

Complaint about childcare provision

254609/C253726

Date: 28/07/2015

Summary of complaint

On 7 July 2015, we received a complaint that raised concerns about a child leaving the childcare premises unsupervised. We looked into these concerns to see whether the provider was meeting the Early Years Foundation Stage legal requirements relating Staff:child ratios, Risk assessment, Safety and Premises; in particular, the requirement that states 'Providers must ensure that children do not leave the premises unsupervised.'

We spoke to the manager and found that a child has been able to leave the outdoor area without staff being aware due to a loose panel in the fence. As a result, we issued a welfare requirement notice that required the provider to:

ensure that children do not leave the premises unsupervised.

We conducted an unannounced visit to monitor compliance with the notice and found the provider has taken appropriate action to ensure the outdoor area is secure to prevent children from leaving unsupervised. We found that there are sufficient staff present who are appropriately deployed and risk assessments identify areas of risk in the outdoor area and how these risks are minimised or removed. 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)