

## **Complaint about childcare provision**

Ref: 105365/4532839

Date: 27 July 2020

### **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 3 July 2020, we received concerns that this childminder was not meeting some of these requirements. We contacted the childminder and found that she was not meeting all of the requirements. We have served a notice of action to improve that requires the childminder to take the action below within the timescale set out. The childminder responded to this notice confirming what action she had taken to meet the actions set. We were satisfied with the action taken by the childminder and did not need to take any further action. The childminder will be able to give parents further information about this. The childminder is still registered with Ofsted.

Action needed:

Ensure that detailed information is gathered from parents about children prior to caring for them, so that their individual needs can be met, and their safety can be fully assured by 13 July 2020.

Ensure that a robust risk assessment is in place for the use of the garden area, which takes account of all potential risks to children, and steps to be taken to minimise those risks, with particular regards to ensuring that children cannot leave the premises unsupervised, and to minimise the risks associated with others who might access the garden area by 13 July 2020.

## **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](#).