

## **Complaint about childcare provision**

EY315732/C248403

**Date:** 22/09/2015

### **Summary of complaint**

On 12 May 2015 we received a notification from the provider that a child had managed to leave the setting unsupervised. We needed to investigate this concern to see whether the setting was meeting the Statutory Framework for the Early Years Foundation Stage.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an announced visit to the premises and found that a child had managed to leave the setting and been found beside the buggy store outside, by another parent. The setting followed their disciplinary procedures to deal with this incident. The setting generally have secure procedures in place for collection times where children sit on a carpeted area with a member of staff, while another member of staff takes responsibility for opening the door to parents. However, on this occasion the member of staff supervising children on the carpet left the children, and opened the door to parents. This resulted in the child leaving the carpeted area undetected and following a parent out of the main doors of the room, through the reception area and out of the main exit doors.

The setting have, created an area next to the door that parents can stand in while they drop their children off, staff manage access from this area to the room by greeting parents and opening the gate to allow children to be collected. The registered person has also tested staff's knowledge on the procedures to be used for maintaining security in the setting to ensure that this is embedded. The setting have reminded parents not to hold the doors open for others to further safeguard children in their care and limit the likelihood of children being able to leave with anyone else. We found that all of the staff spoken to in the room knew of the importance of the procedures to be followed when children are collected.

The setting has plans to raise the exit button next to the main doors to prevent this from being within reach of children and to replace the safety gate beside the reception. Although still functional, the catch on the gate has loosened due to continual use and can be easily opened by children.

Following our inspection, we sent the provider a notice to improve that asked them to, ensure that staffing arrangements meet the needs of all children to ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met, with particular regard to the supervision of children at collections times. The provider responded to the notice to improve and told us that risk assessments had been reviewed and staff had been reminded of these, a newsletter had been distributed to parents and the setting had sought advice from their health and safety officer and any recommendations made would be adhered to.

We carried out an unannounced visit to the setting. We found that the exit button next to the main doors has been heightened to ensure that it is out of the reach of children. A new gate has been fitted beside the reception area which is difficult for small children to open. We found that staff allow a few parents at a time to collect their children in the drop off and pick up area in the room. This allows staff to manage who is leaving the premises more carefully. We were told that although policies have not changed, these have been reviewed to ensure that they are easier to understand and the incident has been discussed in staff meetings to ensure that everyone is fully aware of their roles at dropping off and collection times.

The provider remains suitable for registration.

### **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)