

Complaint about childcare provision

116889/ C99932

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Summary of complaint

On 14 October 2008, we received information that raised concerns about the registration, which may impact on the care provided to children.

We visited the provider and found that there was a risk to children. There were no qualified staff and the security of the premises was inadequate. As a result the provision was suspended until steps could be taken to reduce the risk.

Following our investigation, we issued welfare requirement notices that asked the provider to ensure:

- the supervisor holds a full and relevant NVQ3 or equivalent qualification
- 50% of staff hold a full and relevant NVQ level 2 or equivalent qualification
- the premises are safe and secure so that children are not able to leave the premises unsupervised and intruders are prevented from entering the premises
- a written record of risk assessments is maintained which identify all aspects of the environment in which a child may come into contact, detailing when and by whom they have been checked

A notice to improve was also issued that asked the provider to:

- ensure the risk assessment is reviewed regularly
- devise a procedure to be followed in the event of a child going missing
- ensure Ofsted is informed of any changes to the registered body, the person managing the early years provision and any event included in the specific legal requirements, within required timescale.

We re-visited the provider and found that the notices had been complied with and the suspension was lifted. Following information received from the provider and subsequent visits we were satisfied that the actions had also

been met. We took no further action and 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)