

## **Complaint about childcare provision**

EY311586/C328735

**Date:** 21/11/2017

### **Summary of complaint**

On 12 October 2017, we received information from an outside agency that raised concerns about how the provider ensures children are safe whilst on outings.

We needed to look into the concerns to check the provider was meeting the requirements of the early years foundation stage. In particular, the requirements relating to: child supervision, risk assessment and outings.

On 14 November 2017, we carried out an unannounced visit to the setting. We spoke to the provider and staff, observed practice and viewed documentation. We found the provider had identified weaknesses in their outings procedure and had taken appropriate action. We found that risk assessment was effective in keeping children safe. However, we found that children were not supervised appropriately at all times. We also followed up on a previous complaint received on 6 October 2017 which raised concerns about how complaints are dealt with, behaviour management, health, hygiene and safety of the premises and practice, supervision of children, children's information and information provided to parents and carers. We found that complaints had not been fully investigated and complaint outcomes had not been shared with parents. We also found records detailing children's information did not include parental responsibility. We did not have any concerns relating to behaviour management, safety or information for parents and carers.

Following the visit, we issued the provider a notice to improve that asked them to:

ensure children are effectively supervised at all times;

strengthen complaints procedures to ensure all written complaints are fully investigated and investigation outcomes are shared with the complainant within required timescales;

ensure records for each child includes information such as: their full names, date of birth, name and address of every parent/ carer or person who has parental responsibility for the child, who the child lives with and emergency contact details for parent/ carers.

We are satisfied with the action taken by the provider and we shall be taking no further action. 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)