

## **Complaint about childcare provision**

Ref: 116837/4271374

Date: 11 July 2019

### **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](http://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 2 July 2019, we received information detailing staff supervision, first aid and injury concern. On 10 July 2019, we carried out an unannounced visit and served a Notice to Improve. This is a legal notice that requires the provider to take the actions below within in the timescales set out. The provider will be able to give parents further information about this.

#### **Action needed:**

take reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed, specifically with regard to outdoor play during extreme hot weather conditions, by 22 July 2019

review and improve the procedure followed when an incident occurs to ensure the safe and effective management of the setting, by 22 July 2019.

On 22 July 2019, we received an action response letter. We found that the Notice to Improve had been met appropriately.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and](#)

[complaints about childminders and childcare providers leaflet.](#)