 2017, we carried out an unannounced visit to the setting. We looked at documents, observed practice and held discussions with the management and staff.

We checked what the provider had done in response to a legal notice issued by the environmental health department, to close the kitchen. We found the provider had worked with the other agency and dealt swiftly with the issue in order to comply with the notice. As result, the environmental health department confirmed the provider was able to re-open the kitchen two days later.

We also checked the areas used by the children within the nursery. We found that the nappy change area in both the toddler room and baby room were not hygienically clean. We also identified the bathroom had not been checked by staff. As a result, there were tissues on the floor, toilets had not been flushed and generally, the area was not clean and tidy or ready for use by the children.

Although not part of the original concern, we found that a further complaint had been raised. This related to ratios. The concern had also been investigated by the provider. As a result, we identified that the required

qualification ratios had not been met in the baby room and toddler room the day of the concern.

Following our visit we issued a notice to improve, that required the provider to:
ensure that for children age two, there is at least one member of staff that holds a full and relevant level 3 qualification and at least half of all other staff hold a full and relevant level 2 qualification;

ensure that for children age under two; there is at least one member of staff that holds a full and relevant level 3 qualification and is suitably experienced in working with children under two years; make sure that at least half of all other staff hold a full and relevant level 2 qualification and at least half of all other staff have received training that specifically addresses the care of babies;

ensure that the 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; ensure you comply with requirements of health and safety legislation (including fire safety and hygiene requirements);

take all necessary measures to minimise any risks to the health or safety of the children and staff in your care (Both parts of the Childcare Register).

The provider responded to the notice to confirm they now meet the legal requirements. They have employed more qualified staff to ensure the required ratios are met. A deep clean has been completed on the areas used by the children and a new cleaning rota has been implemented. Therefore, we are satisfied with the action taken by the provider.

The provider remains register 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