

Complaint about childcare provision

312755/C230983

Date: 06/02/2015

Summary of complaint

On 27 October 2014 we received information that raised concerns about the procedures for supervising children at the setting.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that children are not always appropriately supervised, as on occasions children are left outside the premises whilst sleeping in buggies.

The childminder states this is done on occasions to allow children to finish their sleep in a quieter area. However, children's safety is compromised if they are not always within sight or hearing of the childminder. Following our investigation, we sent the provider a notice of action to improve that asks them to:

-meet children's needs and ensure their safety by ensuring they are always within your sight or hearing.

We are satisfied with the response they provided and this will be considered at the next inspection.

We also found that the childminder had not informed Ofsted of changes to persons aged over 16 years living on the premises. This is an offence under the Early Years Foundation Stage requirements. We issued the childminder with a warning letter. We may take this into account if she commits an offence again when making a decision on whether to prosecute. The provider remains suitable for registration.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)