

## Complaint about childcare provision

Ref: EY555480/4578594

Date: 7 October 2020

### 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 17 September, we received concerns that the provider was not meeting some of these requirements.

On 29 September, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 12 October 2020:

- ensure that there is sufficient useable indoor space available for children
  
- ensure that people living or working on the premises, who have regular contact with children, are suitable.

We are satisfied with the action taken by the provider in relation to these actions.

We are also satisfied that the provider has met the safeguarding and welfare action set at the inspection on 21 August 2019 and has put in place relevant training and support for her assistants.

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](#).