

Complaint about childcare provision

EY494019/C325876

Date: 20/10/2017

Summary of complaint

On 14 September 2017, we received a complaint that a child had been left alone on a bus for 40 minutes. Concerns were also raised about the after school club's response to a complaint about the incident. We also received a notification on 14 September 2017 from the after school club about the same incident. The notification means the after school club met the requirement to notify Ofsted of significant events. The information received raised concerns about ineffective risk assessments for outings, failure to follow procedures to keep children safe and children not being adequately supervised.

We looked into the concerns to see whether the after school club was meeting the early years foundation stage legal requirements relating to 'Suitable People', 'Qualifications', 'Training, Support and Skills', 'Staff:Child Ratios' and 'Outings'. In particular the requirement that states, '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.'

We conducted an unannounced visit and found reasonable measures are in place to prevent children from being left on the bus during school collections. Training is provided to staff on policies and procedures. However, on this occasion procedures were not followed resulting in a child being left alone on the bus. Also procedures to check that children collected from school have arrived at the after school club were not effective. As a result, it was not identified that the child had been left on the bus and was not present.

Since the incident management have completed a thorough investigation. A new procedure has been put in place that minimises the risk of a child being lost during the school collection. It also sets out systems to ensure a missing child would be quickly identified. Staff have received training on the new

procedure and managers complete regular spot checks to ensure this is being followed. Staff have a clear understanding of the school collection procedure. Action has been taken following the incident to ensure persons working with children are suitable.

During the visit there were sufficient numbers of staff present for the number of children. Staff are deployed appropriately and closely supervise children to meet their welfare needs and keep them safe. Complaints are recorded with details of investigations into concerns and findings shared with complainants within required timescales.

As the after school club took effective steps to ensure the requirements are met, we took no further action. The after school club 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