

Complaint about childcare provision

Ref: 2608991/6035880

Date: 19 August 2025

Summary of outcome

On 8 July 2025, we carried out an inspection and found the childminder was not meeting some of the requirements. The report and inspection outcome will be published in due course. During the inspection, we identified that children may be at risk of harm. As a result, we suspended the childminder's registration. Suspension allows time for Ofsted to make further enquiries and for the childminder to take steps to reduce or eliminate the risk of harm to children. The childminder has a right to appeal against a suspension. The childminder may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

Following the inspection, we served a welfare requirements notice on 14 July 2025. This is a legal notice that requires the childminder to take action within the timescales set out. The childminder will be able to give parents further information about this.

Actions needed by 5 August 2025:

- ensure that effective risk assessments are completed of all spaces that children occupy, to identify and minimise or remove risks to children and keep them safe
- make sure all areas that are accessible to children are safe, clean, fit for purpose and suitable
- ensure emergency exits are kept clear from obstruction, and appropriate fire equipment such as fire blankets are easily accessible at all times
- ensure changing facilities for changing any children who are in nappies are suitably hygienic and safe to use
- ensure records are easily accessible and available to those who have a right to see them or professional need to see them
- obtain all required information and records and ensure these are maintained and kept up to date, to help safeguard children and meet their individual needs
- implement effective procedures to ensure that children with special educational needs and/or disabilities receive the appropriate and required support
- take appropriate action to improve knowledge and understanding of the early years foundation stage (EYFS), including how to implement it, as part of your registration with

Ofsted

- provide appropriate support and guidance to assistants to ensure they have an up-to-date knowledge of safeguarding issues
- ensure that appropriate skills and knowledge and a clear understanding of the role and responsibilities are gained in order to provide a good quality early years provision
- support assistants to undertake appropriate training and professional development opportunities to develop their knowledge and understanding of how children learn.

On 6 August 2025, 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 previous inspection. During the visit, we found the childminder had reduced risks in the environment, both indoors and outside. For example, the childminder had removed hazards in the playroom and bathroom and ensured the fire exit was clear. She demonstrated a suitable awareness of providing appropriate nappy changing facilities. The childminder also confirmed the front garden would not be used by minded children.

The childminder demonstrated an awareness of her responsibility in ensuring that assistants understand all aspects of their role. She confirmed that assistants would undertake training, including child protection training. The childminder had procedures for ensuring children's records are readily available and easily accessible. All children's records, which included children's names and contact details, were kept in a cupboard that was accessible to the childminder. The childminder demonstrated an awareness of the procedures to follow to support children with additional needs. We were satisfied the childminder had adequately met the safeguarding and welfare actions raised.

On 7 August 2025, the childminder notified us of their wish to resign their registration. We accepted the childminder's resignation. The childminder is no longer 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](#).

