

Complaint about childcare provision

Ref: 2552794/5275780

Date: 2 November 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 11 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 October 2022, we carried out a 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 action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 23 November 2022:

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

We will monitor the provider's response to ensure the action is successfully completed.

On 24 November 2022, we visited the provider to monitor the action set. We found three of the staff team have completed appropriate first aid training.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).