

Complaint about childcare provision

Ref: EY546465/5223698

Date: 1 September 2022

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 August 2022, we received concerns that the childminder was not meeting some of these requirements. We suspended the Children's registration on 3 August 2022, because we believed children may have been at risk of harm. Suspension allows time for us to investigate the concerns and for the childminder to take steps to reduce or eliminate the risk of harm to children.

On 24 August 2022, we carried out a regulatory visit. We found that there were no grounds to support the continued suspension. Children were not and are not at risk of harm. On 26 August 2022, we lifted the suspension.

Although it was not part of the original concerns, at the visit the childminder and her assistant demonstrated a good knowledge and understanding of safeguarding. They both knew the procedures they need to follow if they have concerns about children in their care. However, although they have both attended training previously, they could not demonstrate a good enough understanding of the Prevent duty. In addition, although the childminder is very diligent in recording accidents or incidents which may have occurred at her premises, she has not implemented an effective system to record any injuries children may arrive with, to further safeguard children.

We have issued a notice of action to improve requiring the childminder to take the following action by 9 September 2022:

- update your knowledge of the Prevent duty, and that of your assistant
- to further safeguard children, devise and implement an effective system to record any existing injuries children may arrive with.

The childminder can provide parents with more information about this. The childminder 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](#).