

## **Complaint about childcare provision**

Ref: EY362900/5021336

Date: 24 April 2022

### **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 29 December 2021, we received concerns that the provider was not meeting some of these requirements. We carried out a regulatory call and we asked the provider to respond to the information received. On 2 February 2022, we received further concerns and on 4 February 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider had already taken action to address one breach of requirement. They had taken steps to improve staff's understanding of the safe arrangements for transporting children to and from school and for ensuring the supervision of children at all times. We also 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 7 March 2022:

keep a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person

ensure at least one person who has a current paediatric first aid (PFA) certificate is available at all times when children are present and accompanies children on outings.

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

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](#).