

Complaint about childcare provision

EY464914/C309354

Date: 03/05/2017

Summary of complaint

On 10 March 2017, we received a complaint that raised concerns about a child leaving the premises, unnoticed. We carried out an unannounced visit to look at into this concern to see whether the setting was meeting the early year's foundation stage welfare requirements staff:child ratios and premises; in particular, the requirement which state children must usually be within sight and hearing of staff and always within sight or hearing, and providers must ensure that children do not leave the premises unsupervised.

We discussed the concerns with the provider who confirmed that a child had managed to get outside, unnoticed. The provider recorded the information in an incident log and carried out an investigation into the incident. We reviewed the provider's investigation report and found that the provider has taken prompt action to ensure this does not happen again, by making changes to their procedures. We also observed the new procedures in practice and found that staff and parents are adhering to the new procedures. As the provider has taken prompt and effective action, no further action is required.

Although it was not part of the complaint, we also found that the provider had not kept a daily record of the hours of children's attendance.

Following our visit, we sent the provider a notice to improve that asked them to:

keep a daily record of the names of the children being cared for on the premises and their hours of attendance.

The provider has taken steps to meet the requirements. 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