

## **Complaint about childcare provision**

Ref: EY475333/4467526

Date: 10 July 2020

### **Summary of outcome**

All early years childminders 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 a childminder is not meeting the requirements, we can take action to ensure they put matters right. On 3 March 2020 we received a concern that the childminder was not meeting some of these requirements. We carried out a visit and issued the childminder with a notice of actions to improve. This required the childminder to take the actions below within the timescales set out. The childminder will be able to give parents further information about this.

Action required by 3 April 2020

gain an appropriate paediatric first-aid qualification

take all reasonable steps to ensure children are not exposed to risks

take necessary steps to prevent the spread of infection, with particular reference to hand-washing and drying, and nappy change procedures

keep an accurate daily record of the names of children being cared for, their hours of attendance and the details of the adults working with them.

While the childminder met the actions raised we received further information which gave us reason to believe that children may be at risk of harm. As a result we suspended the childminder's registration because we believed children may be at risk of harm.

The childminder's registration is now cancelled.

### **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](#).