

Complaint about childcare provision

Ref: 2760712/6376704

Date: 16 June 2026

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 18 March 2026, we received concerns that the provider was not meeting requirements relating to suitable people.

On 23 April 2026, we carried out an inspection and found the provider was not meeting some of these requirements.

The report card and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 14 May 2026. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 3 June 2026:

- ensure you have a clear understanding of the roles and responsibilities within the childminding registration with particular regard to ongoing suitability
- make sure relevant records are available and accessible for inspection, with particular regard to children's information
- ensure all required information about children is recorded
- keep an accurate daily record of the names of the children being cared for and their hours of attendance

On 4 June 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

On 4 June 2026, we found the provider had met some of the safeguarding and welfare actions but not others. Additionally, during the visit, we found new areas of concern.

The provider has ensured that required information about children had been recorded and was available and accessible.

We have served another welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 June 2026:

- ensure you have a clear understanding of the roles and responsibilities within the childminding registration with particular regard to ongoing suitability
- improve knowledge around information and record keeping
- keep an accurate daily record of the names of the children being cared for and their hours of attendance

The provider has since resigned their registration

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](#).