

## **Complaint about childcare provision**

EY497246/C284756

**Date:** 21/05/2016

### **Summary of complaint**

On 18 May 2016, we received a complaint from another agency and a notification from the provider that raised concerns about four children going missing from the preschool. These notifications also raised concern about the safety of children as they were close to a busy road. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to Child protection, Suitable people, Staff qualifications training support and skills, Key person, Staff: child ratios, Safety and suitability of premises environment and equipment – Safety, Risk assessment and Information and records. This information was also shared with the designated person for safeguarding in the local authority. Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We contacted the provider on 18 May 2016 to find that the preschool would not be open the following day. An announced visit was carried out to meet with the provider at the preschool on 19 May 2016. The inspector found that the provider had begun to assess the risks to children and investigate the incident, where four children left an outside garden area at the rear of the property and made their way close to a busy road unaccompanied by staff at the setting and one of which was found by a member of the public and brought to safety. The provider had notified Ofsted and the local authority. 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

During the visit the inspector found that there were inadequate checks made

of the security of a gate within the garden area to ensure children could not leave unaccompanied. The inspector also found that: adult to child ratios were not met for children aged two, that the procedure being followed when a child goes missing was inadequate and that they had insufficient resources to ensure children could be found quickly because the mobile phone for the staff use in an emergency was not on site. The provider agreed that an assessment of risk inside and outside the setting required improvement as the resources are shared with the occupants of the Children's Centre, and there were inadequate checks made of the safety and suitability of those shared resources. The provider has closed the preschool to undertake the necessary steps to make the provision safe.

Following our investigation, we sent the provider a notice to improve that asked them to ensure that: children do not leave the premises unsupervised (Early Years Foundation Stage, Premises), ensure the safety of children by completing a review of all risks, both indoors and outside. This includes checks carried out on toys and resources in their use and construction for the relevant age of the children using them or coming into contact with them (Early Years Foundation Stage, Risk assessment) They were also asked to: improve systems followed by staff for the safety of children, including the procedure staff follow in the event of a child going missing (Early Years Foundation Stage, Information and Records), improve training and induction systems for staff to ensure they gain the necessary skills and knowledge and have a clear understanding of their roles and responsibilities, in ensuring children's' good health and safety (Early Years Foundation Stage, Staff qualifications, training, support and skills), ensure staffing arrangements meet the needs of all children and ensure their safety, this particularly relates to the need to make sure there are adequate staff for children aged 2 (Early Years Foundation Stage, Staff: child ratios).

Actions were also raised as they also relate to the General Childcare register.

The provider has subsequently resigned this registration.

### **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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)