

Complaint about childcare provision

402243/C276085

Date: 29/04/2016

Summary of complaint

On 11 February 2016, we received a complaint that raised concerns that a child had managed to leave the premises unsupervised.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to:

'Staff:child ratios'. In particular that 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.

'Risk assessments'. In particular, these include requirements states that 'providers must ensure that they take all reasonable steps to ensure children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider had failed to assess risk to children effectively which resulted in a child leaving the premises unsupervised. The provider failed to record this incident, or inform staff and review their risk assessment and practice in a timely way to minimise further risk to children.

Following our investigation, we issued a welfare requirement notice which asks the provider to ensure:

- that all reasonable steps are taken to reduce risk to children. Should any

risk be identified ensure how this will be removed or minimised by whom and when

- records are maintained and shared with staff to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met; in this instance that risk assessments are reviewed in a timely way following an incident and that all staff are aware of implications and any necessary changes to practice.

It is in offence to fail to meet a welfare requirements notice within the timescale specified.

We carried out a monitoring visit to the setting to check that the provider was complying with all actions set in the welfare requirement notice. We found that the provider had taken all necessary action. The provider will now have a full inspection.

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)