

Complaint about childcare provision

Ref: EY433687/4884435

Date: 15 October 2021

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 3 September 2021, we received concerns that the childminder was not meeting some of these requirements.

On 14 September 2021, we carried out a regulatory visit. We found the childminder was not meeting some of the requirements. We have issued actions for the childminder to take that requires the provider to take the actions below within the timescales set out.

Actions needed by 25 September 2021:

- Maintain a daily record of the names of the children being cared for on the premises and their hours of attendance.

- Ensure that sufficient information about children is obtained by parents prior to caring for them, which includes emergency contact details and who has parental responsibility for the child.

The childminder provided a written response confirming what steps she had taken to address the actions and we are satisfied that she is now compliant with the requirements. The childminder will be able to give parents further information about this. The childminder 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](#).