

## **“Care Inspectorate Inspection Process and Experience – Survey Results” March 2024**

### **1. Introduction**

This survey was undertaken to better understand childcare providers’ (Early Learning and childcare (ELC), School Age Childcare (SAC) and childminders) experiences and perceptions of Care Inspectorate inspections. The questions were developed in partnership with other national childcare representative organisations: Care and Learning Alliance (CALA), Early Years Scotland, and National Day Nurseries Association (NDNA) Scotland which also conducted the survey in its entirety. Scottish Childminding Association (SCMA) conducted a partial survey, as they had previously undertaken a similar survey with their membership.

### **2. Methodology**

The survey was open to responses for the whole month of November 2023 and was hosted for SOSCN members on freeonlinesurveys.com. The survey consisted of 57 questions which had a mixture of single or multi-choice, and free text responses. The survey was widely promoted through SOSCN’s website, membership e-newsletters, in-person events and social media channels.

Analysis of the results was undertaken and completed in January and February 2024.

### **3. Overview of Results**

216 responses were received by the survey deadline, however, after removing incomplete responses, only 109 contained sufficient information to be included in the analysis.

Of the 109 responses, 71 were from main-service SAC services, 15 were from childcare services providing both SAC and ELC (12 nurseries, 2 childminders and 1 playgroup), and 23 were from ELC-only services (all nurseries). The total number of responses from SAC services represents 10.4% of the overall number of SAC services in Scotland, which stands at 682 according to Care Inspectorate most recent statistics. Responses were received from childcare providers based in 25 different local authorities across Scotland.

The results discussion in this report focuses solely on the 71 main-service SAC services’ responses. However, the responses from SAC and ELC, and ELC-only services have been analysed and the results can be found in two appendices at the end of the report.

The discussion does not cover all the results due to the large number of questions, however the complete analysis of all the questions can be found in the “School Age Childcare Results Section” of the report. In that section, the SAC results tables for each question contain the number of responses as well as a %. It should be noted however, as there are only 71 responses, the % are only illustrative. The SAC tables also include the “all sectors” number of responses and %- these are the top-level total results from all 109 responses.

### **4. School Age Childcare Results Discussion- Main Points**

Whilst this discussion provides an overview of the main findings, it is recommended that the SAC results section is read in full as this also contains detailed written comments from services, providing additional information to what is found below.

#### **4.1 Inspections**

51% of services had been inspected in the 12 months prior to November 2023; 15% in the previous two years; 10% in the previous three years, and 22% had not been inspected for over three years. 96% of these inspections were unannounced.

70% of services had one inspector conduct the inspection; 28% had two inspectors, and 1% had more than three. 39% said the inspector(s) had previously visited the service and 56% said they hadn’t. 72% of services said the inspector(s) had a good level of prior understanding and knowledge about the service; 22% said the inspector(s) didn’t, and 6% didn’t know.

## 4.2 Requirements and recommendations

20% of services had requirements following the inspection which included things like “personal planning”; “quality assurance”; “safer recruitment”, and “staff deployment.” Although one service highlighted they dropped a quality grade, they appreciated the inspector’s input whilst another said they were always compared to nurseries.

44% of services had recommendations following the inspection, which in addition to those included in requirements, also covered “support strategies for children with ASN”; “choices of play”, and “creative use of space”. Some services said recommendations were fair, whilst others disagreed.

## 4.3 Gradings

All three services which had been previously graded “weak” at their “one-before-last-inspection” received an improved grade at their most recent inspection – they were all awarded “adequate” grades.

Of those services which had previously been graded as “adequate” at their “one-before-last-inspection” most received an improved grade at the most recent inspection – 1 (1%) service remained “adequate”, 5 (7%) were now “good” and 2 (3%) were now “very good”.

Of those services which had previously been graded as “good” there was a mixture of decline, staying the same and improvement. 2 (3%) services were now “weak”, 5 (7%) services were now “adequate”, 14 (20%) remained “good” and 7 (10%) were now “very good”.

Of those services which had previously been graded as “very good” there was a small decline in quality, whilst most stayed the same: 3 (4%) services were now “good” and 12 (17%) remained “very good”.

Of those services which had previously been graded as “excellent” all showed a decline in quality. 1 (1%) was now graded as “weak”, 1 (1%) was now graded as “good”, 3 (4%) were now graded as “very good”. The service which was graded “weak” highlighted that their most recent inspection was during the COVID-19 pandemic where they were unwilling/unable to make changes in line with pandemic guidance, and therefore felt that this grading was an inaccurate representation of the overall service.

In terms of any changes in grading between most recent and “one-before-last” inspections, 35 (49%) said they understood why they received different grades, 7 (10%) said they didn’t and 3 (4%) said they didn’t know. For those who didn’t understand, there were some disagreements about inspectors’ perspectives and findings (please see comments in the SAC results section).

## 4.4 Inspection Process

61 (86%) services said the inspector(s) introduced themselves in a friendly manner and showed identification, 2 (3%) said they didn’t.

58 (82%) services said the inspector(s) explained how they would carry out the inspection process; 3 (4%) said they didn’t, and 2 (3%) didn’t know.

61 (86%) services said the inspector(s) spoke to staff as well as management, and 2 (3%) said they didn’t. 63 (89%) services said the inspector(s) spoke to children and young people, and 1 (1%) said they didn’t. 43 (61%) services said the inspector(s) spoke to parents and carers, 18 (25%) didn’t, and 2 (3%) said they didn’t know.

64 (90%) services said the inspector(s) asked to see paperwork.

In terms of time spent by the inspector(s) observing practice and looking at paperwork, 24 (34%) said it was about the same for each, 16 (23%) said more time was spent observing practice and talking to people, 22 (31%) said more time was spent looking at paperwork, and 2 (3%) didn’t know.

In terms of how long the inspection took, 9 (13%) services said half a day; 9 (13%) said 1 day; 13 (24%) said 1.5 days; 28 (39%) said 2 days, and 1 (1%) said more than 2 days.

49 (69%) services said the inspector(s) respected the service opening hours i.e. didn't extend the inspection beyond opening hours, 11 (15%) said they didn't, and 1 (1%) said they didn't know.

18 (25%) services said the inspector(s) made verbal comments in the inspection which were not included in the report; 33 (46%) said they didn't, and 12 (17%) said they didn't know. Of those who said the inspector made verbal comments, this was both seen positively and negatively- some services said the inspector's comments were helpful, supportive and positive; whilst others said the comments were confusing or negative.

27 (38%) services said the inspector(s) made comments which were not appropriate for the service, 33 (46%) said they didn't, and 3 (4%) said they didn't know. Of those who said the comments were not appropriate, the following were the most commonly highlighted reasons: suggestions were more appropriate for ELC/nursery than SAC; asking about learning journeys but not asking about play, and a lack of appreciation of what's possible in shared premises.

In terms of additional comments, some services highlighted the positive and supportive relationships that they have with their inspector.

#### **4.5 Overall experience of being inspected and stress levels**

21 (30%) services found the inspection to be very positive; 22 (31%) found it to be mostly positive; 14 (20%) were neutral; 6 (8%) found it mostly negative, and 1 (1%) found it all negative.

12 (17%) services found it to be not at all stressful; 28 (39%) found it to be slightly stressful; 11 (15%) found it to be stressful and 13 (18%) found it to be very stressful.

Of those who found it "not at all stressful", 7 (10%) services found the overall inspection to be very positive; 3 (4%) found it mostly positive, and 2 (3%) were neutral. Of those who found it "very stressful", 1 (1%) service found the inspection to be very positive; 4 (6%) found it mostly positive; 4 (6%) were neutral; 3 (4%) found it mostly negative, and 1 (1%) found it all negative.

#### **4.6 Communication**

38 (54%) services said they felt they were given the opportunity to "show the service at its best", 10 (14%) said they weren't; 15 (21%) said they were able to do so only partially, and 1 (1%) said they didn't know.

44 (62%) services said they were shown professional respect by the inspector; 3 (4%) said they weren't, and 16 (23%) said only partially.

31 (44%) services said they felt confident about asking questions of, or challenging an inspector; 10 (14%) said they weren't confident, and 22 (31%) said they were partially confident.

39 (55%) services said they were able to have a discussion with the inspector about any issues raised, and were able to put their own point forward; 3 (4%) said they weren't; 18 (25%) said they were able to do so partially, and 1 (1%) said they didn't know.

32 (45%) services said they were listened to and their comments were taken on board; 8 (11%) said they weren't; 22 (31%) said only partially, and 1 (1%) didn't know.

33 (46%) services said their own identified improvements/quality assurance/action plans were taken into account; 9 (13%) said they weren't; 18 (25%) said they were partially, and 3 (4%) didn't know.

17 (24%) services said they challenged an aspect of the draft report before publication; 38 (54%) said they didn't; 4 (6%) said they partially did, and 3 (4%) didn't know.

Of those who didn't challenge, 5 (7%) said they were concerned that this could result in their grade being lowered further; 9 (13%) believed this would have adversely affected their relationship with the inspector(s); 11 (15%) believed this could have adversely affected future inspections, reports, ratings; 1 (1%) believed there was a blockage with an individual inspector and their word would not be accepted against the inspector's or that this would be addressed by the Care Inspectorate, and 1 (1%) did not believe their concerns would be taken seriously.

In response to this last question, some services highlighted that it was a very negative and potentially biased question since there was no option to say "they did not challenge the report as there was nothing in it to challenge" - it was fair and accurate.

### School-age Childcare Results

Please note that the SAC % are not significant due to the total number of responses being less than 100 (71)- they are only included for illustrative purposes. The final column provides the overall total % for all sectors from the 109 responses.

#### 1. Age group

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Babies (under 1)	0	0%	21	19%
1 - 2 years	1	1%	26	27%
3 - 4 years	7	10%	42	39%
Primary	71	100%	86	79%
Early secondary	8	11%	10	9%
Up to 16 years old	5	7%	7	6%

#### 2. Service type

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Nursery	0	0%	23	21%
SAC	71	100	71	65%
Nursery & SAC	0	0%	12	11%
Childminder	0	0%	2	2%
Playgroup	0	0%	1	1%

#### 3. Additional Information

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
ELC Funded	3	4%	38	35%
<i>Specialist service for children with ASN/disabilities/complex needs</i>	0	0%	1	1%
Outdoor nursery	0	0%	3	3%

#### 4. In which local authority is your service based?

	Sector number	Sector %	All sectors- total numbers	All sectors - total %
Aberdeen	4	6%	7	6%
Aberdeenshire	4	6%	5	5%
Angus	1	1%	1	1%
Argyll & Bute	1	1%	1	1%
Clackmannanshire	1	1%	1	1%
Dumfries and Galloway	0	0%	2	2%
Dundee	1	1%	3	3%
East Dunbartonshire	2	3%	4	4%
East Lothian	2	3%	2	2%
East Renfrewshire	1	1%	2	2%
Edinburgh	10	14%	12	11%
Falkirk	2	3%	2	2%
Fife	4	6%	4	4%
Glasgow	7	10%	8	7%
Highland	1	1%	7	6%
Midlothian	1	1%	2	2%

North Ayrshire	1	1%	1	1%
North Lanarkshire	5	7%	9	8%
Perth & Kinross	1	1%	3	3%
Renfrewshire	6	8%	9	8%
Shetland	4	6%	4	4%
South Ayrshire	3	4%	4	4%
South Lanarkshire	4	6%	6	6%
Stirling	1	1%	3	3%
West Lothian	4	6%	5	5%

**5. When were you most recently inspected?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Past 12 months (year)	36	51%	54	50%
13 -24 months (2 years)	11	15%	19	17%
25 - 36 months (3 years)	7	10%	12	11%
More than 36 months ago (more than 3 years ago)	16	22%	22	20%
Unknown	1	1%	2	2%

**6. What kind of inspection was it?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Announced	3	4%	3	3%
Unannounced	68	96%	102	94%
Unknown	0	0%	4	4%

**7. Had the inspector previously inspected the service**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	28	39%	45	41%
No	40	56%	58	53%
Don't know	3	4%	5	5%
Unknown	0	0%	1	1%

**8. How many inspectors attended the inspection?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
One	50	70%	62	57%
Two	20	28%	44	40%
Three	0	0%	1	1%
More than three	1	1%	1	1%
Don't know	0	0%	0	0%
Unknown	0	0%	1	1%

**9. Were any of the inspectors undertaking the visit being Quality Assured or on probation themselves?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	1	1%	4	4%
No	44	62%	65	60%
Don't know	26	37%	39	36%
Unknown	0	0%	1	1%

**10. Did the inspector show a good level of prior understanding and knowledge about your service?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	51	72%	76	70%
No	16	22%	22	20%
Don't know	4	6%	8	7%
Unknown	0	0%	3	3%

**11. What overall grade was the service awarded on the published report?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Unsatisfactory	0	0%	0	0%
Weak	3	4%	8	7%
Adequate	8	11%	17	16%
Good	30	42%	42	39%
Very good	28	39%	36	33%
Excellent	0	0%	1	1%
Unknown	2	3%	5	5%

**12. Does the report contain any requirements?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	14	20%	23	21%
No	55	77%	82	75%
Don't know	0	0%	0	0%
Unknown	2	3%	4	4%

**13. If you wish to, please provide further information about any requirements (selection of comments):**

- *“Personal plans as working documents for every child attending all of our services; Quality Assurance processes.”*
- *“Safer recruitment, staff deployment.”*
- *“The inspection officer was my previous development officer so she knew my service and myself prior to coming to inspect. As I knew her, and her background, I knew she would be thorough but fair. This made the visit less intimidating and, as this was prior to Covid-19, as previous inspections, was not an unpleasant experience. We lost a level, but always striving to improve.”*
- *“We are always compared to nursery.”*

#### 14. Does the report contain any recommendations?

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	31	44%	52	48%
No	35	49%	47	43%
Don't know	0	0%	0	0%
Unknown	5	7%	10	9%

#### 15. If you wish to, please provide further information about any recommendations (selection of comments):

- *"Improve current quality assurance processes to ensure the recording systems in place are used effectively to support the work of the service."*
- *"Improvements recommended in training and deployment of staff, support strategies for children with ASN, choices of play, creative use of the space and quality assurance reporting."*
- *"Two recommendations noted in report, both actioned and remedied during the course of the inspection."*

#### 16. If you have recommendations, do you understand why and do you agree with them?

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	23	32%	35	32%
No	9	13%	14	13%
Don't know	1	1%	6	6%
N/A	38	54%	54	50%

#### 17. If you wish to, please provide further information (selection of comments):

- *"Areas for improvement were fair."*
- *"One recommendation was agreed with, the other was challenged as it was not expected to be contained within the report - however CI inspector apologised for this as she should have contacted us about it - it was included in the report following a discussion with her manager around it. That said, it wasn't a recommendation that was difficult to put in place, and so we have done as asked now anyway."*
- *"I tried to point out various anomalies in their report in my feedback (10 pages) but they ignored it. For instance, they said we had to implement enhanced hand hygiene but I argued that washing hands on arriving at the setting, before and after eating snack and as always, when they visit the toilet were enough. They wanted hand sanitiser which I argued was not good for children's hands. I actually think that sometimes it is better to say nothing and they won't mark you down so much - they don't like being contradicted but I can't say nothing if I feel they are in the wrong."*
- *"I had an inspection just after moving location. It was a different officer from my last in inspection; the new premises were much better than my last as I had my own room but she graded me lower than my last inspection, and my last inspector wasn't happy with the traffic coming through the old building. She commented on my toys and equipment. I explained I'm a small business and after the pandemic I lost a good few families so financially I was struggling."*

#### 18. What was the service's overall grade before the most recent inspection?

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Not applicable- this was our first inspection	6	8%	9	8%
Unsatisfactory	0	0%	0	0%
Weak	3	4%	3	3%
Adequate	8	11%	20	18%
Good	28	39%	37	34%
Very good	15	21%	22	20%



Excellent	5	7%	6	6%
Don't know	1	1%	2	2%
Unknown	5	7%	10	9%

#### Previously 'weak grade'

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %	
Now unsatisfactory	0	0%	0	0%	
Still weak	0	0%	0	0%	
Now adequate	3	4%	3	3%	Improvement
Now good	0	0%	0	0%	
Now very good	0	0%	0	0%	
Now excellent	0	0%	0	0%	
Unknown	0	0%	0	0%	

#### Previously 'adequate grade'

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %	
Now unsatisfactory	0	0%	0	0%	
Now weak	0	0%	2	2%	Decline
Still adequate	1	1%	7	6%	No change
Now good	5	7%	9	8%	Improvement
Now very good	2	3%	2	2%	Improvement
Now excellent	0	0%	0	0%	
Unknown	0	0%	0	0%	

#### Previously 'good grade'

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %	
Now unsatisfactory	0	0%	0	0%	
Now weak	2	3%	3	3%	Decline
Now adequate	5	7%	7	6%	Decline
Now good	14	20%	17	16%	No change
Still very good	7	10%	9	8%	Improvement
Now excellent	0	0%	0	0%	
Unknown	0	0%	0	0%	

#### Previously 'very good grade'

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %	
Now unsatisfactory	0	0%	0	0%	
Now weak	0	0%	1	1%	
Now adequate	0	0%	0	0%	
Now good	3	4%	6	5%	Decline
Still very good	12	17%	15	14%	No change
Now excellent	0	0%	0	0%	
Unknown	0	0%	0	0%	

### Previously 'excellent grade'

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %	
Now unsatisfactory	0	0%	0	0%	
Now weak	1	1%	1	1%	Decline
Now adequate	0	0%	0	0%	
Now good	1	1%	1	1%	Decline
Now very good	3	4%	3	3%	Decline
Still excellent	0	0%	1	1%	No change
Unknown	0	0%	0	0%	

### 19. If you received different grades (higher or lower) for the most recent and previous inspections, do you understand why?

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	35	49%	52	48%
No	7	10%	16	15%
Don't know	3	4%	7	6%
Unknown	26	37%	34	31%

### 20. If you wish to, please provide further information (selected comments):

- *"I felt that the most recent inspection was a bit more rushed and that there was a fault-finding mission. One of the recommendations was around equal opportunities, this was because we had individual boys' and girls' flower troughs. The children had decided to have boys v girls planting competition. We did ask that the inspector to look around the service and see the evidence of equal opportunities in all the other areas but her mind was set."*
- *"I was initially disappointed to be down-graded as felt the points downgraded for were minor in relation to paperwork, but in time accepted these as I know she was fair and came to see them as areas for improvement."*
- *"The lower grade now covers issues relating to self-evaluation which is an area I feel I have little confidence in doing and little experience or training in so explains the lower grade."*
- *"Whilst I understand why this was allocated, I feel that even though as a Manager I could highlight what we are now working on, I feel we have been penalised for this. You are asked in one inspection to put something in place then in the next they want something else. No consistency and no thought to how long you are actually delivering childcare and caring for children or as most school childcare services are based in schools and have no flexibility whilst we deliver the service. We were also penalised for not being included in interagency meetings but again this is out with our control."*
- *"We were previously inspected under the COVID specific framework and had worked hard to improve areas mainly related to children's health and safety. The most recent was under the new quality framework, so she looked at different areas such as choice of play and the look of the school spaces we use, which had been restricted during COVID (e.g. bubble groupings/no soft furnishings etc). It was very disappointing but we understand the reasons and have worked hard since to improve in the areas highlighted."*

### 21. Following on from question 19, do you agree with this?

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	26	37%	34	31%
No	14	31%	24	22%
Don't know	5	9%	9	8%
Unknown	26	37%	42	39%

**22. If you wish to, please provide further information (selection of comments):**

- *“We were compared a lot to a nursery in our report. Information written in the report was a lot of opinions and not factual, for example – “children in p4-p7 area did not wash their hands after snack”, the inspector would not have known that as she was in one of our designated rooms and the children have to walk through another room to go to the toilet to wash hands so she would not have seen this. They had also mentioned about independence to have snack, but then can’t give the children independence to go to the toilet on their own or put something in their bags, but they are allowed to walk freely in school during the school day.”*
- *“We are being inspected by a range of generic quality indicators that quite frankly are set out for ELC.”*
- *“It was painful at the time but based on the new framework there were areas that certainly could be better, so I probably agree.”*

**23. Did the inspector introduce themselves in a friendly manner and show identification?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	61	86%	91	83%
No	2	3%	4	4%
Don't know	0	0%	0	0%
Unknown	8	11%	14	13%

**24. Did the inspector explain the process of how they would carry out the inspection?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	58	82%	85	78%
No	3	4%	6	6%
Don't know	2	3%	3	3%
Unknown	8	11%	15	14%

**25. Did the inspector talk to staff as well as management?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	61	86%	92	84%
No	2	3%	3	3%
Don't know	0	0%	0	0%
Unknown	8	11%	14	13%

**26. Did the inspector talk to children and young people?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	63	89%	94	86%
No	1	1%	2	2%
Don't know	0	0%	0	0%
Unknown	7	10%	13	12%

**27. Did the inspector talk to parents and carers?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	43	61%	68	62%
No	18	25%	23	21%
Don't know	2	3%	3	3%
Unknown	8	11%	15	14%

**28. Did the inspector ask to see paperwork?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	64	90%	95	87%
No	0	0%	1	1%
Don't know	0	0%	0	0%
Unknown	7	10%	13	12%

**29. Did the inspector spend more time observing practice and talking to people or looking at paperwork?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
About the same length of time for each	24	34%	33	30%
More time observing practice and talking to people	16	23%	31	28%
More time looking at paperwork	22	31%	28	26%
Don't know	2	3%	4	4%
Unknown	7	10%	13	12%

**30. How long did the inspector spend in the service?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
0.5 day	9	13%	11	10%
Full day (afternoon for SAC term-time/ all-day for SAC holiday-time)	0	0%	6	6%
1 day	9	13%	9	8%
1.5 days	17	24%	24	22%
2 days	28	39%	42	39%
More than 2 days	1	1%	4	4%
Unknown	7	10%	13	12%

**31. Did the inspector make any verbal comments during the inspection which did not appear in the written report?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	18	25%	35	32%
No	33	46%	43	39%
Don't know	12	17%	16	15%
Unknown	8	11%	15	14%

**32. If you answered 'yes' to the previous question, what were the comments and how did this make you feel?**

- "From what I remember it was just some pointers and ideas to help, this I appreciated."
- "Just general conversation about some nice strengths and also some suggestions for improvement. Minor things that were not significant to report on."

- *“Many a comment made but not followed up, then by inspectors going into a corner and whispering. This makes all feel very uncomfortable.”*
- *“The inspector said that staff were over friendly but did not elaborate on this and it wasn’t in the report. Has made us all query who it was and what we had done to be overfriendly and also don’t know in what way they meant it.”*
- *“On the feedback call there were things mentioned that we discussed at the time of inspection but don’t think they were written in the report or said we discussed this at the time. Also comments made during inspection were never taken further (e.g we had a couple of packets of biscuits in the snack box so said just to remember healthy eating) but that was OK as it wasn’t a ‘major’ issue.”*
- *“Positive and constructive. All feedback welcomed and will be addressed.”*
- *“She spoke to me as manager at great length during the Inspection so not all of that went into the report. The spirit of what she said was consistent with the report however.”*
- *“The inspector gave some suggestions around resources and a few different things for children but they were all Early Years based and not really suitable for school age children. She also spent 2 full afternoons and then on the morning of feedback, arrived 2 hrs early and chatted about some paperwork and requested a couple more pieces of paperwork, before finalising her feedback.”*
- *“They were positive comments but they told me they are limited by word count on the narrative of a report and so much of it was not included which is a shame as we work hard and would like to have had these comments visible in the public domain.”*

**33. Did the inspector respect the service opening hours, ie. didn’t extend the inspection beyond closing time?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	49	69%	76	70%
<b>No</b>	11	15%	16	15%
<b>Don’t know</b>	1	1%	1	1%
<b>Unknown</b>	10	14%	16	15%

**34. Did the inspector make any suggestions which you believe were not appropriate for your service? Ie. things which were not relevant to your service due to the age of children, or kind of premises etc. For example, making suggestions about practice which relates only to ELC, yet you provide a school age childcare service.**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	27	38%	34	31%
<b>No</b>	33	46%	56	51%
<b>Don’t know</b>	3	4%	5	5%
<b>Unknown</b>	8	11%	14	13%

**35. If you answered ‘Yes’ to the previous question, can you please provide further information (selected comments):**

- *“Lots of comments were made about the documentation of learning that the children achieve, rather than the play experiences offered.”*
- *“Grading us on learning and asking about the learning outcomes. We are out of school care focusing on play.”*
- *“I believe that all inspections are based on ELC and are not sector specific, unless the inspector has specific experience/knowledge of the sector and understands the barriers we have in relation to premises, access etc.”*
- *“Some expectations regarding areas used and storage were unrealistic due to the school premises that we use. Some recommendations given are not possible due to us using a school premises and having to set up/clear the room for every breakfast club and after school session. Some expectations were tailored more toward education/the curriculum and were not based on play experiences. Some suggestions also feel a bit far out and impossible for us to carry out i.e. they*

*were expecting us to have paperwork in place from teachers of children who don't normally attend our club. As much as we do try for this, teachers who do not know us/know our service are reluctant to give us anything. A comment was that we should be ensuring we get this information. Some children only attended one session."*

- *"The inspector did not seem to have an understanding of school aged childcare services, operating within a school and several things that she said related to early years, as in nursery settings. It is difficult to pin point any one specific comment but the general impression was that the inspector had not inspected a school aged childcare setting before."*
- *"They mentioned that we should be following the curriculum for excellence and raising the ambition with our children. That we should be teaching them French at snack times."*
- *"Yes, in a few areas we felt that she was more used to an ELC or a smaller setting with its own premises."*
- *"She was very keen that we provide a rolling snack and that the children are encouraged to serve themselves in a "family" style. We felt this was very much relating to a smaller service and probably an ELC. The numbers of children, the space we have, the timing of their arrival and our budget for food mean that we just can't serve food exactly as she would like. She also made comments about the lack of "homeliness" or displays of work etc and as we are in a shared space in the school we are not allowed to display work and it is very difficult to make it cosy. We have made some improvements but there is a real ceiling to what we can do in our space."*

**36. Is there any additional information, you wish to provide about any, or all, of the above questions? (Selected comments)**

- *"Our inspector was lovely. I feel we have developed a relationship now and can approach her with any questions."*
- *"Our Care Inspectorate officer was always polite and friendly and supportive."*
- *"Again, I feel it would be more beneficial if inspections were more focussed on children's health wellbeing and feature more play elements."*
- *"Framework used by inspector is still too younger/ELC heavy."*

**37. Overall, how did you find the inspection?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Very positive</b>	21	30%	35	32%
<b>Mostly positive</b>	22	31%	32	29%
<b>Neutral</b>	14	20%	19	17%
<b>Mostly negative</b>	6	8%	8	7%
<b>All negative</b>	1	1%	1	1%
<b>Unknown</b>	7	10%	14	13%

**38. Overall, how stressful did you find the inspection?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Not at all</b>	12	17%	16	15%
<b>Slightly stressful</b>	28	39%	40	37%
<b>Stressful</b>	11	15%	14	13%
<b>Very Stressful</b>	13	18%	25	23%
<b>Unknown</b>	7	10%	14	13%

**“Not at all stressful” experience related to overall inspection**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Very positive	7	10%	11	10%
Mostly positive	3	4%	3	3%
Neutral	2	3%	2	2%
Mostly negative	0	0%	0	0%
All negative	0	0%	0	0%
Unknown	0	0%	0	0%

**“Slightly stressful” experience related to overall inspection**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Very positive	11	15%	19	17%
Mostly positive	11	15%	12	11%
Neutral	5	7%	5	5%
Mostly negative	1	1%	4	4%
All negative	0	0%	0	0%
Unknown	0	0%	0	0%

**“Stressful” experience related to overall inspection**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Very positive	2	3%	3	3%
Mostly positive	6	8%	7	6%
Neutral	3	4%	4	4%
Mostly negative	0	0%	0	0%
All negative	0	0%	0	0%
Unknown	0	0%	0	0%

**“Very stressful” related to overall inspection**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Very positive	1	1%	2	2%
Mostly positive	4	6%	4	4%
Neutral	4	6%	8	7%
Mostly negative	3	4%	8	7%
All negative	1	1%	2	2%
Unknown	0	0%	1	1%

**39. Do you feel like you were given the opportunity to ‘show the service at its best’?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	38	54%	53	49%
No	10	14%	19	17%
Partially	15	21%	22	20%
Don't know	1	1%	1	1%
Unknown	7	10%	14	13%

**40. Do you feel like you were shown professional respect by the inspector?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	44	62%	64	59%
No	3	4%	16	15%
Partially	16	23%	22	20%
Don't know	0	0%	0	0%
Unknown	8	11%	17	16%

**41. Did the inspector provide useful suggestions (with links to further information or resources) for improving the service?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	38	54%	56	51%
No	10	14%	15	14%
Partially	15	21%	22	20%
Don't know	1	1%	1	1%
Unknown	7	10%	15	14%

**42. In your opinion, is there anything you think the inspector could have done differently?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	17	24%	30	28%
No	30	42%	44	40%
Partially	13	4%	13	12%
Don't know	3	18%	6	6%
Unknown	8	11%	16	15%

**43. If you answered 'yes' to the previous question, what would this be?**

- *"Children's planning in ASC needs to have examples as these children are graded all day they don't come to club for us to do the same. This needs to be looked at national level as children are not interested- they just want to play."*
- *"Could have listened to me explaining that we are a play setting and not an education setting."*
- *"She could have suggested templates for us to follow instead of being generic. Having templates would allow services like ours to be systemic and would further enable all services to flourish. Our working hours are not full time."*
- *"The inspector could have listened to our answers to questions asked by the inspector rather than walking away whilst staff were talking."*
- *"The inspector should have acknowledged the impact of COVID on all services."*
- *"It would have been better if the inspector had not constantly said 'this is the last thing you needed after your holiday'."*
- *"If the overall attitude of the inspector was not dismissive and negative."*
- *"If the inspector had a more positive outlook and was friendly and approachable and able to listen."*



**44. On reflection, do you think there is anything you could have done differently?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	8	11%	13	12%
No	36	51%	52	47%
Partially	15	21%	19	17%
Don't know	1	1%	3	3%
Unknown	11	15%	22	20%

**45. If you answered 'yes' to the previous question, what would this be?**

- *“This was our first inspection in almost 5 years so I didn't really know what to expect. I would have more things to show what we do regularly like pictures from children, folders to hand so it was more organised - I felt like a headless chicken running around trying to find things in different folders!”*
- *“I totally understand why inspections can be unannounced, but if I the knowledge of it taking place that day/week, then I could have made sure my nerves were ready for it. I work at our primary school as well as manage our after school club, and on that particular day I got held up at school and then caught wind of the inspector arriving at the setting, which then made me panic as I was late for the club and extremely stressed to begin with as I felt this wouldn't reflect well. As it turned out, our inspector was familiar with my other job and was actually very understanding.”*

**46. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- *“We had the feeling that there was no changing their minds. When we got the feedback it was at 5pm at night and lasted until 745pm past our times instead of coming back the next day. When they mentioned some things that they had seen, and we mentioned something back, for example she said the room was too hot, we said we check the thermostat before we go in and it is in the relevant range for a room, they just made a hmmm response. Every time we answered that is the response we got. They mentioned the room not being homely, we also mentioned that it had just had rewiring work carried out over the holidays and all paperwork has just been allowed to start getting put back up. It is a general-purpose room we use with the school.”*
- *“Overall our Inspector is usually fair and I am very much in support of the principle of Inspection and regulation in care of children. The changes in framework made us feel like the "goalposts were moved" slightly and some of the areas for improvement felt inappropriate or impossible for our setting but a good number of the recommendations she made have led to real improvements for the wellbeing of children. We are apparently due another Inspection any day so I hope she will see that we've worked hard on the areas she highlighted as far as we can and i really hope we can improve our score.”*
- *As it has been 5 years since my last inspection, hearing the feedback from other service providers, and other changes that have been put upon us /outwith our control, I am worried as I compare the service I had/provided and being cut and changed consistently is causing stress to myself, staff team and constant changes for the children. We are demoralised and believe the foundation for SAC sector foundations should be made good prior to building on them. I am constantly anxious about the CI turning up at the service and just wish they would come to get it over with.*

**47. Do you feel confident about asking questions of, or challenging, an inspector during the inspection?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
Yes	31	44%	47	43%
No	10	14%	16	15%
Partially	22	31%	28	27%
Don't know	0	0%	1	1%
Unknown	8	11%	17	16%

**48. Can you please explain your answer to the above question? (Selected comments)**

- *"Sometimes I am worried that challenging an inspector will affect our grade but other times I feel like I need to stand up for my service to ensure we are graded fairly."*
- *"I will ask an inspector if I don't understand anything and need the Care Inspectorate's help. I will challenge an inspector's comments if I feel that they are being unfair or underhand or dishonest about something."*
- *"Had lots of opportunities to ask questions which I felt was helpful. It was a two-way process."*
- *"I found the inspectors approachable. I asked some questions and they answered and explained reasons why."*
- *"I have no problem with standing up for my service & staff, questioning or challenging the inspector if I don't agree with their opinion."*
- *"It's difficult, it is usually upon reflection that you consider challenging them."*
- *"I am still fairly new to the managerial role, therefore I would prefer to take on board what an inspector is suggesting rather than challenge it. However, if I feel strongly about something, then I would express that, or if I feel that what was being suggested wasn't quite right, then I feel I do have the confidence to justify why we do what we do."*

**49. If you answered 'no' to the previous question, why do you feel unable to do this?**

- *"I have previously queried, as have my committee, and did not even get a response."*
- *"We do not believe that the inspector would listen."*
- *"They don't listen to you."*

**50. Were you able to have a discussion with the inspector about any issues raised during the inspection, and put your own point of view forward?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	39	55%	58	53%
<b>No</b>	3	4%	5	5%
<b>Partially</b>	18	25%	23	21%
<b>Don't know</b>	1	1%	3	3%
<b>Unknown</b>	10	14%	10	9%

**51. Do you feel like you were listened to, and that your comments were taken on board by the inspector?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	32	45%	47	43%
<b>No</b>	8	11%	15	14%
<b>Partially</b>	22	31%	27	25%
<b>Don't know</b>	1	1%	2	2%
<b>Unknown</b>	8	11%	18	17%

**52. Do you feel your own identified improvements /quality assurance / action plans were taken into account?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	33	46%	46	42%
<b>No</b>	9	13%	15	14%
<b>Partially</b>	18	25%	22	20%
<b>Don't know</b>	3	4%	7	6%
<b>Unknown</b>	8	11%	19	17%

**53. Did you challenge any aspect of the draft report before publication?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	17	24%	25	23%
<b>No</b>	38	54%	50	46%
<b>Partially</b>	4	6%	8	7%
<b>Don't know</b>	3	4%	6	6%
<b>Unknown</b>	9	13%	20	18%

**54. If you answered 'no' to the previous question, please indicate which of the following statements influenced your decision not to officially question your report (please tick all that apply):**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>I was concerned that this could result in my grade being lowered further.</b>	5	7%	7	6%
<b>I believed this would have adversely affected my relationship with the inspector(s).</b>	9	13%	11	10%
<b>I believed this could have adversely affected future inspections, reports, ratings.</b>	11	15%	13	12%
<b>I believed there was a blockage with an individual inspector and my word would not be accepted against the inspector's or that this would be addressed by the Care Inspectorate.</b>	1	1%	3	3%
<b>I did not believe my concerns would be taken seriously.</b>	4	6%	5	5%

**55. If you answered yes, to the previous question were your challenges recognised and changed prior to publication?**

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	6	8%	8	7%
<b>No</b>	6	8%	10	9%
<b>Partially</b>	7	10%	13	12%
<b>Don't know</b>	4	6%	5	5%
<b>Unknown</b>	48	68%	73	67%

**56. Are you aware of the Care Inspectorate procedure about making a complaint about the Care Inspectorate?**

(<https://www.careinspectorate.com/index.php/complain-about-the-care-inspectorate>)

	SAC Sector number	SAC Sector %	All sectors- total numbers	All sectors - total %
<b>Yes</b>	48	68%	65	60%
<b>No</b>	11	15%	16	15%
<b>Don't know</b>	2	3%	6	6%
<b>Unknown</b>	10	7%	22	20%

**57. Is there any additional information, you wish to provide about any, or all, of the above questions? (Selection of comments)**

- *“Changes to our report were relating to a wording error that would have impacted the overall feel of the report if read by someone else. I was nervous to email to make the change and put it across as a ‘me issue’ rather than you’ve done something wrong!”*
- *“I didn’t challenge the outcome of the inspection because it was accurate.*
- *“The inspectors were very skilled. There was no need to challenge. It would have been unnecessary.”*
- *“I think it’s important to listen to meaningful advice and support the team to continue progressing.”*
- *“Any service who feels they have everything right are not reflecting meaningfully.”*

## Appendix 1: Services which provide Early Learning and Childcare, and School Age Childcare (but identify as something other than a school age childcare service)

Please note that SAC & ELC % are not significant due to the low total number of responses (15)- they are only included for illustrative purposes. The final column provides the overall total % for all sectors from the 109 responses.

### 1. Age group

	SAC & ELC Sector number	SAC & ELC Sector %
Babies (under 1)	10	66%
1 - 2 years	10	66%
3 - 4 years	13	87%
Primary	15	100%
Early secondary	2	13%
Up o 16 years old	2	13%

### 2. Service type

	SAC & ELC Sector number	SAC & ELC Sector %
Nursery & SAC	12	80%
Childminder	2	13%
Playgroup	1	7%

### 3. Additional Information

	SAC & ELC Sector number	SAC & ELC Sector %
ELC Funded	12	80%
<i>Specialist service for children with ASN/disabilities/complex needs</i>	1	7%
Outdoor nursery	1	7%

### 4. In which local authority is your service based?

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Aberdeen	2	13%	2%
Aberdeenshire	1	7%	1%
Dumfries & Galloway	2	13%	2%
East Dunbartonshire	1	7%	1%
Edinburgh	1	7%	1%
Highland	3	20%	3%
Midlothian	1	7%	1%
North Lanarkshire	2	13%	2%
Renfrewshire	1	7%	1%
South Lanarkshire	1	7%	1%

### 5. When were you most recently inspected?

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall % %
Past 12 months (year)	8	53%	7%
13 -24 months (2 years)	4	27%	4%
25 - 36 months (3 years)	2	13%	2%

<b>More than 36 months ago (more than 3 years ago)</b>	1	7%	1%
<b>Unknown</b>	0	0%	0%

**6. What kind of inspection was it?**

	<b>SAC &amp; ELC Sector number</b>	<b>SAC &amp; ELC sector %</b>	<b>All sectors overall %</b>
<b>Announced</b>	0	0%	0%
<b>Unannounced</b>	12	80%	11%
<b>Unknown</b>	3	20%	3%

**7. Had the inspector previously inspected the service**

	<b>SAC &amp; ELC Sector number</b>	<b>SAC &amp; ELC sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	9	60%	8%
<b>No</b>	6	40%	6%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	0	0%	0%

**8. How many inspectors attended the inspection?**

	<b>SAC &amp; ELC Sector number</b>	<b>SAC &amp; ELC sector %</b>	<b>All sectors overall %</b>
<b>One</b>	6	40%	6%
<b>Two</b>	8	53%	7%
<b>Three</b>	1	7%	1%
<b>More than three</b>	0	0%	0%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	0	0%	0%

**9. Were any of the inspectors undertaking the visit being Quality Assured or on probation themselves?**

	<b>SAC &amp; ELC Sector number</b>	<b>SAC &amp; ELC sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	0	0%	0%
<b>No</b>	7	47%	6%
<b>Don't know</b>	8	53%	7%
<b>Unknown</b>	0	0%	0%

**10. Did the inspector show a good level of prior understanding and knowledge about your service?**

	<b>SAC &amp; ELC Sector number</b>	<b>SAC &amp; ELC sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	10	67%	9%
<b>No</b>	4	27%	4%
<b>Don't know</b>	1	7%	1%
<b>Unknown</b>	0	0%	0%

**11. What overall grade was the service awarded on the published report?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Unsatisfactory	0	0%	0%
Weak	0	0%	0%
Adequate	4	27%	4%
Good	6	40%	6%
Very good	4	27%	4%
Excellent	1	6%	1%
Unknown	0	0%	0%

**12. Does the report contain any requirements?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	3	20%	3%
No	12	80%	11%
Don't know	0	0%	0%
Unknown	0	0%	0%

**13. If you wish to, please provide further information about any requirements:**

- *"More outdoor resources required."*

**14. Does the report contain any recommendations?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	10	67%	9%
No	3	20%	3%
Don't know	0	0%	0%
Unknown	2	13%	2%

**15. If you wish to, please provide further information about any recommendations:**

n/a

**16. If you have recommendations, do you understand why and do you agree with them?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	2	13%	2%
No	4	27%	4%
Don't know	3	20%	3%
Unknown	6	40%	6%

**17. If you wish to, please provide further information:**

- *"We had put in place everything that was asked at a previous inspection but the recommendation remained."*

**18. What was the service's overall grade before the most recent inspection?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Not applicable- this was our first inspection	0	0%	0%
Unsatisfactory	0	0%	0%

Weak	0	0%	0%
Adequate	4	27%	4%
Good	3	20%	3%
Very good	4	27%	4%
Excellent	1	7%	1%
Don't know	0	0%	0%
Unknown	3	20%	3%

Previously 'adequate grade'

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	0	0%	0%	
Still adequate	3	20%	3%	No Change
Now good	1	7%	1%	Improved
Now very good	0	0%	0%	
Now excellent	0	0%	0%	
Unknown	0	0%	0%	

Previously 'good grade'

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	0	0%	0%	
Now adequate	0	0%	0%	
Still good	2	13%	2%	No Change
Now very good	1	7%	1%	Improved
Now excellent	0	0%	0%	
Unknown	0	0%	0%	

Previously 'very good grade'

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	0	0%	0%	
Now adequate	0	0%	0%	
Now good	2	13%	2%	Decline
Still very good	2	13%	2%	No change
Now excellent	0	0%	0%	
Unknown	0	0%	0%	

Previously 'excellent grade'

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	0	0%	0%	
Now adequate	0	0%	0%	
Now good	0	0%	0%	
Now very good	0	0%	0%	
Still excellent	1	7%	1%	No change



Unknown	0	0%	0%
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**19. If you received different grades (higher or lower) for the most recent and previous inspections, do you understand why?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	6	40%	6%
No	5	33%	5%
Don't know	2	13%	2%
Unknown	2	13%	0%

**20. If you wish to, please provide further information:**

- *“Significant progress had been made since previous inspection and this was not reflected in the grades. It was unclear as to what else we could put in place to improve from a 3.”*
- *“We understand what they were saying however didn't agree with what they were saying.”*

**21. Following on from question 19, do you agree with this?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	2	13%	2%
No	5	33%	5%
Don't know	1	7%	1%
Unknown	7	47%	6%

**22. If you wish to, please provide further information:**

- *“We felt that comments made were unjustified.”*

**23. Did the inspector introduce themselves in a friendly manner and show identification?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	11	73%	10%
No	2	13%	2%
Don't know	0	0%	0%
Unknown	2	13%	2%

**24. Did the inspector explain the process of how they would carry out the inspection?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	10	67%	11%
No	3	20%	3%
Don't know	0	0%	0%
Unknown	2	13%	18%

**25. Did the inspector talk to staff as well as management?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	12	80%	11%
No	1	7%	1%
Don't know	0	0%	0%
Unknown	2	13%	2%

**26. Did the inspector talk to children and young people?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	12	80%	11%
No	1	7%	1%
Don't know	0	0%	0%
Unknown	2	13%	2%

**27. Did the inspector talk to parents and carers?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	9	60%	8%
No	3	20%	3%
Don't know	1	7%	1%
Unknown	2	13%	2%

**28. Did the inspector ask to see paperwork?**

	Sector number	Sector %	Overall %
Yes	13	87%	12%
No	0	0%	0%
Don't know	0	0%	0%
Unknown	2	13%	2%

**29. Did the inspector spend more time observing practice and talking to people or looking at paperwork?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
About the same length of time for each	4	27%	4%
More time observing practice and talking to people	3	20%	3%
More time looking at paperwork	4	27%	4%
Don't know	2	13%	2%
Unknown	2	13%	2%

**30. How long did the inspector spend in the service?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
0.5 day	2	13%	2%
Full day (afternoon for SAC term-time/ all-day for SAC holiday-time)	3	20%	3%
1 day	0	0%	0%
1.5 days	4	27%	4%
2 days	3	20%	3%
More than 2 days	1	7%	1%
Unknown	2	13%	2%

**31. Did the inspector make any verbal comments during the inspection which did not appear in the written report?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	8	53%	7%
No	4	27%	4%
Don't know	1	7%	1%

Unknown	2	13%	2%
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**32. If you answered 'yes' to the previous question, what were the comments and how did this make you feel?**

- *"Some verbal comments praised work being done and this was not reflected in the report."*
- *"Lovely service/this is great/you're doing well"- expected all 5s (got 4s)"*

**33. Did the inspector respect the service opening hours, ie. didn't extend the inspection beyond closing time?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	11	73%	10%
No	2	13%	2%
Don't know	0	0%	0%
Unknown	2	13%	2%

**34. Did the inspector make any suggestions which you believe were not appropriate for your service? Ie. things which were not relevant to your service due to the age of children, or kind of premises etc. For example, making suggestions about practice which relates only to ELC, yet you provide a school age childcare service.**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	5	33%	5%
No	6	40%	6%
Don't know	2	13%	2%
Unknown	2	13%	2%

**35. If you answered 'Yes' to the previous question, can you please provide further information:**

- *"We felt that our outdoor ethos was not taken into consideration in some comments."*

**36. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- *"Comments to staff were not very supportive and often negative. At times perception was that inspection was going very badly."*
- *"I felt that both the inspectors we had were understanding as both of them have previously been managers one in early years and one in OSC. This made a massive difference. We found that they were able to offer suggestions, ideas and solutions to things we spoke about, this was because they were from the industry and had current and relevant experience and knowledge. They were more understanding and had a willingness to work with us, offering their support. Any areas/ subjects etc raised were already ones we had recognised ourselves prior to inspection, and if we hadn't they were all valid points."*
- *"We have spoken to senior management at the Care Inspectorate regarding our inspection and hope for a much more pleasurable experience next time."*

**37. Overall, how did you find the inspection?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Very positive	4	27%	4%
Mostly positive	7	47%	6%
Neutral	1	7%	1%
Mostly negative	0	0%	0%
All negative	0	0%	0%
Unknown	3	20%	3%

**38. Overall, how stressful did you find the inspection?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Not at all	2	13%	2%
Slightly stressful	4	27%	4%
Stressful	0	0%	0%
Very Stressful	6	40%	6%
Unknown	3	20%	3%

**“Not all stressful” experience and overall inspection**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Very positive	2	13%	2%
Mostly positive	0	0%	0%
Neutral	0	0%	0%
Mostly negative	0	0%	0%
All negative	0	0%	0%
Unknown	0	0%	0%

**“Slightly stressful” experience and overall inspection**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Very positive	1	7%	1%
Mostly positive	0	0%	0%
Neutral	0	0%	0%
Mostly negative	3	20%	3%
All negative	0	0%	0%
Unknown	0	0%	0%

**“Stressful” experience and overall inspection**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Very positive	0	0%	0%
Mostly positive	0	0%	0%
Neutral	0	0%	0%
Mostly negative	0	0%	0%
All negative	0	0%	0%
Unknown	0	0%	0%

**“Very stressful” experience and overall inspection**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Very positive	0	0%	0%
Mostly positive	0	0%	0%
Neutral	1	7%	1%
Mostly negative	3	20%	3%
All negative	1	7%	1%
Unknown	1	7%	1%

**39. Do you feel like you were given the opportunity to 'show the service at its best'?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	5	33%	5%
No	5	33%	5%
Partially	2	13%	2%
Don't know	0	0%	0%
Unknown	3	20%	3%

**40. Do you feel like you were shown professional respect by the inspector?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	6	40%	6%
No	2	13%	2%
Partially	4	27%	4%
Don't know	0	0%	0%
Unknown	3	20%	3%

**41. Did the inspector provide useful suggestions (with links to further information or resources) for improving the service?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	5	33%	5%
No	3	20%	3%
Partially	4	27%	4%
Don't know	0	0%	0%
Unknown	3	20%	3%

**42. In your opinion, is there anything you think the inspector could have done differently?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	7	47%	6%
No	5	33%	5%
Partially	0	0%	0%
Don't know	0	0%	0%
Unknown	3	20%	3%

**43. If you answered 'yes' to the previous question, what would this be?**

- *"Step foot outdoors, not putting as much pressure on individual staff, spend more time on the floor observing what we do best. Our recent Education Scotland Inspection was a very positive experience."*
- *"Have more knowledge about how much the service had come on- totally demolished my team."*
- *"There is no consistency in inspection. We are supposed to be standardising practice but there is such disparity between inspecting officers it leaves the service confused."*
- *"I find question 38 quite strange. I've been through many inspections and of course there are feelings where staff may be more anxious, it's completely natural. It's almost like this question is leading you to say inspections are stressful. On our last inspection the inspector actually asked if any children or staff would be anxious about us being here and gave us the opportunity to talk about that. They also went round and met all the staff at the start to put them at ease, so our*

*service did not find the process stressful. More careful consideration could be given to the wording of this type of question."*

**44. On reflection, do you think there is anything you could have done differently?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	3	20%	3%
No	5	33%	5%
Partially	1	7%	1%
Don't know	1	7%	1%
Unknown	5	33%	5%

**45. If you answered 'yes' to the previous question, what would this be?**

- *"Our owner wishes that she had stopped the inspection."*
- *"Told the inspectors about our journey- mapping it out."*
- *"Challenge the inspector because a lot of their comments comes down to interpretation and not evidenced based."*

**46. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- *"We felt the inspectors had an opinion about the setting based on an observation and no matter how much information we shared and how much discussion took place they were not prepared to see the actions taken, the impact and progress made. We also felt that practice which we had in place was rated good in other settings but not valued in our setting."*

**47. Do you feel confident about asking questions of, or challenging, an inspector during the inspection?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	7	47%	6%
No	4	27%	4%
Partially	1	7%	1%
Don't know	0	0%	0%
Unknown	3	20%	3%

**48. Can you please explain your answer to the above question?**

- *"It was implied that if we challenged the grades that we could be down-graded in other areas. The inspectors were very fixed on their opinion no matter what data was shared."*
- *"I trust my own professional ability, skills and knowledge. I could use this to enter into professional dialogue with an inspector."*
- *"We have a good relationship with our inspector and feel she has excellent knowledge and personal experiences, therefore felt at ease and felt to be able to ask questions, her suggestions or ideas on how to change things. I also felt we would be able to challenge should we need to as long as we could back it up with evidence as she was willing to listen to what works for us as individual service, and that some things work for some but not all."*
- *"I would use the term exchanging professional dialogue rather than 'challenging' the inspector."*
- *"Feel confident, however not during the inspection."*

**49. If you answered 'no' to the previous question, why do you feel unable to do this?**

- *"Inspector was very intimidating and rude."*

**50. Were you able to have a discussion with the inspector about any issues raised during the inspection, and put your own point of view forward?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	6	40%	6%
No	2	13%	2%
Partially	3	20%	3%
Don't know	0	0%	0%
Unknown	4	27%	4%

**51. Do you feel like you were listened to, and that your comments were taken on board by the inspector?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	6	40%	6%
No	4	27%	4%
Partially	2	13%	2%
Don't know	0	0%	0%
Unknown	3	20%	3%

**52. Do you feel your own identified improvements /quality assurance / action plans were taken into account?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	5	33%	5%
No	3	20%	3%
Partially	1	7%	1%
Don't know	2	13%	2%
Unknown	4	27%	4%

**53. Did you challenge any aspect of the draft report before publication?**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	5	33%	5%
No	5	33%	5%
Partially	1	7%	1%
Don't know	1	7%	1%
Unknown	3	20%	3%

**54. If you answered 'no' to the previous question, please indicate which of the following statements influenced your decision not to officially question your report (please tick all that apply):**

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
I was concerned that this could result in my grade being lowered further.	2	33%	2%
I believed this would have adversely affected my relationship with the inspector(s).	2	33%	2%
I believed this could have adversely affected future inspections, reports, ratings.	1	17%	1%
I believed there was a blockage with an individual inspector and my word would not be accepted against the inspector's or that this would be addressed by the Care Inspectorate.	1	17%	1%

I did not believe my concerns would be taken seriously.	1	17%	1%
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55. If you answered yes, to the previous question were your challenges recognised and changed prior to publication?

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	1	7%	1%
No	2	13%	2%
Partially	3	20%	3%
Don't know	1	7%	1%
Unknown	8	53%	7%

56. Are you aware of the Care Inspectorate procedure about making a complaint about the Care Inspectorate? (<https://www.careinspectorate.com/index.php/complain-about-the-care-inspectorate>)

	SAC & ELC Sector number	SAC & ELC sector %	All sectors overall %
Yes	6	40%	6%
No	2	13%	2%
Don't know	2	13%	2%
Unknown	5	33%	5%

57. Is there any additional information, you wish to provide about any, or all, of the above questions?

- *"The care inspectorate as an organisation need to provide their inspecting staff with more training."*
- *"Some of our feedback was responded to which I was thankful for. However, the EYPs and SW felt that their voices were not heard. They were devastated by the comments in the report. Some comments were accurate and some were quite harsh. All staff were in tears during the visit and after the visit. 3 said that they would resign and needed time to think this through. It was a very negative experience."*
- *"There is no option in question 54 to state that I didn't challenge the report as I was happy with it."*
- *"Q53/ There was no need for us to challenge the draft report before publishing as we all agreed with the report and felt we that it was a true reflection of what our strengths were and where we could improve."*
- *"For question 54, I didn't 'challenge' the inspection report as we agreed with the comments and evaluations. There was no option there to choose that from your selection."*



## Appendix 2: Services which provide Early Learning and Childcare only

Please note that ELC % are not significant due to the low total number of responses (23)- they are only included for illustrative purposes. The final column provides the overall total % for all sectors from the 109 responses.

### Nursery responses

#### 1. Age group

	ELC Sector number	ELC Sector %	All sectors overall %
Babies (under 1)	11	48%	10%
1 - 2 years	15	65%	14%
3 - 4 years	22	96%	20%
Primary	0	0%	0%
Unknown	1	4%	1%

#### 2. Service type

	ELC Sector number	ELC Sector %	All sectors overall %
Nursery	23	100%	21%

#### 3. Additional Information

	ELC Sector number	ELC Sector %	All sectors overall %
ELC Funded	23	100%	21%
Outdoor nursery	2	9%	2%

#### 4. In which local authority is your service based?

	ELC Sector number	ELC Sector %	All sectors overall %
Aberdeen	1	4%	1%
Dundee	2	9%	2%
East Dunbartonshire	1	4%	1%
East Renfrewshire	1	4%	1%
Edinburgh	1	4%	1%
Glasgow	1	4%	1%
Highland	3	13%	3%
Moray	1	4%	1%
North Lanarkshire	2	9%	2%
Perth & Kinross	2	9%	2%
Renfrewshire	2	9%	2%
South Ayrshire	1	4%	1%
South Lanarkshire	1	4%	1%
Stirling	2	9%	2%
West Lothian	1	4%	1%

#### 5. When were you most recently inspected?

	ELC Sector number	ELC Sector %	All sectors overall %
Past 12 months (year)	10	43%	9%
13 -24 months (2 years)	4	17%	4%

<b>25 - 36 months (3 years)</b>	3	13%	3%
<b>More than 36 months ago (more than 3 years ago)</b>	5	22%	5%
<b>Unknown</b>	1	4%	1%

**6. What kind of inspection was it?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Announced</b>	0	0%	0%
<b>Unannounced</b>	22	96%	20%
<b>Unknown</b>	1	4%	1%

**7. Had the inspector previously inspected the service**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	8	35%	7%
<b>No</b>	12	52%	11%
<b>Don't know</b>	2	9%	2%
<b>Unknown</b>	1	4%	1%

**8. How many inspectors attended the inspection?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>One</b>	6	26%	6%
<b>Two</b>	16	70%	15%
<b>Three</b>	0	0%	0%
<b>More than three</b>	0	0%	0%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	1	4%	1%

**9. Were any of the inspectors undertaking the visit being Quality Assured or on probation themselves?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	3	13%	3%
<b>No</b>	14	61%	13%
<b>Don't know</b>	5	22%	5%
<b>Unknown</b>	1	4%	1%

**10. Did the inspector show a good level of prior understanding and knowledge about your service?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	15	65%	14%
<b>No</b>	2	9%	2%
<b>Don't know</b>	3	13%	3%
<b>Unknown</b>	3	13%	3%

**11. What overall grade was the service awarded on the published report?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Unsatisfactory</b>	0	0%	0%

Weak	5	22%	5%
Adequate	5	22%	5%
Good	6	26%	6%
Very good	4	17%	4%
Excellent	0	0%	0%
Unknown	3	13%	3%

**12. Does the report contain any requirements?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	6	26%	6%
No	15	65%	14%
Don't know	0	0%	0%
Unknown	2	9%	2%

**13. If you wish to, please provide further information about any requirements:**

- *“Upgrading the toilet and nappy changing facilities, having enough staff to meet the needs of children.”*
- *“We had all the information for the requirement but not in a format that the inspector liked.”*
- *“There’s was one about meeting children’s needs and medication, one about the safety of the environment, one about monitoring and quality assurance and one about having enough staff to meet the needs of children.”*

**14. Does the report contain any recommendations?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	11	48%	10%
No	9	39%	8%
Don't know	0	0%	0%
Unknown	3	13%	3%

**15. If you wish to, please provide further information about any recommendations:**

- *“Inspector did not take our current self-evaluation into consideration in some of the recommendations as they were areas we already identified and were working on*
- *“All recommendations were discussed with the inspector and helpful. All were in line with the areas for improvement we had already identified.”*
- *“We had been previously set them but not given long enough before visit again (which the inspectors agreed with) to achieve these recommendations.”*

**16. If you have recommendations, do you understand why and do you agree with them?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	10	43%	9%
No	1	4%	1%
Don't know	2	9%	2%
N/A	10	43%	9%

**17. If you wish to, please provide further information:**

- *“Did not agree with all as no consideration given to current staffing crisis.”*
- *“We couldn’t provide the quality of care we wanted due to staffing issues. The inspectors were not wrong in what they actually saw.”*

- “The areas for improvement were fair and reflective of the views gathered from parents, staff and children.”

**18. What was the service’s overall grade before the most recent inspection?**

	ELC Sector number	ELC Sector %	All sectors overall %
Not applicable- this was our first inspection	3	13%	3%
Unsatisfactory	0	0%	0%
Weak	0	0%	0%
Adequate	8	35%	7%
Good	6	26%	6%
Very good	3	13%	3%
Excellent	0	0%	0%
Don't know	1	4%	1%
Unknown	2	9%	2%

**Previously 'adequate grade'**

	ELC Sector number	ELC Sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	2	9%	2%	Decline
Still adequate	3	13%	3%	No Change
Now good	3	13%	3%	Improved
Now very good	0	0%	0%	
Now excellent	0	0%	0%	
Unknown	0	0%	0%	

**Previously 'good grade'**

	ELC Sector number	ELC Sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	1	4%	1%	Decline
Now adequate	2	9%	2%	Decline
Still good	1	4%	1%	No Change
Now very good	1	4%	1%	Improved
Now excellent	0	0%	0%	
Unknown	1	4%	1%	

**Previously 'very good grade'**

	ELC Sector number	ELC Sector %	All sectors overall %	
Now unsatisfactory	0	0%	0%	
Now weak	1	4%	1%	Decline
Now adequate	0	0%	0%	Decline
Now good	1	4%	1%	Decline
Still very good	1	4%	1%	No change
Now excellent	0	0%	0%	
Unknown	0	0%	0%	

**19. If you received different grades (higher or lower) for the most recent and previous inspections, do you understand why?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	11	48%	10%
No	4	17%	4%
Don't know	2	9%	2%
Unknown	6	26%	6%

**20. If you wish to, please provide further information:**

- *“They were very clear about the areas we could improve as well as giving us helpful suggestions, showing good practice documents and directing us to other services.”*
- *“Recognition of the work we carried out since our last inspection was made. The inspector really praised us for progressing previous areas for improvement and requirements.”*
- *“Don't feel CI really took into consideration financial pressures, ASN pressures and staffing pressures that PVI are facing consistently. I felt their comments were unnecessary and condescending.”*

**21. Following on from question 19, do you agree with this?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	6	26%	6%
No	5	22%	5%
Don't know	3	13%	3%
Unknown	9	39%	8%

**22. If you wish to, please provide further information:**

- *“What we were providing wasn't good enough for the children. The inspectors saw it and by making the requirements made sure things would get better.”*
- *“We weren't as good as we used to be so we understood why the grades were lower.”*
- *“Having never had an inspection and as a new manager who had to deal with losing staff to Local Authority then difficulties with recruitment, then COVID, then moving premises- all in between not having had an inspection- I felt they picked on things. I felt they had no care for the financial pressures we faced in having enough staff to support our ASN children and really didn't spend time finding out what we had done to support children. Other than online questionnaires they took no time to chat to parents which I find very strange although my feeling was that parents would have been complimentary and this wouldn't have met their narrative.”*

**23. Did the inspector introduce themselves in a friendly manner and show identification?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	19	83%	17%
No	0	0%	0%
Don't know	0	0%	0%
Unknown	4	17%	4%

**24. Did the inspector explain the process of how they would carry out the inspection?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	17	74%	16%

<b>No</b>	0	0%	0%
<b>Don't know</b>	1	4%	1%
<b>Unknown</b>	5	22%	5%

**25. Did the inspector talk to staff as well as management?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	19	83%	17%
<b>No</b>	0	0%	0%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	4	17%	4%

**26. Did the inspector talk to children and young people?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	19	83%	17%
<b>No</b>	0	0%	0%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	4	17%	4%

**27. Did the inspector talk to parents and carers?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	16	70%	15%
<b>No</b>	2	9%	2%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	5	22%	5%

**28. Did the inspector ask to see paperwork?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>Yes</b>	18	78%	17%
<b>No</b>	1	4%	1%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	4	17%	4%

**29. Did the inspector spend more time observing practice and talking to people or looking at paperwork?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>About the same length of time for each</b>	5	22%	5%
<b>More time observing practice and talking to people</b>	12	52%	11%
<b>More time looking at paperwork</b>	2	9%	2%
<b>Don't know</b>	0	0%	0%
<b>Unknown</b>	4	17%	4%

**30. How long did the inspector spend in the service?**

	<b>ELC Sector number</b>	<b>ELC Sector %</b>	<b>All sectors overall %</b>
<b>0.5 day</b>	0	0%	0%

Full day (afternoon for SAC term-time/ all-day for SAC holiday-time)	3	13%	3%
1 day	0	0%	0%
1.5 days	3	13%	3%
2 days	11	48%	10%
More than 2 days	2	9%	2%
Unknown	4	17%	4%

**31. Did the inspector make any verbal comments during the inspection which did not appear in the written report?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	9	39%	8%
No	6	26%	6%
Don't know	3	13%	3%
Unknown	5	22%	4%

**32. If you answered 'yes' to the previous question, what were the comments and how did this make you feel?**

- *"They gave lots of ideas to tweak things to make things better. They were actually very helpful."*
- *"Minor issues/suggestions and tips, such as how the garden could be developed to support challenge."*
- *"They talked to me about loads of things that were really helpful. Lots of ideas from other services, the bite sized sessions that I hadn't seen, lots of practice documents".*
- *"They have lots of useful suggestions. They also talked to us about little things they noticed that we could do better, but were really kind and didn't put all the little things in the report."*
- *"A number of positives were not included in the report."*

**33. Did the inspector respect the service opening hours, ie. didn't extend the inspection beyond closing time?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	16	70%	15%
No	3	13%	3%
Don't know	0	0%	0%
Unknown	4	17%	4%

**34. Did the inspector make any suggestions which you believe were not appropriate for your service? ie. things which were not relevant to your service due to the age of children, or kind of premises etc. For example, making suggestions about practice which relates only to ELC, yet you provide a school age childcare service.**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	2	9%	2%
No	17	74%	16%
Don't know	0	0%	0%
Unknown	4	17%	4%

**35. If you answered 'Yes' to the previous question, can you please provide further information:**

- *"How service utilise own bank staff."*

- “How we should not take any more children with ASN.”

**36. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- “I felt the inspectors were out to make a point. The second inspector had previously been the setting’s inspector and any conversations I had with her were very passive aggressive. They also advised me to do something which fell outwith guidance. I sent email to clarify but received a call back rather than email. I decided to risk assess and not follow her initial suggestion and followed written guidance.”
- “I thought the inspection was really helpful.”
- “My Inspector was extremely approachable, knowledgeable and fair. She made the staff team feel at ease and engaged with the children.”
- “Inspector was knowledgeable and had undertaken training to inspect outdoor settings. Spoke well with all the team members and very good interactions and consultation with the children and parents. Thorough and fair when reviewing processes and paperwork and gave feedback throughout the visit.

**37. Overall, how did you find the inspection?**

	ELC Sector number	ELC Sector %	All sectors overall %
Very positive	10	43%	10%
Mostly positive	3	13%	3%
Neutral	4	17%	4%
Mostly negative	2	9%	2%
All negative	0	0%	0%
Unknown	4	17%	4%

**38. Overall, how stressful did you find the inspection?**

	ELC Sector number	ELC Sector %	All sectors overall %
Not at all	2	4%	2%
Slightly stressful	8	35%	7%
Stressful	3	13%	3%
Very Stressful	6	26%	6%
Unknown	4	19%	4%

**“Not all stressful” and inspection experience**

	ELC Sector number	ELC Sector %	All sectors overall %
Very positive	2	9%	2%
Mostly positive	0	0%	0%
Neutral	0	0%	0%
Mostly negative	0	0%	0%
All negative	0	0%	0%
Unknown	0	0%	0%

**“Slightly stressful” experience and overall inspection**

	ELC Sector number	ELC Sector %	All sectors overall %
Very positive	7	30%	6%
Mostly positive	1	4%	1%
Neutral	0	0%	0%
Mostly negative	0	0%	0%



All negative	0	0%	0%
Unknown	0	0%	0%

**“Stressful” experience and overall inspection**

	ELC Sector number	ELC Sector %	All sectors overall %
Very positive	1	4%	1%
Mostly positive	1	4%	1%
Neutral	1	4%	1%
Mostly negative	0	0%	0%
All negative	0	0%	0%
Unknown	0	0%	0%

**“Very stressful” experience and overall inspection**

	ELC Sector number	ELC Sector %	All sectors overall %
Very positive	1	4%	1%
Mostly positive	0	0%	0%
Neutral	3	13%	3%
Mostly negative	2	9%	2%
All negative	0	0%	0%
Unknown	0	0%	0%

**39. Do you feel like you were given the opportunity to ‘show the service at its best’?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	10	43%	9%
No	4	17%	4%
Partially	5	22%	5%
Don't know	0	0%	0%
Unknown	4	17%	4%

**40. Do you feel like you were shown professional respect by the inspector?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	14	61%	13%
No	11	4%	10%
Partially	2	9%	2%
Don't know	0	0%	0%
Unknown	6	26%	6%

**41. Did the inspector provide useful suggestions (with links to further information or resources) for improving the service?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	13	57%	12%
No	2	9%	2%
Partially	3	13%	3%
Don't know	0	0%	0%

Unknown	5	22%	5%
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**42. In your opinion, is there anything you think the inspector could have done differently?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	6	26%	6%
No	9	39%	8%
Partially	0	0%	0%
Don't know	3	13%	3%
Unknown	5	22%	5%

**43. If you answered 'yes' to the previous question, what would this be?**

- *"They asked about staff who would find talking to them stressful; they were who they spoke to. Disrespect shown to staff. No mention of excellent parent feedback in report."*
- *"I felt the inspection was very personal and that things noted certainly did not reflect the hard work shown by staff. It was contradictory in some areas."*
- *"I think it's natural to find the inspection slightly stressful, everyone finds it a little stressful being observed. I know my staff team find it stressful when I observe them and they know me really well."*
- *"Not down grading us on a subject that was dealt with appropriately by management and the care inspectorate."*

**44. On reflection, do you think there is anything you could have done differently?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	2	9%	2%
No	11	48%	10%
Partially	3	13%	3%
Don't know	1	4%	1%
Unknown	6	26%	6%

**45. If you answered 'yes' to the previous question, what would this be?**

- *"Learn how to talk up my service."*
- *"I think I could have been stronger in defending some of the points raised. This was probably due to my inexperience as manager but I know how hard we work and what we do on a daily basis for families."*
- *"Structuring and presenting evidence in a way that made it easier for the inspector to see all our activity and progress as a whole."*
- *"Been more prepared by having evidence together and to hand."*

**46. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- *"The manager was really unhappy with the grades. But the staff were really pleased. The children's toilets were disgusting, without the inspectors we would never have got them improved as the manager wasn't pushing for it. It used to be really hard going as we never had enough staff, there's a lot of children with ASN. Now we've got enough staff and I'm not nearly as tired and it's a lot better for the children, I feel we're now making a difference for them."*
- *"For a first inspection it was a positive relationship. I have since contacted our inspector for advice and support. This has developed a professional relationship. She's approachable. An inspection is stressful. Inspectors try to put you at ease but there's a lot riding on it. It's natural to feel nervous. Maybe an announced inspection might help alleviate that."*
- *"Rudeness of inspector- wish this had been addressed at time of inspection."*
- *"I feel that there is a huge difference across inspections between PVI, LA and childminders and this needs to change. We are trying our very best in really difficult circumstances and this is not highlighted during inspections."*

- *“The inspector made lots of time to talk to us about improvements made. I had the opportunity to share all the work that we had undertaken. It was positive to have time to discuss this fully. General chit chat put me at ease too.”*

**47. Do you feel confident about asking questions of, or challenging, an inspector during the inspection?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	9	39%	8%
No	2	9%	2%
Partially	5	22%	5%
Don't know	1	4%	1%
Unknown	6	26%	6%

**48. Can you please explain your answer to the above question?**

- *“Inspectors were both nice and chatty and made me feel at ease.”*
- *“I felt the inspector was very friendly and professional during the inspection and put all staff at ease with her presence.”*
- *“I’ve never had to do it. I don’t know in all honesty how I’d feel about it. I suppose it could be nerve racking, particularly as our inspector is so skilled and has such a knowledge of ELC having managed services herself. I don’t consider myself to be that skilled yet.”*
- *“It can be daunting when two of them and one of you. They can say anything then deny it. I think the feedback should be recorded for clarity.”*
- *“I asked questions confidently and we had a really good discussion about my service. There wasn’t anything I needed to challenge the inspector on.”*
- *“When I asked questions they didn't give me an answer.”*

**49. If you answered 'no' to the previous question, why do you feel unable to do this?**

N/A

**50. Were you able to have a discussion with the inspector about any issues raised during the inspection, and put your own point of view forward?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	13	57%	12%
No	0	0%	0%
Partially	2	9%	2%
Don't know	2	9%	2%
Unknown	6	26%	6%

**51. Do you feel like you were listened to, and that your comments were taken on board by the inspector?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	9	39%	8%
No	3	13%	3%
Partially	3	13%	3%
Don't know	1	4%	1%
Unknown	7	30%	6%

**52. Do you feel your own identified improvements /quality assurance / action plans were taken into account?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	8	35%	7%
No	3	13%	3%
Partially	3	13%	3%
Don't know	2	9%	2%
Unknown	7	30%	6%

**53. Did you challenge any aspect of the draft report before publication?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	3	13%	3%
No	7	30%	6%
Partially	3	13%	3%
Don't know	2	9%	2%
Unknown	8	35%	6%

**54. If you answered 'no' to the previous question, please indicate which of the following statements influenced your decision not to officially question your report (please tick all that apply):**

	ELC Sector number	ELC Sector %	All sectors overall %
I was concerned that this could result in my grade being lowered further.	0	0%	0%
I believed this would have adversely affected my relationship with the inspector(s).	0	0%	0%
I believed this could have adversely affected future inspections, reports, ratings.	1	4%	1%
I believed there was a blockage with an individual inspector and my word would not be accepted against the inspector's or that this would be addressed by the Care Inspectorate.	1	4%	1%
I did not believe my concerns would be taken seriously.	0	0%	0%

**55. If you answered yes, to the previous question were your challenges recognised and changed prior to publication?**

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	1	4%	1%
No	2	9%	2%
Partially	3	13%	3%
Don't know	0	0%	0%
Unknown	17	74%	16%

**56. Are you aware of the Care Inspectorate procedure about making a complaint about the Care Inspectorate?**  
(<https://www.careinspectorate.com/index.php/complain-about-the-care-inspectorate>)

	ELC Sector number	ELC Sector %	All sectors overall %
Yes	11	48%	10%
No	3	13%	3%
Don't know	2	4%	2%
Unknown	7	30%	6%

**57. Is there any additional information, you wish to provide about any, or all, of the above questions?**

- *"I felt that the inspection process on this occasion was very positive. In fact, the most positive experience of the inspection process. I felt that having a new inspector made all the difference as someone to see your service with new fresh eyes."*
- *"I didn't challenge report as it was a good report. I couldn't wait to share it with our families."*
- *"No point in complaining as it's our word against them. I even got challenged on how many parents responded to online questionnaires bearing in mind a large number of my families do not speak English."*
- *"I didn't question any aspect of the report because it was accurate. It's very disappointing this isn't an option as seems to be a very negative slant on things."*
- *"We submitted an error response and it was taken on board. Some wording was changed. It didn't change the message, but wasn't quite so harsh which we appreciated."*
- *"I felt undermined and bullied throughout the experience. Staff were broken as a result of inspection."*