

Complaint about childcare provision

Ref: 2516104/4747087

Date: 20 April 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 18 March 2021 we received concerns that this provider was not meeting some of these requirements.

On 23 March 2021, we carried out a regulatory visit and followed this up with a phone call the following day. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 9 April 2021:

Take all reasonable steps to ensure staff and children in their care are not exposed to risks. In this case, this relates to the temperature of the water in the children's washbasins.

The provider responded within timescales to advise that they had successfully reduced the temperature of the water and implemented daily checks. We were satisfied with the action taken. 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 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.](#)