

Complaint about childcare provision

Ref: EY419658/5347941

Date: 23 March 2023

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 January 2023, we received concerns that the childminder was not meeting some of these requirements.

On 18 January 2023, we carried out an inspection and found the childminder was not meeting some of these requirements. The inspection report sets out the actions the childminder was required to take to meet the requirements.

The overall effectiveness of the provision was judged to be inadequate. Following the inspection, we served a welfare requirements notice on 23 January 2023. This is a legal notice that requires the childminder to take the actions below within the timescales set out. The childminder will be able to give parents further information about this.

Actions needed by 27 January 2023:

- review daily routines and the way in which you, the childminder, and assistant deploy your time, to ensure that children are adequately supervised, and their needs are consistently met
- ensure that children are laid down to sleep in line with safer sleep requirements, using equipment that is designed for sleeping in and suited to the age of the child
- review and improve risk assessments, to ensure that hazards to children are identified and risks are minimised or removed.

Actions needed by 24 February 2023:

- develop the skills and knowledge required to be able to meet the needs of children with special educational needs, and/or disabilities (SEND), at all times
- put in place strategies, and plan for further ways to support the needs of children with SEND

- make links with other agencies, professionals and settings attended by children in a more timely manner, and work in partnership with these to ensure that the needs of children with SEND are met.

On 31 January 2023, 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 reviewed and improved the way in which their time was used to supervise children and meet their needs. The childminder had obtained equipment for children to sleep in that is more suited to the age of the children in her care. Risk assessments have been reviewed and any hazards have now been removed or minimised.

On 28 February 2023, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection. We found that the childminder had attended relevant training and improved their skills and knowledge to enable them to support the needs of children with SEND. The childminder has made links with other agencies and professionals, to ensure that she works in partnership with these agencies to support the needs of children with SEND.

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](#).