

Complaint about childcare provision

Ref: 2718092/5406990

Date: 18 April 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 27 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 21 April 2023:

- ensure at least one person has a current paediatric first aid certificate and is always on the premises and available when children are present.

On 24 April 2023, the provider responded to the action set. We found that the provider and another staff member had completed a paediatric first aid course. This now enables the provider to ensure someone with a current first aid certificate is always on the premises when children are present.

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](#).

