

Complaint about childcare provision

EY485762/C317821

Date: 26/08/2017

Summary of complaint

On 19 June 2017, we received a complaint that raised concerns that the provider was not meeting the Childcare Register requirements.

We needed to look into this concern to see whether the setting was meeting the Childcare Register requirements relating to;

CR1.1 The registered person must ensure that children receiving childcare are kept safe from harm.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

On 11 August 2017 we carried out announced visit to the premises to carry out an inspection. We found that the provider had breached data protection laws as staff had shared confidential information about children with people who did not have a right or a professional need to view the information. The provider recognises that this was a breach of data protection and at the time of the inspection the provider had taken action to address these concerns. However, during the inspection, the provider was unable to provide evidence that at least one member of staff had an appropriate first-aid qualification or that the designated safeguarding person had attended the required training.

Following our inspection we issued a notice of action to improve which requires the provider to:

provide evidence that all children have access to at least one member of staff who holds an appropriate first-aid qualification

provide evidence that the lead practitioner has attended child protection training

We undertook a monitoring visit. The provider was able to demonstrate that the lead safeguarding practitioner had attended child protection training, however there was no evidence that a qualified first aider was present on the premises.

The provider has 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted