

Complaint about childcare provision

EY348505/C327139

Date: 20/03/2018

Summary of complaint

On 22 September 2017, we carried out an inspection which judged the overall effectiveness of the pre-school provision as inadequate. Following the inspection, we served the provider with a welfare requirements notice in relation to: training, support and skills, assessment of children's learning and development, and educational programmes.

On 18 October 2016, we carried out a monitoring visit. During the monitoring visit the inspector assessed the progress the provider had made with the welfare requirement notice. Staff now have obtained additional training to obtain the skills required to accurately plan and record children's learning and development. This is being closely monitored by the Special Educational Needs Co-ordinator (SENCO). This is also ensuring that gaps in children's learning and development are identified at an early stage so intervention programmes can be implemented to close the gaps and support children with additional learning and development needs.

The manager has implemented a detailed action plan to address all aspects of the weaknesses identified at the inspection. The manager and SENCO have completed file audits and planning meetings with all staff to ensure that the assessments made of what children know and can do are accurate.

The provider has notified Ofsted of changes to the committee, which has enabled us to initiate suitability checks on committee members, which ensures children's safety and well-being. The pre-school committee members now have a clear understanding their role and responsibility's to hold the management team to account. As a result, we are satisfied that children are protected and the leadership and management of the setting has improved.

During the visit it was also identified that not all staff are adhering to the

agreed behaviour management strategies and that some children challenging behaviour is not being consistently managed. This resulted in some children being disruptive and clear boundaries of expected behaviour not being implemented.

Following the visit we therefore sent the provider a welfare requirements notice that asked the provider to:

ensure that staff manage children's behaviour in an appropriate way and adhere to the settings agreed strategies for behaviour management. Establish consistency when dealing with challenging behaviour so that children are able to talk about how they and others show feelings, talk about their own and others' behaviour, and its consequences, and know that some behaviour is unacceptable. (The early years foundation stage welfare requirements – Managing behaviour 3.52)

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We conducted a further monitoring visit on 10 November 2017. Behaviour management training has been obtained by the whole staff team. Staff now have a consistent approach to managing challenging behaviour. In addition the behaviour management policy has been amended to include positive behaviour management strategies. Staff were observed to be speaking to children at their level. Children's attention is now obtained with a recognised action, by staff raising their hands. Children copied this and calmly joined in with rhyme time.

We are satisfied that the provider has taken action address the areas of weakness identified.

The next step will be a full inspection.

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