

Complaint about childcare provision

Ref: EY453859/4548561

Date: 9 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 provider/managers 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 provider/managers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider/manager is not meeting the requirements, we can take action to ensure they put matters right.

On 01 December, while routine inspections were suspended, we carried out an interim inspection. The focus of the inspection was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found that leadership roles have been provided with support and guidance to enable them to monitor staff practice effectively and identify underperformance, staffing arrangements effectively meet the needs of all children, all reasonable steps have been taken to ensure staff and children are not exposed to hazards and there are effective hand hygiene procedures in place to help prevent the spread of infection and promote children's good health.

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](#).