

Complaint about childcare provision

EY472062/C295815

Date: 22/11/2016

Summary of complaint

On 29 September 2016, we received a complaint that raised concerns about the childminder using her mobile phone when driving, leaving children asleep in the car and concerns about her dog having contact with children. We needed to visit the childminder to see if she was meeting the early years foundation stage requirements regarding keeping children safe while on outings, staff: child ratios and risk assessment.

We carried out an unannounced visit and found no evidence that these requirements were not being met. The childminder has clear procedures for her dog, which includes having an area in her home where he can be kept separate from children if needed. The childminder has an animal and pets policy which is shared with, and signed by parents. The childminder is fully aware of the dangers of using a mobile phone when driving and says she avoids this where possible but uses a hands-free kit for emergencies. She is also clear that child minded children should not be left alone when asleep in her car.

Although it was not part of the original complaint, during the visit we found that, although she had a register, some daily records had not been completed, which is a requirement of both the Early Years Register and the Childcare Register.

We issued the provider with a notice to improve which asked her to:-

keep a daily record of the names of the children being cared for on the premises and their hours of attendance

The childminder sent a written response, detailing the action that she has

taken to ensure her register will now be completed daily. We are satisfied with the actions taken. 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