

Complaint about childcare provision

Ref: 508021/5492098

Date: 13 August 2023

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 19 July 2023, we received concerns that the provider was not meeting some of these requirements. The concerns raised were that ratios were not being met.

On 11 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Although ratios and children's individual needs were met, the setting did not meet the requirements relating to qualifications. Unfortunately, one member of staff who holds an appropriate level 3 qualification does not have an up to date paediatric first aid qualification. This means the staff member cannot be counted as a fully qualified member of staff. Consequently, this meant there was no level 3 qualified member of staff working with a group of children. This was an oversight of the provider.

We have issued an action for the provider to meet. The provider will be able to give parents further information about this.

Action needed by 1 September 2023:

- ensure the qualification ratios are met at all times.

We have received a satisfactory response from the provider detailing how this action has been met. 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](#).