

Complaint about childcare provision

EY458063/C316797

Date: 12/10/2017

Summary of complaint

On 7 July 2017, we received a complaint that raised concerns about how staff manage children's behaviour. In addition, on 20 July 2017, we received a notification from the provider advising that an allegation had been made about a member of staff. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted or their childminder agency of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

We needed to look into these concerns to see whether the provider was meeting requirements in relation to safeguarding and promoting children's welfare; in particular the requirement relating to behaviour management and safeguarding practice.

We liaised with statutory agencies regarding the allegation and conducted a visit to discuss these concerns. We found that the provider had made a prompt referral to the relevant statutory agency regarding the concerns received. The provider completed a full investigation into the concern and liaised with the local authority designated officer (LADO). We found that the provider followed safeguarding procedures and found there was no evidence to substantiate the allegation or concern raised.

We found that as a result of the internal investigation the provider had decided to review methods being used to manage children's behaviour

including time out. Observation of staff practice is carried out by managers and colleagues. Training has also been provided to staff to ensure that any gaps in knowledge in relation to behaviour management are addressed. At our visit we found that, staff use positive strategies to manage children's behaviour. Children were observed to be polite and respectful to one another and received appropriate praise from staff. There are suitable systems in place to work in partnership with parents and outside agencies when it is necessary to put additional measures in place to support children. We found that staff ratios are met and qualified staff are deployed well to supervise children safely.

We are satisfied with the action taken by the provider so will be taking no further action regarding the matters raised.

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