

The table below set out the questions asked by providers attending the Childcare and Play Provider Events, held virtually on 18 and 19 May 2022, and CIW's answers to those questions.

We received the following queries regarding the frequency of inspections and inspection ratings.	Our Response
<ul style="list-style-type: none"> • Are inspections still every 3 years or is there a backlog, and how much by? • If we were inspected when CIW paused ratings will we be inspected again before our 3 years are up? • I am a newly registered childminder and my registration visit was conducted virtually. When will inspections return to in person visits? 	<p>Our inspection frequencies have not changed, however the pandemic has meant that many inspections have been delayed. The new ways of working project will look at how we structure our inspection frequencies going forward and how we ensure we prioritise getting out to services in the best way.</p> <p>CIW paused the awarding of ratings on two occasions during the Pandemic. Some providers have asked about having the option for their 'silent' ratings to be published and we are looking at whether and how we might do that in a way that is fair for all.</p> <p>Our aim is to inspect newly registered services within 6 months of registration, however lots of these have been delayed. We are scheduling inspections based on priority, including those most overdue.</p>

<p>We received the following query in relation to Joint Inspections with Estyn.</p>	<p>Our Response</p>
<ul style="list-style-type: none"> If our setting does not offer Early Entitlement, would we have a CIW only inspection? 	<p>CIW only carry out joint inspections with Estyn for services where early entitlement is delivered. Any service not delivering funded education for 3 and 4 year olds will receive a CIW only inspection.</p>
<p>We received the following query in relation to Policies and Procedures</p>	<p>Our Response</p>
<ul style="list-style-type: none"> Do all risk assessments policies and procedures etc. have to be available in hard copy? 	<p>There is no reason why documentation cannot be stored digitally, as long as any information required by The Regulations can be made available to inspectors during an inspection. All information kept in this way should be stored in line with GDPR requirements.</p>
<p>We received the following query in relation to the Self Assessment of Service Statement (SASS).</p>	<p>Our Response</p>
<ul style="list-style-type: none"> Will there be a SASS this year? 	<p>We have postponed the SASS until 2023. Full information about this can be found here</p>
<p>We received the following queries in relation to the inspection process.</p>	<p>Our Response</p>
<ul style="list-style-type: none"> Will inspectors be following the same guidelines? I've heard of differing advice and differing opinions when it comes to things settings need to do. 	<p>All inspectors follow the same guidance and we strive for consistency. Each provider is unique and we do take account of the context - this can look like inconsistency when it isn't. But we accept we may not always get it right. Our Inspection Framework can be found here, and the Code of Practice for Inspection here</p>

<ul style="list-style-type: none"> • What happens if the Responsible Individual (RI) or Registered Person (RP) is not available on the day of the inspection? • How often does the Quality of Care Review need to be done? • Is notice given that a setting is going to be inspected or do inspectors still turn up without notice? • Is there someone in CIW we can call when inspectors arrive to confirm they are actually CIW inspectors? • How in depth do staff need to know a setting's policies, bearing in mind the number of policies a setting may have? 	<p>The inspector will work with the RI/RP to agree a mutually convenient time to give feedback, however, we will always try to arrange this for as soon after the inspection as possible. This may be done via telephone or video call.</p> <p>Gathering feedback and other information and identifying areas for improvement should be an ongoing and regularly reviewed process. The Regulations require providers to produce a report detailing their findings from the review process at least annually.</p> <p>Our Joint Inspections with Estyn are announced; providers are given 10 days notice.</p> <p>Our CIW only inspections are unannounced.</p> <p>We will contact childminders and Open Access Play Schemes to find out which days and times they work, to give us the best chance of avoiding a failed visit, but we will not arrange a date or time for the inspection.</p> <p>Every Inspector carries identification with them, which will have the CIW logo and the signature of the Chief Inspector on it. If you are uncertain however, you can call CIW on 0300 790 0126 and ask for confirmation.</p> <p>All staff should have a good working knowledge of the setting's policies and procedures and this should be reflected in their practice. We would expect that policies are readily available to staff so they can check if they are unsure of anything.</p>
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<p>We received the following queries about using CIW Online</p>	<p>Our Response</p>
<ul style="list-style-type: none"> • How do you change hours on CIW online, I have had a look but unsure how to do this. 	<ul style="list-style-type: none"> • You will need to log onto your CIW Online account and choose the option to update your Statement of Purpose. You will be asked to enter the updated opening hours within the process of completing the notification. You will also be required to upload a copy of your Statement of Purpose showing your updated opening hours.
<p>We received the following query about DBS checks</p>	<p>Our response</p>
<ul style="list-style-type: none"> • How do I show you my updated DBS certificate? 	<ul style="list-style-type: none"> • Please email ciw@gov.wales and inform us that you have an updated DBS certificate for us to view. DO NOT include any detail from your DBS in this email. We will then contact you to arrange viewing your certificate.
<p>We received the following query about The Childcare Offer</p>	<p>Our response</p>
<ul style="list-style-type: none"> • Do we have any further information regarding childcare offer for over 2"s 	<p>Expanding government-funded childcare to two-year-olds</p> <ul style="list-style-type: none"> • The first phase of the expansion, due to start in September 2022, will include all four elements of Flying Start: funded part-time high-quality childcare, parenting support, enhanced health visitor support, and support for speech, language and communication. • This first phase will take place in a small number of areas yet to be confirmed with local authorities. • During the first phase the aim is that around 2,500 additional children (aged 0-4 years) will benefit from all four elements of Flying Start. • The childcare available through Flying Start is for two- to three-year-olds. It includes 12.5 hours a week, for 39 weeks

	of the year, of funded high-quality childcare. It will be available in specified settings in the first phase of the expansion.
We received the following queries in relation to the National Minimum Standards (NMS)	Our Response
<ul style="list-style-type: none"> • Will there be any variation in childminder ratios? • Are the NMS's being reviewed? Is there going to be a change in the under 5's numbers? • Can I ask if there will be some consideration given to childminders flexibility with an overlap of an hour and a half when collecting and dropping 3 year olds to and from nursery settings? It is very limiting for us when we see nurseries collecting 4 children at once. • With ratios, does the ratio increase for staff who have a level 6 (QTS)? 	<p>Welsh Government is currently undertaking a review of the NMS. This is due to for consultation with the public later in 2022. Welsh Government will write to all providers of child care and play services in Wales when this period of consultation begins.</p> <p>Currently, there are no variations to the adult:child ratios outlined within the NMS, regardless of the qualification level of staff.</p>
We received the following query in relation to Qualifications.	Our Response
The sector is facing difficulties in recruiting qualified staff. Will there be any consultation between CIW, Social Care Wales and providers with regards to any changes to qualifications?	There is a planned review of the childcare qualifications in 2024 as part of the process for new qualifications overseen by Qualifications Wales. CIW, Welsh Government, Social Care Wales and wider stakeholders and training providers will have the opportunity to feed into the review and share their experiences and perspectives of the new qualifications so far. This will include feeding back on qualifications uptake, the size of the qualification as well as the impact of the new qualifications on the workforce and

	<p>settings. The review process will allow views to be shared with the aim of ensuring qualifications are fit for purpose.</p> <p>To introduce some flexibility into current qualification requirements for childcare, SCW are developing an equivalency project which will assess an individual's previous qualifications (in education for example), against the design principles underpinning childcare qualifications. The intention would be that those whose qualification is assessed as meeting the design standards on which childcare qualifications are based will be able to work as a qualified member of staff at a childcare setting. Where the assessment reveals a short fall, an Action Plan can be developed to support that individual to close the gap and work as a qualified member of staff in a childcare setting. In cases where the qualification is not assessed to be equivalent or within a reasonable shortfall, the individual will need to undertake a childcare qualification to be considered a qualified member of staff.</p>
<p>We received the following queries in relation to Safeguarding.</p>	<p>Our Response</p>
<ul style="list-style-type: none"> • If my setting makes a referral to Social services about a child in our care, because of an incident that happened on our premises, do we have to inform CIW? • If my setting makes a referral to Social Services about a child in our care, because of something that happened at home, do we have to inform CIW? • Do setting have to notify CIW of every child on the Child Protection register. 	<p>Yes, please notify CIW using CIW Online.</p> <p>Yes, please notify CIW using CIW Online.</p> <p>No. Providers are only required to notify CIW of referrals they make. If a child is already on the Child Protection Register when they start at the setting, you do not need to notify CIW.</p>

<ul style="list-style-type: none"> • Should the Safeguarding Policy make reference to the abolition of the defence of reasonable punishment? Would the Act need to be summarised within the policy? • When settings are offered child protection courses and safeguarding course should we do both, or do they both cover the same information? 	<p>It would be good practice for any Safeguarding Policy to mention the abolition of the defence of reasonable punishment. The policy could give an overview of the Act, or could provide a link to the Act (if being kept virtually).</p> <p>It is up to providers to ensure that the training staff receive is sufficient to enable them to identify, assess and report safeguarding matters. The terms Child Protection and Safeguarding are often used interchangeably, so providers will need to enquire about the content of the course to ensure it covers all matters relevant to Safeguarding as a whole.</p>
<p>We also received these General Queries</p>	<p>Our Response</p>
<ul style="list-style-type: none"> • How do I find out who my inspector is? • What is CIW's email address? • If we close the setting e.g. for staff training do we need to notify CIW? If so how do I do this? 	<p>The best way to do this is to call CIW on 0300 7900 126. However, whilst we work to catch up following the Pandemic, work is being allocated across the team to make best use of our resource and you may not be inspected by your named inspector.</p> <p>From time to time you may need to contact CIW via email and you should use ciw@gov.wales for this. However, we have recently changed the way we request documentation from providers. We now do this via a provider's CIW Online account. Full information about this can be found here.</p> <p>Yes, if the setting is closed for any reason you need to notify CIW. Please do this through your CIW Online account using the 'significant events' option. We acknowledge there is currently only a closure notification in relation to COVID 19, and we are working to resolve this.</p>