

Complaint about childcare provision

EY397269/ C150771

Date Published: 21/07/2011

Summary of complaint

On 13 June 2011, the provider notified us that a child left the premises unsupervised. This notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, to notify Ofsted about particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 13 June 2011, we received a complaint that raised concerns about a child leaving the premises unsupervised. We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include requirements that state that the premises, both indoors and outdoors, must be safe and secure and providers must ensure that children do not leave the premises unsupervised.

We do not investigate to prove or disprove a complaint but we check the information to see if the provider is meeting all legal requirements. We carried out an unannounced visit to the premises. We found that the provider took prompt and appropriate action to comply with the requirements of registration and had improved the security of the premises by having two adults in charge of door safety when children leave at the end of sessions, having an adult in charge of greeting parents and making sure the reception door is closed at all times when children arrive and arranging for the outer door to be locked when most children have arrived.

The provider told us that a risk assessment to ensure that children do not leave the premises unsupervised had been carried out but they had not recorded this risk assessment. In addition, although there was a record of risk

assessment for an outing to the shops, no record had been maintained for other outings, such as an outing to the park. There was also no record to show that risk assessments had been regularly reviewed or updated.

Although it was not part of the original complaint, we identified that the provider did always maintain accurate records of attendance for staff and children. Exact arrival times had been recorded. However the times of departure for children were pre-printed. The times staff were due to depart were written in advance on the staff rota and not updated with accurate times of departure.

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

- * carry out a risk assessment for each type of outing and review it before embarking on each specific outing (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare)

- * improve the record of risk assessment so that it includes information on who conducted it, date of review and any action taken following a review or incident. Review this regularly, at least once a year or more frequently where the need arises (The Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment)

- * improve the daily record of attendance so that it contains accurate hours of attendance of children and their key workers (Documentation).

We are satisfied with the action taken by the provider and no further action was required.

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)