

## **Complaint about childcare provision**

Ref: 2552436/4744860

Date: 26 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, 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 15 March 2021, we received information that raised concerns that the provider was not meeting some of these requirements.

On 19 March 2021 we carried out a regulatory telephone call to discuss the concerns with the provider. We found the provider was not meeting the requirements for equality as they were not making reasonable adjustments to the premises for children who were not yet toilet trained. An action was set.

Action needed by 25 June 2021

- ensure all children's individual needs are met and staff make reasonable adjustments under the Equality Act 2010 in supporting children who are not yet toilet trained.

On 25 May 2021, the provider responded to the action set. We found that the provider had adjusted her policies and procedures to allow for nappy changing. All staff have been trained on nappy changing procedures and new nappy changing areas have been set up in the forest school. .

We are satisfied that the provider has met the welfare action 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](#).