

Complaint about childcare provision

EY258477/C325779

Date: 26/09/2017

Summary of complaint

On 13 September 2017, we received a complaint that raised concerns about the security of the setting, the maintenance of confidentiality and the supervision of children when using the bathrooms. We do not investigate to prove or disprove a complaint. We looked into this concern to see whether the setting was meeting the requirements of the early years foundation stage relating to 'risk assessment' staff: child ratios' 'premises' and 'information and records'. In particular, the requirements that state: providers must ensure they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks; staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met; providers must ensure that children do not leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons entering the premises; and confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.

We carried out an unannounced visit to the premises and found that the premises are secure as the front door is locked. The key fob system to access the nursery rooms was broken on one day but was repaired straight away and did not affect the security of the front door; records are stored securely in a filing cabinet in the office and the cabinet is locked when there is no-one on the office. We found that there has been some occasions when children were found in the toilets or corridors unsupervised and despite the risk assessment for the corridor has been updated after the first occasion, this re-occurred recently and therefore the risks are not managed sufficiently to keep children safe.

Following our investigation, we sent the provider a notice of action to improve that asks the provider to:

-ensure that all reasonable steps are taken to ensure that children are not exposed to risks, particularly when going to and from the bathroom

We are satisfied with the action taken by the provider and no further action was required. 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