

Complaint about childcare provision

EY259784/C295505

Date: 02/03/2017

Summary of complaint

On 21 September 2016 we received a complaint that raised concerns that children were not accompanied by staff when walking to the afterschool club from school. We also received a notification from an outside agency regarding this concern. We needed to look into these concerns to see if the provider was meeting requirements relating to staff: child ratios, child protection, suitable people and 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.

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. Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting.

Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles.

We liaised with statutory agencies and visited the provider to discuss concerns. We found that the provider had not reviewed risk assessments to

ensure that children are always supervised when off the premises. The provider was also unable to provide evidence that the minibus used to collect children from school was adequately insured with an up to date MOT. In addition, it was found that on the day of the incident there was only one member of staff present in the minibus with children. Although it was not part of the original complaint, we found that there were broken floor tiles in the kitchen and that provider was unable to provide evidence that mouse droppings found on the premises had been sufficiently dealt with.

We found that the provider was unable to demonstrate that hot water and heating was in good working order. It was found that the provider did not have information relating to all staff on the premises. It was also found that the daily attendance register did not consistently record the arrival and departure times of children. The provider was unable to demonstrate that robust systems were in place to ensure that weaknesses in staff practice are tackled when practice issues arise in a consistent manner. It was also found that the designated officer for safeguarding was not sufficiently trained in child protection matters.

Following this visit we served a Welfare Requirements Notice on the provider that asked them to:

- Review risk assessments to ensure that children are adequately supervised at all times, particularly when collecting them from school
- Provide evidence that the minibus is adequately insured with an MOT
- Ensure that when children are being transported in the mini bus there are at least two adults present at all times
- Ensure that risk assessments for the premises identify hazards and appropriate action is taken to remove hazards. This is with specific regard to repairing the broken floor tiles in the kitchen and making sure that any problems with mice on the premises are dealt with
- Provide evidence that the heating and hot water on the premises are in good working order
- Ensure that information relating to staff is available for inspection at all times
- Ensure that the designated safeguarding officer attends relevant child protection training
- Ensure that the daily record of attendance for children records their arrival and departure times
- Ensure that a system is in place so that staff practice is monitored and any areas for improvement are identified quickly.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a

prosecution.

We conducted a visit and found that the provider has taken sufficient steps to meet requirements. For example, the provider has reviewed risk assessments to ensure that children are adequately supervised when collecting them from school and when transporting them in the minibus. Risk assessments for the premises have also been reviewed and updated. The designated safeguarding officer has now attended relevant safeguarding training. 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