

Complaint about childcare provision

EY284617/C251490

Date: 23/07/2015

Summary of complaint

We received information on 15 June 2015 from a parent raising concerns about the security of the premises and supervision and safety of children after observing a child alone in the outside play area of the nursery. These issues relate to the Statutory Framework for the Early Years Foundation Stage (EYFS) Staff qualifications, training support and skills; Staff: child ratios; Safety and suitability of premises, environment and equipment, Premises and Risk assessment.

We also received a notification about this incident from the provider on 25 June 2015. By making this notification the provider has met the (EYFS) Information and records 3.77.

We carried out an unannounced visit to the premises on the 24 June 2015 and found that on 15 June 2015 steps had not been taken to make sure children were supervised sufficiently and not able to leave the playroom and go to the outside play area alone. Staff acknowledged that their failure to meet the EYFS requirements had compromised children's safety and took prompt action to make sure children are supervised effectively in all areas, that the premises is organised so that children cannot leave unsupervised and risk assessments are completed to minimise potential hazards at any time when any changes are made. Additional fencing is now also in place preventing children accessing the play area alone. The leadership and management team carried out an internal investigation and have procedures in place to make sure the EYFS requirements continue to be met.

The provider has therefore taken action to meet the EYFS requirements, Staff qualifications, training support and skills; Staff: child ratios; Safety and suitability of premises, environment and equipment, Premises and Risk assessment. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)