

Complaint about childcare provision

Ref: 131003/4298622

Date: 16 September 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 August 2019 we received concerns which indicated that the childminder may not meeting some of these requirements. On 10 September 2019 we carried out an announced visit to the childminder. We observed practice, reviewed documentation and held a discussion with the childminder. We found there was a weakness in the childminder's safeguarding practice. The childminder can tell parents more about this. Following the visit, we issued the childminder with a notice to improve that requires the childminder to take the actions below within the timescales set out.

Actions needed:

improve safeguarding knowledge so indicators of abuse can be identified and fully understood; and develop understanding on when safeguarding concerns should be recorded and reported to the relevant agencies.

We will monitor the childminder's response. The childminder is still registered with Ofsted.

The provider took appropriate action to meet the Welfare Requirements Notice and 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](#).