

## **Complaint about childcare provision**

206286/C203348

**Date:** 27/01/2014

### **Summary of complaint**

On 24 January 2014 we received information that raised concerns about the provider's ability to meet children's needs. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to behaviour management, key person support for settling-in and staff qualifications, training, support and skills: in particular the requirements that providers must manage children's behaviour effectively, provide effective support for children to settle in the nursery and to manage the effectiveness of staff so that they meet children's needs. We found that support for children within the toddler room was ineffective. Staff did not manage children's behaviour appropriately. They did not provide suitable support, to help children to settle within the nursery. There was ineffective promotion of children's learning and development. Staff did not demonstrate a suitable understanding of how to meet the needs for children with a special educational need and/or disability. The deployment of staff did not meet children's needs. In addition, we found that staff, particularly in the toddler room, did not always organise space effectively to allow for free movement. Following our inspection, we sent the provider a notice to improve that asked them to:

ensure that children's stage of development is taken into account when planning support for them to promote their learning, to ensure that appropriate support is established to help children within the toddler room to become familiar with the setting and feel comfortable and secure, to implement effective behaviour management methods with children in the toddler room, to support their understanding of right and wrong and the expectations, to ensure that support for children with special educational needs and/or disabilities meets the individual needs of those children, and takes into account any advice or support from the special educational needs coordinator, to review the organisation of staff in the toddler room to provide

suitable support to meet children's needs, and promote their enjoyment during the transition between activities, to improve the organisation of the space so that it consistently meets the needs of the children, promotes their enjoyment and gives sufficient space for free movement, and to ensure that the supervision of staff in the toddler room provides effective support and coaching, so that they are confident in their roles and responsibilities, and able to effectively support children's routines and promote their learning and development. 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)