

Complaint about childcare provision

EY382538/C305324

Date: 12/02/2017

Summary of complaint

On 23 January 2017, we received a notification from an outside agency that raised concerns that staff use inappropriate strategies to manage children's behaviour. These concerns relate to the early years foundation stage (EYFS) welfare requirements. In particular, we considered the requirements relating to suitable people, key person and managing behaviour.

We liaised with external agencies in relation to this matter. They confirmed they would not be taking any further action.

Ofsted conducted an unannounced visit to the nursery and looked into the concerns that were raised. We found that the provider had implemented a new system to initiate suitability checks for staff. The impact is that checks are being managed in a more efficient way to support the safe management of the provision. We found that all children had a named key person to work with them.

On the day of the visit staff were well deployed and were observed to appropriately manage children's behaviour. However, a review of the behaviour management policy and discussions with the provider demonstrated that strategies used to manage children's behaviour have not always been helpful. This includes not supporting children's understanding of positive ways to behave. In addition, there was evidence to show that the provider does not always work in partnership with parents to support a consistent and positive approach towards supporting the management of children's behaviour.

Although not part of the original concern we found that there were no links established with other settings that children attend. This does not support a consistent approach towards meeting the care and learning needs of these

children. We found that some children are not supported to rest comfortably or safely. This is because some children were observed sleeping in rockers and in buggies which meant they were restrained from moving freely. In addition, it was observed that one of these children was wearing a coat, hat and scarf which means that they would have been hot and unable to regulate their temperature. In addition, we found that risk assessments are not always effective as fire exits were observed to be blocked which is a health and safety hazard.

Following our visit, we sent the provider a notice to improve that asked them to:

ensure that children's behaviour is managed in an appropriate way where they are supported to develop a positive sense of themselves, and others, to form positive relationships and develop respect for others, develop social skills and learn how to manage their feelings

ensure there are effective arrangements in place for sharing information and working in partnership with other providers, to identify all children's needs and help them to make good progress

ensure that all reasonable steps are taken to ensure children in your care are not exposed to risks; this specifically refers to young babies being left to sleep in rockers and buggies with their outdoor clothes on

ensure that fire doors are free from obstruction and easily opened from the inside.

The provider has taken appropriate action to address concerns. She has reviewed the behaviour management policy and procedures with the local authority to ensure that positive behaviour management strategies are promoted. The provider has taken action to work in partnership with other settings and now ensures that all babies sleep comfortably and safely. The provider has confirmed that all fire doors are free from obstruction. Ofsted are satisfied that the provider now meets legal requirements.

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