

Complaint about childcare provision

EY286811/ C147594

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Summary of complaint

On the 05 April 2011, we received a notification and a complaint that raised concerns about the safety and supervision of children at the setting, specifically with regard to risk assessments and security of children within the setting. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable premises, environment and equipment'. In particular, these include a requirement that states that providers must take reasonable steps to ensure that hazards to children are kept to a minimum. In addition we needed to investigate whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that the provider must take necessary steps to safeguard and promote the welfare of children.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We found that there had been an incident relating to a child leaving the premises unsupervised. We also found that some staff were unfamiliar with their roles and responsibilities in relation to risk assessments and safeguarding procedures.

The provider has undertaken a major review of security arrangements within the setting and implemented a number of additional measures to ensure that the children are safe.

Following our investigation, we issued a notice to improve that asks the provider to :-

Ensure that an effective safeguarding policy is implemented and that all staff understand the policy. (The Early Years Foundation stage general welfare

requirements/Safeguarding and promoting children's welfare)

We will monitor the provider to ensure they meet this action.

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)