

## **Complaint about childcare provision**

Ref: EY260137/4549771

Date: 21 December 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 21 August 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 3 December 2020, while routine inspections were suspended, we carried out an interim visit. The focus of the event was to check whether the provider had met the safeguarding and welfare action, raised at their last inspection.

We found that the provider has improved her knowledge of when to notify Ofsted of a significant event. The provider has ensured that staff have received training and support in all aspects of safeguarding. As a result, staff have improved their knowledge of how to identify and report signs that a child is exposed to the risk of extreme views and of female genital mutilation.

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](#).

