

Complaint about childcare provision

Ref: EY243723/5775456

Date: 15 July 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 9 July 2024, we received concerns that the provider was not meeting some of these requirements. On 10 and 12 July 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. This related to not notifying Ofsted of a change to persons working on the premises where childminding is provided, so that the required suitability checks can be completed. It also related to the lack of adequate insurance for vehicles being used for transporting children. Furthermore, individuals being left in sole charge of children have not all got an appropriate first-aid qualification. The provider has taken immediate action to put these things right. The provider has submitted the required information to Ofsted to enable suitability checks to be completed for adults working with children. She has also ensured that appropriate insurance is now in place for all vehicles being used for childminding purposes. An appropriate first-aid course has been booked for the near future to ensure that at least one person who has a current paediatric first-aid certificate is on the premises and available at all times when children are present or on outings. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. 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](#).