

Complaint about childcare provision

EY461893/C331905

Date: 14/12/2017

Summary of complaint

On 15 April 2017, we received a notification from the provider which informed us of an incident of a child leaving the premises of joint childminder's, unsupervised. The child was found and returned by a member of the public. On the same day we were also notified of the same event by a number of other sources. We made a visit to the childminder and looked into this information to see whether they were meeting Suitable people; Child supervision and Risk assessment. We found that the childminder had failed to take account of their own risk assessment and had not secured the door after the start of the school run. This allowed a child to leave the premises unsupervised. The child was returned to the childminder's care. However was missing for a period of 15-20 minutes. We also found that at the time the childminder's were out of ratio as one childminder had 4 children in the early years age group whilst working alone. The childminder took immediate action and put an additional lock at the top of the front door to secure this. They are also considering supervision of the premises whilst working alone. Although it was not part of the initial visit, we also found that arrangements for children using potties are not hygienic, this is because the potty was being used in the kitchen, where food is served. Toys were out but consideration was not being given to the safety aspect and these presented as a potential tripping hazard at the premises.

Following our visit we served a welfare requirements notice on the childminder that required them to:

- ensure that you meet the requirements of the EYFS and that you care for a maximum of six children under the age of eight. Of these six children, a maximum of three may be young children, and there should only be one child under the age of one, when working alone
- ensure that children are adequately supervised and are within sight and hearing at all times
- take steps to ensure that there is a thorough risk assessment in place that is

adhered to and that children do not leave the premises unsupervised and that unauthorised persons cannot enter the premises at all times ensure that there are suitable hygienic changing arrangements to meet children's individual needs.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We made a visit to the childminder on 4 December 2017. We found that they have taken effective action to address the issues alongside the new security to the door. When working alone, they use a stairgate to ensure that children are within sight and sound at all times. A new assistant has been registered with Ofsted to support ratios and they have ensured that they remain within permitted numbers at all times. Hygiene issues have been addressed and children now use the potty in the downstairs bathroom. We are satisfied with the action taken.

The childminder 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