

Complaint about childcare provision

Ref: EY549964/5232291

Date: 22 August 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 12 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 August 2022, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have 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 30 August 2022:

ensure staffing arrangements meet the needs of children and ensure their safety at all times,

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

ensure all lead on-site practitioners understand and are able to implement the settings policies and procedures for responding to allegations against staff.

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](#).