

Complaint about childcare provision

EY387723/C318294

Date: 14/09/2017

Summary of complaint

On 22 June 2017, we received information that raised concerns about the registration. In particular, concerns about the supervision of children, the use of assistants who had not been fully checked to ensure their suitability, and how children's individual needs were being met in respect of nappy changing, and the provision of meals according to dietary requirements.

We needed to look into this information to check that the childminder was meeting the requirements of the early years foundation stage. In particular, the requirements relating to 'suitable people', 'staff: child ratios', 'key person' and 'food and drink'.

On 8 September 2017, we conducted an unannounced visit and found that there had been a small number of occasions where the childminder had not met the requirements relating to staff: child ratios. We found that on a small number of occasions she had more early years children in her care than the ratio requirements allowed, and that assistants had been left in sole charge of minded children for more than two hours.

We found that the childminder had taken appropriate action to meet the requirements since these breaches occurred. She was able to confirm through discussion that she had appropriate systems in place to ensure that children are not left in the sole care of assistants for more than two hours in the future, and that staff: child ratios will be met at all times. We found no evidence that she was in breach of staff: child ratios at the time of the visit.

We therefore took no further action ourselves as we were satisfied that the childminder had taken action to meet the requirements. 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