

# TUSLA

An Ghníomhaireacht um  
Leanaí agus an Teaghlach  
Child and Family Agency

## Tusla Early Years Inspections – Parents Consultation

**February 2021**



# Context for consultation

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

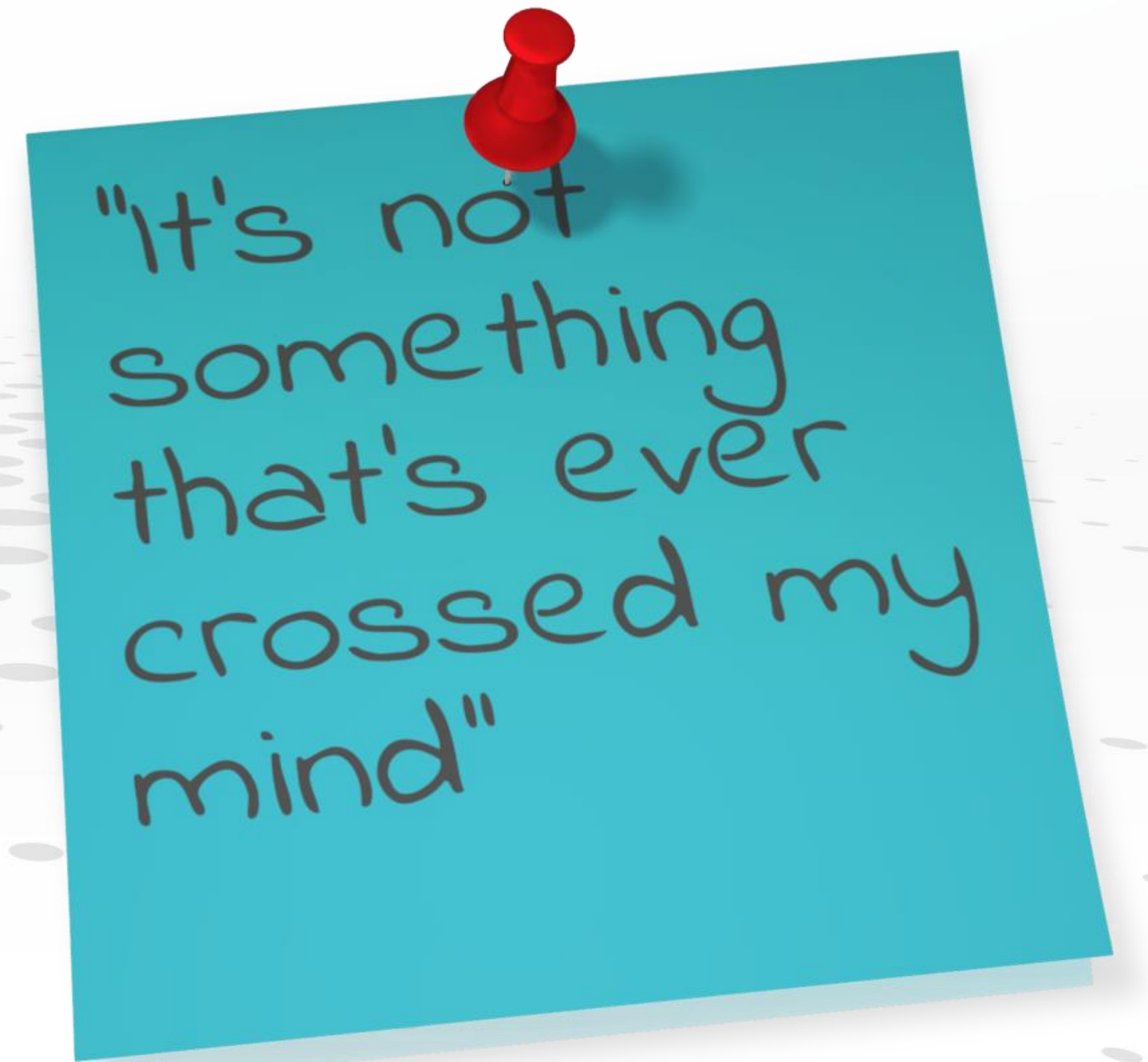
**Parents were overwhelmingly positive about their child's service**

"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.

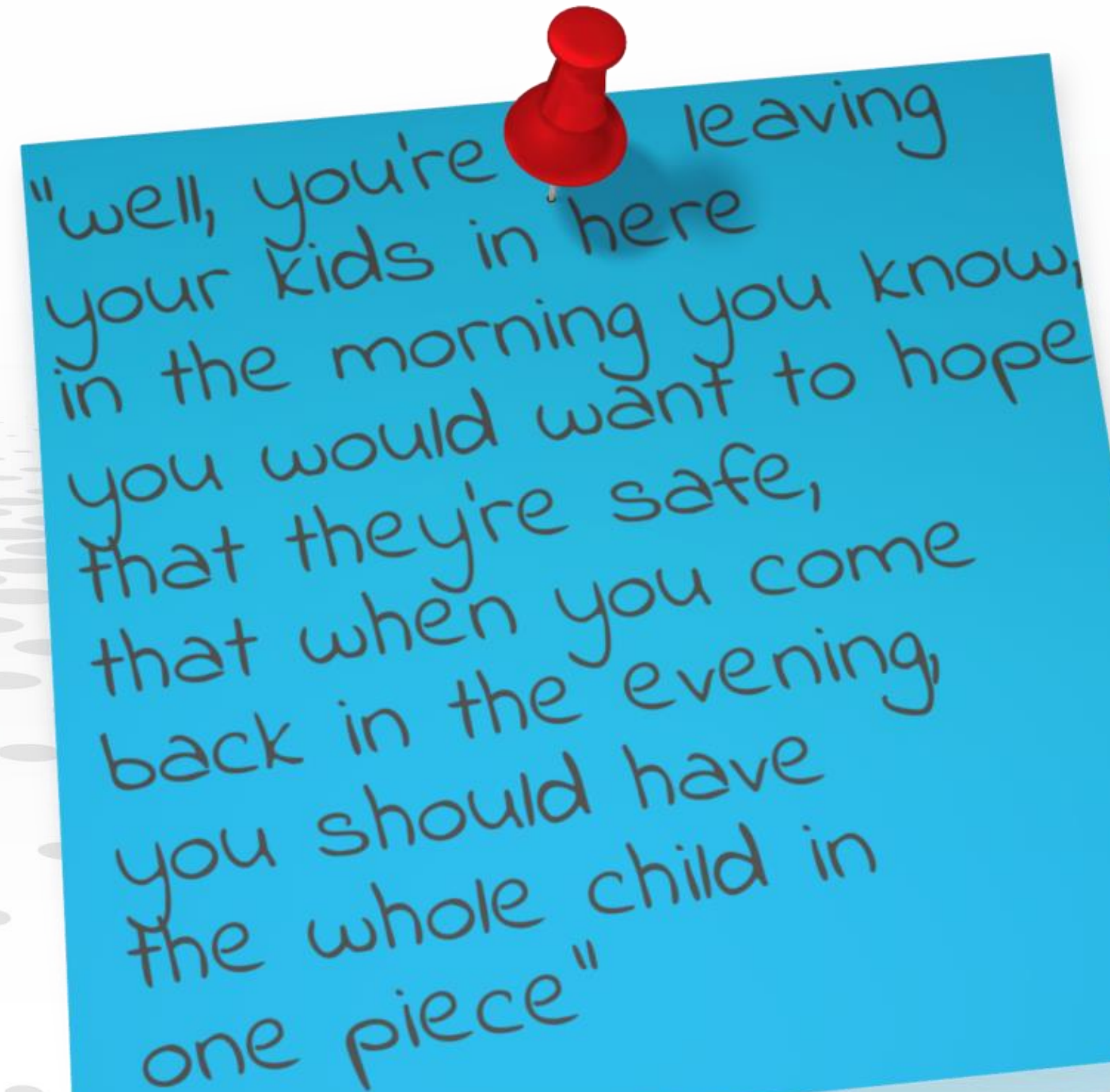


consultation  
What parents  
considered  
important  
for Tusla  
to inspect.  
engagement



# Safety

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

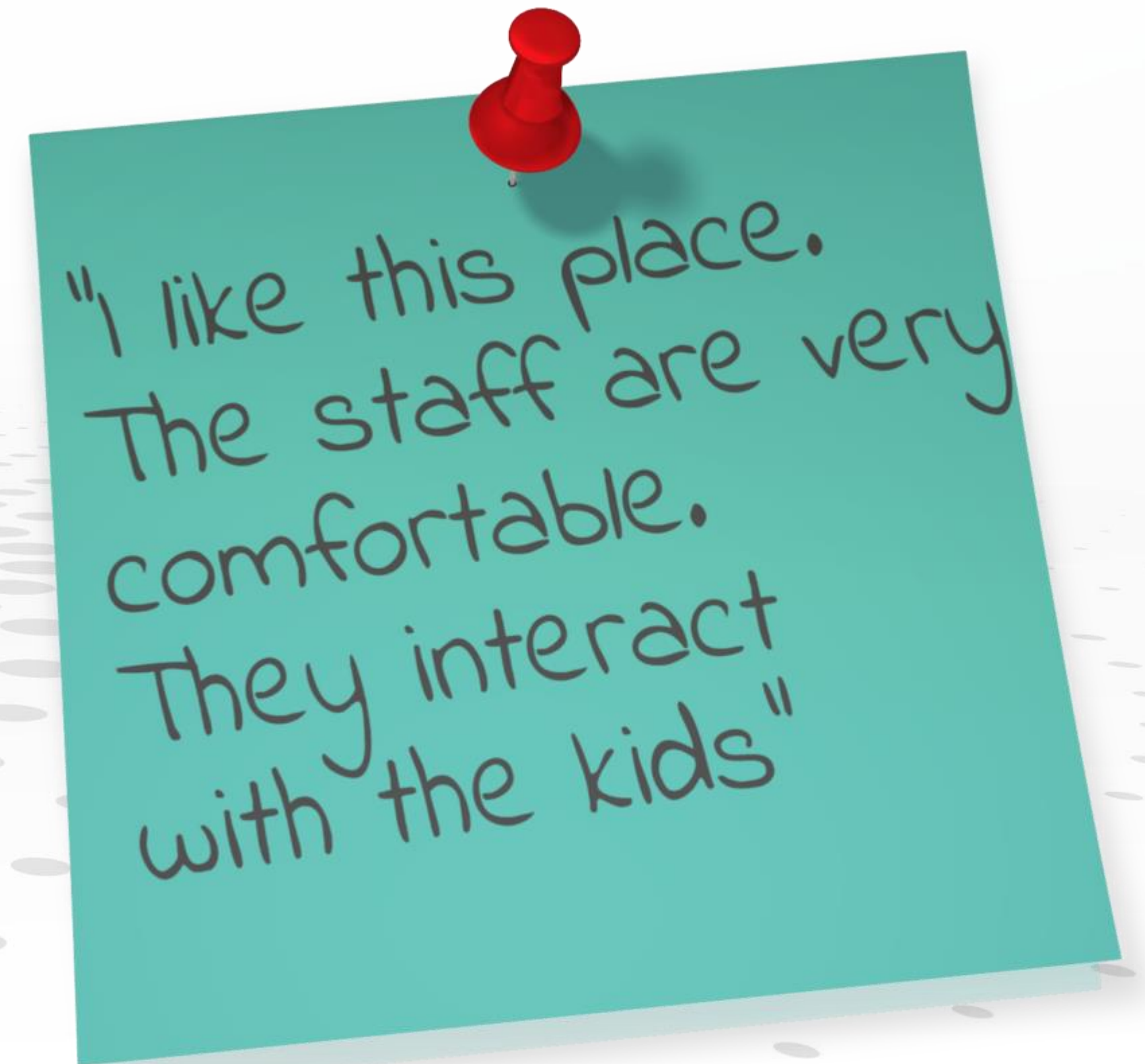


"well, you're leaving your kids in here in the morning you know, you would want to hope that they're safe, that when you come back in the evening, you should have the whole child in one piece"

# Health welfare and development of the child

Parents want:

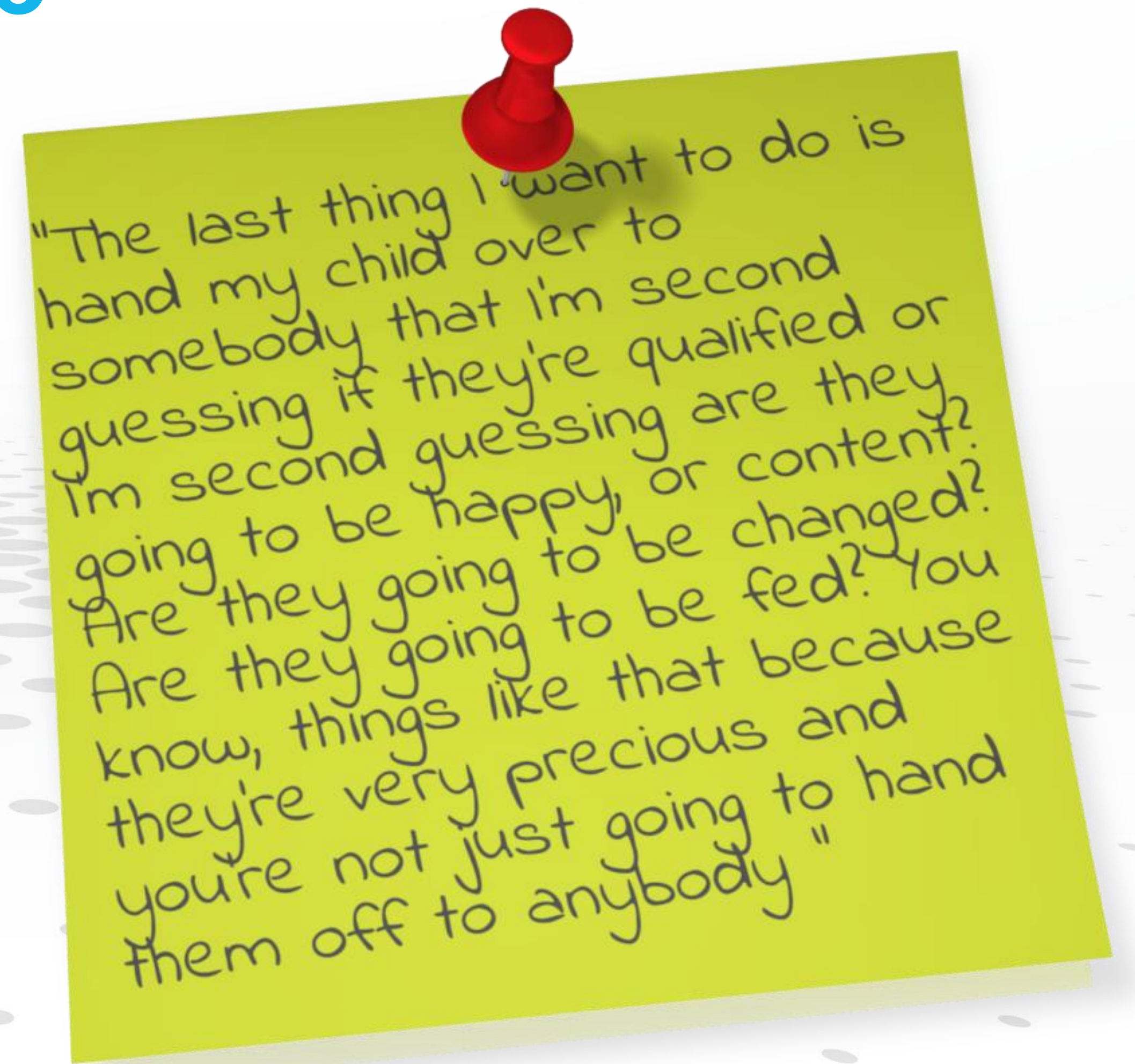
- Their children to be well cared for and their needs to be met
- Good relationships and positive interactions between staff and children and between the children
- Educational activities to support their child's development



# Governance

It is important to parents that:

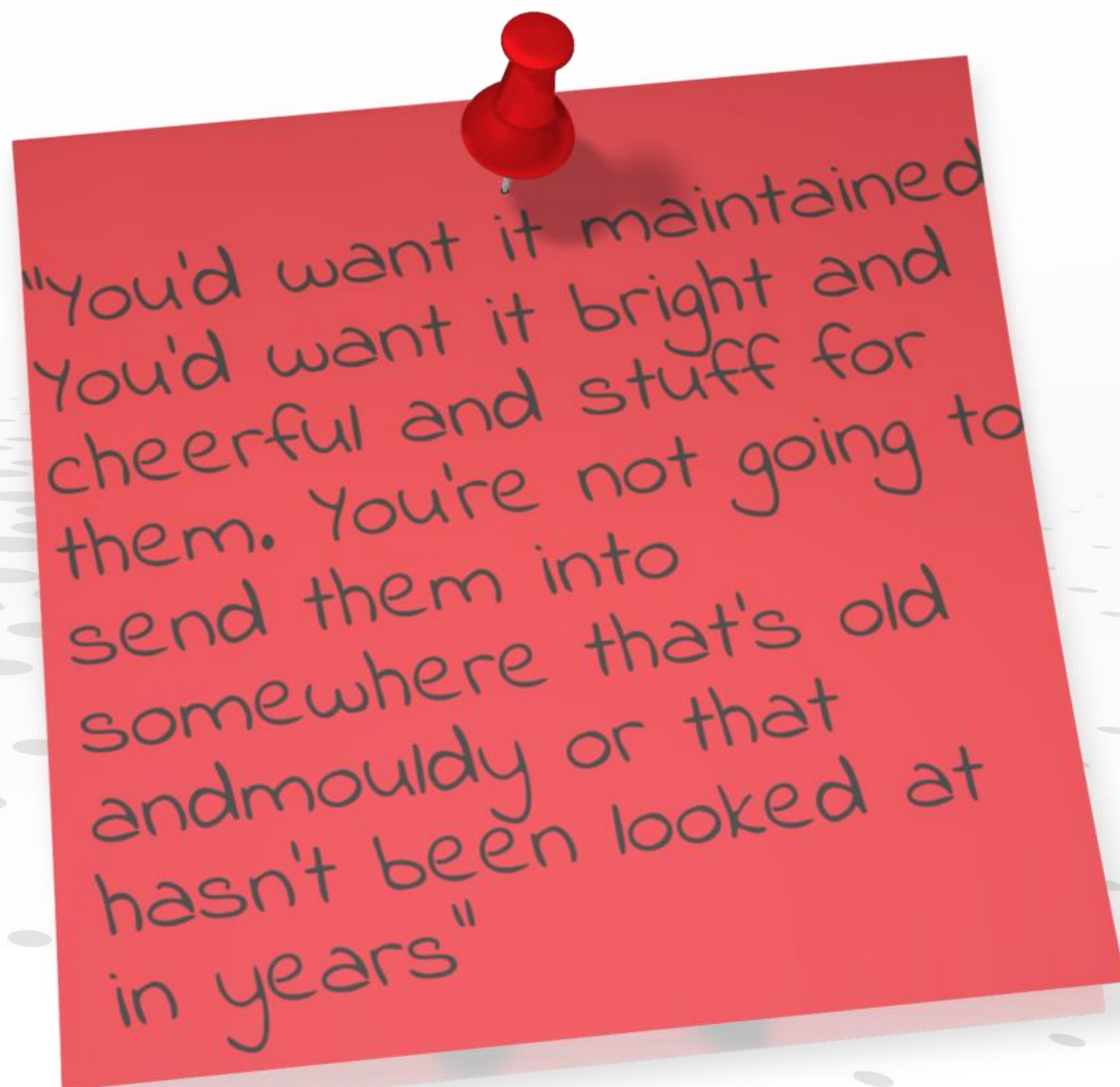
- Staff are qualified and vetted
- Staff turnover is low
- Their child has a key worker
- The service keeps them informed about the service and their child
- They can discuss their concerns



# Environment

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

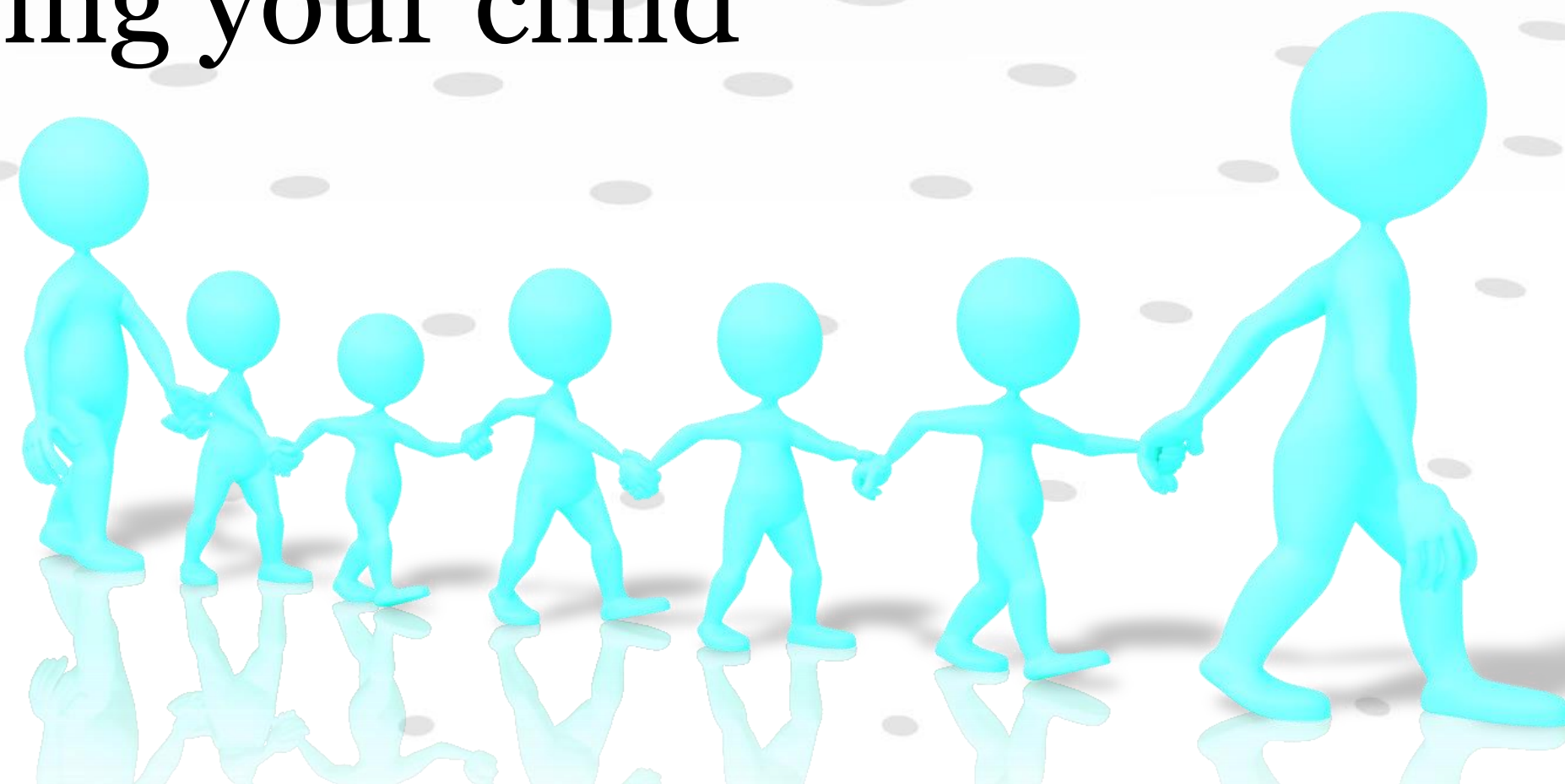


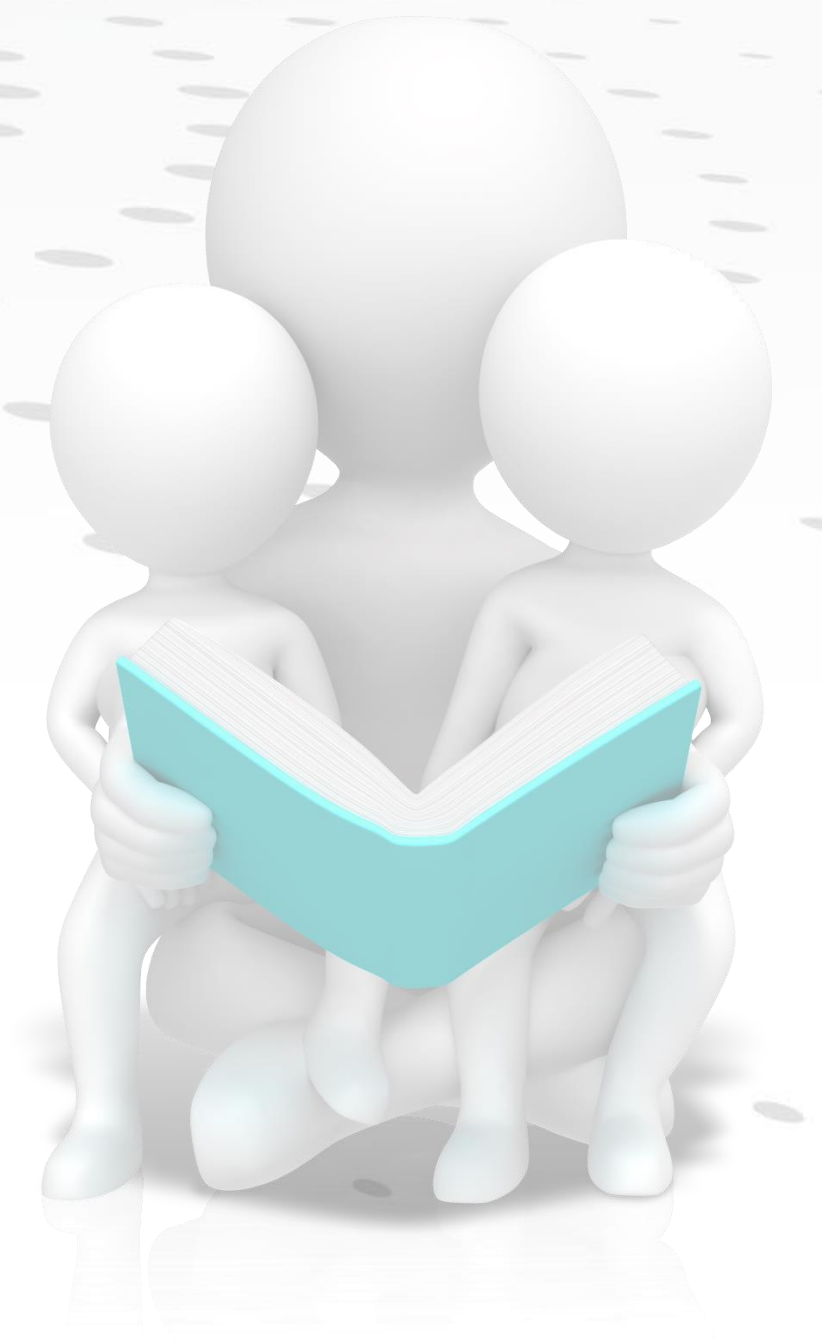
"You'd want it maintained  
You'd want it bright and  
cheerful and stuff for  
them. You're not going to  
send them into  
somewhere that's old  
and mouldy or that  
hasn't been looked at  
in years"

# Unacceptable Practices

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 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 parents 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/>

Date of last Inspection added to report publication webpage.

Reports/Inspections		
Year ↓	Inspection Date...↓	Report Link
2021	05-01-2021	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
2018	20-11-2018	<a href="#">Orange and Lemons Creche</a>

# 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*



The image shows a 'Parent/Guardian Feedback' form from the Tusla Early Years Inspectorate. The form is titled 'Tusla Early Years Inspectorate Parent/Guardian Feedback' and includes the Tusla logo and 'Children's Services Regulations'. It contains several sections for feedback, including a note that it is not a complaints process, a section for the name and address of the service, and sections for child attendance, age, and duration of service. The form also includes a section for parents/guardians to rate their happiness with the service and a statement about their child's happiness in the service.

**TUSLA**  
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Child and Family Agency  
Children's Services  
Regulations

**Tusla Early Years  
Inspectorate  
Parent/Guardian Feedback**

Note: This is not a complaints process

**Name and Address of Service**

**Does your child attend?**

<b>Full-time basis</b> (5 or more hours a day)	<b>Part-time basis</b> (3.5 up to 5 hours a day)	<b>Sessional basis</b> (up to 3.5 hours a day)	<b>A Childminding Service</b>	<b>A drop in</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**How old is your child?**

<b>Less than 1 yr old</b>	<b>1 - 2 yrs old</b>	<b>2 - 3 yrs old</b>	<b>4 - 5 yrs old</b>	<b>More than 5 yrs old</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**How long is your child attending this service?**

<b>Less than 6 months</b>	<b>6 - 12 months</b>	<b>1 - 2 yrs</b>	<b>3 - 4 yrs</b>	<b>More than 4 yrs</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick the box that best describes how you feel about the following statements

**I am happy with this service**

<b>Strongly Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**My child is happy in this service**

# 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

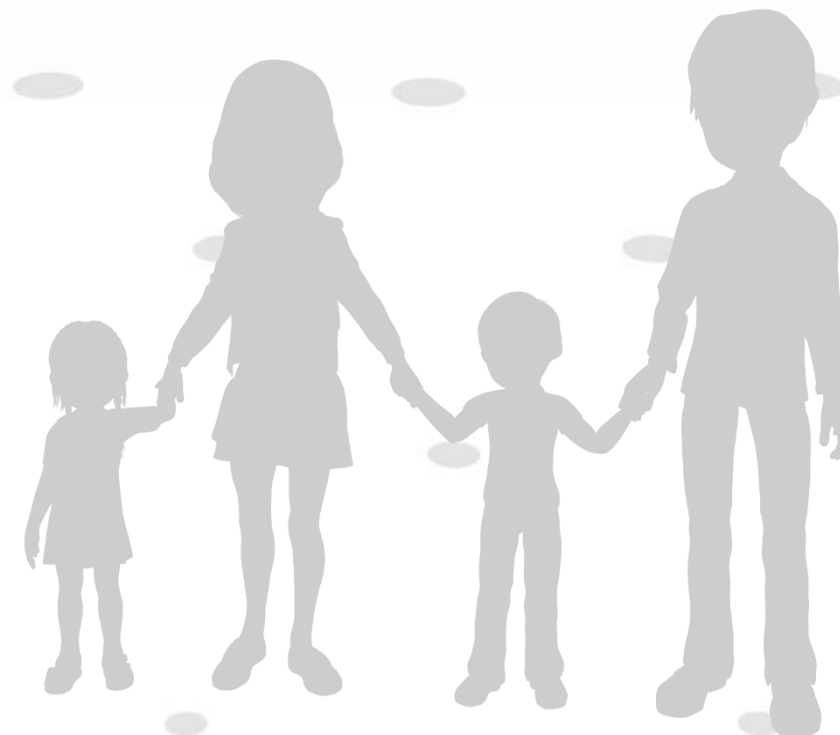


# Implementation of Recommendations



## 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](mailto:parents.feedback@tusla.ie)

Parents/Guardian webpage updated:

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

## Parents and Guardians

As a parent or guardian, choosing an early year's service is a big step, and is a very significant decision you will make for your child.

If you are a parent who uses or wants to use an early years' service for your child, you will find lots of information here to help you make your decision including the register of early years' services, most recent inspection reports for each service, and information and tips on what to look for when choosing a service. You will also find information on who to contact if you have a complaint or concern about an early years' service, and information about Tusla's role as regulator, as well as general news and updates.

Who we are	What we do
Register of early years services	Why we inspect
Inspection reports	Types of early years services
Choosing an early years services	What to expect from an early years service
Parent Guardian Feedback	Concerned about an early years service
Contact the Early Years Inspectorate	Additional useful resources

