

## **Complaint about childcare provision**

Ref: 111665/4223827

Date: 27 August 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 9 May 2019 we received concerns of a safeguarding nature. We carried out an unannounced visit to the childminder. We found that the childminder had failed to notify us of a significant event and other notifiable changes. We also found some of the statutory requirements were not being met. Following the visit, we suspended the childminder's registration and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

implement a safeguarding policy where procedures are robust and follow the guidance of the relevant Local Safeguarding Children's Board (LSCB); with particular reference to action that must be taken if an allegation is made, by 10 June 2019

improve knowledge about changes that must be notified to Ofsted and ensure these changes are notified when required; with particular reference to changes in health, when allegations are made and when a significant event occurs which could impact on the suitability of the childminder and/or household members, by 10 June 2019

ensure areas that are accessible to children are hygienic and free from household pests and that prompt and appropriate action is taken to remove such pests, by 10 June 2019

improve knowledge and understanding regarding the statutory requirements which relate to the use of assistants, by 10 June 2019

ensure accurate records of children's attendance are kept and maintained, by 10 June 2019.

On 27 June 2019 we conducted an announced visit to the childminder. We found that sufficient action had been taken to meet the actions set. However, we found further weaknesses relating to the childminders knowledge and understanding of safeguarding. Following the visit, we extended the suspension of registration and issued the childminder with a Notice to Improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

#### Action needed

improve safeguarding knowledge and develop understanding regarding the action that must be taken if there are concerns a child may be at risk of abuse or neglect, by 23 July 2019.

We made a further unannounced visit to the childminder on 6 August 2019. We found that the childminder had met the action set. We have now lifted the suspension because the childminder took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).