

# Guide to registration for children's social care providers

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## **Introduction**

1. This guidance provides you with information about registration as a children's social care provider. It will help you decide whether to apply and what processes your application will go through before we can decide whether you are suitable to be registered.
2. The registration process looks at your ability and personal suitability to provide social care services for children and young people. Once you are registered, we will continue to assess your ability and suitability to provide children's social care through regular inspections.

## **Why are children's social care providers registered?**

3. We register children's social care providers to:
  - protect children
  - ensure that children's social care providers meet the National Minimum Standards
  - ensure that children's social care providers provide good outcomes for children that keep children healthy and safe and ensure that they enjoy and achieve and make a positive contribution
  - promote high quality in the provision of care
  - provide reassurance for parents and placing authorities.
4. The information in this booklet should guide you through the registration process and explain the legal and regulatory framework under which you will be registered. If you successfully register, you will need to meet the regulations that are relevant to your service.

## **Who needs to register as a children's social care provider?**

5. Details of children's social care services that need to be registered are given below. These care services cannot run until we receive and grant an application for registration. Following this, we issue a certificate of registration. It is an offence to open and run a service without being registered. As part of your application we will assess:
  - your suitability to run the service
  - whether the services will be provided in line with regulations and standards set by the Government.

## **Children's homes**

6. These are any establishments that provide care and accommodation wholly or mainly for children (aged under 18), but excluding the following:
  - a home where all the children are cared for and accommodated by their own parents, relatives or foster parents
  - an NHS or independent hospital or clinic
  - a school or further education college – unless it accommodated any child for more than 295 days a year
  - any establishment that:
    - a) only accommodates children for the purposes of a holiday or leisure, recreational, sporting, cultural or educational activities

- b) does not provide personal or nursing care to children
  - c) does not accommodate any individual child for a total of 28 days or more in any twelve month period
- premises that only accommodate young people of 16 or 17 in order to enable them to undergo training or apprenticeship, for the purposes of a holiday, or for leisure, recreational, sporting or educational purposes, and where the young people are not receiving personal or nursing care
  - bail hostels or probation hostels.

### **Residential family centres**

7. A residential family centre is any establishment that:
- provides accommodation for children with their parent(s)
  - monitors and assesses the parents' capacity to respond to their children's needs and to safeguard and promote their children's welfare
  - provides advice, guidance and counselling to the parents.

Hospitals and care homes are excluded from the definition of a residential family centre.

### **Independent fostering agencies**

8. An independent fostering agency is a voluntary organisation that places children with foster carers.
9. Some independent fostering agencies have more than one office. In some circumstances, depending on the activities being carried out from the office, it may be defined as a 'branch' and need to be registered in its own right.

### **Voluntary adoption agencies**

10. A voluntary adoption agency is an organisation that places children for adoption.

### **Adoption support agencies**

11. Adoption support agencies are defined by the Adoption Support Services Regulations 2005. They:
- provide assistance to an adoption agency in preparing and training adoptive parents
  - provide assistance to adopted people who have reached the age of 18, and their relatives, to facilitate contact between them.

## Who is the Registered Person?

12. The Registered Person is the person who is the Registered Provider or Registered Manager in respect of an establishment or agency.<sup>1</sup> This is the person who is legally responsible for complying with the requirements of the legislation. 'Person' covers individuals, partnerships and organisations.

| Registered person     | Description   | Application form (SC1) signed by                            | Ofsted carries out checks on: | Name on the certificate                              |
|-----------------------|---|---|-------------------------------|--|
| <b>Individual</b>     | The sole owner of a service   | Individual  | Individual                    | Individual   |
| <b>Company</b>        | Companies are legally constituted, have a company name, are registered with Companies House and have a company registration number                        | The Responsible Individual                                  | The Responsible Individual    | Company name and the Responsible Individual          |
| <b>Statutory body</b> | An organisation where the main purpose of that organisation is provided for under legislation e.g. local authority  | The Responsible Individual                                  | The Responsible Individual    | Responsible Individual and local authority           |
| <b>Partnership</b>    | Two or more people working together who are not a limited company   | A partner or partners on behalf of all partners of the firm | All partners                  | Firm name or 'partners of...' or each partner's name |
| <b>Charity</b>        | Charitable bodies may be charitable trusts, unincorporated associations or limited companies<br><br>Registered charities hold a registered charity number | The Responsible Individual                                  | The Responsible Individual    | Charity name and registered charity number           |
| <b>Manager</b>        | Person registered to manage an establishment or agency.   | The manager   | The manager                   | The manager  |

13. Please note that the Registered Person must have a secure postal address where we will serve legal documents such as a certificate of registration. If the Registered Person is an individual, this could be their home address. Where the Registered Person is an organisation, the address should be the registered company or charity address, or the address of the statutory body.

<sup>1</sup> Part I section 2 of The National Care Standards Commission (Registration) Regulations 2001

## **Nominating a Responsible Individual**

14. If you are an organisation providing a service (this includes organisations operating as limited companies, statutory bodies and charities), you must put forward (the law calls this 'nominating') a 'Responsible Individual'. This needs to be a senior member of the organisation. Although the Responsible Individual is not registered, he or she represents the organisation and will have to be able to show that both he or she and the organisation meet the fitness requirements for registration. In the case of an independent fostering agency (IFA), the Responsible Individual and the manager cannot be the same person. This may be possible in other services, although the person applying would have to show that they are able to carry out both roles and meet the regulations.

## **Manager or person in charge**

15. If you are an individual providing a service and you also intend to manage the service, you will need to meet the 'fitness' requirements for a Registered Manager as specified in the service specific regulations. If the manager is a different person from the individual applying (Registered Person), he or she will need to make a separate application for registration using an SC1 form.
16. The manager or person in charge is the person who has actual day-to-day responsibility for the provision of care. The Registered Person and the Registered Manager may be the same person, but in many cases the Registered Person may not want to deliver the day-to-day care or may not have the aptitude, skill or experience to do so. In such cases he or she must appoint a manager to take day-to-day control of the service.

## **Requirements for registration**

### **What will Ofsted look at when deciding whether to register?**

17. If you are applying for registration to provide or manage a children's social care service, you will need to demonstrate that:
  - you are 'fit' to provide or manage a service as specified in the service specific regulations
  - the premises, including equipment (if appropriate) are suitable for the service you will be providing
  - you comply with the National Minimum Standards and regulations
  - you will comply with any conditions of registration imposed by Ofsted.

### **How does Ofsted decide if people are fit?**

18. We carry out a number of checks on all people applying to provide or manage a children's social care service. We will interview the Registered Person and Registered Manager during the registration process.

### **What are the National Minimum Standards?**

19. Each type of children's social care service has its own National Minimum Standards which represent a baseline of quality below which no provider may fall. Each standard describes a particular outcome and is accompanied by a set of supporting criteria which show how each outcome may be achieved.

20. You need to demonstrate to Ofsted how you will meet the National Minimum Standards before you can be registered.

### **Is there a charge for applying?**

21. We charge a fee to register your service and to register a manager. This fee must be paid when you submit your application and is not refundable.
22. Once your service is registered, a fee must be paid each year. This is charged immediately after we have granted your registration and then on the anniversary of when you registered with us. We also charge a fee if you want to vary or remove a condition of your registration.
23. The fees we charge are set by the Government. You can find the fees in the Commission for Social Care Inspection (Fees and Frequency of Inspections) Regulations 2006 (which are updated each year).

### **Is there anything that could prevent me from becoming a children's social care provider?**

24. Certain circumstances disqualify people from registering as a provider or manager of children's social care. You may be disqualified from registration if you have been:
- convicted or charged with any offences against a child
  - convicted or charged with certain offences against an adult (for example, murder, kidnapping, rape, indecent assault, assault occasioning actual bodily harm)
  - listed on the Protection of Children Act (POCA) list of persons considered unsuitable to work with children
  - listed on the Department for Education and Skill (DfES) List 99 of people who are not considered to be fit and proper persons to work with children
  - made the subject of a direction or order in connection with employment as a teacher
  - made the subject of a disqualifying order<sup>2</sup>
  - made the subject of an order where a child has been removed from your care or been prevented from living with you
  - refused registration previously or have had a registration cancelled.
25. A full list of all the circumstances that disqualify people from working with children is available in The Disqualification from Caring for Children (England) Regulations 2002. If you think that you, or a person you are considering employing, may be disqualified, you can talk to us confidentially by telephoning **08546 404040**.
26. If you are disqualified from working with children you can ask us to consider waiving the disqualification so that you may still apply to be registered as a children's social care provider. Please get in touch with us if you wish to apply for a waiver. This must be resolved before you can apply for registration.

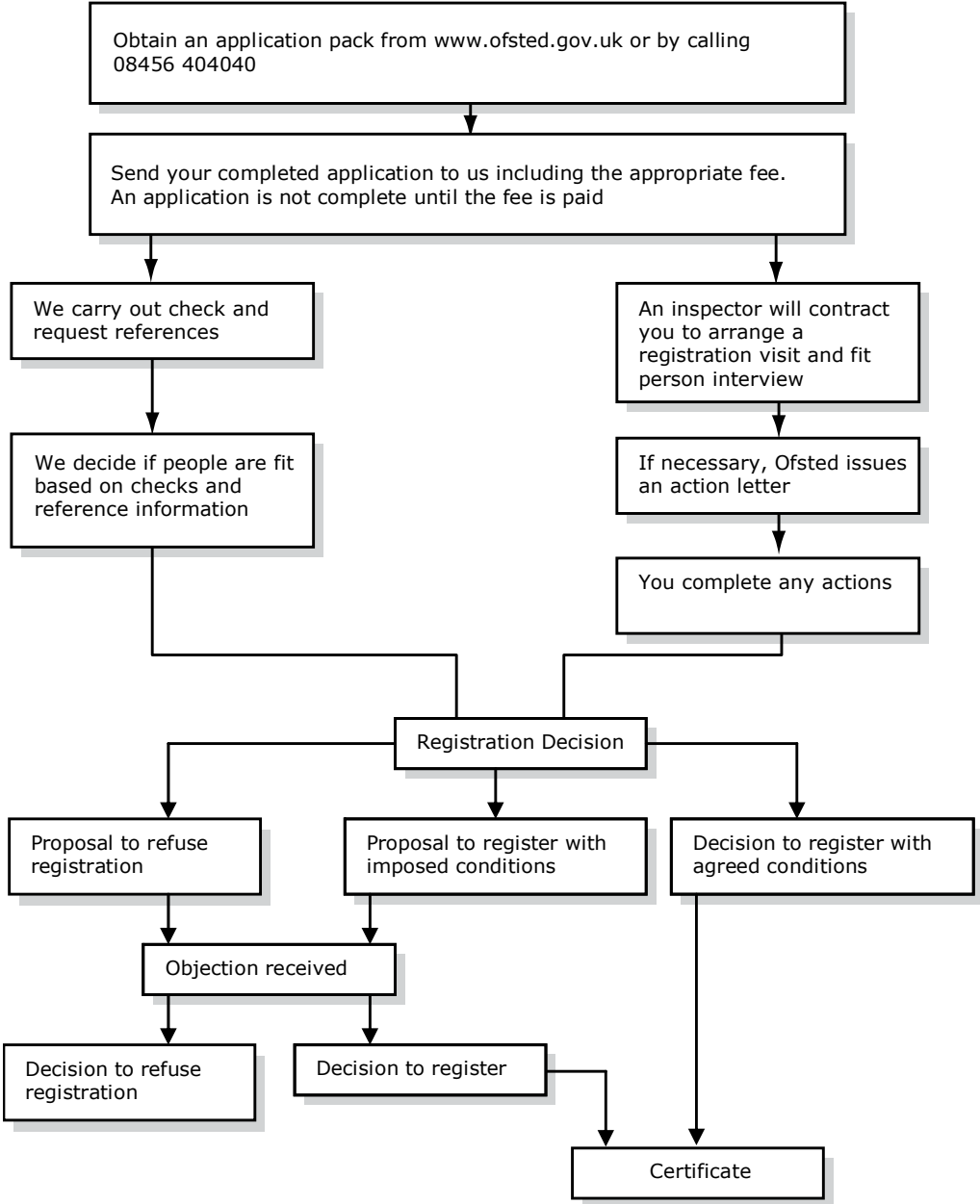
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<sup>2</sup> Criminal Justice and Court Services Act 2000, Section 33 gives the power of a senior court (Crown court and above) to make an individual the subject of a disqualification order if, in their opinion, they believe that the convicted individual will continue to be a risk to children.

- 27. It is an offence if you employ a person to look after children who you know is disqualified from working with children. If you want to employ someone who is disqualified, or discover that someone you employ is disqualified, then you must tell us. The person must apply to us to have the disqualification waived. We will make a decision about whether to waive the disqualification but will not decide whether they are suitable to be employed. If we decide to waive the disqualification, as an employer you must still carry out the required vetting to make a decision that the person is suitable to work or be in contact with children.
- 28. We cannot waive a disqualification for people who are included on the POCA list.

**How to apply**

29. The flowchart shows the steps of the application process. We aim to complete the registration process within 16 weeks of receiving an application. A number of stages in the process depend on information from other agencies and action that you need to take. These may cause delays in registering your service that are outside our control.



30. Application packs are available on the Ofsted website, [www.ofsted.gov.uk](http://www.ofsted.gov.uk).
31. Details of how you can obtain copies of the National Minimum Standards are detailed in Annex A. You should read these documents carefully before deciding whether or not to apply.
32. Some criteria relating to the National Minimum Standards remind you that you need to comply with the requirements of other agencies. These include: environmental health and food safety regulations, planning and building control regulations and local fire authority fire safety requirements. You should ensure that you are able to meet these requirements and be able to provide evidence that you do.

### **The Application Pack**

33. The application pack contains:
  - an application form (SC1)
  - a declaration and consent form (SC2)
  - a health declaration booklet
  - a financial reference form
  - a pre-interview questionnaire
  - a checklist
  - envelopes to return the forms
  - a fee form
  - this booklet.

### **Application form (SC1)**

34. This form asks for information about the Registered Person and the premises on which you intend to provide care for children and young people. We ask the Registered Person to sign an agreement on how we will use the information provided.

### **Declaration and consent form (SC2)**

35. The Responsible Individual or each person who makes up the Registered Person (as identified in the table on page 4) and the Registered Manager must complete a declaration and consent form. This form asks for consent to allow us to carry out a series of checks and to use information from these checks to determine each person's fitness.
36. The SC2 form asks for a self-declaration about criminal records and other matters of suitability to work with or be in contact with children.
37. It also asks for consent to pursue checks with:
  - Directors of Social Services (through social service records and the child protection register)
  - a general practitioner or other medical professional (including a second medical opinion by a medical practitioner appointed on our behalf, if necessary)
  - Criminal Records Bureau, including details of spent convictions normally exempt from disclosure under the Rehabilitation of Offenders Act 1974

- POCA list and DfES List 99
- referees
- previous employers
- any other checks we consider necessary.

38. We may carry out any or all of these checks.

39. We use information from these checks to decide if you are suitable to become a children's social care provider. We may also carry out any further checks it thinks are necessary to establish your suitability. These could include checks with, for example, the probation service or the National Society for the Prevention of Cruelty to Children (NSPCC).

### **Health declaration booklet**

40. This form must be completed by the Registered Manager and the Registered Person as detailed in the table on page 4.

41. The form asks for information about the person's current and past health so that we can determine his or her mental and physical suitability to care for children. The Registered Manager and the Registered Person should complete section 1 of the health declaration booklet and take it to their doctor to verify the information provided. The doctor may charge you a fee for doing this.

42. The doctor will need to return the form back to you so that it can be included with the application. You will need to provide the doctor with a stamped, self-addressed envelope.

### **Pre-interview questionnaire**

43. As part of assessing your fitness to provide or manage a children's social care service, we will interview you. In preparation for the interview, please complete the pre-interview questionnaire to help us to assess your knowledge and experience.

### **Checklist**

44. As well as completing all the forms in the application pack, you are required by The National Care Standards Commission (Registration) Regulations 2001 to provide other documents and information with your application. If you do not include all the additional information and documentation detailed on the checklist, your application will be deemed incomplete and returned to you.

### **Completing the application pack**

45. Make sure that you and others associated with your registration complete all forms as fully as possible. You can contact us for advice on completing the forms on 08456 404040.

46. If the forms are incomplete or inaccurate, we will return them to you. This will delay your application or registration could be refused, which would result in disqualification (see paragraph 24).

47. **Please note that you are guilty of an offence if you knowingly make a statement which is false or misleading in an application.**

48. We will process any personal information we hold about you in accordance with the law and, in particular, the Data Protection Act 1998. Under this Act you can request in writing to see any information we hold about you.

### **What is a complete application?**

49. To ensure that our registration process is efficient, we will only accept 'complete' applications as specified on the checklist. As well as completing all of the required forms in the application pack, you must also provide:
- a CV for each person completing an SC2
  - a statement of purpose for your service
  - an enhanced Criminal Records Bureau (CRB) disclosure.

### **Curriculum vitae (CV)**

50. Each CV must contain:
- personal details
  - qualifications and education
  - full employment history (employer, job title, dates of employment, description of responsibilities) with explanations for any gaps.

### **Statement of purpose**

51. The contents of your statement of purpose must satisfy the requirements of The National Care Standards Commission (Registration) Regulations 2001. We will use the statement of purpose to come to a decision about your fitness to provide or manage the type of care specified in it.

### **Criminal Records Bureau (CRB)**

52. The CRB is an executive agency of the Home Office and has been appointed by the Government to carry out checks against police records and the relevant lists held by the Department for Education and Skills
53. Before applying to register a service you must have an enhanced CRB disclosure (this is sometimes called a criminal records certificate). Whether you are applying for registration as a manager or a provider, or have been put forward as a Responsible Individual on behalf of an organisation, we must also sign your application for an enhanced disclosure.
54. To request a CRB application form please contact Ofsted on **08456 404040**.
55. Once you have received the application form for an enhanced disclosure, you must fill in the appropriate parts of the form (please read the guidance provided with the form) and take it to a post office with proof of identity and your fee made payable to Ofsted. The post office will verify your identity and forward your CRB application form to us for countersigning.
56. We will then send your application to the CRB. When the necessary checks have been made, the CRB will return the certificate to you and a copy to us. If there is a delay or you have a question about the progress of your disclosure, you will need to contact the CRB. Information on how to contact the CRB is included in the guidance provided with the form.

57. You cannot apply for registration until you can provide a disclosure certificate, and we cannot accept a disclosure where the application was signed by your employer or anyone else.
58. Once you have your certificate from the CRB, you must include a copy of it with your application for registration.
59. **The CRB disclosure process includes 'spent' as well as 'unspent' convictions because you will be working with children and young people. This means that we are entitled to ask you about any convictions you have ever received, even if they were a long time ago. The CRB disclosure also includes Protection of Children Act (POCA) checks.**

## **When to apply**

60. You must complete the application forms in full, attach the necessary documents and enclose the full application fees. If any of these are missing, we will return your application and fee to you. You should apply to us only when you feel you are ready to be registered, or will be ready to be registered within 12 weeks.
61. This means that you should:
  - have your policies and procedures in place as detailed in the service specific regulations
  - have appointed a manager
  - have premises that are ready to provide a service, in line with your statement of purpose.

## **What happens next?**

62. We will:
  - acknowledge your application
  - return it to you or telephone you for more information if you have not provided enough details or the correct fee
  - request professional references
  - arrange for an inspector to contact you to organise an interview and a visit to your proposed service (for residential care services).

## **Fit person interview**

63. At the interview, the inspector will:
  - check your identity by looking at personal documents
  - check your qualifications
  - assess your suitability to provide or manage an establishment or agency.
64. The inspector will discuss aspects of **all** the National Minimum Standards and regulations with the Registered Person or their nominee, and separately with the Registered Manager of the service. They will refer to your completed fit person interview questionnaire during the interview so please answer the questions within the questionnaire as fully as possible. The discussion will relate to the type of provision that you are applying to set up or manage in

relation to the statement of purpose and your role within the service. You will have to explain how you will meet the National Minimum Standards and relevant regulations.

65. The inspector will ask you how you will meet the needs of the range of children as identified within your statement of purpose and SC1 application form.

## **What documents do I need?**

### **Identity documents**

66. You must provide documents that prove your current name and any other names you have used. One should preferably be photographic ID such as a current passport or a new-style driving licence. If you do not have photographic ID, the inspector will need to see your full birth certificate.
67. If you have changed your name by marriage, deed poll, adoption, statutory declaration or any other means you need to provide evidence of this change, for example a marriage certificate or decrees.
68. In addition, you will need to provide two pieces of evidence confirming your current address, for example:
  - a utility bill (gas, telephone, electricity)
  - a credit card, bank or mortgage statement
  - any recent communication from your local authority or a government agency such as the Department for Work and Pensions (DWP).

### **Additional documentation**

69. If you have any relevant qualifications, the inspector will ask to see any certificates you have. The inspector may also ask to see such documents for staff members you intend to employ.

## **Residential services only**

70. If the services you wish to provide are residential an inspector will visit the site to:
  - check that the premises are safe and suitable for children and young people
  - assess how many children you may be registered to care for
  - ensure you have all the appropriate policies and procedures.

It may be necessary to make more than one visit during the registration process.

## **How can I prepare for the inspector's visit?**

71. The National Minimum Standards will help you to prepare for these visits. Reading through the standards will help you to identify anything you need to show the inspector. Before the visit the inspector will telephone you to confirm the date of the visit and make sure you have all the necessary documents to hand.
72. If you want to run a residential service, we will visit the premises to assess whether the environment and facilities will meet the needs of the people who will use your service. We will

use your statement of purpose, the relevant regulations and National Minimum Standards specific to your service as a basis for our assessment. If you want to run an agency we will not automatically visit your service during the registration process but may decide to do so when assessing all the information you have provided.

### **Policies and procedures**

73. The appendices to the National Minimum Standards, and regulations for each service setting, list the policy documents required for that service. You must have your policy documents ready for the inspector at the registration visit. The children's inspector will check all of the policies and procedures and ask about their content during the fit person interviews. The young person's guide to the service will also be inspected during the registration visit.

### **Outcome of the visit**

74. Before leaving, the inspector will tell you about anything that needs to be done before we can grant your registration. If necessary, the inspector will set actions for you to complete within a set timescale and before registration can be granted. He or she will also tell you about any conditions which may be imposed on your registration, including the number of children you may care for.
75. If there are no required actions, all checks are complete and the inspector has all the required information, the inspector may also be able to tell you the registration decision. This may be:
- to decide to register you as a children's social care provider with conditions as agreed in writing on your application form
  - to propose to register you as a children's social care provider with imposed conditions not agreed in writing
  - to propose to refuse your application for registration.

### **What are conditions of registration?**

76. Ofsted may grant your registration subject to certain conditions. Conditions are restrictions to your registration such as the maximum number and ages of children that you may care for. We discuss any conditions with you during your registration visit. If registration is granted, conditions are set out on your certificate of registration. You must comply with the conditions at all times. Failure to do so is an offence and could result in the cancellation of your registration.

### **What happens after the registration visit?**

#### **Action letter**

77. You may get an 'action letter' that details the work you must do to meet the National Minimum Standards and regulations and gives a date for completing them. You must complete the actions before you can be registered. An inspector may visit to check the actions you have taken.

#### **Professional references**

78. We will apply for two professional references but it is the applicant's responsibility to ensure that the referee returns these to us. If one or both references are not returned, we will continue to make our decision on your fitness to provide or manage your service.

## **Registration**

79. When an inspector has completed the registration visit and all the checks are complete, the inspector will recommend whether registration should be granted or refused. If registration is granted, we will send you a:
- notice of proposal to register with imposed conditions; or
  - notice of decision to register – if we register you with conditions as agreed in writing on your application form; or
  - notice of proposal to refuse registration.

## **Proposal to refuse registration**

80. If we decide that you do not qualify for registration, we will tell you that we intend to refuse registration in a letter called a 'notice of proposal' to refuse your application. This is a legal document that gives the reasons for refusal.

## **Representation and appeal**

81. You have the opportunity to make written representation to our proposal to register with imposed conditions or refusal to register. If you intend to do this, you must tell us within 28 days of the receipt date of the notice of proposal. Otherwise we will confirm our decision in writing. This letter is called a 'notice of decision'. You then have the right to appeal to the Care Standards Tribunal, an independent body, within 28 days of receiving the notice of decision. We will send you information about how to make written representations and appeals if we intend to refuse registration.

## **The registration certificate**

82. The registration certificate is your proof of registration. This certificate states your registration number, the name of the Registered Person, the name and address of the service, and any conditions that apply to your registration.
83. It is a condition of registration that you display the certificate. If you lose, damage or destroy your certificate, you will need to get a replacement.
84. Once you have received your registration certificate you can begin providing care. Your certificate is a legal document and will remain valid until:
- you have any of the conditions of registration changed, added or removed either as a result of a request by you or because we decide to make the changes
  - we cancel your registration
  - you cancel your registration.

## **Withdrawing your application**

85. During the registration process you may change your mind about continuing your application to register as a children's social care provider. You must tell us in writing if this is what you decide in order to stop the registration process. If you do not tell us that you want to withdraw your application, then we will continue the process and may have to refuse your registration. Refusing registration is a serious step as it disqualifies you from providing or managing children's social care services in the future. Please note the application fee is non-refundable.

86. You cannot withdraw an application if we have already served you with a notice of proposal to refuse your registration. The notice does not affect your right to make written representation or appeal against our decision.

## **What do I need to tell you about once I am registered?**

87. There are certain things that you must tell us about once you are registered. You must check the regulations specific to your service and tell us about any changes listed within those regulations.

### **Change of Responsible Individual**

88. The law says you must write and let us know if the Responsible Individual for your organisation changes. You can do this by letter, e-mail or fax. The regulations also say that the Responsible Individual must be 'of integrity and good character' and be physically and mentally able to 'carry on' the service. You must also obtain and keep specific documents about your Responsible Individual. We may ask you to show us these documents.

### **Absence of the manager**

89. The service specific regulations describe the required procedure if the manager is absent from their position. You are required to advise us when this occurs and what measures you will take to cover the duties of the manager.

### **Notifiable incidents**

90. The service specific regulations describe the incidents within your service that must be notified to us and other bodies. The regulations require that any verbal notification is confirmed in writing. There are also other events, identified in the Care Standards Act 2000, which you must tell us about.

## **Continuing registration**

91. You must continue to demonstrate your fitness to be a children's social care provider or manager throughout the time that you are registered. We monitor this through:
- regular inspections
  - other visits, for example to follow up any concerns we receive about the service you provide
  - repeating or carrying out additional checks where we receive information that brings your fitness into question.
92. If an inspector visits you, you must always check their identity. Our inspectors carry identification and authorisation documents that include their photograph and details of rights of entry.

### **What is an inspection?**

93. After your registration, an inspector will inspect your service within six months of registration and then according to timescales as specified by the The Commission for Social Care Inspection (Fees and Frequency of Inspection Regulations) 2004 as amended 2006. The inspector will judge the quality of the service you provide. There is more information about inspection in the

booklet *Are you ready for your inspection?*. You will be sent a copy of this booklet with your registration certificate. It is also available on our website.

### **What other visits might be made?**

94. An inspector may visit at other times, for example:
- to check on actions given at an inspection have been completed
  - to consider a request by you to change the conditions of your registration
  - because something about your registration has changed, for example you have extended your premises
  - because we have received a complaint that brings your fitness to provide care into question.
95. You do not receive a report from these visits. You will receive a letter that sets out the outcomes of the visit. This may include actions or recommendations. Following a visit arising from concerns we will tell you about any enforcement action we intend to take. In extreme cases this may include prosecution and/or cancellation of your registration. Where necessary, we may issue a notice of proposal to vary, add or remove conditions applying to your registration or to cancel registration. You have the right to object or appeal against any notice that we issue.
96. Inspectors can:
- enter your children's social care premises at all times
  - inspect and take copies of any records kept by a children's social care provider
  - seize and remove any document or other material that may be used as evidence of failure to comply with the regulations
  - take measurements, photographs or make recordings
  - interview you in private
  - interview any other adult in private if they consent
  - interview in private any child or young person accommodated or cared for.
97. If you prevent an inspector carrying out any of the above you are committing an offence.

### **What should I do if I no longer wish to be registered as a children's social care provider?**

98. If you no longer wish to be registered as a children's social care provider, you need to apply to cancel your registration. Details of how to apply to cancel your registration as a provider or manager of a children's social care service can be found on Ofsted's website.
99. We will confirm receipt of your cancellation request and will ask you to return your registration certificate to the regional office.

100. You may not cancel your registration if you have been served with a notice of proposal or a notice of decision to cancel your registration or if you are waiting for the outcome of an appeal to the Care Standards Tribunal.
101. Cancelling your own registration as a children's social care provider does not affect any future application you wish to make to provide or manage care.

## **Annex A. Where can I get further information?**

We can advise you on the regulations and requirements of registration.

Our helpline is **08456 404040**.

There are also useful information and forms available on the Ofsted website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

**You should read a copy of the National Minimum Standards (NMS) and regulations appropriate to the type of service you want to provide before making an application.**

These documents set out the standards and regulations that you must demonstrate you comply with before we can register you.

Care Standards Act 2000

Children Act 2004

Children's Homes Regulations 2001

The Adoption Agencies Regulations 2005

Residential Family Centres Regulations 2002

Fostering Services Regulations 2002

NMS - Children's Homes

NMS - Adoption

NMS - Adoption (Addendum)

NMS - Adoption Support Agencies

NMS - Residential Family Centres

NMS - Fostering Services

You can get them from The Stationery Office (TSO), PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN

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