Complaint about childcare provision

229126/C328188

Date: 17/10/2017

Summary of complaint

On 9 October we received information while caring out a registration visit that the setting may be providing un-registered childcare. This was because we were unable to contact the current nominated individual to confirm that she was willing to continue with her responsibility until the new provider was fully registered. During the registration visit it became evident that the new NI had not suitably satisfied the inspector that they had a good knowledge and understanding of the learning and development requirements and that the recommendation would be to refuse registration.

An unannounced visit was carried out on 10 October to ensure that the nursery was operating legally. We found that the NI was in fact still in post and willing to continue to take responsibility for the setting until a new application is approved. We also found that on the day of the visit, there was no one on site with a paediatric first aid certificate therefore putting children at risk of harm.

Following are visit we have issued a notice to improve which requires the provider 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, and must accompany children on outings.

We will monitor the provider to ensure they comply with this action. The provider remains suitable for registration 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)