

Complaint about childcare provision

Ref: EY464874/4218965

Date: 7 May 2019

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 3 May 2019, we received concerns that this provider was not meeting some of these requirements.

We carried out an unannounced visit on 7 May 2019, where we found no breaches in requirements relating to the concerns raised. The childminder will be able to give parents further information about this. Although it was not part of the original concern, we found the childminder had failed to keep up to date her paediatric first aid training. Her certificate expired last week, the childminder is in the process of booking herself onto a new course. In addition, the childminder will be making some improvements to strengthen her registers which record the arrival and departure times of the children to make sure these are completely accurate.

We issued the childminder with a notice of action to improve requiring them to take action to:

obtain a full current paediatric first aid certificate by undertaking appropriate training by 31 May 2019.

The childminder 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).