



National Service Director,  
Children's Services Regulation,  
2<sup>nd</sup> Floor,  
Estuary House,  
Henry Street,  
Limerick.

4 February 2021

**RE: Tusla Early Years Inspectorate launches research reports into its Early Years Inspection process**

Dear Service Provider,

We hope this email finds you well.

We are writing to update you on three reports we published today, and which are now available on our website [www.tusla.ie](http://www.tusla.ie)

The three reports are:

- **Tusla Early Years Inspections – Parents' Consultation.**
- **Early Years Inspection Reports 2018-2019, Analysis and Trends.**
- **The Early Years Regulatory Enforcement Process – Outcomes.**

The first report presents the findings of a consultation which sought parents' views about Tusla's inspections of Early Years Services and how these views can be reflected in the inspection process. This will, for the first time, provide a way for parents to share their positive experiences of their child's service and to contribute to the inspection process in a meaningful way. It will also continue to ensure that when significant concerns are raised these are reviewed promptly and taken into account when planning inspection activity.

Based on this, we are taking a number of actions to increase parents' awareness and involvement in inspection activity

A parent feedback process has been developed to enable parents to share their feedback on the service their child attends by emailing [parents.feedback@tusla.ie](mailto:parents.feedback@tusla.ie). The feedback will be shared with providers and any significant concerns will be managed in the normal way. We have renamed our Unsolicited Information Office to the more user-friendly *Feedback and Concerns Office*.

- When an inspection takes place, a poster will be displayed in services inviting parents to express their level of satisfaction with the service. Although public health advice dictates that this would not be appropriate at this time due to Covid, we will be doing this at a later stage when it is safe to do so
- Information leaflets for parents have been developed and published on Tusla's website on a new webpage developed for parents.



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- The date of the last inspection for each service is now published on the Tusla website alongside recent inspection reports so parents will know within one month that an inspection has taken place.

We will be seeking your assistance in the coming weeks/months to let the parents who use your service know about these changes, and will write to you again at that time.

The other reports published today - **Early Years Inspection Reports 2018-2019, Analysis and Trends** and **Early Years Regulatory Enforcement Process-Outcomes** examined the impact of the early years' inspection process from 2018-2019. It identified those regulations that providers are most compliant and non-compliant with and the proportion of services that come into compliance during the regulatory process. We also conducted a review of our regulatory enforcement processes which demonstrates that inspection has a positive impact in improving levels of compliance.

We have met with stakeholder groups today and intend to offer regional webinars over the coming months to share the learnings from the reports and answer any concerns you may have. We expect that it will take some time for the parent feedback process to generate a significant level of response. We would encourage you to advise parents that it is available to them to submit feedback to us at any time.

Last year, due to the pandemic, we revised our inspection methodology to minimise the disruption to your services while still carrying on our statutory responsibility. We undertook 1812 inspections in 2020 and the vast majority had positive outcomes.

I would like to take this opportunity to acknowledge the services that are operating to support essential workers and vulnerable children currently. I would also like to thank you all for your cooperation and engagement with us during the last year and I look forward to a time when we can return to normality and be able to meet safely.

Fanacht Sábháilte

A handwritten signature in black ink that reads 'Fiona McDonnell'. The signature is written in a cursive style and is positioned above a horizontal line.

Fiona McDonnell,  
National Service Director  
Children's Services Regulation

Quality Assurance Directorate



An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency