

Complaint about childcare provision

Ref: 2590322/5164793

Date: 23 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 May 2022, we received information that the provider is not be meeting some of the legal requirements.

On 23 and 27 May 2022, we completed telephone regulatory calls. During these telephone calls we discussed the information with the provider and requested documentation to support the discussion. As a result, we identified the provider is not meeting some of the requirements. We have raised a notice to improve, which sets out the action to be taken by the provider.

The actions to be completed by 6 June 2022 are as follows:

ensure that at least one person who has a current paediatric first aid certificate is always on the premises and available when children are present, and during outings including school collection and drop off

supervise children effectively, particularly during school drop off and collection, to ensure their safety and to meet their needs

ensure that children are within sight and hearing of staff, and always within sight or hearing.

The provider confirmed that there will always be two members of staff on duty with the children. The provider has agreed that children will be accompanied to the school gate where they will be handed over. In addition, all staff working with children will have paediatric first aid training. We are satisfied with the action taken by the provider.

The provider remains 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](#).