

## **Complaint about childcare provision**

EY412582/C262487

**Date:** 23/10/2015

### **Summary of complaint**

On 6 October 2015, we received a notification from the provider that a child who attends the setting was seen by a member of staff on the driveway. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of a significant event. We also received two complaints about a child being able to leave the premises, unsupervised. Further concerns were also raised about inadequate staffing levels, supervision of children, needs of children not being met, the frequency of accidents at the setting, inaccurate registers and poor sharing of information with parents.

We carried out an unannounced visit on 19 October 2015 and found that on 2 October 2015, a young child was able to leave the building by climbing out of an open ground floor window. The child was stopped on the driveway by a member of staff. An investigation was carried out by the management team. They found that in one of the ground floor rooms, the sash window was open, children were not adequately supervised and there was one member of staff with six children at the time of the incident. Open windows had not been identified as being a risk to children climbing out. We found that although there were enough staff working at the setting, staff were not always deployed effectively to meet the needs of the children. We found that accidents were recorded and appropriate action was taken to review where and when accidents happen. We found that staff do share information with parents appropriately, We could find no evidence that children's hours of attendance were not recorded correctly.

The management team have taken action to meet the requirements of registration. The sash windows all have restrictors, which mean there is a limit as to how far they can be opened. Staffing arrangements mean that children are adequately supervised and there are always enough staff

working directly with the children. Staff have been reminded about the importance of ensuring children are supervised appropriately and have all confirmed they adhere to the policy that correct adult:child ratios are met at all times.

Staff are allocated time away from the classrooms to enable them to complete paperwork. A six foot fence and gate with a high bolt has been erected at the front of the building and parents have been asked to keep the gate shut.

We are satisfied with the action taken and 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)