

## **Complaint about childcare provision**

EY490936/C277111

**Date:** 24/05/2016

### **Summary of complaint**

On 23 February 2016 we received a complaint that raised concerns about the level of supervision given to children in a public park. We needed to investigate these concerns to check that the provider was meeting requirements in relation to staff: child ratios, and risk assessments for outings. In particular these requirements state that staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing. The requirements also state that children must be kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios.

We conducted a visit to the setting to discuss the concerns. We found that staff had not taken due care to ensure that all children were adequately supervised at all times in a public park. As a result, some children were left unsupervised without staff knowledge. In addition, risk assessments for outings did not ensure that staffing arrangements ensured the safety of children at all times. We also found that safeguarding procedures were not in line with Newham safeguarding procedures and staff did not follow safeguarding procedures by ensuring that concerns relating to lost children, were reported to the appropriate authorities in a timely manner. In addition, we found that there was a delay in informing parents of incidents relating to lost children.

A further meeting was held with the provider where it was found that the

provider has reviewed their safeguarding procedures, lost child policy, risk assessments and staffing arrangements so that children are supervised at all times and kept safe. The management of the setting has been reorganised to ensure better accountability and training has been organised in order to address gaps in staff knowledge relating to risk assessments and safeguarding. The provider will also conduct a health and safety audit in order to measure the impact these changes have on the overall practice of the setting. We are satisfied with the action taken by the provider.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)