

Complaint about childcare provision

Ref: 119555/5101352

Date: 27 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 25 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 22 June 2022, we carried out a regulatory telephone call. 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 13 July 2022

- maintain a current paediatric first aid (PFA) certificate at all times and ensure at least one person who has a current paediatric first aid(PFA) certificate must be on the premises and available at all times when children are present, and must accompany children on outing.
- The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect

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

On 27 June 2022, the provider responded to one of the actions set. We found that the provider had completed appropriate paediatric first aid training and improved their knowledge and understanding of the requirement for maintaining a current paediatric first aid certificate at all times and now fully understands their responsibilities. On the 29 June

2022 the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

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](#).