

## **Complaint about childcare provision**

254195/C288496

**Date:** 03/08/2016

### **Summary of complaint**

On 29 June 2016 Ofsted received concerns that the setting was finding it difficult to manage children's behaviour and also concerns around safeguarding practices in the setting that suggested that the setting had failed to accurately record and act upon concerns about a child's welfare.

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

Safeguarding practice; with specific reference to: 'A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the Local Safeguarding Children's Board. They must provide support and guidance to any other staff on an ongoing basis, on any specific safeguarding issue as required.

Safeguarding practice; with specific reference to: 'Providers must train all staff to understand their safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues.

Safeguarding practice; with specific reference to: 'Providers must have regard to the Government's statutory guidance Working Together to Safeguard Children 2015 and if providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police'.

Behaviour management; with specific reference to: 'Providers are responsible for managing children's behaviour in an appropriate way'.

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 in July 2016.

We found that most staff have received safeguarding training and that the setting had a clear safeguarding policy and procedures. However, despite this, not all staff were aware of the procedures to follow if a child arrived at the setting with an existing injury and necessary records of existing injuries were not being accurately recorded and maintained.

We found that the setting had a behaviour management policy that detailed how the setting manages children's behaviour; however the practice in the setting was not reflected in the policy. We found that the setting had established a 'thinking corner' as part of their behaviour management strategy but that this area was not welcoming or conducive to supporting children to reflect on their behaviour.

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

Review the behaviour management policy to ensure that the policy reflects practice within the setting and ensure that all the methods used, actively encourage children to manage their behaviour in an appropriate way.

Be alert to any issues for concern in a child's life at home or elsewhere. Implement a policy and procedures to safeguard children and ensure that all staff are trained to understand and follow the setting's safeguarding policies and procedures.

The provider provided a satisfactory response to 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 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)