

Complaint about childcare provision

EY476880/C254829

Date: 19/09/2015

Summary of complaint

On 16 July 2015, we received a complaint that raised concerns about the suitability of staff in relation to how behaviour of children is managed, failure to follow parents' wishes, ignoring personal care needs of the children, children not being supervised and safety on outings in relation to a particular incident involving the use of a pushchair.

We conducted an unannounced visit to see whether the setting was meeting the Early Years Foundation Stage welfare requirements in relation to suitable people; in particular that people looking after children are suitable to fulfil the requirements of the role, managing behaviour; in particular that providers are responsible for managing children's behaviour in an appropriate way, key person; in particular that every child's care is tailored to meet their individual needs, supervision, and outings; in particular that children must be kept safe on outings.

We found that on the day of the visit children's behaviour was managed appropriately and that children were appropriately supervised. Through discussion and observation of records we found that information regarding the child's day is shared with parents which includes care provided such as nappy changes. Parents are also informed of meals that the setting provide in advance to allow for any individual requirements to be accommodated. The manager was unaware of any incident regarding the inappropriate use of a pushchair on an outing.

We found that staff do not have secure knowledge of the settings safeguarding policy and behaviour strategies are not consistently being used across the setting.

Following our visit we sent the provider a notice to improve that asked them

to:

ensure that all staff are trained to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues

ensure all staff manage children's behaviour in an appropriate and consistent way

A suitable response to these actions was received.

The provider remains suitable for registration

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)