Complaint about childcare provision

VC369307/C294395

Date: 08/11/2016

Summary of complaint

On 13 September 2016 we received information that raised concerns about a child left alone on the side of a road, unaccompanied by staff. We investigated this concern to see whether the setting was meeting the requirements for childcare as set out in regulations for both parts of the Childcare Register (compulsory and voluntary), 'Suitability and safety of premises and equipment', 'How the childcare provision is organised', 'Procedures for dealing with complaints' and 'Records to be kept'.

We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

We discussed the incident with the provider who gave us detailed information about the event. The provider confirmed that children under the age of five years were being cared for, for more than four hours. This means that the provider is not exempt from registration on the Early Years Register and requires registration.

It was also identified that the provider had not ensured the safety of the children by effectively supervising them at all times. A thorough risk assessment had not been completed prior to taking the children out of the setting; consequently children’s safety was compromised. Children behaviour is not managed effectively and are not provided with sufficient support to meet their needs. The provider does not effectively implement a complaints procedure. Parents are not provided with a full response including the outcome of any investigation and the action the provider has taken in response.

We issued a notice to improve that asks the provider to:
ensure that children receiving childcare are kept safe from harm (voluntary and compulsory part of the Childcare Register)
ensure all necessary measures are taken to minimise any risks to the health or safety of the children and staff (voluntary and compulsory part of the Childcare Register)

ensure that children’s behaviour is managed in a suitable manner (voluntary and compulsory part of the Childcare Register)
provide a written statement of procedures to be followed in relation to complaints which relate to the requirements of the Childcare Register and which a parent makes in writing or by email (voluntary and compulsory part of the Childcare Register)

ensure that each complaint is fully investigated (voluntary and compulsory part of the Childcare Register)

ensure the parent who made the complaint (in writing or by email if the parent requests this) is informed of the outcome of the complaint, within 28 days of the date of the complaint was made (voluntary and compulsory part of the Childcare Register)

provide records of the following and retain them for a period of two years: the name, home address and date of birth of each child who is looked after on the relevant premises (voluntary and compulsory part of the Childcare Register)

We will monitor the provider to ensure they meet these actions.

We are satisfied with the action taken by the provider and that no further action is 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 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)