

Complaint about childcare provision

Ref: EY492848/5698306

Date: 15 April 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 April 2024, we received concerns that the provider was not meeting some of these requirements. On 8 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

The provider has since improved security procedures, ensuring the main entrance is constantly supervised, to prevent unauthorised persons from entering the premises. Parents have been reminded of the importance of not letting any other person into the premises.

Although not connected with the concern, we identified the provider had failed to check that a member of staff holds an up-to-date paediatric first aid qualification to enable them to be counted in the adult-to-child qualification ratio. The provider took immediate action to rectify this. The deputy manager covered the position until the member of staff had completed their paediatric first aid qualification. We are satisfied the requirements are now 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](#).