

Complaint about childcare provision

Ref: EY306930/5585363

Date: 6 December 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 8 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 18 December 2023:

- ensure you hold a valid paediatric first aid certificate and this is available to view on request
- keep a daily record of the names of the children being cared for and their hours of attendance
- ensure staff:child ratio requirements are maintained at all times.

We will monitor the provider's response to ensure the actions are successfully completed.

On 21 December 2023, we carried out a regulatory visit. The provider had responded to the actions set. We found that the provider had obtained a valid paediatric first aid certificate and this was available to view. The provider has ensured that a daily record of the names of the children being cared for and their hours of attendance is completed. The provider demonstrated that she now understands her responsibilities in relation to ensuring staff:child ratio requirements are maintained at all times.

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](#).