

Complaint about childcare provision

EY465422/C328164

Date: 01/11/2017

Summary of complaint

On 6 October 2017, we received a complaint that raised concerns that the provider is not taking a security breach, which occurred in January 2017, seriously enough. In January 2017 a child had been able to leave the premises unaccompanied and unnoticed by staff.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Risk assessment'. In particular providers must ensure that 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.

We do not investigate to prove or disprove a concern but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider is continuing to take suitable action to ensure children are unable to leave the premises unaccompanied and unnoticed by staff. We found that the premises are secure and that management and staff are clear of the procedures they are required to follow during busy drop off and collection times. Furthermore, steps are regularly taken to remind parents to close the entrance door and gate behind them.

Although not part of the original complaint we found that the provider had failed to keep a written record of all complaints and their outcome.

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

ensure a written record is kept of any complaints, and their outcome.

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