

Complaint about childcare provision

137800/C272700

Date: 02/02/2016

Summary of complaint

On 7 January 2016, we received a complaint that raised concerns in relation to: high staff turn over and agency staff not being qualified; mice droppings in the baby room; children not being given adequate food at meal time. Also the complaint raised concerns that Ofsted had not been informed of a significant event.

These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements. In particular we considered the requirements relating to: staff to child ratios; hygiene; food and drink and changes that must be notified to Ofsted.

We carried out an unannounced visit and found that the setting was meeting the minimum adult to child ratios with sufficient qualified staff and that children receive balanced nutritious meals and can ask for more food if they are still hungry. It was found that the setting had not failed to inform Ofsted of a significant event.

Since November 2015 there has been an issue with mice on the premise. An external company attended the setting on several occasions to deal with the problem and the setting carried out a deep clean of the environment and resources. However, on the day of the visit there was evidence that mice are still on the premises in the pre-school bathroom, which management were not aware of. The manager is taking action by arranging for the pest control company to attend again. We will continue to monitor to check that the issue of mice on the premises has been dealt with.

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)