

## **Complaint about childcare provision**

EY472944/C326630

**Date:** 13/10/2017

### **Summary of complaint**

On 21 September 2017 we received information from an outside agency that raised concerns that the premises are not safe because there are exposed electrical wires and chemicals within children's reach. We were also informed that environmental health had visited the setting following a concern about food hygiene.

At an unannounced visit we looked into this concern to see whether the setting was meeting the Early Years Foundation Stage requirements relating to Risk assessment, Food and drink and Complaints.

We found that the provider had begun to install a new kitchen area in one of the playrooms. The kitchen area is larger than the original kitchen area and impacts on the space available for play. The provider explained that as they are not full, they do still have sufficient space for the numbers of children attending. We found the provider had failed to notify Ofsted of a significant event; all registered early years providers must notify Ofsted of any change to the premises which may affect the space available to children, which is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

The work is not yet complete and electrical cables, which have been threaded through a new partition, are within the reach of children. A risk assessment has not been carried out to ensure that any risks to children are identified and minimised. We also found that wild mushrooms, growing in the outside play area have not been checked to ensure they are not poisonous. This is a risk to children's safety.

Following our visit, we sent the provider a notice to improve that required them to:

3.64. ensure that all reasonable steps to ensure staff and children are not exposed to risks are taken, with specific reference to risks from electrical cables near to the newly constructed kitchen area

3.64 improve indoor and outdoor risk assessments to ensure that aspects of the environment that need to be checked on a regular basis, are identified, and to ensure identified risks are removed or minimised

The provider took the required action to comply with the notice of action to improve.

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)