

Complaint about childcare provision

Ref: 504113/5877713

Date: 3 February 2025

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 13 November 2024, we received concerns that the childminder was not meeting requirements relating to supporting and understanding children's behaviour.

We suspended the childminder's registration because we believed that children may be at risk of harm. 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 of appeal against the 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.

On 17 January 2025, we served a welfare requirements notice. This is a legal notice that requires the childminder to take the action below within the timescale set out. The childminder will be able to give parents further information about this.

Action needed by 28 January 2025:

- demonstrate a secure understanding of supporting and managing children's behaviour appropriately, to promote their safety and well-being.

On 31 January 2025, we conducted a regulatory visit. The focus of the visit was to check whether the childminder had met the safeguarding and welfare action raised. We found the childminder had attended numerous training sessions and webinars, to help improve her knowledge of supporting and managing children's behaviour. As a result of training, the childminder understands the importance of modelling behaviour and talking to children about their feelings. The childminder also demonstrated a clearer understanding of her role in promoting children's personal social and emotional development. She is aware that children may display different behaviours because they may be hungry or upset. As such, she intends to be more responsive to children's individual needs and adapt her practice to promote their well-being. The childminder is also aware of the importance of adapting activities and experiences to help meet children's age and stage of development. We are satisfied the childminder has met the action raised, to help promote children's safety and

well-being.

On 3 February 2025, we lifted the suspension because the childminder took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).