

Complaint about childcare provision

Ref: EY421576/4060469

Date: 5 December 2018

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 5 November 2018 we received concerns that the childminder was not meeting some of these requirements. As a result, we suspended the childminder's registration because we believed children may be at risk of harm. Suspension allows time for the childminder to take steps to reduce or eliminate the risk of harm to children and other agencies to complete investigations.

On 9 November 2018 we visited the provider and lifted the suspension. However, we found that they were not meeting some of the requirements. As a result, we have issued the childminder with a notice to improve that requires them to take the action below within the timescales set out.

Actions needed

- develop an understanding of physical intervention and ensure that all incidents where this has been used is recorded and shared with parents.

The childminder will be able to give parents further information about this. We are satisfied with the childminders response to the action issued. The childminder is still 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).