

Complaint about childcare provision

Ref: EY453994/5260504

Date: 30 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 20 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 24 November 2022, we carried out an unannounced regulatory visit. 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.

Actions needed by 9 December 2022:

- ensure induction training for staff is robust and effective to support staff to feel equipped to fulfil all aspects of their roles
- ensure that a member of staff with paediatric first-aid training is present and promptly available to respond to emergencies at all times
- ensure staff are deployed effectively to meet the needs of all children at all times

On 19 December 2022, the provider responded to the actions set. We found that the provider had improved their knowledge, understanding and procedures and now fully understands and fulfils their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).