

Complaint about childcare provision

EY430652/C310003

Date: 28/04/2017

Summary of complaint

On 17 March 2017 Ofsted received information which raised a concerns about children being cared for by adults not known to Ofsted and about the organisation of the premises including arrangements for nappy changing. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

Ofsted conducted an investigation to look into these concerns to see whether the childminder was meeting EYFS welfare requirements, in particular we considered the requirement relating to, General suitability matters which states: 'Providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable'. We also considered the requirement relating to, Risk assessment which states: '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' and the requirement relating to Premises which states: ' Providers must ensure there are suitable hygienic changing facilities for changing any children who are in nappies and providers should ensure that an adequate supply of clean bedding, towels, spare clothes and any other necessary items is always available'.

At the investigation we found no evidence to suggest that children were cared for by anyone other than the childminder. We were also satisfied with the organisation of the premises and the nappy changing facilities for children currently in the care of the childminder.

Although not linked to the original concern we found at the investigation visit

that the childminder did not maintain the required records for all children in her care. As a result we issued the childminder with the following notices to improve.

Keep the following information for each child in your care: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives with; and emergency contact details for parents and/or carers.

We were satisfied with the childminder's response to the notice.

The childminder 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