

Complaint about childcare provision

EY251887/C254366

Date: 13/01/2016

Summary of complaint

On 13 July 2015, we received a complaint that raised concerns about how children's behaviour is managed. We looked into this concern to see whether the setting was meeting the requirements of the Early Years Foundation Stage relating to Managing behaviour. In particular, these include requirements that state providers are responsible for managing children's behaviour in an appropriate way. Providers must not give corporal punishment to a child. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. Providers, including childminders, must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable. Providers must not threaten corporal punishment, and must not use or threaten any punishment which could adversely affect a child's well-being.

We carried out an unannounced visit and found that records relating to more serious behaviour incidents were not sufficiently clear. They also lacked detail, such as what happened prior to the incident and the strategy used to manage the behaviour, to help staff in managing ongoing challenging behaviour. The policy in relation to behaviour management does not fully reflect practice at the setting, for example when staff tell children to sit by themselves to allow them time to think about their behaviour.

Following our investigation, we sent the provider a notice to improve that asked them to ensure that behaviour is managed in a manner appropriate to the child's age and stage of development. The provider has submitted written confirmation that the notice to improve has been met. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)