

## **Complaint about childcare provision**

318614/C279904

**Date:** 13/04/2016

### **Summary of complaint**

On 21 March 2016 we received information that raised concerns about the security of the premises and a child being able to leave the premises unnoticed by staff.

We needed to investigate this concern to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to Premises. In particular, these include a requirement that states: 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.

We do not investigate to prove or disprove a complaint but we look into information we receive to see if the registered person is meeting all legal requirements and remains suitable for registration.

We carried out an unannounced visit and found that a child had managed to leave the setting alongside another parent at the busy drop-off time. The child was returned by their own parent within two minutes and was visible on the settings closed-circuit television (CCTV) system the whole time. The CCTV system also showed that children were playing in the settings car park while waiting for entry into the building.

Following our investigation we issued a notice of actions to improve that required the provider to:

- take all reasonable steps to ensure staff and children in your care are not exposed to risks, such as the risks in relation to the car park and the procedure for dropping-off and collecting children from the setting.

We are satisfied with the provider's response and action plan, which included informing parents about keeping their children safe whilst in the nursery grounds, and allocating a designated area for parents to wait. Staff have been given additional training regarding health and safety and the procedures to follow at collection and drop off times. 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)