

## **Complaint about childcare provision**

Ref: 254532/5057942

Date: 20 September 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](https://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 17 November 2021 we received concerns that this provider was not meeting some of these requirements. On 12 July 2022, we carried out a regulatory call. We found the provider was not meeting some of the requirements. The provider had failed to notify Ofsted of changes to the management committee. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 19 July 2022:

- provide requested information to Ofsted in a timely manner, to enable suitability checks to be completed on committee members

On 18 July 2022, the provider responded to the action set. They submitted the required information to enable Ofsted to progress the checks on committee members.

We reviewed information requested from the provider in our regulatory call of 12 July 2022 and carried out a further regulatory telephone call on 5 August 2022. We found the provider was not meeting some of the requirements and had taken steps to put this right. The provider is now carrying out appropriate checks to determine the suitability of staff at the time of appointment and is maintaining records of the checks they have undertaken. However, we found that the provider was not meeting some of the other legal requirements. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 12 August 2022:

- provide requested information to Ofsted in a timely manner, to enable suitability checks to be completed on committee members

Action needed by 2 September 2022:

- ensure that at least one person has a current paediatric first-aid certificate, and is present on the premises and available at all times when children are present and on outings, this certificate must be for a full course consistent with the criteria set out in Annex A

On 11 August 2022, the provider responded to the action due by 12 August 2022. They submitted the required information to enable Ofsted to progress the checks on committee members.

On 12 September 2022, we carried out a welfare requirements notice monitoring call. We found that the provider had not met the action due by 2 September 2022. We served a further welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 30 September 2022:

- ensure that at least one person has a current paediatric first-aid certificate, and is present on the premises and available at all times when children are present and on outings, this certificate must be for a full course consistent with the criteria set out in Annex A

On 22 September 2022, the provider sent Ofsted confirmation that at least one member of staff has completed a suitable first aid training course.

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](#).