

## **Complaint about childcare provision**

Ref: 2610242/4824509

Date: 20 August 2021

### **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](http://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 28 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 July 2021, we carried out a regulatory visit. We found 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 6 August 2021:

- record information about staff qualifications and the identity checks and vetting processes that have been completed for each member of staff
- provide proof that at least one person who holds a current paediatric first aid certificate is on site at all times
- ensure that adults who are involved in the preparation of food have received appropriate training to provide healthy and nutritious meals
- ensure that the premises, including overall floor space and outdoor spaces are fit for purpose and suitable for the children being cared for

- ensure that children aged under two years are cared for in a separate room
- take all reasonable steps to ensure staff and children in their care are not exposed to risks and demonstrate how risks are managed, especially for the outdoor play space
- records must be easily accessible and available on site.

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

Appropriate action has now been taken.

### **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](#).