

## **Complaint about childcare provision**

EY307729/C300121

**Date:** 21/12/2016

### **Summary of complaint**

On 15 November 2016, we received a complaint that raised concerns that the provider had failed to collect a child from school and staff were leaving children unsupervised on the school run. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Staff:child ratios'. In particular providers 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. Children must usually be within sight and hearing of staff and always within sight or hearing.

'Outings' In particular; 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.

'Information for parents and carers' in particular; Providers must make the following information available to parents and/or carers: details of the provider's policies and procedures including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the provider had forgotten to collect a child from school. We also found that

although staff members had stopped at their houses with the children, there was no evidence to suggest that children were ever out of their sight and/or hearing or that they were put at risk of harm. By the time we visited, the provider had already taken appropriate action to address the concerns raised. They had implemented new risk assessments to ensure all children that are due to be collected from school are collected. They had also implemented a new policy for staff to follow when collecting children from school, which clearly states they must ask for permission before deviating from the school run route.

The provider was issued with a low level warning letter as they did not inform Ofsted within the required time period that they had forgotten to collect a child from school.

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)