

Complaint about childcare provision

Ref: 2539493/4771953

Date: 12 May 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 April 2021, we received concerns that the provider was not meeting some of these requirements.

On 6 May 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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 20 May 2021:

take all reasonable steps to ensure children are not exposed to risks, with particular regard to monitoring risks associated with taking children outside in hot weather

improve staff training to ensure all staff fully understand the procedure to follow to ensure children are kept safe in the outdoor environment during hot weather.

On 21 May 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised in the welfare requirements notice.

We found that the provider had improved the monitoring of risks associated with taking children outside in hot weather. Staff have received updated training and now have a clear understanding of how to keep children safe in the outdoor environment during hot weather. 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](#).