Coventry City Council

Provider Causing Concern Process
Guidance:
For Childcare Providers and Local Authority Officers
Stage 2 (of 4)

Why has the Provider been asked to engage in Stage 2 of the PCCP?

Stage 2 is initiated in response to one or more of the following triggers;

I. The Provider, Independent School or Agency Childminder has been escalated from stage 1 because they have made unsatisfactory or limited progress in addressing the actions set by the local authority, within agreed timescales

I. the Provider has received a '***not met''*** grading against the Safeguarding Standards, on a second consecutive occasion.

II. the Provider offers Early Learning for 2-year-olds places, receives a '***needs attention''*** grading against the leadership and governance standards, on a second consecutive occasion.

III. The provider is an independent school offers Early Learning places for two-year-old and at re-inspection receives a consecutive grading of **'not met'** in Leadership and Governance or Safeguarding.

IV. The childminder has been escalated from stage 1 of the process because the Childminding Agency has received a second, consecutive **'ineffective'** grading from Ofsted.

What happens at Stage 2?

- The designated Officer notifies the Provider that the LA panel have determined that they have hit one of the PCCP triggers for entry into stage 2 of the process.
- The Provider will be required to work co-operatively with LA Officers, to address and evidence progress made against the agreed action plan to drive quality forward and/or comply with the early education entitlement funding requirements
- The Provider will be required to attend formal meetings with the LA Panel to discuss progress against the action plan. A representative of their choice may attend the meeting but will not be permitted to engage with panel unless that person is the Manager of the provision.
- Information in relation to progress continues to be recorded by the designated LA Officer in preparation to be shared with the LA panel
- A judgement will be made on what sufficient progress means, based on individual circumstances and on the assessment of LA Officers working intensively with the Provider
- The LA panel will monitor the current funding position with a view to withdrawing / ceasing funding if the provider is escalated to stage 3 or 4 of the PCCP

© Coventry City Council 2025. All rights reserved

- A Provider may appeal a decision made by the LA Panel to withdraw / suspend funding by following the appeals process.

Timescale of Stage 2:

- The LA panel will determine whether sufficient progress has been made in respect of required improvements, which will be demonstrated by the 3rd panel meeting.
- A judgement will be made on what sufficient progress means based on individual circumstances and on the assessment of LA Officers working intensively with the Provider.
- Where it is deemed that sufficient progress has not been made, the Provider will be formally notified that they will be escalated to stage 3 or stage 4.

Potential outcomes of Stage 2:

- Return to PCCP Stage 1
- Remain at PCCP stage 2
- Escalate to PCCP stage 3 or stage 4 in response to lack of progress and or change of circumstances
- Exit the PCCP process

What if the Provider, Independent School or Childminder Agency receives an Ofsted inspection whilst engaged at Stage 2?

- An LA Officer will make themselves available to attend the Ofsted inspection feedback.
- Where a Provider or Independent School is re-inspected and achieves **'expected standard', 'met'** or better grading, in Leadership and Governance or Safeguarding Standards, they will exit the process following the publication of the inspection report.
- Where a Provider or an Independent School has a **'needs attention'** grading in Leadership and Governance, and at re-inspection achieves a grading of **'urgent improvement'**, they will be escalated to stage 3.
- Where a Provider or Independent School who offers Early Learning for two-year-old places and currently holds a '**needs attention'** or **'not met'** grading in Leadership and Governance or Safeguarding, is re-inspected and receives a '**needs attention'** / '**not met'** grading in these areas, they will be escalated to stage 3.
- Where a newly registered Provider achieves the '**expected standard', 'met'** or better grading, in Leadership and Governance or Safeguarding Standards or better at the first inspection, they will exit the process following the publication of the inspection report.
- Where a newly registered Provider who is currently in the process, is inspected and achieves a grading of **'urgent improvement'** in Leadership and Governance, they may be escalated to stage 3.
- Where the provider is a childminder who is registered with a Childminding Agency, who at re-inspection achieves an 'Effective' outcome, the childminder will exit the process.

© Coventry City Council 2025. All rights reserved

- Where the provider is a childminder who is registered with a Childminding Agency, who at re-inspection achieves a consecutive **'ineffective'** outcome, the agency childminder may be escalated to stage 3 or 4.

Where the LA has asked the Provider to engage in the PCCP for reasons relating to non-compliance against the requirements for the delivery of early education entitlement funded places, they will remain in the process until the LA panel are satisfied that all actions have been addressed. Where the LA Panel conclude that provider has repeatedly failed to address actions set, this will result in the removal of the Providers ability to deliver funded places where they do not address actions within agreed timescales.

A Childcare Provider, Independent School or Agency Childminder will exit the process when one of the following occur

- At re-inspection and achieves a grading of '**expected standard'** or better in Leadership and Governance or a grading of **'met'** against the Safeguarding Standards.
- The Childminder is re-inspected and achieves a **'met'** outcome because they do not have any early year's children on roll.
- The Childminding Agency with whom the Childminder is registered, is re-inspected and achieves and **'effective'** outcome grading.
- A Childminder who is registered with a Childminding Agency, leaves the Agency because they have successfully achieved registration with Ofsted.
- Issues raised by the LADO have been addressed and the provider is no longer a cause for concern.
- The Provider has satisfactorily completed all actions in relation to compliance against the delivery of Early Education Funding entitlements
- The Provider no longer delivers childcare services to children in the early years age group or has changed the type of registration they hold, for example - a childminder becomes a Nanny.

Information for the designated LA Officer at PCCP Stage 2	
Frequency of meeting: Approximately every 3 months **Venue:** Meeting will be held in a formal venue: Council building or via an online platform (Teams Meeting)	**Duration:** LA Officers information share (pre-meeting) 1 hour (approximately) Meetings 1, 2 & 3 - 1 hour (approximately)
Type of meeting: • **Pre-meeting** for LA Officers to update senior managers on progress prior to all meetings in stage 2 of the PCCP **Meeting 1** ~ formal discussions with the Provider as to why they have been required to enter stage 2 and review progress **Meeting 2** ~ review progress	**Meeting attendees required:** • **Pre-meeting** LA Officer/s working with the provider Senior Managers **Meeting 1** The Provider (Registered Person and Manager) LA Officer/s working with the provider Senior Managers

© Coventry City Council 2025. All rights reserved

Meeting 3 ~ review progress with a view to deciding whether the Provider remains at stage 2 or is escalated to stage 3 or stage 4.	**Meeting 2** The Provider (Registered Person and Manager) LA Officer/s working with the provider Senior Managers **Meeting 3** (Registered Person and Manager) The Provider LA Officer/s working with the provider Senior Managers

© Coventry City Council 2025. All rights reserved