

# Choosing a quality childminder



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# Introduction

Finding the right childminder is essential for your child's wellbeing and the Care Inspectorate is here to support you. This leaflet provides key information to help you make an informed choice.

## The role of the Care Inspectorate

The Care Inspectorate is Scotland's social care and social work services regulator.

We inspect and regulate care services, including childminders, to ensure they provide high-quality care for children and young people.

We improve children's and young people's lives by ensuring that care services are safe, effective and nurturing.

We provide information, guidance, and support to care services to help them improve. We also publish inspection reports, which are available on our website.

Visit our website for more information and resources: [www.careinspectorate.com](https://www.careinspectorate.com)



## Verify registration

Every childminding service in Scotland must register with the Care Inspectorate before they can begin to work with children. Childminders are not required to register with any other professional body. Once registered, they must display their Care Inspectorate registration certificate. Always ask to see it. This certificate confirms that they have met the required standards and are legally registered to provide childcare.

For guidance on the registration process, read [\*\*Registering and running a childminding service: what you need to know\*\*](#).

The certificate includes the childminder's registration number, date of registration and conditions of registration.

This will be the number of children that they can provide care to at any one time and the areas of their home that can be used. This includes the garden and any outbuildings such as sheds or garages.

If you have any concerns about a childminder's registration status, or if they cannot produce a certificate, please contact us immediately.

## Understanding voluntary cancellation

Childminders can voluntarily cancel their registration with the Care Inspectorate. This means they are no longer registered to provide childcare, and we cannot investigate complaints.

It is important to ensure that the childminder you are using is currently registered. You can check this on our website or by contacting us directly.

## More resources

For more information on finding a quality childminder, listen to our [\*\*Choosing a quality childminder podcast\*\*](#) where Care Inspectorate chief executive Jackie Irvine talks with Audrey Donnan, chief inspector for early learning and childcare, about how parents and carers can choose a quality childminder.

For all our resources to help you find a quality childminder scan this QR code.





# What parents can expect

## Care

A safe and nurturing environment where your child feels secure and valued. Childminders should provide respectful and responsive care tailored to your child's needs and preferences.

Positive, warm relationships and a sense of belonging are crucial for your child to form strong attachments with your childminder and be able to grow and develop.

Childminders should promote children's emotional wellbeing and develop good partnerships with families and include them in making decisions about their children's care.



## Play and learning

Children have a right to play. Opportunities for fun, exploration and learning that support your child's development, should be available at all times. Activities and resources should be age-appropriate, engaging, and encourage creativity and curiosity. Childminders should take account of children's needs and interests.

Childminders support children's social, emotional, and physical development, helping them to build confidence and independence.

Childminders should work with the principles of the [\*\*Scottish Government's Getting it Right for Every Child \(GIRFEC\)\*\*](#), ensuring your child's wellbeing is at the centre of their care.

## Food and nutrition

Not all childminders will offer meals but those childminders who do should provide nutritious meals and snacks, catering to individual dietary needs and promoting healthy eating. They should have safe food handling practices.

You can find out more about nutritional standards in [\*\*Setting the Table\*\*](#) guidance.

Our [\*\*Food Matters\*\*](#) guidance celebrates the many ways in which early learning and childcare (ELC) settings are supporting children to have positive eating experiences and enjoy well-balanced, nutritious food.

## Our inspection approach

We carry out regular inspections of childminding services to assess the quality of care provided. Inspections involve observing practice, speaking to children, childminders, and parents/carers, and reviewing records.

We publish detailed inspection reports on our website, which provide information about the strengths and areas for improvement of each service. Our regulation role ensures that childminders are following the laws and regulations designed to protect children.

## Making a complaint

If you have any concerns or issues about the care your child is receiving, we encourage you to speak to the childminder first. If you are not satisfied, you can contact the Care Inspectorate or make a complaint to us.

If you need to talk to someone, you can contact us on 0345 600 9527 on Monday to Friday, between 09:00-16:00. You can email us too at [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot).

Information on how to make a complaint, including our online complaints form, can be found on our website: [www.careinspectorate.com/complaints](http://www.careinspectorate.com/complaints)

We take all complaints seriously and will investigate them thoroughly and impartially.

## Have your say

We value your feedback. You may be asked to complete a Care Standard Questionnaire (CSQ). Your feedback helps us to assess the quality of care and drive improvement.

CSQs are confidential, and your responses will be used to inform our inspections and improve care standards across Scotland.

## Contact us

[www.careinspectorate.com](http://www.careinspectorate.com)

0345 600 9527

[enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot)



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