

## **Complaint about childcare provision**

EY461467/C207254

**Date:** 11/03/2014

### **Summary of complaint**

On 7 March 2014 we received information that raised concerns about the management of the nursery, behaviour management, the recording of accidents or injury, general information and records including confidentiality and complaints. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to the Welfare and Safeguarding requirements, in particular the management of the nursery and staffing arrangements, the behaviour management policy and procedures including the recording of any incidents and accidents, the complaints policy and procedure and the ability of the staff to maintain confidentiality. We found that the nursery has a clear behaviour management policy and procedures. There is a designated behaviour management officer who is responsible for behaviour in the nursery. The inspector found that over a significant period of time inappropriate behaviour by children has not been addressed in accordance with the behaviour management policy. Behaviour management strategies are inconsistent amongst the staff. The behaviour management policy and procedures are not followed by all staff and they do not ensure that children are taught how to follow the nursery's rules and routines, manage feelings and behaviour or to form positive relationships with other children. Parents are informed about incidents where unacceptable behaviour has occurred which involves their child, however some parents are not informed about all of the incidents. Staff supervisions have failed to identify the underperformance of staff. As a result, the nursery has neglected to ensure the safety of all the children attending the nursery. With regard to the sharing of general information and records including confidentiality, the inspector found that the provision of information to parents about their child was inconsistent and the provider admits there are occasional lapses in the staff's ability to maintain confidentiality. The provider is in the process of addressing these issues. There is a comprehensive complaints policy and procedure which is available for all

parents to view in the policies and procedures folder at the entrance of the nursery. However, the provider received an email complaint. The provider must notify the complainant of the outcome of the investigation within 28 days. This has not been addressed. The complainant stated that there was no manager at the nursery to discuss her complaint. The inspector established that the manager was not present yet the deputy manager was present. However, parents are not clear about the staff structure of the setting, with the owner being recognised as the manager. Following our inspection we have issued the provider with a notice to improve that asked them to: monitor the teaching of personal, social and emotional development to ensure there is a consistent approach in its delivery by all members of staff; to ensure all staff fully understand and effectively implement the revised behaviour management policy and procedures; to improve the effectiveness of staff supervisions to ensure that all staff consistently promote the safety and interests of the children by taking prompt and effective action to deal with identified underperformance of staff; to ensure that all staff and volunteers are provided with a thorough induction to the setting to ensure they understand the need to maintain confidentiality of information; to ensure that the complaints procedure is carried out appropriately so that complainants receive notification of the investigation and the outcome. 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)