

## **Complaint about childcare provision**

EY100091/C220701

**Date:** 25/07/2014

### **Summary of complaint**

On 25 July 2014, we received information that raised concerns about the registration and how the nursery safeguards children, particularly regarding behaviour management.

We carried out an unannounced inspection where we looked into these concerns to see whether the nursery was meeting the requirements for safeguarding and welfare. In particular relating to the requirements for behaviour management, safeguarding policy and practice, general suitable people matters, key persons, child supervision and staff deployment. During the inspection we found that the staff induction process is not effective as not all staff are fully aware of their roles and responsibilities to follow the policies and procedures of the nursery. This particularly related to the way some of the staff manage children's behaviour and some staff's understanding of child protection. Some staff raise their voices to children and do not manage incidents well to help children learn about expectations and boundaries. We found that staff mostly understand safeguarding practice and policy within the nursery to protect children's well-being. There is a sound key-person system in place, enabling staff to understand and support children's specific needs well. The managers make sure that staff supervise children closely at all times and deploy themselves efficiently within the nursery to meet children's welfare and learning and development needs.

As a result of the inspection we have sent the provider notices to improve that asked them to ensure that all members of staff understand the policy and procedure for behaviour management to effectively implement the policy, and to ensure all staff, including agency staff, receive effective induction training to cover their roles and responsibilities within the nursery. 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)