

## **Complaint about childcare provision**

Ref: EY302318/4545611

Date: 22 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 3 March 2020, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was asked to take to meet the requirements.

On 20 October 2020, while routine inspections were suspended, we carried out an interim visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found that the provider had improved staff knowledge and understanding of what to do if they have concerns about a child's safety or welfare. They had also improved the accuracy of information that staff record about injuries children sustain when they are not at nursery.

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](#).