

## **Complaint about childcare provision**

Ref: EY443003/4947770

Date: 7 December 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 11 November 2021, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 23 November 2021. 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 26 November 2021:

- ensure that vehicles in which children are being transported, and the driver of those vehicles, are adequately insured
- ensure that areas of the premises used for childcare are suitably clean, hygienic and fit for the safe use by the children
- ensure that the childminder is not under the influence of medication which may impair their ability to care for children
- take steps to identify and remove hazards to children on the premises, such as hand sanitisers and cleaning products, to prevent children being exposed to undue risk
- ensure that there is a written record of any complaints received and their outcome
- ensure that the procedures set out in the childminder's own safeguarding policy, and that

of the local safeguarding partnership, are followed in the event of an allegation being made.

On 3 December 2021, we carried out a regulatory visit. The focus of the visit was to check whether the childminder had met the safeguarding and welfare actions raised at their last inspection. We found that the childminder had obtained appropriate insurance for vehicles in which children are being transported, she had implemented a more regular cleaning schedule to ensure the areas used by children are suitably clean and hygienic and had a policy in place for the administration of her own medication while she is minding children. The childminder had also reviewed her risk assessment; she now keeps an accurate record of complaints and is clear on the procedure to follow in the event of allegations or any behaviours that may pose a risk to children.

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](#).