

Complaint about childcare provision

EY458220/C280977

Date: 24/09/2016

Summary of complaint

On 10 February 2016, we received a complaint that raised concerns about the collection of children from school. On this occasion a child was collected from a school who was not booked into the out of school club and the parent was unaware of her child's whereabouts. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to information and records 3.68 and Risk assessment 3.64.

Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the setting and found that the booking system used by the provider had been revised since the incident had been reported. However, it was still did not ensure that when parents made changes to their child's booking that this was passed on to the staff collecting the children in a timely manner. Therefore, there was the potential of a similar incident happening again.

Providers must maintain records and obtain and share information with parents, carers and other professionals to ensure the safe and efficient management of the setting (The Early Years Foundation Stage General Welfare Requirements – information and records 3.68).

We also found that there were no risk assessments in place to check the vehicles suitability prior to each trip or the risks associated with the collecting or dropping children off at school.

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks (The Early Years Foundation Stage General Welfare Requirements – Risk Assessment 3.64).

Following our investigation, we sent the provider a notice to improve that asked them to:

ensure children's safety and the safe and efficient management of the setting by maintaining accurate and up-to-date records in particular records used to book children into the setting

ensure that children are not exposed to unnecessary risks and hazards and that staff are able to identify and take effective steps to manage such risks in particular when collecting and taking children to school.

We will monitor this provider to ensure that they meet this action.

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