

Complaint about childcare provision

EY452551/C235707

Date: 13/03/2015

Summary of complaint

On 11 December 2014 concerns were raised during our usual checking process, relating to safeguarding procedures at the setting and also information that must be notified to Ofsted. We carried out an unannounced visit to look into these concerns to see whether the setting was meeting the Early Years Foundation Stage requirements.

However, we found that the registered childminder was out of the country and children were being cared for by assistants, for more than two hours in a day and for reward. This is a breach of the Early Years Foundation Stage Requirements and the requirements of both parts of the Childcare Register.

We also found that attendance records were not accurate and did not show each child's key person or who was caring for children at different times. We found that an assistant was caring for six children in the early years age range. The maximum number of young children that may be cared for at any one time is three. Therefore, children's safety and welfare were being compromised.

We issued enforcement notices to five assistants informing them that they must not act as childminders without registration. We were going to suspend the provider's registration as we believed that children may be at risk of harm, however, the provider returned to the country the following day. We issued a notice to improve that asked the provider to:

-ensure that you are present on the premises at all times when childcare is being provided unless for a maximum of two hours per day a childminder assistant is present and parents of the child have given their consent for the child to be left with the childminding assistant.

We also served a welfare requirements notice on the provider that required them to:

- ensure that staffing arrangements meet the needs of all children and ensure their safety
- ensure that the daily record of children's attendance is accurate and includes the name of each child's key person
- ensure that no more than three young children are cared for at any one time, and of these there should only be one child under the age of one.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We are satisfied with the actions taken by the provider to comply with the welfare requirements notice and the notice to improve. We have made monitoring visits to check improvements have been maintained and also to monitor compliance with the enforcement notices. We have also investigated the initial concern and no action is required in relation to that.

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)