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TÚSLA

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

**Children's Services
Regulation**

Early Years Inspectorate

What to expect from an early years service



www.tusla.ie

What do Tusla registered services have to do?

In order to ensure that early years services operate to the highest possible standards and provide safe and quality care for children, there are a number of regulations that services are required to follow.

Tusla registered early years services are required to:

- Safeguard the health, safety and welfare of children attending the service
- Comply with early years legislation and regulations

What is the role of the Early Years Inspectorate?

The Early Years Inspectorate promotes the safety, quality of care and support of the child in early years services in accordance with the Child Care Act 1991 (Early Years Services) Regulations 2016. We do this by:

- Assessing applications for registration
- Inspecting registered services

What can I expect from a Tusla registered early years service?

As a parent or guardian you can expect that:

- Your child will be safe and happy in the service
- Your child's development and learning will be supported in a nurturing environment
- The early learning and care service is well managed

For further details on what the regulatory requirements look like in practice see Tusla's Quality and Regulatory Framework:
<https://www.tusla.ie/services/preschool-services/early-years-quality-and-regulatory-framework>

How is my child's welfare and development supported?

- Your child's need for food, drink, rest, sleep, quiet time, nappy changing, toileting, personal care and mobility is supported
- Positive relationships and interactions between children, adults and families are supported
- Cultural diversity is valued
- Children's individual strengths, needs and preferences are supported
- Children's curiosity and creativity is supported through play
- Children are supported to take risks, explore and think, have quiet time and play with their friends both indoors and outdoors every day
- Children are supported in their transitions – for example, coming to and going from the service, changing activities, moving to other groups and progressing to primary school
- Children are welcomed, are secure and enjoy being engaged in their play and learning

Is my child safe in the service?

In order to keep children safe, there are number of regulations that services must follow, such as:

- My child is supervised at all times
- There is a person qualified in first aid
- There are child protection policies and practices in place
- All risks are assessed and dealt with, for example, safe sleep, infection control and safe drop off and collection procedures
- Fire safety measures are in place
- The service must be adequately insured

Is the service well managed?

The following are required:

- The most recent Tusla inspection report
- There is a person in charge always on the premises
- Staff including childminders have Garda vetting (and police vetting if required) and references.
- Childminder/staff are qualified
- The correct adult / child ratios are in place
- A clear process for managing complaints and accidents and incidents
- Up to date policies and procedures
- Information for parents is easily available

Are the premises safe, suitable and appropriate for the care and education of children?

- The premises is well maintained both indoors and outdoors
- The premises are clean and bright with natural light and good ventilation. The rooms are at a comfortable temperature for rest and play
- There are suitable sleep/rest arrangements in place and each child under 2 years has access to a cot to sleep /rest when they need to
- Adult toilet and hand washing facilities are available and separate to those of the children
- A system is in place to prevent unauthorised people entering and to prevent unsupervised children exiting

Further Information

Can parents/guardians give feedback on their child's early years service to Tusla Early Years Inspectorate?

Yes, we welcome feedback from parents and guardians on early years services. This helps inform our inspection process and supports improvement of service provision.

You can do this by completing our feedback form online at:
<https://www.tusla.ie/services/preschool-services/parents-guardians/parents-feedback>
and emailing it to:
parents.feedback@tusla.ie

Who do I contact if I have a concern about a Tusla registered early years service?

If you are concerned about the quality of an early years service, you should first speak to the staff/manager or childminder.

If your concern cannot be resolved with the service, you can contact the Tusla Early Years Inspectorate by:

Telephone: 061 440600

Email: feedback.concerns@tusla.ie

Web: download the 'concerns form' on the Tusla website at:

<https://www.tusla.ie/services/preschool-services/parents-guardians/parents-feedback/>

This form can be emailed to:
feedback.concerns@tusla.ie

or posted to:

**Tusla, Feedback and Concerns Team,
Early Years Inspectorate, 2nd Floor,
Estuary House, Henry Str., Limerick.**



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