

Framework for the regulation of provision on the Early Years Register

This guidance explains how we regulate and inspect providers registered on Early Years Register, including those who are also on the Childcare Register. It summarises the main features of registration, inspection and the enforcement action we may take.

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Introduction

1. This guidance provides an overview of the regulatory system for early years providers.
2. It covers providers on the Early Years Register and those who wish to apply to the register. It also covers those providers on both the Early Years Register and the Childcare Register.¹ It does not cover those only applying to or registered on the Childcare Register.²
3. There is more detailed guidance on all aspects of our regulation work listed in the further information section.

Part 1. The regulation system

The legal basis for regulation

4. The Childcare Act 2006 (the Act)³ establishes Her Majesty's Chief Inspector of Education, Children's Services and Skills (HMCI) as the authority for the regulation of childminding⁴ and childcare on domestic and non-domestic premises⁵ in England. It gives HMCI responsibility for the registration and inspection of providers registered on the Early Years Register and the Childcare Register and the responsibility for enforcement where it appears that legal requirements are not being met.
5. The Act and associated regulations set out the requirements with which providers must comply and against which their provision is regulated. This includes the *Statutory Framework for the Early Years Foundation Stage*.⁶
6. Setting up and operating early years provision also entails compliance with other statutory requirements, for example those relating to planning and building control, health and safety, employment law, food and hygiene, disability and anti-discriminatory legislation. These are not within Ofsted's remit.

What is regulation?

7. There are four aspects to Ofsted's regulation of early years providers. These are:

¹ There is a definition of the Childcare Register in Annex A. Ofsted uses the term Childcare Register for the general childcare register specified in the Childcare Act, section 32(3).

² There is a separate framework document for those providers only on the Childcare Register.

³ Childcare Act 2006; www.legislation.gov.uk/ukpga/2006/21/contents.

⁴ Please see Annex A for a definition of childminding.

⁵ Please see Annex A for definitions of childcare on domestic and non-domestic premises.

⁶ *Statutory Framework for the Early Years Foundation Stage*, Department for Education, 2012; www.foundationyears.org.uk/.

- registration of applicants
- inspection of registered providers
- checking that providers, including those who are not registered with us but may need to be, meet legal requirements for registration
- taking enforcement action where requirements of registration are not met.

The purposes of regulation

8. The purposes of regulation are to:
- make sure that children are safe in whatever type of registered provision they attend and that they are cared for by adults who are suitable to do so
 - make sure registered providers meet and continue to meet the requirements for registration⁷
 - give parents an expert and independent assessment of how well a registered provider is performing so that they may make informed choices about early years provision or childcare for their children
 - provide information to the Secretary of State for Education and to Parliament about registered early years and childcare provision
 - promote the improvement of registered provision and the early years sector as a whole.

The Early Years Register

9. The Early Years Register is for people who provide childcare for at least one child in the early years age group⁸ for a period or total periods of more than two hours in any one day, unless registration is not required.⁹ These providers are normally childminders or childcare on domestic or non-domestic premises (nurseries, nursery schools, pre-schools or kindergartens).
10. The Act defines childcare as any form of care for a child including education or any other supervised activity.¹⁰ Childcare does not include:
- education (or any other supervised activity) provided by a school during school hours for a registered pupil who is not a young child
 - any form of health care for children
 - care provided by relatives

⁷ These are set out in the Childcare Act 2006 and associated regulations and the *Statutory Framework for the Early Years Foundation Stage*. The list of regulations are in Annex B.

⁸ The early years age group applies to children aged from birth to 31 August following their fifth birthday.

⁹ The factsheet *Registration not required* sets out the exemptions from compulsory registration: www.ofsted.gov.uk/resources/080134.

¹⁰ Childcare Act 2006, section 18; www.legislation.gov.uk/ukpga/2006/21/section/18.

- fostering arrangements
 - care provided in any of the following:
 - a children’s home
 - a care home
 - a hospital in which a child is a patient
 - a residential family centre
 - a young offender institution or secure training centre.
11. Providers may join the Childcare Register at the same time as being on the Early Years Register if, alongside their early years provision, they wish to care for children older than the early years age group or also provide a different service that does not require compulsory registration.
12. We may use our enforcement powers against any person who provides childcare requiring registration without being registered. Providing unregistered childcare is an offence and may lead to prosecution. Ofsted is also able to serve a notice requiring unregistered childminders to stop providing this service. Ignoring such a notice may lead to prosecution.

Part 2. Registration

13. The process of registration on the Early Years Register involves detailed checks, interviews and visits to premises so that we can decide whether applicants are suitable for registration. If applicants demonstrate that they are suitable, we will register them; otherwise, we must refuse registration. We use the concept of a ‘registered person’ as part of our registration process. This is defined in the glossary and is any individual or organisation providing childcare. Detailed guidance about registration is available in our guides to registration on the Early Years Register¹¹ and on our website.¹²

Before applying

14. The local authority has a duty to provide information, training, advice and guidance to persons who intend to provide childcare in their area. All applicants are directed to local authorities for pre-registration advice and in the case of childminders a pre-registration briefing before they complete an application form.

¹¹ Applicants should read the *Guide to registration on the Early Years Register: childminder*, Ofsted, 2012; www.ofsted.gov.uk/resources/120082 or the *Guide to registration on the Early Years Register: childcare provider on domestic or non-domestic premises*, Ofsted, 2012; www.ofsted.gov.uk/resources/120083.

¹² Information about early years and childcare is available at: www.ofsted.gov.uk/Ofsted-home/Forms-and-guidance/Browse-all-by/Care-and-local-services/Childcare/Registration/How-to-apply.

15. Prospective applicants should read all the information carefully before deciding whether or not to make an application, including the relevant guide to registration and the *Statutory Framework for the Early Years Foundation Stage*. Childminder applicants should also arrange to complete local authority approved training and first aid training ahead of applying or make sure they are booked on courses before they apply. Ofsted cannot register childminder applicants unless they have completed this training.

Making an application

16. A person who wishes to register as a childminder or childcare provider on the Early Years Register must apply to Ofsted, giving all the information requested. It is an offence to knowingly make a false or misleading statement in an application.
17. Applicants may apply online¹³ or download an application form from our website. We will provide assistance on 0300 123 1231 for those who have difficulty in accessing or completing the forms.
18. We will take forward an application when we receive the application form, the fee and a completed Criminal Records Bureau application form for all those connected with the registration. The application fee cannot be refunded if the applicant subsequently withdraws their application, we refuse to grant registration, or if the applicant makes an application and they are disqualified from providing childcare (see paragraphs 29–30).
19. For those applying to provide childcare on domestic and non-domestic premises we require a separate application for each of the premises where the care is provided.
20. For those applying to offer childminding and childcare on domestic or non-domestic premises we require a separate application for each type of care being offered.
21. Childminders do not have to make new or separate applications if they move house or wish to care for children from more than one set of domestic premises. However, they must tell us in writing of any changes to the addresses where they provide childminding, or of changes to the premises, in advance if possible but in any case within 14 days of the change.
22. Where childminders work together or employ assistants,¹⁴ and the number of people providing childcare or working with children at any one domestic premises exceeds three, then the law says this is no longer childminding. An application must be made to provide childcare on domestic premises. The

¹³ *Guide to registration on the Early Years Register: childminder* (www.ofsted.gov.uk/resources/120082) or *Guide to registration on the Early Years Register: childcare providers on domestic or non-domestic premises* (www.ofsted.gov.uk/resources/120083)

¹⁴ Please see Annex A for the definition of a childminding assistant.

applicant may be an individual, a partnership or any other organisational arrangement that wishes to provide the childcare.

Applications for registration on more than one register

23. People applying to register on the Early Years Register may also apply to be on one or both parts of the Childcare Register at no additional cost. They may choose to do so when they first apply or at any time after registration on the Early Years Register is granted. Childminders may also apply to be a home childcarer¹⁵ on the same application form they complete to apply for registration as a childminder.

Carrying out checks

24. We carry out a series of checks on all applicants to the Early Years Register and the other people the applicant has identified as being connected with the registration on the application form. These checks contribute towards our decision as to whether applicants are suitable for registration.
25. We ask for consent from each person involved in an application to carry out and use the information from a series of checks to establish their suitability to work or be in close proximity with children.
26. For applicants to provide childminding or childcare on domestic premises, we carry out checks on every person living or working on the premises aged 16 and over where the childminding and/or childcare is to take place; and every person caring for children.
27. For applicants to provide childcare on non-domestic premises, we distinguish between those applicants whose prime purpose is to provide childcare and those who have a different purpose but also wish to provide childcare (for example a manufacturing company that wants to run a nursery for its employees). We check all those making up an organisation applying to provide childcare (the registered person) where the prime purpose is providing childcare. For organisations whose prime purpose is not childcare we check only the individual the organisation nominates to represent them, the nominated person¹⁶.
28. We expect the individual or organisation applying for registration on non-domestic premises in all cases to check their managers and employees and anyone living or working on the premises where childcare is provided. This must include a check with the Criminal Records Bureau and any other checks necessary to establish suitability.

¹⁵ Please see Annex A for the definition of a home childcarer.

¹⁶ *Guide to registration on the Early Years Register: childcare provider on domestic or non-domestic premises*, paragraphs 39 – 43, Ofsted, 2012 (www.ofsted.gov.uk/resources/120083)

People disqualified from providing registered childcare or working in registered childcare provision

29. Some people are not allowed to provide registered childcare because they are disqualified from working with children.¹⁷ The main causes of disqualification from working with children include:
- being on the list of persons barred from working with children held by the Independent Safeguarding Authority
 - certain convictions or charges of an offence against a child
 - convictions or charges of certain offences against an adult (for example, murder, kidnapping, rape, indecent assault, assault occasioning actual bodily harm)
 - being made the subject of a disqualifying order
 - being made the subject of an order relating to the care of children, such as a child being removed from their care
 - having registration as a childcarer refused or cancelled
 - living with someone who is disqualified.
30. People who are disqualified may sometimes register as a childcare provider by applying to Ofsted to waive their disqualification. We will make a decision about whether or not to waive the disqualification. The applicant for the waiver has rights of appeal to the First Tier Tribunal (Health, Education and Social Care Chamber) ('the Tribunal') if we refuse to waive disqualification. We cannot normally waive disqualification for people who are included on the list of persons barred from working with children held by the Independent Safeguarding Authority.

Requirements for registration on the Early Years Register

31. We register applicants on the Early Years Register if:
- every person providing childcare and/or looking after children on the premises where childcare is provided is suitable to look after young children
 - every person living or working on the premises where childcare is provided is suitable to be in regular contact with young children
 - they meet or will meet when starting to care for children all the safeguarding and welfare and learning and development requirements of the Early Years Foundation Stage and associated regulations – these requirements are set out in *Statutory Framework for the Early Years Foundation Stage*

¹⁷ A full list of all the circumstances that disqualify people from working with children is available in The Childcare (Disqualification) Regulations 2009 [2009 No 1547]; (www.legislation.gov.uk/ukxi/2009/1547/contents/made).

- childminder applicants have completed a local authority approved training course and paediatric first aid training
- the application fee has been paid.

Exemption from the learning and development requirements¹⁸

32. Providers may apply to the Department for Education for exemption from elements of the learning and development requirements in certain circumstances. Where exemptions are granted, we will disregard those elements when deciding whether to grant registration.
33. There is no exemption from the safeguarding and welfare requirements as these deal with fundamental issues of child safety.

The registration visit

34. Applicants should refer to the guidance on preparing for your registration visit.¹⁹ Inspectors will contact applicants to confirm the date of a registration visit. Applicants should make sure they have all the required documents set out in these guides to registration for the inspector to see during the visit.
35. During the visit the inspector will:
 - check the applicant's identity by looking at personal documents
 - check the safety and suitability of the premises and equipment
 - interview the applicant and assess his or her suitability to deliver the Early Years Foundation Stage and in particular the applicant's knowledge of the characteristics of effective teaching and learning
 - assess their understanding of what they must do to promote the learning and development of all children in their care
 - assess whether applicants meet the safeguarding and welfare requirements of the Early Years Foundation Stage and in particular whether:
 - the applicant's risk assessment is sufficient to ensure that the premises and equipment are safe and suitable for children
 - the applicant understands how many children they may care for.

¹⁸ More information is available on the Department for Education's website; www.education.gov.uk/schools/teachingandlearning/curriculum/a0068102/early-years-foundation-stage-eyfs.

¹⁹ *Early Years Register: preparing for your visit*, Ofsted, 2012; www.ofsted.gov.uk/resources/childcare-registration-form-early-years-register-preparing-for-your-registration-visit.

The registration decision

36. After the registration visit, the inspector submits their evidence and makes a recommendation about registration. This is reviewed alongside evidence from the checks we carry out on all individuals identified as part of the registration.
37. Where a person demonstrates that they are suitable, we grant registration and issue a certificate of registration. The certificate sets out the name of the registered person; the address, or in the case of childminding the address(es), at which childminding can take place; the type(s) of childcare a registered person can provide; and any conditions that apply to their registration. Providers must display their certificate at all times while they are providing childcare.

Conditions of registration

38. Conditions of registration are restrictions on the provision of childcare that apply at all times. We do not normally set conditions but where we do providers must comply with them at all times they provide childcare. It is an offence not to comply with any condition of registration without reasonable excuse. We publish a provider's conditions of registration on their certificate and on our website.

Refusal of registration

39. Where we decide to refuse registration we send out a legal notice of our intention to refuse. The applicant has a right to object to our intention.²⁰ Where we go on to refuse registration we send notice of our decision. Applicants have a right to appeal against this decision to the Tribunal. We send details of how to do this with the notice.

Withdrawal of application

40. Applicants may withdraw their application at any stage up to the issue of a notice of intention to refuse registration. Applicants may not withdraw their application at that point unless we have decided no longer to refuse their registration. Any fee paid by the applicant is not refundable.

Part 3. Inspection

41. Once registered on the Early Years Register, we carry out regular inspections to evaluate the overall quality and standards of the early years provision in line with the principles and requirements of the Early Years Foundation Stage.

²⁰ This is dealt with further in Part 4.

42. There is detailed guidance available in the *Evaluation schedule for inspections of registered early years provision*²¹ and *Conducting early years inspections*²² available on our website. We also produce a short guide for providers: *Are you ready for your inspection?*²³

The basis for inspection

43. The early years evaluation schedule is the basis for inspection, and sets out what inspectors evaluate and report on when inspecting registered early years provision. The schedule reflects the legislative requirements²⁴ that Ofsted must follow. Inspectors will judge the quality and standards of the early years provision taking into account three key judgements. These are:
- how well the early years provision meets the needs of the range of children for whom it is provided
 - the contribution of the early years provision to the well-being of children
 - the effectiveness of the leadership and management.

Timing of inspections

44. We normally inspect newly registered providers within a short period of their registration, if they have children on roll. For all others registered on 1 September 2012, we will inspect at least once by 31 July 2016.
45. We prioritise inspections of provision and/or inspect more frequently where:
- the last inspection concluded that the overall quality and standards of the early years provision were judged to be inadequate
 - we have received information about the provision that indicates the provider is not meeting the requirements for registration
 - the provision has been judged as no better than satisfactory on more than one previous occasion
 - an assessment of notified changes to the provision indicates that quality has declined or requirements are not met
 - there have been a number of pieces of information which, when taken together, suggest the provider may not be meeting the legal requirements of the Early Years Foundation Stage.

²¹ *Evaluation schedule for inspections of registered early years provision* (120086), Ofsted, 2012; www.ofsted.gov.uk/resources/evaluation-schedule-for-inspections-of-registered-early-years-provision.

²² *Conducting early years inspections* (120087), Ofsted, 2012; www.ofsted.gov.uk/resources/conducting-early-years-inspections.

²³ *Are you ready for your inspection? A guide to inspections of provision on Ofsted's Childcare and Early Years Registers* (120085), Ofsted, 2012; www.ofsted.gov.uk/resources/are-you-ready-for-your-inspection-guide-inspections-of-provision-ofsted-childcare-and-early-years-r.

²⁴ The Childcare Act 2006, section 50 (1); www.legislation.gov.uk/ukpga/2006/21/section/50.

Notice periods

46. Group providers normally receive no notice of the inspection. Childminders or group providers that do not operate regularly, such as summer play schemes, will usually receive a call no more than five days before the inspection to check which days they are operating and whether there are children on roll²⁵ and present. If there are no children on roll or present the inspection will be rescheduled unless Ofsted has decided it will go ahead. This may be, for example, because it is close to the end of the inspection cycle.
47. We may inspect childminders with no notice where we have received information that suggests children may be at risk.

Ofsted early years self-evaluation form

48. Providers are able to complete and regularly update an optional Ofsted early years self-evaluation form. Whether or not providers complete this form, inspectors will expect providers to reflect upon their practice and have plans to improve their early years provision. Information about how to access the form is given on registration.
49. For further guidance on completing the self-evaluation form, please refer to the *Early years self-evaluation form and guidance*.²⁶

The inspection process

Before the inspection

50. As part of their preparation for inspection, inspectors check any previous inspection reports and information held about the provider, including a risk assessment of any concerns received and progress with any actions or recommendations raised at the last inspection or visit. They will also review the self-evaluation form if this has been completed and submitted by the provider.
51. We seek the views of parents and carers about the quality of provision ahead of an inspection by asking providers to display a poster telling parents how to contact Ofsted. Inspectors check to see if we have received any information through this route.

²⁵ *The process and guidance for inspecting childminders and childcare settings with no children on roll or no children present at the time of the inspection* (080173), Ofsted, 2012; www.ofsted.gov.uk/resources/process-and-guidance-for-inspecting-childminders-and-childcare-settings-no-children-roll-or-no-child.

²⁶ *Early years online self-evaluation form (SEF) and guidance – for settings delivering the Early Years Foundation Stage* (080104), Ofsted, 2012; www.ofsted.gov.uk/resources/early-years-online-self-evaluation-form-sef-and-guidance-for-settings-delivering-early-years-foundat.

During the inspection

52. During the inspection, the inspector will speak to any parents available, for example when they are dropping off or collecting children from the provision.
53. In group settings, the inspection will include a meeting with the provider and/or manager to ensure they understand their responsibilities in meeting the requirements of the Early Years Foundation Stage and in monitoring the quality of their provision. For childminding settings, this information will be gathered throughout the course of the inspection.
54. The majority of the inspection is spent in direct observation of what children are doing, the way in which adults relate to them, and how well they care for the children and help them learn.
55. Inspectors will use a four-point grading scale for each of the three key judgements they make and the overall effectiveness of the provision. The grades are:
 - Grade 1: outstanding
 - Grade 2: good
 - Grade 3: satisfactory
 - Grade 4: inadequate.
56. At the end of the inspection, inspectors give feedback on their findings and judgements to the childminder or, in group settings, to the most appropriate person – usually the registered provider, their nominee or the day-to-day manager. They also explain what needs to be done to improve aspects of the provision.

After the inspection

57. Shortly after the inspection, we send the provider the report to check its factual accuracy. We publish the report on our website within 15 days of the inspection;²⁷ if the provision is judged inadequate we will publish the report within 25 days. We send a copy to the relevant local authority. We do not include the names and addresses of childminders on published inspection reports and only include the names and addresses of childminders on the website where they have given express permission for us to do so.

Early years provision judged as inadequate

58. We inform the relevant local authority of provision judged as inadequate. We monitor inadequate provision as a minimum at three-monthly intervals until the quality of provision improves or we decide to take steps to cancel registration.

²⁷ We do not publish inspection reports relating to childcare within women's refuges or on certain military bases.

We publish monitoring letters after each monitoring visit. We re-inspect inadequate provision within 12 months of the date of the inspection.

Providers on both registers

59. Where providers are on both the Early Years Register and the Childcare Register, we will check compliance with the requirements of the Childcare Register when we carry out an inspection of the early years provision.²⁸
60. We will include the judgement on whether a provider met the requirements of the Childcare Register in the inspection report on the quality of the early years provision.
61. The exception is where we receive information that only relates to the requirements of the Childcare Register where we will carry out a separate inspection to ensure compliance with the requirements of the Childcare Register.

Part 4. Compliance and enforcement

62. Full details of how we deal with matters of compliance and the action we take are set out in the *Compliance, investigation and enforcement handbook*.²⁹

Information about providers

63. From time to time, we receive concerns or other information about childminders and childcare providers that suggests they may not be meeting the requirements of the Early Years Foundation Stage. In most cases we will inspect to ensure that the provider continues to meet requirements and remains suitable for registration. We will do so within five days if the information suggests children may be at risk of harm and within 30 days if not. We will investigate before inspection where the information is so serious it involves other agencies such as the police or child protection services.
64. If the concern is very minor we will refer it back to the provider to deal with and will check what they have done at their next inspection.

Investigations

65. Where our concerns are such that we need to investigate as a first course of action instead of inspecting, inspectors use their statutory right of entry set out in the Act.³⁰ They will produce an identity document authorised by HMCI

²⁸ *Guidance on inspecting providers registered on both the Childcare and Early Years Registers* (080169), Ofsted, 2012; www.ofsted.gov.uk/resources/guidance-inspecting-providers-registered-both-childcare-and-early-years-registers.

²⁹ *Compliance, investigation and enforcement handbook*, Ofsted, 2012; www.ofsted.gov.uk/resources/ciehandbook

³⁰ The Childcare Act 2006, sections 77–79; www.legislation.gov.uk/ukpga/2006/21/part/3/chapter/5/crossheading/rights-of-entry.

showing that they have the authority to enter the premises. Intentionally obstructing a registered inspector or another person authorised by HMCI is an offence.

66. The rights of entry enable inspectors to:
- inspect the premises
 - inspect and take copies of any records kept by the provider and any other relevant documentation (including computerised records)
 - seize and remove any document, or other material or thing found there, which the inspector has reasonable grounds to believe may be evidence of a failure to comply with any condition or requirement
 - require any persons to afford him facilities and assistance within that person's control as are necessary to enable the member of staff to exercise his powers
 - take measurements and photographs
 - inspect any child being looked after, and their welfare
 - interview the provider
 - interview in private any person looking after children or living there who consents to be interviewed.
67. Investigations may take place alongside those conducted by other agencies. Where an investigation may lead to prosecution, because an offence is or has been committed, inspectors gather evidence in accordance with the requirements of section 66 of the Police and Criminal Evidence Act (PACE) 1984.
68. When a provider or other person has failed to meet requirements for registration, has committed an offence, or has placed the welfare of children at risk, we will take enforcement action that is appropriate to the findings of the investigation (see below for the steps we can take).

Enforcement

69. We have powers of enforcement when registered persons are failing to meet the requirements of the Early Years Foundation Stage, regulations or conditions of registration, or where an unregistered person is providing childminding or other childcare. We aim to take a consistent and proportionate approach to enforcement. We will consider the particular circumstances of each case before deciding what action to take to bring about compliance or to cancel registration.

Non-statutory means of ensuring compliance

70. If a registered person is not fully complying in some minor way, we normally give the provider actions that set out what the provider must do and by when. These actions are normally included in inspection reports but may be sent in a

separate letter. When the provider has completed the actions, they must inform us in writing within the required timescale. Following receipt of this confirmation, we may carry out a visit to check that the provider complies with requirements. Where the provider does not reply or we find they are still not compliant at any future visit, we will normally use one of our other enforcement powers unless the provider has a reasonable excuse.

Statutory powers of enforcement

71. We have a range of statutory powers of enforcement. We monitor compliance with any enforcement action we take. The enforcement powers we can use include:
- refusing to register an applicant
 - imposing upon a registered person new conditions of registration or varying (or removing) existing ones
 - serving an enforcement notice on an unregistered person acting as a childminder
 - serving a welfare requirements notice to those on the Early Years Register
 - cancelling a registered person's registration.
72. We can also:
- apply to a magistrate for an emergency order to cancel registration or impose new conditions of registration, or vary or remove existing ones where it appears that a child is suffering, or would be likely to suffer, serious harm
 - suspend a provider's registration where we believe children are at risk or are likely to be at risk of harm
 - prosecute a provider or person for committing an offence, or ask the provider or person to accept a simple caution.
73. In certain circumstances where we take legal steps in relation to a registration we set these out in documents called notices of intention and decision. Applicants and providers have rights of objection and appeal to these steps, including to an independent body, the Tribunal. We have more guidance about objections and appeals available on our website.³¹

³¹ *How to object: guidance for registered childminders and childcare providers* (120238), Ofsted, 2012; www.ofsted.gov.uk/resources/120238.

How to appeal: guidance for those registered as or applying to be a childminder or a childcare provider (120237), Ofsted, 2012; www.ofsted.gov.uk/resources/120237.

Part 5. Carrying out our regulatory work

74. Our regulatory work is carried out by people who work for Ofsted or on its behalf, normally inspectors. We use inspection service providers to carry out most registration visits and inspections and regulatory inspectors employed by Ofsted to carry out investigations or registration visits where there may be identified concerns. All inspectors and other staff carry identification that they must show providers before entering their premises.

The conduct of inspectors

75. Inspectors are expected to carry out registration visits, inspections and investigations in a way that aims to secure the full cooperation and confidence of the provider. Inspectors will:

- be thoroughly prepared and understand the nature of the provision
- have thorough knowledge and understanding of the Act, regulations, requirements and guidance for inspectors
- maintain the highest professional standards in line with Ofsted's code of conduct.

76. Inspectors must uphold the highest professional standards in their work, and ensure that everyone they encounter during inspections or regulatory visits is treated fairly and with respect and benefits from the inspection. Ofsted's code of conduct requires inspectors to:

- evaluate objectively, be impartial and inspect without fear or favour
- evaluate provision in line with frameworks, national standards or requirements
- base all evaluations on clear and robust evidence
- have no connection with the provider that could undermine their objectivity
- report honestly and clearly, ensuring that judgements are fair and reliable
- carry out their work with integrity, treating all those they meet with courtesy, respect and sensitivity
- endeavour to minimise the stress on those involved in the inspection
- act in the best interests and well-being of service users
- maintain purposeful and productive dialogue with those being inspected, and communicate judgements clearly and frankly
- respect the confidentiality of information, particularly about individuals and their work
- respond appropriately to reasonable requests
- take prompt and appropriate action on any safeguarding or health and safety issues.

Expectations of providers

77. In order that inspection and regulation are productive and beneficial for providers, it is important that inspectors and providers establish and maintain a professional working environment based on mutual courtesy and respectful behaviour. Inspectors are expected to uphold the code of conduct but Ofsted also expects providers to:
- be courteous and respectful
 - apply their own codes of conduct in their dealings with inspectors
 - allow inspectors to conduct their visit in an open and honest way
 - allow inspectors to evaluate the provision objectively against the standards/framework
 - provide reasonable evidence that will enable the inspector to report honestly, fairly and reliably about their provision
 - work with inspectors to minimise disruption, stress and bureaucracy
 - maintain a purposeful dialogue with the inspector or the inspection team
 - draw any concerns to the attention of inspectors promptly and in a suitable manner
 - respect that inspectors will, on occasions, need to observe practice and talk to staff and users without the presence of a manager or registered person.
78. In any instance of implied or actual harassment, abuse or intimidation, inspection activity may be suspended, with Ofsted asserting its right to take appropriate action in support of its staff.

The quality of regulatory work

79. Ofsted monitors the quality of its regulatory work through a range of formal processes. Some providers will be visited by quality assurance managers or by a representative of the inspection service provider to check the quality of the inspection.
80. In the rare event that an inspection and/or inspection report are judged by Ofsted to be seriously flawed, the provider will be notified that the inspection is incomplete and that a further visit may be necessary, to make sure that enough evidence is gathered to make the inspection judgements secure.
81. All registered providers will be invited to complete a post-registration or post-inspection survey.

Complaints about Ofsted

82. From time to time we also receive complaints about our own service. Any concerns that the provider has about a registration visit, inspection or

investigation should be raised and, where possible, resolved with the inspector during the visit.

83. If it has not been possible to resolve concerns, then providers may decide to lodge a formal complaint. The complaints procedures are available on Ofsted's website.³²

³² *Complaints procedure: raising concerns and making complaints about Ofsted* (070080), Ofsted, 2010; www.ofsted.gov.uk/resources/070080.

Annex A. Definitions

Here is an explanation of some of the terms used in this framework.

Childcare Act 2006

The law that sets out:

- duties on local authorities to improve outcomes for children and to ensure access to information about provision in their area
- the legal provisions for the regulation and inspection of provision for children from birth to age 17
- the Early Years Foundation Stage: this is the framework for the delivery of quality integrated care and education for children from birth to the 31 August following their fifth birthday.

Childminder

A person who is registered to look after one or more children to whom they are not related on domestic premises for reward.^{33, 34}

Childminders work with no more than two other childminders or assistants. They:

- care for children at a private dwelling that is not the home of one of the children, or
- care for children from more than two families wholly or mainly in the home of one of the children

and:

- must register to care for children under the age of eight
- can choose to register to care for older children.

Childminders care for at least one individual child for a total of more than two hours in any day. This is not necessarily a continuous period of time. For example, if they provide care for the same child aged under eight for an hour before and an hour and a half after school then registration is due; however, if they provide care for one child aged under eight for an hour before school and provide care for a different child aged under eight for an hour and a half after school then registration is not required.

Childcare providers on domestic premises³⁵

People providing care on domestic premises with at least three other people.

³³ There is more information about reward in our factsheet *Childminding between friends*, available at www.ofsted.gov.uk/resources/100108.

³⁴ Please refer to the later definition of domestic premises.

³⁵ Please refer to the later definition of domestic premises.

The difference between childminding and childcare on domestic premises is the number of people involved. If four or more people look after children at any time, they are providing childcare on domestic premises, not childminding.

Childcare providers on non-domestic premises

Registered providers that care for children on premises that are not someone's home.

These premises can range from converted houses to purpose-built nurseries and are usually known as day nurseries, private nursery schools, pre-schools and before and after school clubs for children in the early years age group.

Childcare Register

A register of providers who are registered by Ofsted to care for children from birth to 17 years. The register has two parts:

- **the compulsory part**

Providers must register on this part if they care for one or more children following their fifth birthday until they reach their eighth birthday

- **the voluntary part**

Providers who are not eligible for compulsory registration may choose to register on this part. These are mainly people looking after children aged eight and over, or providing care in the child's home (usually nannies).

More information about registration on the Childcare Register is available on our website or by contacting your local family information service.^{36, 37}

Department for Education (DfE)

The government department responsible for the Childcare Act 2006 and the regulations that underpin it.

This includes our responsibilities for regulating and inspecting childcare and early education. The DfE is also responsible for the Early Years Foundation Stage, which underpins our inspections of registered early years provision.

Domestic premises

Any premises which are wholly or mainly used as a private dwelling – that is, someone's home.

A home is where someone lives outside any work or study. This means they normally have meals there, sleep there and spend their leisure time there.

³⁶ *Guide to registration on the Childcare Register*, Ofsted, 2012;
www.ofsted.gov.uk/resources/120084.

³⁷ National Association of Family Information Services; www.daycaretrust.org.uk/nafis.

Early years age group

Children aged from birth until the 31 August following their fifth birthday who attend early years settings that deliver the Early Years Foundation Stage.

Early Years Foundation Stage

The statutory framework for the early education and care of children from birth to the 31 August following their fifth birthday.

The Early Years Foundation Stage includes requirements for the provision of young children's safeguarding and welfare, and their learning and development, which all providers must meet, as well as good practice guidance. The Early Years Foundation Stage must be delivered by all schools and early years settings that are registered on the Early Years Register.

Further information on the Early Years Foundation Stage can be accessed through the DfE and Foundation Years websites.^{38,39}

Early Years Register

A register of providers who are registered by Ofsted to care for children in the early years age group. Unless exempt, the following must register on the Early Years Register:⁴⁰

- maintained and independent schools, including academies, directly responsible for provision for children from birth to the age of three or where no child attending the provision is a pupil of the school⁴¹
- childcarers, such as childminders, day nurseries, pre-schools, wrap around provision and private nursery schools, which provide for children in the early years age group.

For more information about registration on the Early Years Register, please look on our website (www.ofsted.gov.uk) or contact your local family information service.

Home childcarers

A person aged 18 or over who cares for the children aged birth to 17 years of no more than two families at any one time wholly or mainly at the home of one of the children. This includes nannies.

³⁸ The DfE website is available at: www.education.gov.uk/childrenandyoungpeople/earlylearningandchildcare/delivery/education/a0068102/early-years-foundation-stage-eyfs.

³⁹ The Foundation Years website is available at: www.foundationyears.org.uk/early-years-foundation-stage-2012/.

⁴⁰ *Registration not required* (080134), Ofsted, 2012; www.ofsted.gov.uk/resources/factsheet-childcare-registration-not-required.

⁴¹ Schools that admit children who are three during the term in which they start school, known as 'rising threes', may treat those children as three-year-olds for the purposes of registration.

Registered person

An individual or organisation that is registered to provide childcare.

Annex B. Regulations

The Early Years Foundation Stage (Welfare Requirements) Regulations 2007 [SI2007/1771]

www.legislation.gov.uk/uksi/2007/1771/contents/made

Early Years Foundation Stage (Welfare Requirements) Regulations 2012 [SI2012/938]

www.legislation.gov.uk/uksi/2012/938/made

The Early Years Foundation Stage (Learning and Development Requirements) Order 2007 [SI2007/1772]

www.legislation.gov.uk/uksi/2007/1772/contents/made

Early Years Foundation Stage (Learning and Development Requirements) (Amendment) Order 2012 [SI2012/937]

www.legislation.gov.uk/uksi/2012/937/contents/made

The Childcare (Early Years and General Childcare Registers) (Common Provisions) Regulations 2008 [SI2008/976]

www.legislation.gov.uk/uksi/2008/976/contents/made

The Childcare (Early Years Register) Regulations 2008 [SI2008/974]

www.legislation.gov.uk/uksi/2008/974/contents/made

Childcare (Early Years Register) (Amendment) Regulations 2012 [SI2012/939]

www.legislation.gov.uk/uksi/2012/939/contents/made

The Childcare (General Childcare Register) Regulations 2008 [SI2008/975]

www.legislation.gov.uk/uksi/2008/975/contents/made

Childcare (General Childcare Register) (Amendment) Regulations 2012 [SI2012/1699]

www.legislation.gov.uk/uksi/2012/1699/contents/made

The Childcare (Inspections) Regulations 2008 [SI2008/1729]

www.legislation.gov.uk/uksi/2008/1729/contents/made

Childcare (Inspections) (Amendment and Revocation) Regulations 2012 [SI2012/1698]

www.legislation.gov.uk/uksi/2012/1698/made

The Childcare (Exemptions from Registration) Order 2008 [SI2008/979]

www.legislation.gov.uk/uksi/2008/979/contents/made

Childcare (Exemptions from Registration) (Amendment) Order 2010 [SI2010/744]

www.legislation.gov.uk/uksi/2010/744/contents/made

Childcare (Exemptions from Registration) (Amendment) Order 2011 [SI2011/584]

www.legislation.gov.uk/uksi/2011/584/made

The Early Years Foundation Stage (Exemptions from Learning and Development Requirements) Regulations 2008 [SI2008/1743]

www.legislation.gov.uk/uksi/2008/1743/contents/made

The Childcare (Supply and Disclosure of Information) (England) Regulations 2007 [SI2007/722]

www.legislation.gov.uk/uksi/2007/722/contents/made

The Childcare (Supply and Disclosure of Information) (England) (Amendment) Regulations 2008 [SI2008/961]

www.legislation.gov.uk/uksi/2008/961/contents/made

The Childcare (Fees) Regulations 2008 [SI2008/1804]

www.legislation.gov.uk/uksi/2008/1804/contents/made

The Childcare (Fees) (Amendment) Regulations 2009 [2009 No. 1507]

www.legislation.gov.uk/uksi/2009/1507/contents/made

Childcare (Fees) (Amendment) Regulations 2010 [SI2010/307]

www.legislation.gov.uk/uksi/2010/307/contents/made

Childcare (Fees) (Amendment) Regulations 2011 [SI 2011/1628]

www.legislation.gov.uk/uksi/2011/1628/regulation/2/made

The Childcare (Inspections) (Amendment) Regulations 2009 [2009 No. 1508]

www.legislation.gov.uk/uksi/2009/1508/contents/made

The Childcare (General Childcare Register) (Amendment) Regulations 2009 [2009 No. 1545]

www.legislation.gov.uk/uksi/2009/1545/contents/made

The Childcare (Disqualification) Regulations 2009 [2009 No. 1547]

www.legislation.gov.uk/uksi/2009/1547/contents/made

Early Years Foundation Stage (Welfare Requirements) (Amendment) Regulations 2008 [SI 2008/1953]

www.legislation.gov.uk/uksi/2008/1953/contents/made

The Early Years Foundation Stage (Welfare Requirements) (Amendment) Regulations 2009 [2009 No. 1549]

www.legislation.gov.uk/uksi/2009/1549/contents/made

Annex C. Further information

The guidance documents below have more details about how we register, inspect, investigate and take enforcement action against those on the Early Years Register.

Registration

Guide to registration on the Early Years Register: childcare provider on domestic or non-domestic premises

www.ofsted.gov.uk/resources/120083

Guide to registration on the Early Years Register: childminder

www.ofsted.gov.uk/resources/120082

Guide to registration on Childcare Register

www.ofsted.gov.uk/resources/120084

Inspection

Evaluation schedule for inspections of registered early years provision

www.ofsted.gov.uk/resources/120086

Conducting early years inspections: guidance for inspecting registered early years provision required to deliver the Early Years Foundation Stage

www.ofsted.gov.uk/resources/120087

Early years self-evaluation form and guidance

www.ofsted.gov.uk/resources/080104

Investigation and enforcement

Compliance, investigation and enforcement handbook

www.ofsted.gov.uk/resources/ciehandbook

Complaints procedure: raising concerns and making complaints about Ofsted

www.ofsted.gov.uk/resources/070080

Suspension: information for providers, parents and carers on suspension of childcare

www.ofsted.gov.uk/resources/120235

How to object: guidance for registered childminders and childcare providers

www.ofsted.gov.uk/resources/120238

How to appeal: guidance for those registered as or applying to be a childminder or a childcare provider

www.ofsted.gov.uk/resources/120237