

Complaint about childcare provision

Ref: 253113/4785675

Date: 5 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](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 May 2021, we received concerns that the provider was not meeting some of these requirements. On 28 June 2021 we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 9 July 2021:

ensure that staff are appropriately deployed, particularly with regard to toddlers, to keep them engaged and to promote the quality of their care and learning.

We are satisfied that the provider has taken the necessary steps to meet the action raised. The provider now ensures that staff are deployed appropriately around the nursery to support and promote the quality of children's care and learning.

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](#).