

Complaint about childcare provision

127670/C329221

Date: 29/11/2017

Summary of complaint

On 17 October 2017, we received a notification from the provider that raised concerns about the security of the premises and children's safety. A child had left the setting and was immediately found just outside the premises. This notification means the provider met their legal responsibility, as set out in the early years foundation stage (EYFS) welfare requirements, to notify Ofsted of a significant event within 14 days. We carried out an unannounced visit to look into the concerns to see whether the setting was meeting the EYFS welfare requirements relating to safeguarding and promoting children's welfare, child supervision, staff deployment and risk assessment. In particular, the requirement for providers to ensure that staffing deployment meets the needs of all children to ensure they are adequately supervised. We spoke to the provider and staff, reviewed the risk assessment and observed the revised collection procedures. We found that following the incident the provider had taken immediate steps to improve the safety of the children at collection time. We are satisfied with the action taken by the provider to improve children's safety. 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