

Children Young People and Learning

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Family Information Service
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Information for parents/carers placing their children in registered childcare provision in West Sussex

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Dear Parent/Guardian

As you may know, the valuable services offered by providers of registered childcare for children under the age of eight years are subject to regulation by Ofsted.

The purpose of this regulation is to protect children, to provide reassurance to parents and carers and to ensure that services meet the requirements of the Early Years Foundation Stage and Childcare registers, as appropriate. Ofsted's Childcare Inspectors carry out regular inspections to ensure the provider continues to meet these requirements and that the children are well looked after.

Early years and childcare providers have specific legal duties to safeguard and promote the welfare of the children in their care. They must act on any incidents, concerns or allegations related to their setting or children who attend. Where necessary, they must take action to protect children from harm.

In most circumstances, before taking action, a practitioner in the setting will talk to you about any concerns related to your child and what happens next. However, practitioners must always ensure that they put the needs of the child first. Actions taken by the provider are always made in the best interests of children and designed to help families access the support that they need to ensure their children are healthy, safe and well cared for. We must recognise that any thought of harm, or potential harm, to a child will cause anxiety for parents but not taking any action could result in greater harm. In very rare circumstances and where children are seen to be at risk of immediate harm, your provider may contact **Integrated Front Door** without gaining your permission. **IFD** will make the decision whether the concern warrants further assessment or investigation.

We have asked your childcare provider to bring this matter to the notice of all parents so that you are fully aware of the procedure they must follow in these circumstances.

Your child's provider will also have policies and procedures around safeguarding which should be shared with you. You can request to see these at any time. If you have concerns regarding the safeguarding of your child, please contact Ofsted by email enquiries@ofsted.gov.uk or phone 0300 123 4666. If you have a concern about an adult working or volunteering with children who may have behaved inappropriately, please report it to the LADO team using [the referral form on the WSSCP site](#) or you can contact the team by email LADO@westsussex.gov.uk or phone 0330 222 6450. You can also contact the Family Information Service by email family.info.service@westsussex.gov.uk or phone 01243 777807.

Yours sincerely

Claire Hayes

Assistant Director of Education and Skills