

Complaint about childcare provision

156770/C318403

Date: 19/07/2017

Summary of complaint

On 23 June 2017, we received a complaint that raised concerns about child supervision, risk assessments and accidents or injury. We needed to look into this information to determine whether the childminder was meeting the requirements of the early years foundation stage.

On 17 July 2017, we carried out an unannounced visit to the childminder. During the visit, we discussed the concerns with the childminder and looked at documentation. We found the childminder supervised children well and always kept them within sight and hearing. However, we found the childminder did not keep a record of accidents occurring on the premises. The childminder had failed to carry out a risk assessment and there were areas of the premises that were not suitable for children to play.

Although not part of the original concerns, we found the childminder did not keep a record of attendance and that ratios were not maintained. The childminder was looking after four children in the early years age range on her own and there were no exceptional circumstances. The childminder lacked understanding of safeguarding and the procedures to follow if she has concerns about a person living or working on the premises. She also lacked understanding of how to handle written complaints made by a parent. Some records were not available and some policies and procedures did not reflect practice.

As a result of our visit, we issued a notice to improve asking the childminder to:

ensure ratios are maintained;

care only for more than three children in the early years age range as an

exception and where the quality of care and safety of children is maintained;

keep a written record of accidents or injuries and first-aid treatment;

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

carry out risk assessments to ensure the premises are safe and suitable for the age of children cared for;

improve understanding of safeguarding, including the government's Prevent duty guidance, and the procedures to follow in the event of an allegation being made against an adult working or living on the premises;

improve understanding of the procedures to follow if a parent makes a complaint in writing;

ensure records are easily accessible and available;

ensure policies and procedures reflect practice.

On receiving the childminder's response to the notice to improve, we were not fully satisfied that effective action had been taken to meet the requirements.

On 15 September 2017, we visited the childminder to check that the notice to improve had been met. We found the childminder had not improved their understanding of safeguarding or the government's Prevent duty guidance. We found the childminder was not fully aware of the action to take in the event of an allegation being made against an adult working or living on the premises. The childminder had not improved her understanding of the procedures to follow if a parent makes a complaint in writing.

As a result, we served a welfare requirements notice on the childminder that required them to:

improve understanding of safeguarding, including the government's Prevent duty guidance, and the procedures to follow in the event of an allegation being made against an adult working or living on the premises;

improve understanding of the procedures to follow if a parent makes a complaint in writing.

On 5 October 2017, we carried out an unannounced visit to the childminder. We found the childminder had improved their knowledge and understanding of all aspects of safeguarding and complaints. We are satisfied that the childminder has taken positive steps 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