

Complaint about childcare provision

EY303249/C325699

Date: 15/11/2017

Summary of complaint

On 11 September 2017, we received a complaint from a parent who raised concerns that a child, aged seven years, was not adequately supervised and came into contact with senior school aged children who were attending another summer camp on the same site. The child stated that the older children took a photo of her. Concerns were also raised about the security of the setting when the parent was able to come into close contact with children before being challenged by staff in April and July 2017. The parent also raised concerns about the policy for the application of sun cream. This is because staff state they do not supply sun cream, however, parents sign a waiver which states that staff will use their generic sun cream if parents do not supply it.

These concerns relate to the requirements of the Childcare Register. In particular relating to safeguarding; suitability and safety of premises and equipment and procedures for dealing with complaints.

The parent had already raised her concerns with the provider in a letter dated 7 September 2017. We found that the provider's written response to the parent did not fully inform them of the outcome of their investigation and the steps they had taken as a result of the complaint.

We asked the provider to investigate the concerns. They found a member of staff had not supervised the child in line with their supervision policy when the child went to the water fountain and interacted with older children from another summer camp. The provider told us CCTV footage was viewed and no evidence was seen that the older children took photos of the child. Following the incident staff were reminded that they must supervise the children at all times. The provider liaised with the management of the other camp to ensure that similar issues did not occur in future.

We reviewed the provider's online documentation and found that the provider is compliant with the legal requirements with regard to the application of sun cream and the parents being able to access the premises.

We issued a notice to improve which asked the provider to:

ensure that the parent who made the complaint (in writing or by email if the parent requests this) is informed of the outcome of the complaint within 28 days of the date the complaint was made.

We received a satisfactory response to the notice to improve. The provider informed the parent in writing of the action they took following receipt of the complaint. The provider is now aware they must do this for all complaints they receive in writing or by email within 28 days of receiving the complaint.

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