

Complaint about childcare provision

EY457081/C288491

Date: 09/07/2016

Summary of complaint

On 29 June 2016 we received information from the setting that raised a concern about the security of the premises. We needed to investigate this concern to see whether the provider was meeting the early years foundation stage welfare requirements relating to Safety and suitability of premises, environment and equipment. In particular, these include a requirement that states: Providers must ensure that children do not leave the premises unsupervised.

We carried out an unannounced visit and found that a child had managed to leave the building unnoticed by staff for a brief period of time. The child was outside the building but still within the enclosed setting grounds. The provider took swift and effective action to re-assess and change their procedure for the arrival and hand-over of children at the beginning of each session.

We did not require the provider to take any action as they had already taken appropriate action to prevent a similar incident happening again in future. 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 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