

Complaint about childcare provision

EY271409/C319967

Date: 17/08/2017

Summary of complaint

On 10 July 2017 we received a complaint which raised concerns about the supervision of children, deployment of staff, management of children's behaviour and safety of the premises. We needed to investigate these concerns to see whether the provider was meeting the relevant safeguarding and welfare requirements.

We visited the provider on 12 July 2017. We found that on 10 July 2017 primary school aged children had locked themselves in a room on the first floor of the building. They were able to open the windows beyond the restricting mechanism. On the following day the provider fitted new cable style window locks to all windows on the first floor and some door locks were removed. However, during our visit we found that the premises are not secure, in particular for school aged children. We found school aged children are not always supervised by staff, in particular during collection times by taxi. In addition, not all staff have a sufficient knowledge and understanding of their role and responsibilities.

We issued a notice to improve that asks the provider to:
provide or secure the provision of training to ensure staff with designated responsibility for childcare outside of school hours have suitable skills and experience,

ensure that a child is unable to leave the relevant premises unsupervised except where the childcare is open-access childcare, or where the child is aged eight or over and the parents of the child has agreed that they may leave the provision unaccompanied,

keep and implement a written record of policies and procedures to be followed for the protection of children, intended to safeguard the children being cared for from abuse or neglect.

At our next visit we found that a number of improvements had been made. Additional qualified and experienced staff had been employed and relevant training had been delivered. New high level handles had been fixed to doors

and more resources, toys and equipment had been purchased. Relevant policies and procedures had been revised and updated. We are satisfied with the improvements made and shall take no further action in relation to this complaint. 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