



Supporting improvement in childcare and play settings

Quality meeting guidance for providers

Background

In 2023 we piloted a new way of working with childcare and play providers. This new way of working involved the introduction of 'quality meetings' (known as improvement meetings during the pilot) between inspections. These meetings gave providers the opportunity to update us about any improvements they had made since the last inspection and to let us know about any plans they had for improvement.

The **evaluation** of the pilot was very positive, and as a result, we decided to introduce this new way of working across all registered childcare and play settings.

We expect all providers to have their own effective quality assurance systems which focus on continually monitoring, reviewing, and improving the experiences of children in their care. This new way of working is designed to complement this work.

You can find out more about our inspection approach **here**.



What is a quality meeting?

A quality meeting takes place in between your normal inspections and provides a great opportunity for us to get together and talk about any improvements you have made since your last inspection.

As well as sharing with us how you have responded to any areas for improvement or recommendations, we encourage you to share with us any areas **you** have identified as needing some work and what actions you have taken.

We will also signpost you to useful tools and resources that can help you with your improvements.

Quality meetings usually take place virtually but if this isn't possible we can talk over the phone or meet in your nearest Welsh Government office. We will contact you to arrange a mutually convenient time and date for the quality meeting.



Which settings will have a quality meeting?

The majority of settings will be eligible for a quality meeting.

Settings which have four ratings of excellent will not usually need a quality meeting so you won't hear from us until your next scheduled full inspection. However, if we receive information which indicates a potential decline in quality, we may schedule a quality meeting and/or an earlier inspection, depending on the nature of the information we receive.

If your setting has at least one rating of poor, and/or an open priority action notice, we will continue to follow the **securing improvement and enforcement pathway** and you will be scheduled for a priority inspection. If this inspection finds you have made sufficient improvements to close the priority action notice/s and improve the rating of poor, your setting will then be eligible for a quality meeting before your next scheduled inspection.

Preparing for your quality meeting?

Before the meeting have a think about:

- Your latest inspection report and any improvements you have made in relation to this.
- Your latest quality of care report and any improvements you have made as a result.
- Improvements you have made as a result of any concerns we have asked you to investigate.
- Other improvements you have made since your last inspection.
- Any notifications you've given us that you might want to talk in more detail about.
- Future improvements you have planned.

You don't have to submit any documentation before the meeting but you are welcome to do so if you feel this would be helpful.

If you want to send us any documentation or discuss any other topics please email these to us at ciw@gov.wales at least three working days before we meet. It is unlikely we will have time to consider any information received later than this.



What happens after the quality meeting?

Following the meeting, we will send you a summary of the discussion. Unlike your inspection reports, this will not be published.

If we are not confident you are committed to making ongoing improvements, additional regulatory activity will be scheduled. This will usually mean your next scheduled inspection will take place sooner than originally planned.

In most cases, we expect to be assured that you have effective methods in place for continuously monitoring, reviewing, and improving your setting.



You can find out more about our inspection approach [here](#)