

Complaint about childcare provision

EY309460/C235169

Date: 13/03/2015

Summary of complaint

On 5 December 2014 we received information that raised concerns about the behaviour management techniques being used at the setting and whether the setting were meeting the individual needs of all children. We investigated this concern to see whether the provider was meeting the Early Years Foundation Stage Welfare Requirements for Staff qualifications, training, support and skills, Key Person, Accident or injury and Managing Behaviour, in particular providers are responsible for managing children's behaviour in an appropriate way.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the setting and found that the provider was able to demonstrate that they have a robust keyperson system which supports meeting the individual needs of children. The provider could also demonstrate that they were managing children's behaviour appropriately and recording any accidents or incidents.

However, during the visit the provider failed to demonstrate that they had a person who was Paediatric first aid trained on site at all times. Following our investigation, we therefore sent the provider a notice of action to improve that asks the provider to:

ensure that least one person who has a current paediatric first aid certificate is on the premises and available at all times when children are present, whilst also taking into account the number of children, staff and layout of premises. The paediatric first aid training must be relevant for workers caring for young children and babies. (The Early Years Foundation Stage General Welfare Requirements – First Aid)

The provider took steps to meet this action and is now meeting requirements in relation to First Aid.

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)