

Complaint about childcare provision

EY434362/C248932

Date: 22/07/2015

Summary of complaint

On 15 May 2015 we received a notification from the provider that a child had gone missing for a short period of time while the setting was on an outing. We needed to investigate this concern to see whether the setting was meeting the Statutory Framework for the Early Years Foundation Stage.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an announced visit to the premises and found that a child had followed a group of parents to the gift shop and the member of staff responsible for them had not been aware that they had gone. The staff could not be sure but felt that the child was missing for between two and four minutes. The staff conducted a search of the area and found the child. They carried out regular head counts when they were returning to the bus and when they arrived back at the setting.

We found that the provider had obtained a copy of the risk assessment carried out by the farm. This recommended that a visit to the farm was completed by any parties before they visited. However, the setting had not done this. They had used their knowledge from visiting the farm the year before, and information from another setting who had visited the farm earlier in the year. However, they had not updated their risk assessment to show that this had been done. We found that although the settings outings policy states that, 'children must be carefully supervised at all times' this had not happened with regard to the child who went missing. The setting told us that if they have any trips in the future they will be taking an additional member of staff who will be responsible for overseeing all of the children. They also said that ratios will be increased to one member of staff for every two children. They told us parents will be informed that if they wish to access areas where the setting does not intend to visit, such as gift shops, they will

be asked to do this either before the group arrive or after they have left. The setting has used their disciplinary procedures to address adequate supervision of children during trips.

Following our inspection, we sent the provider a notice to improve that asked them to, ensure that children are kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards, in this instance, by making certain that the outings policy with regard to careful supervision of children is consistently implemented, and develop systems to show how risk assessments obtained from places used for visits are fully implemented as part of the settings own risk assessment. The provider told us that they are updating their outings policy and be clear on the expectations of parents attending to stay with the group. They will visit any venues prior to a visit to complete a new risk assessment which will be recorded.

The provider remains suitable for registration.

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)