Tusla Early Years Inspections – Parents Consultation

February 2021
Parents involvement in their child’s care and education is crucial to their development and well-being.

• A strong evidence base to support.

• Acknowledged by Tusla.
Aim of Consultation

• To understand parents’ awareness and knowledge about Tusla inspections

• To seek parents’ views on what they consider important for Tusla to inspect.

• To ask parents if they wanted their views of the service their child attends to be included in the inspection process and if so how could this be achieved.
Process

Qualitative approach based on focus group interviews.

- All registered services issued with letter of invitation
- 66 registered services responded
- Stratified random sample taking account of geographic region, service size and type was taken.

A total of 9 focus groups were convened across a range of service types including childminders and through the medium of Irish.

- A total of 70 parents participated
- 60 female parents and 10 male

March – April 2019
Findings from Consultation

Parents were overwhelmingly positive about their child’s service

"I could not praise them highly enough"

"If I had any more children they'd all come here"
Parental Awareness and Knowledge

• Parents were generally unaware that Tusla inspected services.

• Perception of Tusla only as one of child protection reporting.

• Limited knowledge about the availability of Inspection reports.

• Parents were not aware of the role of Tusla in dealing with concerns about children.

“It’s not something that’s ever crossed my mind”
What parents considered important for Tusla to inspect.
Safety

• Parents said their child's safety was the most important issue and should be examined on inspection.

"well, you're leaving your kids in here in the morning you know, you would want to hope that they're safe, that when you come back in the evening, you should have the whole child in one piece"
Parents want:

• Their children to be well cared for and their needs to be met

• Good relationships and positive interactions between staff and children and between the children

• Educational activities to support their child’s development
It is important to parents that:

• Staff are qualified and vetted
• Staff turnover is low
• Their child has a key worker
• The service keeps them informed about the service and their child
• They can discuss their concerns

"The last thing I want to do is hand my child over to somebody that I'm second guessing if they're qualified or second guessing are they going to be happy, or content. Are they going to be fed? You know, things like that because they're very precious and you're not just going to hand them off to anybody."

Governance
Parents identified the following as being important:

• having enough space for their children
• a rest area
• a good standard of cleanliness
• access to outdoor play areas
• toileting facilities
Parents said the following would be of significant concern and totally unacceptable in a service:

- Children not happy
- Poor safety
- Poor nutrition
- Personnel in the service don’t know your name
- Parents not allowed free access to the service
- Someone hurting your child
Parents' views of involvement in the inspection process
Parents Involvement in Early Years Inspections

What parents told us about being involved in the inspection process.

• It is the norm in primary schools
• They may not be objective and knowledgeable about regulatory requirements
• Potential for problems between parent and provider when negative feedback is given
• Where a parent has difficulty with the service they must address it with the service.
• Involvement may be important if a parent is not happy with a service
Recommendations

Parents should know:
• When an inspection is taking place in their service
• The results of an inspection of their service
• Where to access inspection reports
• About the services complaints process

Providers should share the services inspection report with parents

Parents should have a choice in sharing their views on the services with the Inspectorate

Consideration should be given to recognising “excellent services” and the involvement of parents in this selection.
Implementation of Recommendations

Information for parents

Three Information Leaflets

Who we are and what we do

Choosing an early years service

What to expect from an early years service

NALA – Plain English
Implementation of Recommendations

The leaflets for parents include information on:

- Who the Tusla early years inspectorate are, their role, reason for inspection, and what Tusla registered services are required to do.

- What to look for when choosing an early years service, the different types of early years services and where to get a copy of an inspection report.

- What a parent can expect from an early years service and who to contact with a concern about an early years service.
Implementation of Recommendations

Informing parents of Inspection

Poster will be displayed in service on the day of an inspection

NALA – Plain English
# Implementation of Recommendations

[https://www.tusla.ie/services/preschool-services/creche-inspection-reports/](https://www.tusla.ie/services/preschool-services/creche-inspection-reports/)

Date of last Inspection added to report publication webpage.

<table>
<thead>
<tr>
<th>Year</th>
<th>Inspection Date</th>
<th>Report Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>05-01-2021</td>
<td>We are currently engaged with the registered provider of this service in relation to the above completed inspection. This report will then be published as soon as it is available. In the interim if you require to view the inspection report that is currently in process, please contact the registered provider</td>
</tr>
<tr>
<td>2018</td>
<td>20-11-2018</td>
<td>Orange and Lemons Creche</td>
</tr>
</tbody>
</table>

---

*An Ghsúinbhirreacht um Laisnú agus an Túathach* 
Child and Family Agency
Implementation of Recommendations

Parents can share their views on the services with the Inspectorate

Parent/Guardian feedback form.

Available on parents/guardians Webpage:

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

Nala – Plain English
Parent/Guardian Feedback form

9 statements – scale range from strongly agree to strongly disagree (5 point scale)

1. I am happy with this service
2. My child is happy in this service
3. There is a good atmosphere in the service
4. Issues arising in the service are dealt with appropriately
5. I am satisfied with the safety of the service
6. I am satisfied with the relationships in the service
7. I am satisfied with the play/learning opportunities provided for my child in this service
8. I am satisfied with the governance (management) of the service
9. I am satisfied with the premises and facilities

Comment section
Implementation of Recommendations

Parent/Guardian feedback

- Parent/Guardian Feedback shared with Registered Provider
- If any of concern is identified an inspection may be prioritised
- Leaflets, poster, Parent feedback form and report available in English and Irish
Implementation of Recommendations

Dedicated parent email: parents.feedback@tusla.ie
Parents/Guardian webpage updated: https://www.tusla.ie/services/preschool-services/parents-guardians
Thank you
Any questions?