



Arolygiaeth Gofal
Cymru
Care Inspectorate
Wales



How we inspect Childcare and Play Services



Easy Read version



We inspect childcare and play services.

We want everyone to know about how we do it.



Part 1

We are independent.

We check that children using services are safe, well and happy.

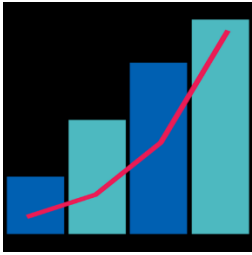


We check they can use the rights in the United Nations Convention on the Rights of the Child.



We tell the public about services.

We say how good each service is.



- We help services do better.



- We give advice to people in charge of social care and care services.



- We decide who can run a service, and what service they can run.



- We take action if services are not doing what the law says.



- We go back to check any services we were concerned about.



We check all registered childcare and play services. The law says who needs to be registered.



Registering means signing up to follow CIW rules.

CIW is Care Inspectorate Wales.



We check that children are learning, healthy, happy and safe.



We only let people run childcare or play services if we are sure they will follow all the rules.



We are clear what we will do if a service is not following all the rules.



Part 2

We check Child minders and Day Care.



This includes:



- nurseries



- sessional care like Cylch Meithrin and play groups



- out-of-school childcare like day care in the holidays or before and after school



- creches



- play sessions.

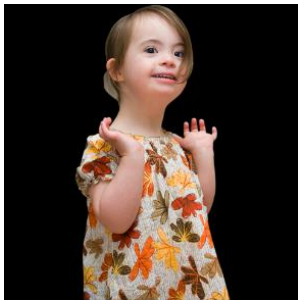


We do not check nannies or clubs that meet for under 2 hours.



Part 3

We put children's rights first in our work.



We check that children:

- can speak up
- are safe and well cared for
- are treated with respect
- have help to learn new skills



We will do something about it if we do not think children are safe.

We will also tell the local authority.



We check the service obeys the law.



Welsh language is important.

We check children can get childcare and play services in Welsh if they want, without their parents having to ask.



We send Welsh-speaking inspectors to services that speak Welsh.



Part 4

When we inspect, we will:



- focus on the children using the service, their parents and staff



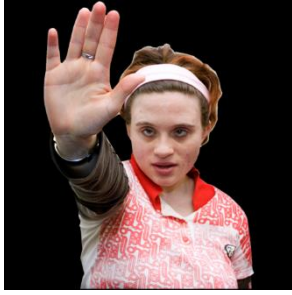
- help services get better at their job



- be open and honest about everything we do and say



- be fair when we write our report



- take action if something is wrong



- focus on children's health, happiness and safety



- treat all services in the same way.



There are 4 steps to an inspection.



1. We find out information about the service. We look at concerns or complaints and things that are going well.



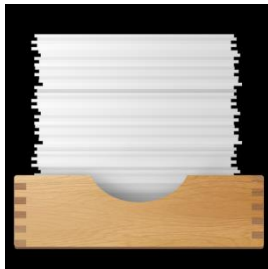
2. We visit the service.



We listen to children, parents, carers and staff. We watch what is going on. If children cannot talk to us, we look at how they are supported.



We check the play or day care area is safe and suitable for children.



We look at paperwork.



If we think children may be at risk, we tell the service. We may need to tell the local authority or police. Sometimes we tell both.



3. We tell the service what we think.
They can tell us if they think we have got it wrong.



4. We write a report and put it on our website. It tells the service what they need to change or do better.



We do not usually tell services when we are coming, unless we are coming with Estyn.



We always check:



- Are the children healthy, happy and learning?



- Is the childcare and play good?
Are there chances to learn new skills?



- Is the day care or play area safe, clean, well-kept and welcoming?
Are there enough things to do?



- Is the service well run?



If the service provides food, we check how many food hygiene stars they have.



We do not give services an overall score.
We give a rating for what we found at each step. The rating could be:



Excellent



Good



OK



Poor



If a service gets 1 or more ratings of 'poor', we tell them what they must do.



Section 5

We do 4 kinds of inspection:



- A full check of everything at the service. We do this about 6 months after the service starts to run.



- Checking when there is a concern. We always check if children are well, happy and learning. We look at what the concern was about. If we tell the service to make changes, we go back within 6 months to check again.



- Checking across Wales about one kind of service, like day care for disabled children. This helps us tell Welsh Government about problems.

- Checking with Estyn.

Estyn is in charge of checking education.



If a day care or play service gets money to provide education, we check with Estyn.

Some inspections take longer than others. It depends on how many children use the service and how old they are.



We normally send one inspector, but we may send more.



Part 6

We always check a new service about 6 months after it opens.



The longest time wait between checks is:

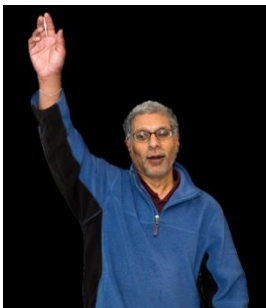


2 years for full day care services.



3 years for child minding services, creches, sessional day care, open access play and out of school care.

We will check a service sooner if:



- a lot of people complain about it
- we are told that children are not safe

We may also check if just one person complains.



Part 7

Inspectors must always act professionally.



They must follow our rules for doing inspections.



They must always put the children using services first.



Service providers and staff can help by being honest when we talk to them.



They need to tell us if they think we may upset anyone.



They need to get on with their work as usual when we are there.



They need to let us look around, as long as this is safe.



They must find a private area for us to meet people.



They must speak up if they have concerns about how we are doing the inspection.

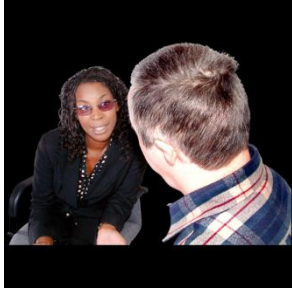


We will be polite to childcare and play services.

We expect them to be polite to us.



We will do something if staff make us feel unsafe.



Part 8

We will tell the service provider what we think. We usually do this before we leave.



They can say if they think we have got it wrong.



We will tell the service provider if we think we need to take action against them.



We write our reports so the public can read them. The reports give facts not just what we think.

We hope they help parents and carers who need to choose a service.



We aim to send a written report to the service 5 weeks after we inspect them.

The service has 2 weeks to say if they think we got facts wrong.



If they say we did, we have 1 week to make changes to the report or say why we are not changing it.

They have another week to say if they are happy now.



If they are, we put the report on our website.

If they are not, we have 1 more week to tell the service provider what we think.



We aim to put the report on our website 10 weeks after we inspect the service.



We have a complaints policy. Anyone can use it to complain if they are not happy about our service or an inspector.





Part 9

We want children to be healthy, happy and to learn.



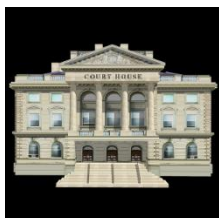
This is the most important thing for services to get right.



We will check that the service is doing what we told them.



If we think children are not safe, we can close the service.



Some services give poor care.

We make sure they do better, or we close them. We can even take the service provider to court.



Part 10

**We need to collect a lot of information.
Some of it is personal or private.**



There are laws and rules about keeping information safe.



There are laws and rules about what we must keep private and what we can share with other people.



There are rules for sharing information with organisations like the Police.



We will always follow those laws and rules.