

Complaint about childcare provision

Ref: EY311498/5784302

Date: 21 August 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 August 2024, we visited the premises with the intention of carrying out an inspection. Following this visit, we suspended the provider's registration because we believed children may be at risk of harm. This is the second time the childminder's registration has been suspended for the same concerns. We previously suspended the provider's registration on 19 July 2024 after we received concerns that this provider was not meeting the legal requirements. On 5 August 2024, following our enquiries, we lifted the suspension because we were satisfied that the identified risk of harm to children had been removed.

Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so. We also served the provider with 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. The provider is still registered with Ofsted.

■ Actions needed by 3 September 2024:

demonstrate how you will ensure children are within sight and hearing of you, the childminder, particularly when they are being transferred to and from your vehicle

take all reasonable steps to ensure that children in your care, are not exposed to risks and demonstrate how you are managing risks; risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised

ensure that your premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises.

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](#).