**Question and answer session from November and December 2020 online stakeholder events**

**Information provided by:**

* **Care Inspectorate Wales**
* **Welsh Government childcare and play policy**

**Questions about childcare and play provision**

* Does CIW need to be notified through the online service if we have new temporary supply staff that are covering staff illness?

Yes you do need to notify CIW of any change of staff at your service.

* My DBS check is now due. I have a continuous update service number. Can I just send this to you by email or do we still need full DBS done?

You can use the DBS Update Service but please contact CIW for support with this.

* Do we need to complete the new SASS before we have our routine inspection?

The requirement for completing the Self Assessment of Service Statement (SASS) is separate from your inspection. You will be contacted in 2021 regarding the SASS.Your inspection could be before or after this.

* Are there any plans to carry on the relaxation of the NMS beyond 31 December 2020?

The original relaxations of NMS came to an end on 31 December. Subsequently, Welsh Government announced a new period of relaxation of the NMS until June 2021. Please [follow the link](https://content.govdelivery.com/accounts/UKWALES_CSSIW_INT/bulletins/2b75b4b) below for more information.

* With the ratios you have said if there is one child in the setting you have allowed for there to be just one member of staff. Does this still stand till end of December and does it stand in after-school clubs in a school setting?

The NMS relaxations were reintroduced in January 2021 and are subject to the agreement of the local authority, and will depend on specific circumstances of the setting.

* What do we do as there is limited access to paediatric first aid courses?

We are aware there are some courses available which include 1 day online and 1 day practical but that spaces are limited due to social distancing. Where you need to renew your first aid certificate and you cannot access a practical course, then in the first instance, you can undertake an online course to update your knowledge but then access a suitable practical course at the earliest possible opportunity.

* COVID-19 has meant an increase in costs of resources. Will the hourly rate of £4.50 per hour for the Childcare Offer be reviewed and increased?

Funding that Welsh Government is providing to local authorities is to help support settings to meet increased costs e.g. around PPE, increased heating, and protective measures.

* We are based in a portacabin on school premises. We adhere to the 2 metre distance when parents collect their children from our out of school club and parents are not permitted to enter our building. Do they need to wear face coverings when collecting their children?

The face coverings section of the Childcare Protective Measures Guidance includes that where a childcare setting is located on a school site, you should ensure that you understand and abide by the school's policies and you may wish to consult the school's operational guidance.

* What is a monitoring call?

As part of CIW's approach to assurance, we are undertaking monitoring calls where we are telephoning regulated settings to seek assurance about the quality and safety of services.

* How do we go about getting a PIC DBS check completed over the coming months?

CIW do not undertake DBS identification checks for PICs. These are be carried out by a third party provider.

* Are the NMS being reviewed and, if so, when?

The NMS were reviewed last year and the report published on the [Welsh Government website](https://gov.wales/sites/default/files/publications/2019-08/review-of-the-national-minimum-standards-for-regulated-childcare.pdf#:~:text=Review%20of%20the%20National%20Minimum%20Standards%20%28NMS%29%20for,is%20governed%20by%20the%20National%20Minimum%20Sta).

* If a member of school staff tests positive and all nursery children have to self isolate, do we have to let you know that we have closed our wraparound service?

You are required to notify CIW when a service is closed including any change of hours where childcare is provided.

* Our setting closed before we could have the opportunity to share parenting questionnaires for parents. So what do we need to put down on our SASS form as we have no evidence?

We will give you plenty of notice before the next SASS is introduced - so you will have time to re-submit the questionnaires.

* Does CIW Online now allow the RI to nominate a key officer to be able to input information on behalf of the RI?

Work is underway on CIW Online to enable 'assistants' to be able to submit information on behalf of the provider. Please continue to check our website for the latest news.

* We have changed our hours of operation from full day care to sessional due to lack of demand. Do we need to notify CIW?

You are required to notify CIW when a service is closed including any change of hours where childcare is provided.

**Questions about provision by childminders**

* I have not yet had a monitoring call. Will I get one?

We are working through the monitoring calls and intend to speak to all settings. Please notify CIW if your contact details have changed.

* How long after a monitoring call until we'll be inspected?

 This will depend on CIW’s priorities, we are aiming to undertake a mix of virtual and on-site inspections.

* I haven't had my scheduled inspection. When will I have one?

Wales has now moved into level 4 restrictions and we are currently only physically inspecting where we have significant concerns about the safety and wellbeing of children using services. We are reviewing this position each week. In the future we will need to consider how we use our intelligence on settings, such as notifications and ratings to help us determine who requires an inspection and when. We are continuing our monitoring calls with services - please notify CIW if your contact details have changed.

* When will the SASS be undertaken? Will it be in the holiday period?

We are aiming to undertake the SASS in June/July 2021 and will do our best to avoid the holiday period.

* In terms of any potential vaccine roll out, will childminders be considered as social care workers? I'm concerned as we will continue to invite outsiders into our home.

Please read the [statement on vaccine deployment](https://gov.wales/written-statement-covid-19-vaccine-deployment-wales-1).

* What was the name of the grant that has just come out?

The funding has been provided to local authorities as part of their Children and Communities Grant. If you contact your local authority childcare lead they will be able to provide you with more information as to how you can apply for support.

* What is the Welsh Government digital project and how will it support childminders?

The digital project is the new digital service that Welsh Government is developing to support and deliver the Childcare Offer for Wales. It will include an online claims portal for childminders and all parents will apply online.

* What financial support is available for childcare providers?

Childcare Offer funding can continue to be paid based on booked hours in some circumstances where Covid-19 is causing disruption to childcare services. Your local authority may also be able to provide some funding to help with additional costs or loss in income which you are facing as a result of Covid-19. You should contact your local authority and discuss this with them. Details of the full range of support for businesses can be found [here](https://businesswales.gov.wales/coronavirus-advice/).

* How do virtual inspections affect us carrying on caring for children?

The inspector would contact you to agree a suitable time. The virtual aspect is often about collecting information and talking to staff as well as the Registered Person. We will do our best to ensure that our virtual contact with you does not impinge on your ability to work with children.