

Complaint about childcare provision

EY286466/C221810

Date: 06/08/2014

Summary of complaint

On 6 August 2014 we received information which raised concerns about children's supervision, the way in which outings were conducted, the management of accidents, the way in which children's attendance is known and recorded, and staff not knowing all the children's names. We carried out an inspection to check whether the provider was meeting the safeguarding and welfare requirements of the Early Years Foundation Stage, specifically those relating to safeguarding policies and practice, staff to child ratios, outings, child supervision, staff deployment, accident or injury, information about the provider, complaints and key person.

The inspection found that there is a safeguarding policy in place and staff demonstrate a sound understanding to implement these. That staff to child ratios are met, and children are supervised appropriately because there is suitable staff deployment. The attendance register for the out-of-school club was accurately maintained.

The inspection found that staff had taken a child who was attending the holiday club on an outing when the child was not meant to go. Staff remaining at the club were unaware that the child was not on the premises when the parent arrived for collection. The incident occurred because correct procedures had not been carried out prior to the outing. A full-name register to check who was going on the outing and who was staying at the club had not been called. First names were used only, and because the club had two children with the same first name the error occurred. This meant that necessary details for all children taking part were not taken on the outing, including emergency contact telephone numbers.

The inspection found that staff failed to notify parents of a child's accident which occurred during the holiday club, on the same day of it occurring. It

also found that the key-person system does not enable staff to build relationships with the children and their parents. These are breaches of the requirements.

We issued a notice to improve that requires the provider to:

ensure children are kept safe on outings by assessing risks or hazards which may arise, and follow the steps to be taken to remove, minimise and manage those risk and hazards, with particular regard to knowing which children are on outings, and having the emergency contact details for each child attending

ensure parents and/or carers are informed of any accident or injury sustained by their children on the same day, or as soon as reasonably practical and of any first-aid treatment given, and

ensure the key-person system and role is effective in helping every child receive care tailored to meet their individual needs, to help the child become familiar with the holiday club, and provide a settled relationship for the child with a named staff member, including building relationships with parents.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)