

Complaint about childcare provision

EY342252/C323843

Date: 09/09/2017

Summary of complaint

On 1 August 2017, we received information that raised concerns about the safety of children. On 16 August and 21 August, we received additional information about how children's behaviour is managed. We do not investigate to prove or disprove a complaint. We looked into these concerns to see whether the childminder was meeting the requirements of the early years foundation stage relating to outings and managing behaviour. In particular, requirements that state: children must be kept safe while on outings and providers are responsible for managing children's behaviour in an appropriate way. On 16 August, the childminder notified Ofsted of the same incidents. This notification means that the childminder met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider.

Initially, we asked the provider to investigate the concerns. We liaised with other agencies and on 4 September, we visited the childminder. We observed the childminder to have positive relationships with the children. The children behaved well, they were happy and they had access to a varied range of activities. The childminder demonstrated that she understood appropriate ways to manage children's behaviour.

The childminder explained that while on an outing, the harness in a child's car seat broke. In this emergency, the childminder made the decision to travel the twenty minute journey home, using an adult seat belt instead. However, when risk assessing the situation, the childminder did not consider that only five minutes away, a number of shops were available where she could have immediately purchased a new seat. The childminder also acknowledged that she could have shared information about the incident with the parent in a different way. Following the incident, the childminder has

purchased new car seats and had them professionally fitted. In addition, she has obtained the height and weight of all children to ensure they are travelling in appropriate car seats. She has agreed with parents which car seat their children will use. Following our visit, we sent the provider a notice to improve that asked them to:

ensure when assessing risks on outings and an emergency situation arises, the quickest and most effective steps are taken to minimise any identified hazards, in particular, when using car seats.

The provider has taken appropriate action to address the notice to improve. 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