

Complaint about childcare provision

EY420467/C226615

Date: 29/11/2014

Summary of complaint

On 19 September 2014, we received a complaint that raised concerns about the suitability of the premises. The provider also notified us of this concern. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of significant events.

We liaised with other agencies, carried out an unannounced investigation and looked into this concern to see whether the setting was meeting requirements relating to Premises, Supervision of Children and Risk Assessment.

We found that a child had been able to leave the premise unsupervised and unnoticed by the staff. We were able to examine CCTV images of the incident, speak to the provider, the nursery manager and staff.

We found that the provider had taken immediate action to improve security of the premises. High handles had been fitted to the exit door; fencing had been put in the garden to create more manageable areas and a safety gate had been put in place in the nursery room to reduce risk further. The Fire door had also been fitted with an alarm. The provision of an after school group had stopped operating at the setting.

In addition the provider had identified and put systems in place to improve the supervision of children and improved on their assessments of the suitability of all staff working with children.

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)