

Complaint about childcare provision

Ref: 209060/4724282

Date: 8 March 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 February 2021, we received concerns that the childminder was not meeting some of these requirements.

On 3 March 2021, we carried out a regulatory visit. We found the childminder was not meeting some of the requirements. We issued actions for the childminder to take. In addition, we found that the childminder had failed to notify Ofsted of allegations made against adults working with children, as they are required to do. This is an offence. The childminder will be able to give parents further information about this. The childminder is still registered with Ofsted.

Actions needed by 4 March 2021:

- ensure all child protection concerns about children are referred to children's services in a timely manner
- ensure written permission from parents or carers is obtained before administering any medication to children, keep a written record each time medication is administered to children and inform parents or carers that the medication has been administered
- ensure that smoking (including smoking e cigarettes) is not allowed anywhere on the premises when children are present or about to be present
- ensure information regarding children's welfare is shared with the police, social services, other professionals working with children, Ofsted and any other settings children attend as appropriate

Actions needed by 31 March 2021:

- ensure that all adults working with children fully understand the safeguarding policy and

procedure and have up to date knowledge of safeguarding issues

- ensure effective supervision arrangements are put into place to support assistants' practice
- ensure the complaints procedure is followed, that any written complaints received are investigated and a response is provided to the complainant and a written record of all complaints and their outcome is maintained.

We found that the childminder has now made an appropriate referral to children's services. She has ensured that herself and her assistant have both refreshed their understanding of the safeguarding policy and procedure, including how they must share information with Ofsted and other agencies. Safeguarding training has been booked to update their knowledge further. The childminder has implemented a new supervision programme to ensure assistants' practice is supported. She has improved her knowledge of the requirements relating to medications administration and record keeping. The smoking policy has been updated to include vaping, which is no longer allowed on the premises or in the garden. The childminder has improved her knowledge and understanding of the requirements around complaints, including responding to formal complaints and maintaining a written record of all complaints and their outcome.

We are satisfied the childminder has met the safeguarding and welfare actions raised. The provider is still 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 on our website for a period of five years.

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