

Complaint about childcare provision

146066/C247869

Date: 16/06/2015

Summary of complaint

On 6 May 2015, we received a complaint that raised concerns about supervision and the security of the premises. We looked into this concern to see whether the setting was meeting the requirements of the Early Years Foundation Stage relating to staff:child ratios and premises.

In particular, these include requirements that state:

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 inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing.

Providers must only release children into the care of individuals who have been notified to the provider by the parent, and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors. Providers must consider what additional measures are necessary when children stay overnight.

We carried out an unannounced visit and found that a child had been able to leave the premises unsupervised. Since this incident, the provider has reviewed the systems in place at children's arrival and departure times to ensure this does not happen again. The revised procedures are more robust and we are satisfied that sufficient action has been taken to ensure the requirements of registration are met. In addition, the provider is considering

installing a new fence to further enhance the security of the premises.

The provider remains registered.

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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)