

Complaint about childcare provision

EY234154/ C120438

Date Published: 03/02/2010

Summary of complaint

On the 12 January 2010, we received information that raised concerns about the hygiene conditions of the premises, staff qualifications and behaviour management which may impact on the care provided to children.

We carried out an unannounced visit to the premises on the 15 January 2010 and found that there is damp in the creative room that may pose a hazard to children. The person in charge of the baby room does not have the required qualification. Furthermore, inappropriate methods have been used for managing children's behaviour. The behaviour management policy is not robust enough because it has not been reviewed to explain the procedure for dealing with extreme cases of behaviour and the incident record does not record all the accurate factual information related to a particular incident.

Following our investigation, we issued a notice to improve that asks the provider to ensure:

children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs - the Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare

you maintain records, policies and procedures required for the safe and efficient management of the setting to meet the needs of the children as regards to the behaviour management policy and incident records - the Early Years Foundation Stage General Welfare Requirements - Documentation

all supervisors hold a full and relevant level 3 qualification with particular regard to the baby room - the Early Years Foundation Stage General Welfare Requirements - Suitable people

all reasonable steps are taken to ensure that hazards to children such as fungi and damp are kept to a minimum - the Early Years Foundation Stage General Welfare Requirements - Suitable premises, environment and equipment.

we have received a response from the Provider and are satisfied that appropriate action has been taken. We will monitor this at the next inspection.

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)