

Complaint about childcare provision

155769/C310637

Date: 10/05/2017

Summary of complaint

On 24 March 2017, we received a notification from the provider that a child was able to leave the premises unsupervised and was found a short distance on the school premises by a member of staff.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Premises', 'Staff:child ratios' and 'Risk assessment'.

We carried out an unannounced visit to the premises and found that the setting had not completed a suitable risk assessment prior to having an open day/event for parents to attend. The child had been able to leave the premises following a group of parents.

Following the incident the provider completed a full internal investigation and found that it was apparent that the incident was a failure on the part of the nursery procedures. Issues had not been identified relating to the security of the premises. Since the incident, health and safety procedures have been updated and amended, staff and parents have been informed; strong self-closures have been fitted to all doors.

During the visit we also found that required information regarding criminal record checks had not been completed for all staff.

Following our investigation, we issued a notice of action to improve which required the provider to:

3.64 ensure you take all reasonable steps to ensure staff and children in your care are not exposed to risks. This particularly refers to assessing risks involved for events held on the premises that are different from normal routines.

3.12 ensure you record information about the identity checks and vetting processes completed for staff (including the criminal records check reference number, the date a check was obtained and details of who obtained it).

We are satisfied with the action taken by the provider to meet the notice.

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