

Complaint about childcare provision

153052/C328399

Date: 28/11/2017

Summary of complaint

On 10 October 2017, we received a notification from the childminder that a child in her care went missing for a period of time, while on the school run. We subsequently received a concern about the same incident. The notification means that the childminder met their legal responsibility as set out in the early years foundation stage welfare requirements (EYFS). We needed to check the childminder continues to comply with the requirements of the EYFS. We also received a concern on 7 September 2017, in relation to ratios and activities provided for the children. During this visit we also looked into those concerns.

The information received relates to supervision of children; ratios; risk assessments; outings; changes that must be notified to Ofsted; safeguarding; suitable person; information for parents and children's records.

On 13 October 2017, we conducted an announced visit to the childminder. WE spoke to the childminder, observed her practice and checked documentation. We found that on the day of the incident, the childminder had ten children in her care, of those eight were under eight years old. This exceeds the maximum number of children permitted. Risk assessments for outings were not effective. Therefore, the childminder was unable to supervise children effectively and is unable to ensure they are kept safe. The childminder has completed safeguarding training and holds a valid first aid certificate. Information for parents is not sufficient. There is no procedure in place, if a child goes missing and the emergency procedure in place has not been updated. Therefore, the childminder was unsure as to how she was going to manage the situation and keep the other children in her care safe. Although the childminder has informed us of a change to those living on the premises. She has not submitted the required information for Ofsted to check their suitability.

Consequently the childminder is in breach of the requirements of the EYFS and the Childcare Register requirements.

As a result, we issued a welfare requirement notice that requires the provider to:

ensure that children are always within sight or hearing to meet their needs and ensure their safety;

ensure the ratios for childminding are adhered to at all times and do not exceed a maximum of six children under the age of eight; any care provided for older children must not adversely affect the care of children receiving early years provision;

ensure that parents are given up-to-date information about the policies and procedures in place, and explain what would happen if a child is lost, or if there is an emergency;

ensure that children are kept safe while on outings, assess the risks or hazards which may arise for the children, and 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;

ensure the premises and equipment are organised in a way that meets the needs of children, taking into account the space requirements as specified in the Statutory framework for the early years foundation stage, EYFS.

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.

On 21 November 2017, we completed a further unannounced visit to the premises. We found the childminder had taken appropriate action in order to meet the legal requirements.

The provider remains register 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