

IFDCO International Conference

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Do childminders make the grade?

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Care Commission



Making the grade

Introduction

- The Care Commission
- The services we regulate
- National Care Standards
- Childminding in Scotland
- Regulating for Improvement
- Do childminders make the grade?
- Next steps

The Care Commission

- Set up in April 2002
- 607 staff, HQ in Dundee
- 5 regional offices, 11 local offices throughout Scotland
- Regulates around 15,000 care services, affecting 320,000 people
- Annual budget £32.5 million (38% from fees)

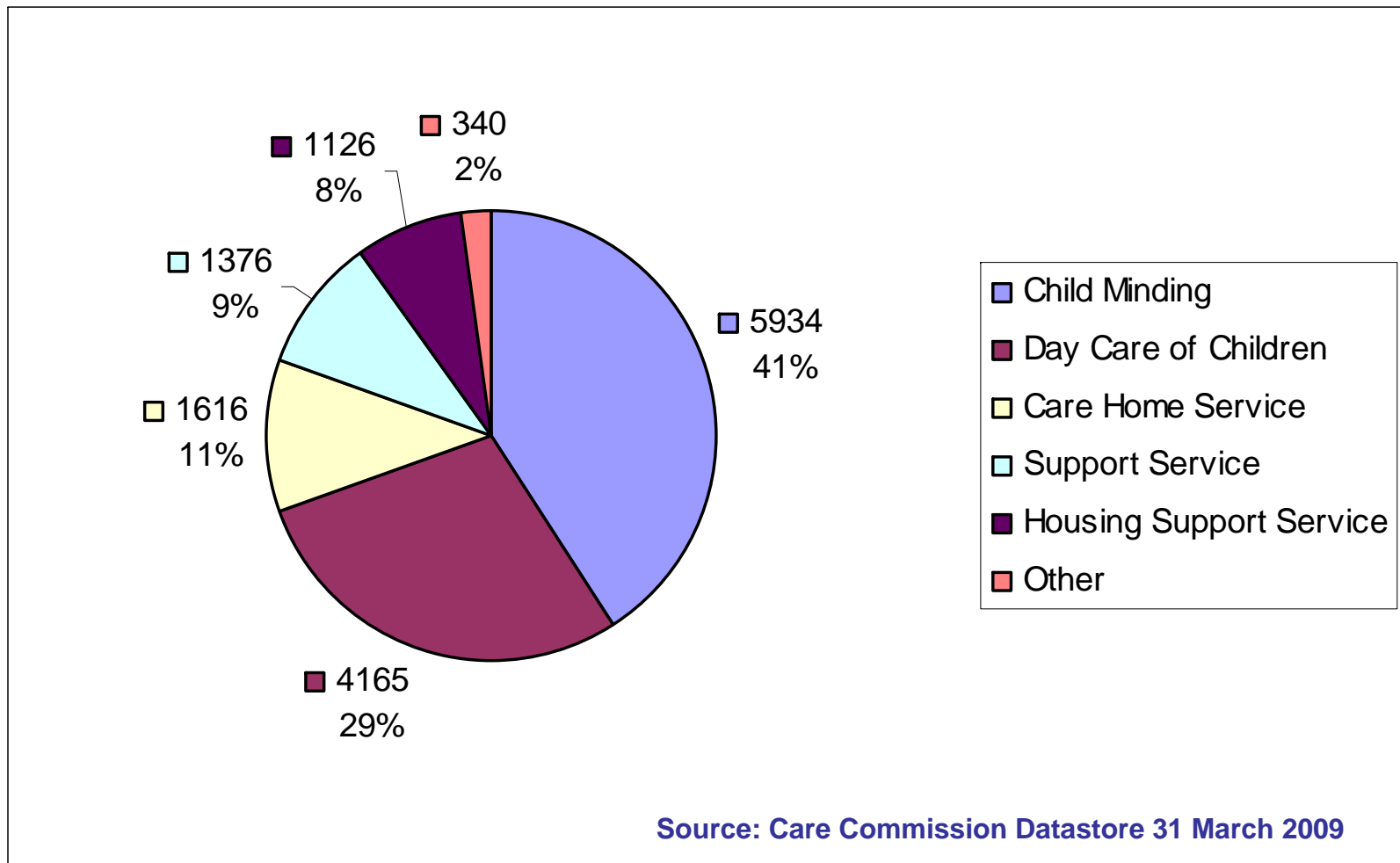
Care Commission Aims 2009-11

- To be an effective regulator for improvement
- To provide people the right information at the right time
- To contribute to and influence social and healthcare policy

What we do

- Register 1,300 new services
- Inspect 13,000 services
- Complete 1,400 complaints investigations
- Take about 220 enforcement actions
- Help improve the quality of care
- Report on the national picture and make recommendations for improvement

The services we regulate



National Care Standards

What care can people expect?

22 standards, developed by Scottish Ministers,
they:

- are written from the service user's perspective
- have principles common to all sets of standards.



http://www.infoscotland.com/nationalcarestandards/CCC_FirstPage.jsp

Extract from National Care Standards - early education and childcare up to the age of 16

Standard 4: Engaging with children

Each child or young person will be supported by staff who interact effectively and enthusiastically with him or her.

1. You can expect staff to have a good understanding of the stages of children and young people's development and learning.
2. Children and young people receive support and care from staff who understand the significance of high quality interaction. This develops the quality of all activities, including play and leisure.
3. Continued....

Childminding in Scotland

- Childminding is a vital part of the Scottish Early Years Framework *
- Numbers decreased slightly from 2002-05 but now increasing
- 5,934 as at 31 March 2009
- Over 741 new registrations last year
- Over 40% of all services we regulate

* <http://www.scotland.gov.uk/Publications/2009/01/13095148/0>

What is good childminding?

Review of the quality of childminding 2006 *

- 97% of parents happy with their childminder
- Parents valued the homely, informal setting
- Childminding central to work-life balance
- Reluctant to complain
- Wanted more unannounced inspections

* http://www.carecommission.com/index.php?option=com_content&task=view&id=315&Itemid=201<r=R

What is good childminding?

Review of the quality of childminding 2006

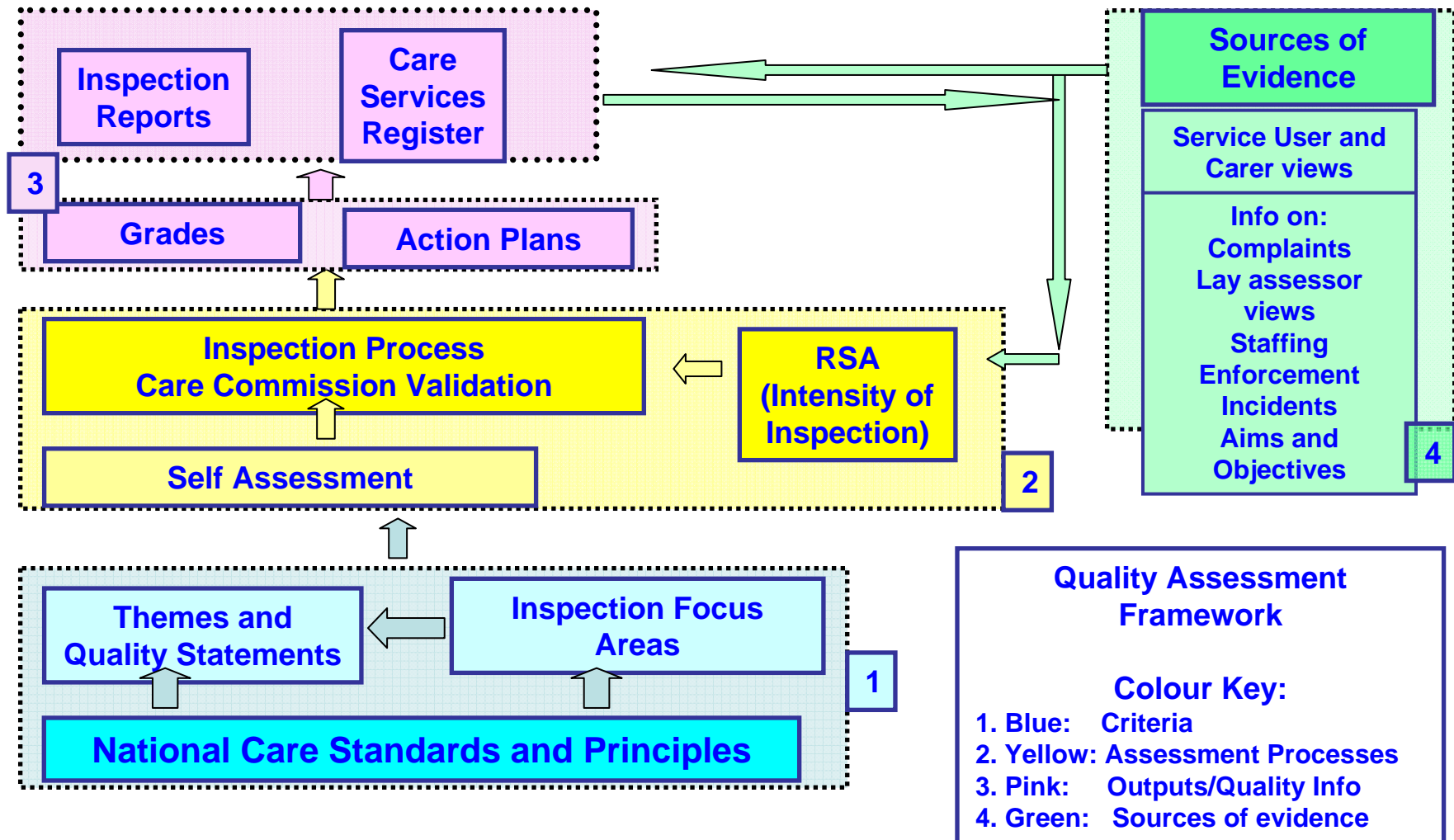
- 43% of inspection reports had no recommendations
- 80% of inspection reports had no requirements
- Only 30 childminders had enforcement action
- Only four cancellations of registrations needed
- 99 complaints completed – 52% upheld

What is good childminding?

Review of the quality of childminding 2006

Resulting media headline
“Childminding in crisis”

Regulating for improvement



Why grade?

- Clearer information on quality of services
- Empowering people
- Making inspection targeted and proportionate
- Making our processes more efficient
- Demand from people who use services
- More open and transparent

Piloting the system

- Involvement of Scottish Childminding Association
- Training/seminars, guidance
- 89% in favour of grading
- 93% felt Quality Themes and Quality Statements were appropriate
- 85% felt links between National Care Standards and Quality Themes were clear


The Grading scale

6	Excellent
5	Very good
4	Good
3	Adequate
<hr/>	
2	Weak
1	Unsatisfactory

scottish commission for
the regulation of care

care
commission

Grading is coming –
1 April 2008!
What you need to know



Quality Themes

- Quality of care and support
- Quality of environment
- Quality of staffing
- Quality of management and leadership

Quality Statements

- Each theme has around six quality statements
- Outcome focused
- Link to National Care Standards and other guidance
- Include example sources of evidence
- **Not** a checklist approach!

Gradings

- 6 point scale – other inspectorates
- Each theme graded
- **Not** one overall grade for a service
- Grading system does not allow “averaging” poor performance in one area by better performance in another

What do childminders and parents think about grading?



Involving people

Example of a quality statement:

- We ensure that parents and families participate in assessing and improving the quality of care and support provided by the service

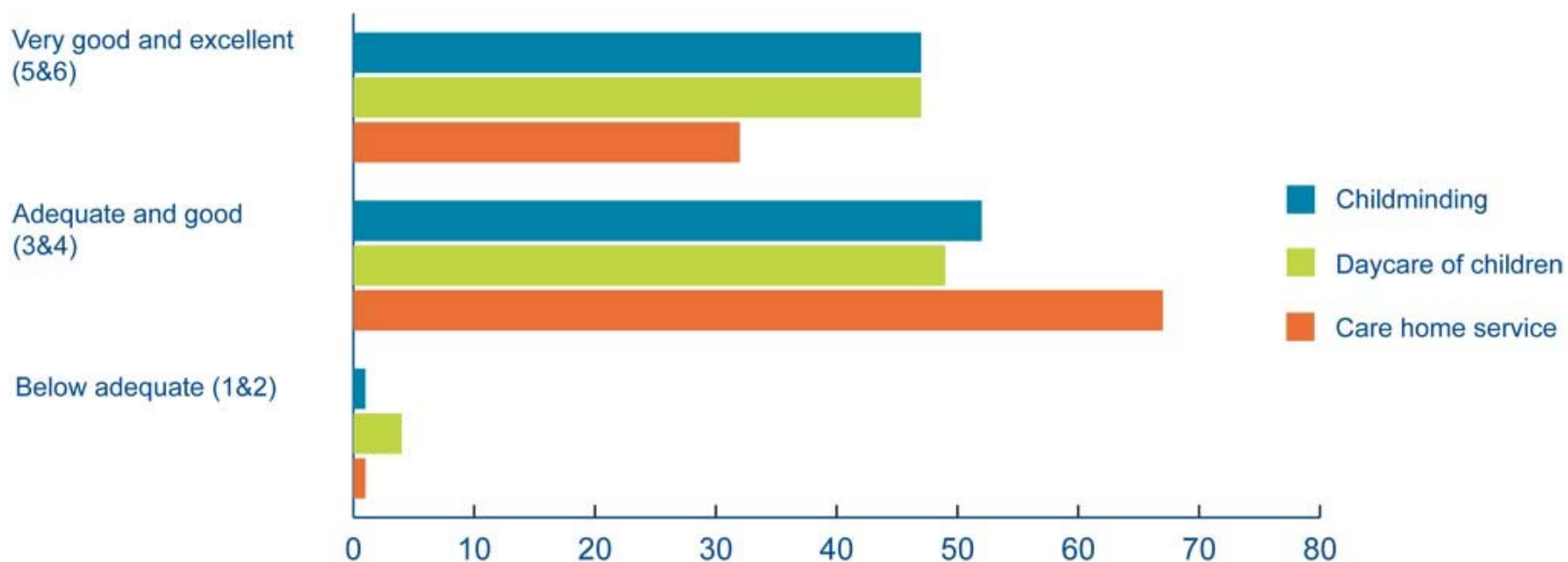


How do childminders involve parents?

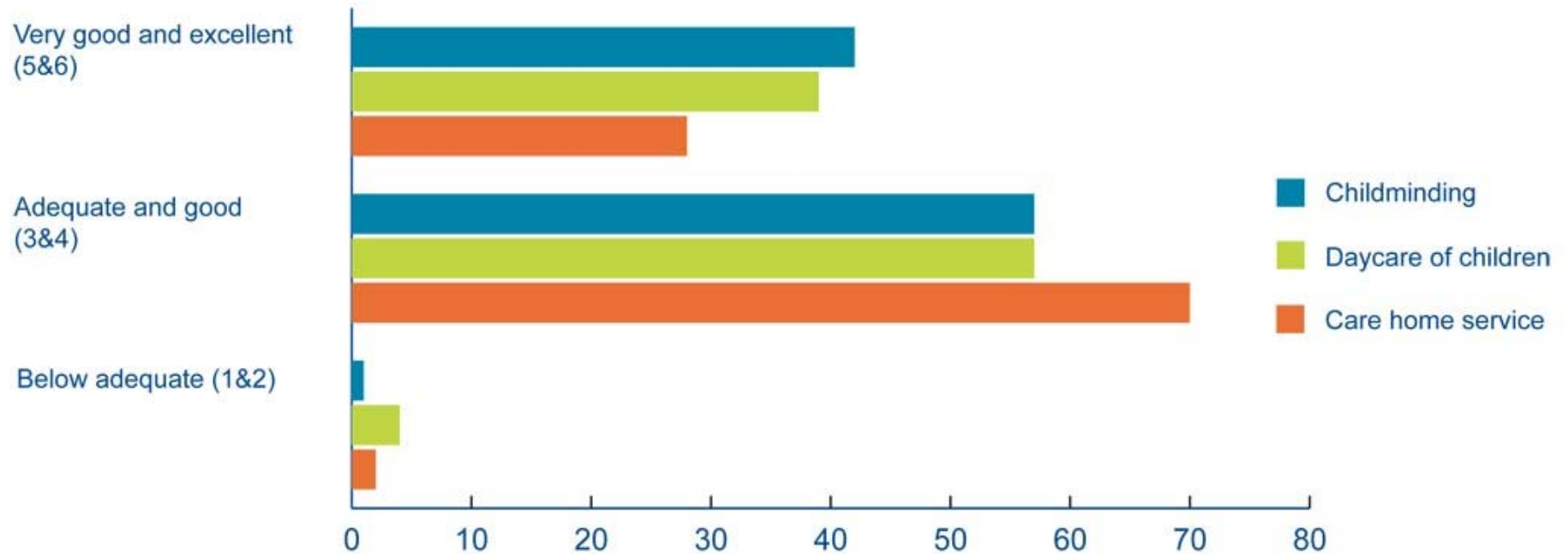
Childminders make the grade!



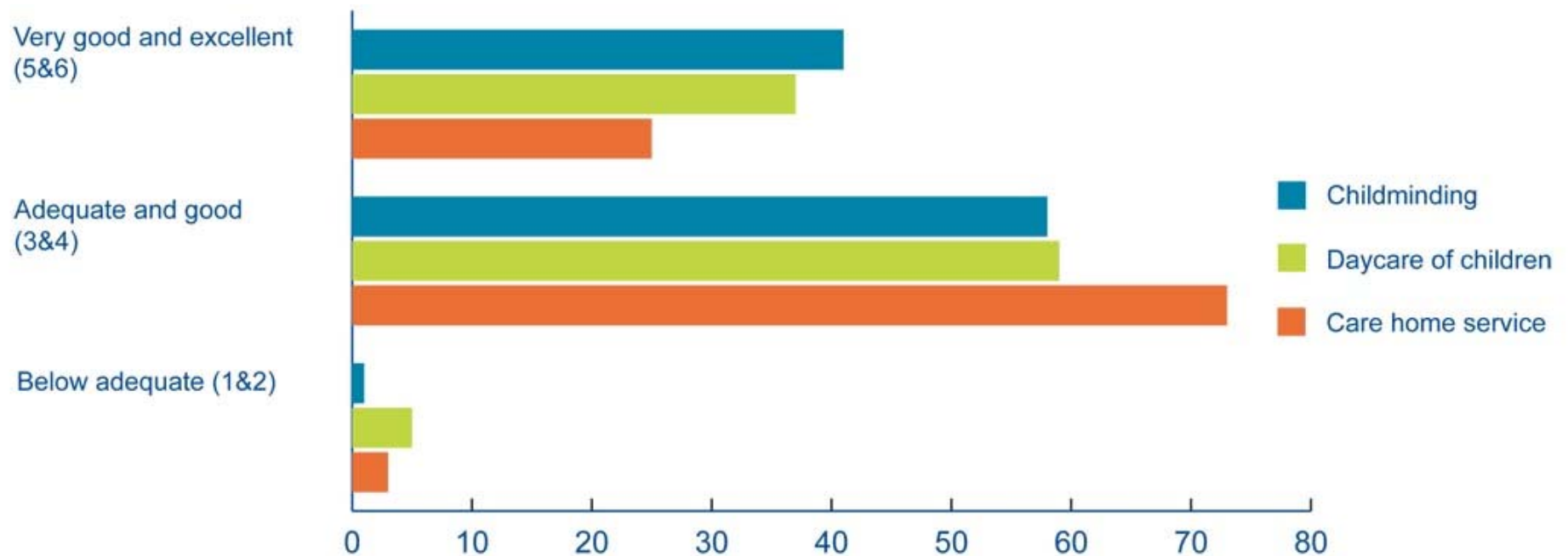
Quality Theme: Care & Support



Quality Theme: Environment



Quality Theme: Staffing



Next steps...

- Evidence of performance given to Scottish Ministers and Parliament
- Frequency of inspection reduced for best performing childminders
- Reducing from four Quality Themes to three
- Making the system less of a burden – reducing bureaucracy
- Positive stories for Scottish media

“My childminder is central to my life.



**I couldn't
exist without
her.”**

Parent