

Complaint about childcare provision

EY390872/C237848

Date: 03/02/2015

Summary of complaint

On the 16 January 2015 we received a complaint that raised concerns about hygiene and safety of the premises.

On 23 January 2015, we carried out an unannounced visit to the setting to look into these concerns to see whether the setting was meeting the Childcare Register Requirements, for childminders and home childcarers, in particular, Childcare Register and Voluntary Childcare Register requirements relating to: Suitability and Safety of Premises and Equipment. In particular, these include requirements for providers to ensure the premises and equipment used for the purposes of childcare are safe and suitable for that childcare; in addition providers must take all necessary measures to minimise any risks to the health or safety of the children and staff in their care and they must ensure there are suitable facilities for the preparation of food where food is provided.

We found that the provider is not currently providing care for children from the premises. We found that the whole of the premises is not safe, hygienic or suitable for childcare and poses a risk of harm to children. Although it was not part of the original concerns, we also found that the provider has failed to notify Ofsted of changes to health which may impact on suitability and changes to those living at the premises; the provider does not have public liability insurance; the provider has not kept records that must be kept and retained for a period of two years, including a daily record of attendance and the name, home address and date of birth of each child cared for on the premises. Furthermore, the provider does not have a written statement of procedures to be followed in relation to complaints. We also found that the provider does not have a written statement of procedures to be followed for the protection of children and does not have a knowledge of the Local Safeguarding Children Board (LCSB) procedures for safeguarding.

Following our investigation, we made a decision to cancel the registration because we believed that the provider is no longer suitable. The provider resigned her registration before we took these steps.

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)