

## **Complaint about childcare provision**

EY370193/C277296

**Date:** 14/04/2016

### **Summary of complaint**

On 24 February 2016 we received a notification from the setting that a child had been locked in a shed in the outdoor play area for up to 45 minutes before staff realised that the child was missing. We needed to investigate this concern to see whether the setting was meeting the Statutory Framework for the Early Years Foundation Stage.

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 carried out an unannounced visit to the premises and found that the provider had put measures in place to ensure that this type of incident will not reoccur. The provider told us that the lock on the shed was removed the same day, however, risk assessments have not been rigorous enough to ensure that all locks on other structures outdoors are disabled. We were told that the policies for missing children and also for registration had been updated and staff have been informed of these changes. The provider told us that children were counted when they come indoors from playing outside and an error occurred which resulted in the staff not realising that a child was still outside. However, the provider has taken action to tighten the procedures when children move from outdoors to indoors. Children now come in from outside, put their coats away and gather on the carpet. When they are all together the staff count children and also use the register to check off children's names so that they can be sure that all of the children are present. Although, staff spread out to deploy themselves outside this was not secure enough at the time of the particular incident to ensure that they could quickly recognise that a child was missing when they went inside.

Although it was not part of the original concerns we found that sufficient numbers of staff do not hold a current first aid certificate for the layout of the setting. The baby unit is separate from the main building and secured by

doors that require a key fob and none of the members of staff in this area hold a current certificate. The provider told us some staff's first aid qualifications had recently run out and that all the staff will be updating their first aid in July of this year.

Following our inspection, we sent the provider a notice to improve that asked them to, ensure that account is taken of the number of children, staff and layout of the premises to ensure that a first aider is able to respond to emergencies, particularly in the baby unit; ensure that risk assessments are effective, in this instance by disabling locks on any structures located outdoors that may allow children to become trapped inside them and ensure that staff are adequately deployed to ensure that all children are constantly supervised, in this instance by taking particular care to know about children's whereabouts when playing outdoors. The provider told us that a full risk assessment had been carried out and all locks from structures that children can reach have been removed. All staff have been made aware of the risk assessment for the outdoor area and also the changes to the procedures that ensure that all children are accounted for. The provider told us that robust checks are now carried out by the staff to ensure that a full sweep of the outdoor area is carried out when children go back inside. At least one permanent member of staff in the baby room has completed first aid training and all staff are booked to attend first aid training before the end of July.

The provider remains suitable for registration.

### **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)