

Complaint about childcare provision

Ref: EY548391/4818890

Date: 7 July 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 22 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 July 2021, we carried out a regulatory telephone call. We found that the Special Educational Needs Coordinator within the nursery is well qualified and works closely with key persons when making assessments on children's development. The key person system ensures children's needs are met and all staff working directly and indirectly with children have received suitability checks. However, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider has revised and improved the organisation of sleeping arrangements and updated risk assessments with regards to the storage of resources and equipment. We are satisfied with the action taken by the provider. 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](#).