Complaint about childcare provision

507692/C279839

Date: 27/04/2016

Summary of complaint

On 21 March 2016, we received a notification from the provider of an incident where a child left the building unsupervised for a period of approximately three minutes. The child was returned to the setting by a parent. The provider also notified the Designated Officer and Local Authority Early Years team of the incident. We visited the provider and looked into this information to see whether the setting was meeting Safety and suitability of premises, environment and equipment; Risk assessment. We found that the provider had taken action to address the issues and had re-assessed the premises and the management of drop off and collection times for children. The manager is completing their investigation into the events and has spoken to the parent of the child involved. Members of staff will now control the gates on the exterior of the premises to monitor the movement of children and parents, at these times. Staff have been reminded of the importance of being vigilant and not being distracted during these duties. The re-assessment of the risk assessment has identified that there is a greater risk early morning and afternoon collection and so the current free flow arrangement for children has been changed. Children will now be dropped off into their own base room, where they will remain at the start of the sessions until all children are secured into the premises to reduce the risk. As the provider has taken action, no further action is required.

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)