

Complaint about childcare provision

117447/ C138696

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Summary of complaint

On 8 November 2010, we received a notification from an outside agency that raised concerns about the childminder's management of children's behaviour and the meeting of children's individual needs. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that states children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs. As well as the Early Years Foundation Stage welfare requirements relating to 'organisation'. In particular, these include a requirement for the childcare provider to plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

We do not investigate to prove or disprove the facts on behalf of a complainant although, where any facts relating to the childcare provider's practice are established in the course of an investigation, we may take account of this information when assessing whether the provider is complying with all legal requirements.

We carried out an unannounced visit to the premises and found the childminder had used physical intervention to manage a child's behaviour and had not recorded the incident. The childminder had not recently attended behaviour management training. Although it was not part of the original complaint, we also identified that the childminder's register of children attending was not complete.

Following our investigation, we sent the childminder a notice to improve that asked her to

- manage children's behaviour in a manner appropriate, with particular regard to the statutory guidance of recording when physical intervention is

used. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare)
- attend training to improve skills on managing children’s behaviour effectively and in a manner appropriate for their stage of development and particular needs. (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children’s welfare)
- maintain a daily record of the hours of attendance of all the children looked after on the premises and ensure it is available for inspection at all times. (The Early Years Foundation Stage General Welfare Requirements – Documentation)

We are satisfied with the response received and as a result, we decided it was not necessary for us to carry out a monitoring visit or take further action. The childminder 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)