

## **Complaint about childcare provision**

Ref: EY552638/4855640

Date: 20 August 2021

### **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 01 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 06 August 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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 by 12 August 2021:

- gain a secure knowledge and understanding of the possible indicators of child abuse and neglect
- gain a secure knowledge and understanding of the local safeguarding children's partnership's policy and procedures to ensure appropriate and prompt action is taken to safeguard children.

On 13 August 2021 we conducted an inspection where we judged the provision to be inadequate. As a result, we issued a welfare requirement notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The childminder will be able to give parents further information about this.

Actions needed by 13 September 2021:

- gain a secure knowledge of safeguarding in order to identify and respond appropriately to issues of concern in a child's life at home or elsewhere
- keep a daily record of the names of children attending and their hours of attendance
- ensure those working in and/or supporting the provision understand their role and responsibilities

- provide parents with information about any assistants working in and/or supporting the running of the provision
- secure knowledge in order to identify risk and manage this effectively.

On 14 September 2021, the childminder responded to the actions set. We found that the childminder had improved her knowledge and understanding of child protection procedures and now knows how to respond appropriately to issues of concern. She now keeps a daily record of children attending, has improved her knowledge of how to identify and manage risk and has clarified the roles and responsibilities of those associated with the provision.

We are satisfied the provider 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](#).