

## **Complaint about childcare provision**

Ref: EY384618/C334965

Date: 5 July 2019

### **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](http://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 19 December 2017 we received concerns that this provider was not meeting some of these requirements. We served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the following actions within the timescales set out:

- ensure that children are kept safe on outings. Assess the risks or hazards which may arise for children and identify the steps to be taken to remove, minimise and manage those risks or hazards, particularly with regard to signing children into a building correctly, by 4 May 2018

- ensure that a daily record is kept of the names of children looked after on the premises and their hours of attendance. Ensure that records are easily accessible and available, by 4 June 2018.

The childminder failed to provide evidence of a record of children's attendance and this notice was served again, for compliance by 4 June 2018. However, the childminder continued to fail to comply until February 2019.

In the mean-time we received concerns from another agency on 21 November 2018, relating to nappy changing routines, too many children being cared for, lack of child supervision, unchecked individuals caring for children and children being shouted at. We suspended the childminder's registration on 4 December 2018 to allow us time to assess the risk of harm to children.

During this time the childminder did not work cooperatively with us. For example, she did not always allow us access to the premises and we had ongoing concerns over a number of years about the condition of the premises.

In addition, we received other concerns from other professionals, regarding the childminder's supervision of minded children when collecting other children from school. The suspension was extended for a further three periods. We carried out suspension monitoring visits and there was no evidence to suggest that the childminder had cared for any children

while suspended.

We formally interviewed the childminder on 6 February 2019. Inconsistencies were highlighted and we needed to gather additional information regarding the childminder's ongoing suitability. We were concerned that the childminder was not able to effectively safeguard children.

Due to ongoing concerns over a number of years, the childminder's unwillingness to work cooperatively with us, her inability to maintain any improvements previously made and evidence that she was not able to effectively safeguard children, we cancelled the childminder's registration on 1 July 2019 and she is no longer 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](#).