

Complaint about childcare provision

Ref: 2521390/5769629

Date: 20 August 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 1 July 2024, we received concerns that the provider was not meeting requirements relating to 'Statutory framework for the early years foundation stage' **Staff: child ratios** (including before/after school care and holiday provision)

On 19 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and was taking action to put this right. We found the provider had allowed her paediatric first aid certificate to expire in June 2024. The provider was in the process of booking onto a further paediatric first aid course, which she completed during the regulatory visit. The provider was able to discuss the action she would take if a child had an accident or injury when in her care. This means that although the paediatric first aid certificate was out of date, the provider would be able to take appropriate action in the event of an emergency.

The provider will be able to give parents further information about this.

On 17 September 2024 we received confirmation that the provider has now completed the required paediatric first aid training.

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](#).