

## **Complaint about childcare provision**

EY279807/C322818

**Date:** 23/08/2017

### **Summary of complaint**

On 8 August 2017 we received information that a young child had been able to leave the nursery unnoticed by staff. The child had followed parents out of the premises who were leaving with their own children and had got as far as the car park before his presence was noted and he was taken back to the nursery.

These concerns relate to early years foundation stage legal requirements staff: child ratios, and premises. In particular that providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met; and that the provider must ensure that children do not leave the premises unsupervised.

We liaised with the provider regarding these concerns. They provided evidence that a full and comprehensive investigation had been completed. As a result they have taken action to minimise the risk of such an incident occurring again in the future as follows:

- They have issued a reminder to parents to ensure doors to rooms and the nursery building are closed behind them as they enter or exit.
- Parents must now hold the hand of their child or carry them as they leave the premises.
- Other friends and relatives who collect the children will be informed of these procedures.
- Staff disciplinarys have been completed as deemed appropriate - regarding lack of supervision on the day of the incident.
- A staff meeting has been held to review the investigation outcome and the action points implemented as a result.
- The handles, hinges and self-closing mechanism on the main door have been tightened.

- There is now always the provider, manager or deputy manager present in the lobby at the busiest pick up times to supervise those going in or out.
- Parents are asked to wait if they want to talk to staff in detail at these times so that they do not distract staff from supervision of the children.
- The phone is not answered during this time to avoid distraction from supervision of the children.
- These steps are being monitored to confirm new procedures are working well to minimise the risk of such an incident occurring again.
- The provider is also thinking of investing in a key fob to be placed on the lobby door which only staff can activate – this will be an extra precaution.

As the provider has taken prompt and appropriate action to respond to this significant incident in order to comply with the relevant requirements we do not feel it necessary to take any further action.

The provider remains registered.

### **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)