

Complaint about childcare provision

EY429494/C317325

Date: 30/08/2017

Summary of complaint

On 13 June Ofsted received a concern from a member of the public advising that a child had left the outdoor garden area unsupervised.

Relevant requirements: Safeguarding practice. Training, Support and Skills. Key persons. Ratios. Child Supervision. Staff deployment. Safety. Premises. Risk assessment. General information and record matters. Information about the child. Information for parents and carers. Complaints. Information about the provider. Changes that must be notified to Ofsted

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the setting unannounced on 17 July 2017. It was found that the provider had improved security of the premises in relation to the outdoor area. However it was also identified that the front door security and main front gate security could also be improved.

We issued the provider with a notice to improve requiring them to: ensure that children do not leave the premises unsupervised and that you take all reasonable steps to prevent unauthorised persons entering the premises. Specifically in relation to the security lock on the front door and main front gate. (Premises 3.62)

The provider responded to the notice to improve and has now installed additional security measures on the main entrance gate and the front door. We are satisfied that the provider has taken prompt and effective action. The provider remains suitable for registration 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