

Complaint about childcare provision

315218/C323797

Date: 09/09/2017

Summary of complaint

On 21 August 2017, we received a complaint that raised concerns about the security of the setting and the supervision of children. At an unannounced visit we looked into this concern to see whether the setting was meeting the requirements of the early years foundation stage.

We found that there had been an incident when staff had not secured the premises and also that staff were not deployed effectively. The provider had already undertaken an investigation and had improved the procedures to ensure the security of the setting and had implemented improvements in the key worker system, to ensure that children are suitably supervised by their key worker.

We were satisfied with the action taken by the provider and did not require them to take any further action at this time.

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