

Complaint about childcare provision

Ref: EY461676/5663648

Date: 28 March 2024

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 20 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 29 February 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course.

We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children.

Following the inspection, we served a welfare requirements notice on 15 March 2024. 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. Actions needed by 25 March 2024.

- ensure procedures for risk assessment are effective so that any hazards that pose a risk to children's safety are removed or minimised
- ensure safeguarding policies and procedures are understood, so that signs indicating a child may be at risk of harm are recognised, and concerns are reported in a timely manner
- ensure that at least one person on site has a valid paediatric first aid certificate
- make sure that all required information and records are sufficiently organised and are easily accessible and made available upon request
- ensure the required adult-to-child ratios are maintained so that the individual needs of the children are met
- ensure the ongoing suitability of assistants is monitored to make sure they remain

suitable to work with children.

On 26 March 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The childminder has improved their procedures for risk assessment. Cupboard locks have been fitted and a daily checklist helps to ensure risks are identified and removed in a timely manner. The childminder and her assistant have completed training to meet the actions and strengthen their knowledge. For example, paediatric first aid training, safeguarding training, curriculum webinars and she has also signed up to a mentorship programme. New procedures for storing information and records are now in place. The childminder will fully consider the needs of all the children and how she can successfully meet these when considering her ratios. She has designed a robust procedure for monitoring the on-going suitability of her assistants with regular supervision and declarations to complete. We are satisfied the provider has met the safeguarding and welfare actions raised.

We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension, and we are satisfied that there is now no risk of harm to children. 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](#).