

## **Complaint about childcare provision**

EY469239/C220117

**Date:** 16/01/2015

### **Summary of complaint**

On 18 July 2014, we received a notification from an outside agency that raised concerns regarding high temperatures recorded at the setting. We investigated the concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safety', 'health' and 'risk assessment'.

We carried out an unannounced visit to the premises and found that an effective risk assessment had not been implemented at the time the concerns regarding the temperature of the nursery were raised. Risk had been identified and recorded at the time however the provider did not take prompt and effective action initially to ensure safety and promote an environment that is conducive to children's welfare, development and learning. The provider has now installed a new air conditioning system which regulates and maintains appropriate temperature within the setting.

The provider did not notify Ofsted of the closing of the setting pending the completion of recommendations made by another agency.

We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

Following our investigation, we issued a notice to improve that asks the provider to:

ensure premises including overall floor space and outdoor spaces are fit for purpose and suitable for the age of children cared for, the activities provided on the premises and comply with requirements of health and safety legislation (including fire safety and hygiene requirements) (The Early Years

Foundation Stage –Safety)

ensure all reasonable steps are taken by staff that children are not exposed to risks, demonstrate how they are managing risks, 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 (The Early Years Foundation Stage – Risk assessment)

We will monitor the provider to ensure they meet this action.

We are satisfied with the action taken by the provider and no further action is required.

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)