

Complaint about childcare provision

Ref: EY482930/4909274

Date: 20 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 29 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this. In addition, we found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration.

Actions needed by 3 November 2021:

- implement your mobile phone policy effectively and ensure that images and videos of children are appropriately stored and distributed in compliance with data protection regulations
- increase your understanding of your responsibilities under the Data Protection Legislation, for example, by seeking guidance from the Information Commissioner's Office website.
- ensure that records are easily accessible and available for inspection.

The provider did not respond to the notice of actions to improve within the given timescales. We visited the provider on 13 December 2021 but they were not available. We revisited the provider again on 4 January 2022 to monitor the action they had taken to comply with the legal requirements. We found that the provider had increased their knowledge and understanding of their responsibilities under the Data Protection Legislation. The provider had also renewed their registration with the Information Commissioner's Office and had accessed current guidance. In addition, the provider had updated their mobile phone policy. The provider demonstrates an acceptable knowledge and understanding of how to implement the mobile phone policy and manage any images and videos of children effectively. To ensure that all records are available for inspection, the provider will be applying for a replacement Disclosure and Barring Service (DBS) check.

We are satisfied with the action taken by the provider and they are 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](#).