

Complaint about childcare provision

Ref: EY371500/5656038

Date: 19 February 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 February 2023, we received concerns that this provider was not meeting some of these requirements. On 13 February 2024, we carried out a regulatory telephone call. We found that 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.

Actions needed by 26 February 2024:

- ensure the requirements of the role as a registered childminder, in respect of employing an assistant, are understood
- ensure at least one person who has a current paediatric first-aid certificate is always on the premises when children are present and when accompanying children on outings
- improve knowledge and understanding of when to notify Ofsted of a significant event which is likely to affect the suitability of the childminder to look after children.

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

On 5 March 2024, the provider responded to the actions set. We are satisfied that the provider has taken appropriate steps and addressed the above actions within the set timescale. The provider remains suitable for registration.

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](#).