

Complaint about childcare provision

226487/C294866

Date: 02/11/2016

Summary of complaint

On 15 September 2016, we received a complaint which raised concerns about how children were supervised at the setting and the security of the premises.

We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to staff: child ratios and the premises. In particular, these include requirements that state:

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.

Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors.

On 27 October 2016 we carried out an unannounced visit to the provider to look into these concerns. We found that children were being effectively supervised whilst at the setting. During the visit however, we found that the provider has not taken steps to secure access to the premises. A padlock which had been attached to an exterior gate had not been secured therefore access could be gained to the setting from unauthorised persons. In addition, the provider had not ensured that adequate risk assessments are carried out to maintain the safety of the premises for children. During the visit we asked the provider to take action to remove dangling electrical wires, heavy resources placed on a shelf above where children were playing and a pushchair which had been left in front of a doorway.

We issued the provider with a notice to improve which asked them to:

take all reasonable steps to secure the premises to prevent access from unauthorised persons

ensure that children in your care are not exposed to risks and to demonstrate how you are managing risks

The provider has responded appropriately to these actions and no further action was taken.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted