

## **Complaint about childcare provision**

130628/ C141450

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### **Summary of complaint**

On 4 January 2011, we received a complaint that raised concerns about the supervision of children and security of the premises. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage Welfare Requirements relating to 'safeguarding and promoting children's welfare' and 'suitable people'. These include requirements that states that providers must ensure that children do not leave the premises unsupervised and staffing arrangements must be organised to ensure safety and to meet the needs of the children.

We received this information from a complaint. We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

#### **Action taken**

We carried out an unannounced visit to the premises. The provider acknowledged that there had been a breach in the welfare requirement relating to 'suitable people' as a child had not been appropriately supervised when children were being collected from the nursery. The provider had taken steps to rectify this breach in the welfare requirements by discussing with each member of staff how children should be supervised and the importance of appropriate supervision. This breach will be taken into consideration if there is another breach of a similar nature. We also found that the procedure for the arrival and departure of children was not sufficiently robust to ensure children's safety.

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

take necessary steps to safeguard and promote the welfare of children. This

refers to reviewing the arrival and departure procedures for staff, children and parents to ensure that children do not leave the premises unsupervised - The Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare.

We received a satisfactory response to the action that was set. 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)