

## **Complaint about childcare provision**

650059/C266033

**Date:** 10/05/2016

### **Summary of complaint**

On 6 November 2015, we received a complaint that raised concerns that the provider was failing to meet a number of legal requirements and that there was poor practice in the setting.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Managing Behaviour'. Providers are responsible for managing children's behaviour in an appropriate way; providers must not give corporal punishment to a child.

'Safeguarding practice and safeguarding policy'. Providers must be alert to any issues for concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children.

'Child supervision and staff deployment'. Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

'Safety'. Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and that activities provided on the premises.

'Premises'. The premises and equipment must be organised in a way that meets the needs of children.

'Risk assessments'. Providers must ensure that they take all reasonable steps to ensure children in their care are not exposed to risks and must be able to

demonstrate how they are managing risks.

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.

We carried out an unannounced visit to the premises on 17 November 2015 and then completed a further visit on 26 November 2015. We found that not all children's behaviour was managed in a consistent way and that not all staff demonstrated the skills and knowledge to meet all children's needs. We also found that not all students had received induction training.

Following our investigation, we issued a notice to improve which asks the provider to:

Ensure that all staff have the training, skills and knowledge to meet all children's needs; with a particular focus on managing children's behaviour and providing quality learning and development experiences for all children.

Ensure that all students, as well as appointed staff, receive induction training to help them to understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, equality and health and safety issues.

We carried out a monitoring visit on 18 February 2016 and found that the provider had met the notice of action to improve.

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)