

Complaint about childcare provision

EY498340/C308528

Date: 07/11/2017

Summary of complaint

On 2 March 2017 we received concerns that the setting was not following appropriate procedures regarding the use of cameras and data protection. We needed to investigate to check that the provider is meeting the Early years foundation stage requirements relating to Safeguarding policy and Information and records.

We contacted the provider and discussed these concerns. We found that the provider was conducting an internal investigation because the camera USB had gone missing. The provider confirmed that the USB is password protected and so there is no risk to children's welfare or data protection issues. In June 2017 we received concerns from the local authority about the quality of care. In September 2017 we received a notification from the provider that they have closed the nursery. The provider also requested to change their registration to the voluntary part of the childcare register because they will continue to operate a crèche for children of parents who are attending courses run on the premises.

On 25 October 2017 and 3 November 2017 we contacted the provider to discuss the registration change request and previous concerns. We found that the provider completed an internal investigation regarding the missing USB and changed the procedures for staff using cameras. They also updated their computer system to ensure further data protection. We also found that the provider liaised appropriately with other agencies to seek advice regarding this issue. We also held discussions with the provider about how they made improvements to the quality of care. We found that the provider has met all actions raised at the last inspection. We agreed to change the provider's registration status. The provider remains 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 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