

Complaint about childcare provision

509660/C329873

Date: 22/11/2017

Summary of complaint

On 24 October 2017 we received concerns about how staff manage children's behaviour and record incidents. We needed to check whether the provider was meeting the requirements of the early years foundation stage, in particular the safeguarding and welfare requirements that state; providers must manage children's behaviour appropriately taking into account their age and stage of development.

We completed an unannounced visit and found that the staff do not always manage behaviour appropriately. We also found that the documentation relating to behavioural incidents were not recorded in a timely manner and shared with parents.

We issued a notice to improve that required them to ensure staff have the skills and knowledge of managing children's behaviour appropriately taking into account the age and stage of children's development

ensure all records relating to any physical intervention are completed and shared with parents in a timely manner.

The provider submitted a action plan detailing how they have reviewed all their policies and procedures. In addition, staff have received additional training on how to keep appropriate records and share them with parents.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted