

Complaint about childcare provision

EY440440/C243402

Date: 01/05/2015

Summary of complaint

On 18 March 2015 we received a notification from the provider of an incident where a child was left behind at the school by the setting's 'walking bus'. The provider has taken action to review their risk assessments and a number of staff have received warnings following an investigation conducted internally. We needed to check to see if the provider was meeting requirements in relation to the deployment of staff, supervision of children when they are collected from other schools and how effectively staff assess risks. At an inspection we accompanied staff and children on the 'walking bus' and found that the two staff who collect children from the school now supervise children well. They complete frequent headcounts and make sure children stay close to them at all times. However, during the inspection, it was observed that staff do not supervise children well when they are using one of the outdoor play areas. They do not always work as team to ensure they are well deployed as children move freely between the indoor and outdoor play areas. One of the outdoor play areas is not secure and presents a significant risk to children's security, safety and welfare. Staff have erected temporary barriers but there are large gaps at either side of the netting and staff do not watch children well enough. Consequently, there is a risk that children could leave the premises unsupervised and enter the staff car park and the road. This shows that although the manager completes risk assessments, these are not used effectively in practice by staff. Senior managers do not monitor staff's day-to-day practice to ensure they use policies and procedures effectively. Consequently, there are several breaches of the safeguarding requirements. As a result, we judged that the overall effectiveness of the setting was inadequate because the provider was not meeting the safety and welfare needs of the children who attend. Following our inspection we issued a notice to improve that requires the provider to: improve the supervision of children in the outdoor play area to help reduce potential risks to children's safety and security. ensure that all areas used by children are fully secure and that staff

use risk assessments effectively in practice to identify safety hazards and minimise them, to maintain children's welfare and safety. improve monitoring of staff practice to ensure staff follow the setting's safety procedures so that they are well deployed and know where children are at all times to ensure their safety and security during outdoor play. take steps to ensure the safety and security of children when they use the outdoor play area. We also raised actions under the compulsory and voluntary Childcare Registers. 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)