

Complaint about childcare provision

EY445914/C284576

Date: 09/06/2016

Summary of complaint

On 17 May 2016 the provider notified Ofsted about a significant event in relation to a missing child. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of a significant event.

We conducted an announced visit to see if the provider was meeting the requirements of the Early Years Foundation Stage statutory framework relating to staff:child ratios and outings. In particular, these include a requirement that states;

- staffing arrangements must meet the needs of all children and ensure their safety,
- children must usually be within sight and hearing of staff and always within sight or hearing,
- children must be kept safe while on outings.

We found at the visit that during an outing, one child was left unsupervised on a coach. It was not until the coach driver alerted the staff that they realised the child was missing. The child was returned to the setting. The provider immediately carried out a thorough investigation and found that correct procedures had not been followed when returning from outings. Appropriate action has been taken to ensure an incident like this does not happen again.

The provider has reviewed the trips and outings policy and a new written procedure has been implemented. Formalised written systems for recording children's attendance in the register have also been implemented and more regular checks are carried out at key points on a trip. Staff have received training on the revised outings policy and procedure and the risk assessment

has been thoroughly updated.

We are satisfied with the action taken and 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