

Complaint about childcare provision

EY435589/C312800

Date: 18/05/2017

Summary of complaint

On 7 April 2017, we received a complaint that raised concerns about the safety and security of the setting. The concern received indicated that a child had managed to get out of the front garden area unsupervised and into the street. On 21 April 2017, we received a further complaint about the same concern. At an unannounced visit we needed to look into this concern to see whether the setting was meeting overarching regulatory requirements in relation to – safety and suitability of premises; staff deployment and child supervision; safeguarding practice; ratios and risk assessment.

On 11 May 2017, we carried out an unannounced visit to the setting. We found that staff were well deployed in the setting to meet the needs of the children. We observed that staff ratios and qualification requirements of staff were fully met. Risk assessment procedures were in place to identify and remove risks. These were observed to have been recently updated to include the regular monitoring of doors and gates, both inside and outside of the setting.

We found that the provider was aware of an incident that occurred at the nursery. However, their account of what had happened was not consistent with the complaints received by Ofsted. Nevertheless, the provider had taken action to secure the front garden area to help ensure that children remain safe. The provider had also made a decision to not use the front garden until further security measures are put into place to make all areas of the garden more secure.

The provider carried out an internal investigation into the concerns. The outcome was that a child had managed to leave the setting unsupervised. The provider carried out disciplinary proceedings with staff who were caring for the children at the time of the incident. The provider shared her outcomes

with both the local authority designated safeguarding officer (LADO) and with Ofsted. The LADO reviewed the investigations and confirmed that the allegations raised were substantiated. Ofsted are satisfied that the provider took appropriate action to deal with this incident and continues to meet requirements of their registration.

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