

## **Complaint about childcare provision**

EY541824/C305385

**Date:** 09/03/2017

### **Summary of complaint**

On 26 January 2017 we received information that raised concerns about the procedures for the care of older children who attend the setting after school, including the procedure for collecting those children from school. We needed to consider this information to see whether the provider was meeting the requirements of the early years foundation stage relating to outings and premises. In particular, these include requirements that state: 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. Also that: the premises and equipment must be organised in a way that meets the needs of children.

We do not investigate to prove or disprove a complaint but we look into information we receive to see if the registered person is meeting all legal requirements and remains suitable for registration. We carried out an unannounced visit to the setting and found that the premises and equipment, plus routines, are organised in an appropriate way that meets the needs of all children. We also found however, that not all staff accompanying children to and from other settings have a current paediatric first aid qualification. Although it was not part of the original concern we also found that procedures for checking the ongoing suitability of staff is not sufficiently rigorous. Following our visit we issued a notice of action to improve that required the provider to:

- ensure that at least one person who has a current paediatric first aid certificate accompanies children on outings, including outings to and from other settings
  
- obtain an enhanced criminal records disclosure in respect of every person

aged 16 and over who works directly with children.

We will monitor the action taken by the provider to make improvements to the provision. 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)