

Complaint about childcare provision

Ref: EY458234/5707131

Date: 16 May 2024

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 15 April 2024, we received concerns that the provider was not meeting some of these requirements. On 10 May 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements as outlined below. We also found that there were no staff present who held a valid paediatric first aid certificate, this is a breach of requirements. However, this had been due to the training being cancelled by the training provider at short notice. The provider has been proactive and has sought alternative training, part one had already been completed and part two will take place on 1 June 2024. Staff have a good understanding of the action they would take when dealing with accidents and medical emergencies. Therefore, Ofsted do not intend to take any action.

We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 24 May 2024:

- ensure that all persons with governance and oversight understand their roles and responsibilities
- ensure that all required information and records are accessible and made available upon request to promote the safe and efficient management of the setting.

We will monitor the provider's response to ensure the actions are successfully completed.

On 24 May 2024, the provider responded to the action set. We found that the provider has improved their knowledge and understanding of effective oversight and now fully understands their responsibilities. In addition, records and information will now be accessible and made available to promote the safe and efficient management of the setting.

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](#).