

Complaint about childcare provision

Ref: EY543342/4549609

Date: 10 November 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 11 October 2019, 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 requires improvement. The inspection report sets out the actions the provider was asked to take to meet the requirements.

On 2 November 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 there is an effective key person system in place. Staff know their key children well and are fully aware of their health and care needs to ensure children's well-being and welfare is always being maintained. 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](#).