

Complaint about childcare provision

Ref: 2778374/6008768

Date: 25 April 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 April 2025, we received concerns that the provider was not meeting EYFS requirements relating 'Information about the child' and 'Information about the provider.'

On 17 and 22 April 2025, we carried out regulatory telephone calls. We found 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 9 May 2025:

- Obtain an enhanced criminal records check for every person aged 16 and over who works on the premises (including for unsupervised volunteers, and supervised volunteers who provide personal care)
- take all reasonable steps to ensure staff and children are not exposed to risks with particular regard to staff lone working
- record information for each child, including name, date of birth, parents' details and emergency contact details
- maintain a daily record of the names of children being cared for on the premises, their hours of attendance and the names of each child's key person.

On 24 May 2025, we found the provider had met some of the safeguarding and welfare actions but not others.

The provider has updated their records. They now record the required information and maintain registers showing the children's hours of attendance.

On 10 June 2025 the provider resigned from the Early Years Register.

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](#).