

## **Complaint about childcare provision**

119969/C275096

**Date:** 24/03/2016

### **Summary of complaint**

On 3 February 2016, we received information that raised concerns about hygiene. This information relates to the Early Years Fountain Stage requirements regarding safety and suitability of premises, environment and equipment.

On 22 February 2016, we carried out an unannounced visit to the setting to discuss the concerns with the manager. In addition, we also needed to discuss concerns in relation to risk assessment that had been raised in another complaint and was due to be considered at the next inspection.

We viewed the each play room in the nursery. We discussed risk assessments and hygiene arrangements with the manager. We also viewed settings policies and procedures.

We found that the provider promoted good hygiene practices in the setting. However, we found that risk assessments in some parts of the nursery did not identify risks and hazards to children. This demonstrates that risk assessment arrangements are not effective and as a result children's safety is compromised.

Following our visit, we served notices to improve that asked the provider to;

-take all reasonable steps to ensure children are not exposed to risks and demonstrate how they are being managed

We monitored the provider and found that they had taken sufficient action to meet the requirements.

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)