

# Mann, Valerie Child Minding

Arbroath

**Type of inspection:**  
Unannounced

**Completed on:**  
9 July 2025

**Service provided by:**  
Valerie Mann

**Service provider number:**  
SP2003901402

**Service no:**  
CS2003002956

## About the service

Valerie Mann provides a childminding service from her home in Arbroath. The service is registered to provide care to a maximum of 7 children at any one time under the age of 16, of whom a maximum of 5 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is located within a residential area of Arbroath and is close to local shops, parks, schools, and the beach.

## About the inspection

This was an unannounced inspection which took place on 9 July 2025 between 09:00 and 11:15. Feedback was shared during this visit. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with three children using the service;
- spoke to the childminder;
- received two completed questionnaires from parents;
- observed practice and daily life;
- reviewed documents.

## Key messages

- Interactions between the childminder and children were warm and caring.
- The childminder knew the children well and had a good knowledge of routines from home.
- Children had access to a safe and secure outdoor play area.
- Children made choices from a range of age and stage appropriate resources.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement

### Quality Indicator 1.1 Nurturing care and support

Interactions between the childminder and children were warm, kind and caring. The childminder knew the children well and had a good knowledge of routines from home and how to support these. One parent shared, 'Let's me know how my child is and keeps me updated.' Positive relationships had been developed with parents which supported effective sharing of information. This supported the childminder to meet children's needs.

Children sat in the living room for snack. Highchairs were used to support younger children. Children made choices for snack from their packed lunches and were offered a drink to keep them hydrated. The childminder spoke to the children throughout snack time and supported when required. This experience encouraged children to make choices and develop their independence.

Personal plans were in place for children and included current information relating to interests, routines, and preferences. A parent shared, 'Val asked for my child's likes, dislikes and routine.' Most plans had been reviewed recently, however, one plan needed to be reviewed and updated. The childminder was responsive to this. An alternative all about me document had recently been developed which was more appropriate for school aged children. Daily diaries were completed for younger children which shared information with parents relating to feeding, sleeps, and toileting. This information supported the childminder to fully meet the needs of children in her care.

Privacy and dignity were maintained during personal care. Infection control processes were followed throughout which minimised the risk of spread of infection.

The childminder had a good knowledge of child protection and the processes to be followed to make a referral. This ensured that children were kept safe from harm or abuse.

### QI 1.3 Play and learning

Children moved around freely and made choices about which resources to play with. There was a range of resources which were age and stage appropriate to support children's play and learning. One child's interest in football facts had been supported through a selection of books which included current facts about football teams. Another child had fun exploring a variety of sensory resources. These opportunities supported children to progress and develop their knowledge through play and learning experiences.

Language, literacy, and numeracy were supported through books, a variety of resources and opportunities to measure during creative play experiences. This supported children to develop their literacy and numeracy skills through a variety of experiences.

Children's play and learning was shared through photographs within memory books. These were shared with parents. The childminder regularly sent photographs to parents of children during their play via WhatsApp or messenger. This included parents in their child's play, learning, and progression.

On occasions, the childminder would take children out into their local community to visit shops and parks. Children had also visited Jumping Joeys which provided them with a variety of different active play experiences. This supported children to develop an awareness of what was available within their local community.

## How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement

### Quality Indicator 2.2 Children experience high quality facilities

The childminder's home was welcoming and homely for children and their families. Their home was well ventilated to maintain an appropriate temperature for children during a warm day. A range of easily accessible toys and resources supported children's play and learning. Children had free flow access from the kitchen to a secure outdoor play area. A parent shared, 'Val has a large garden with toys.' This play space encouraged children to get fresh air daily and be active.

The service was safe and secure, and the childminder completed daily risk assessment safety checks to ensure a safe environment. Safety gates were in place to prevent younger children accessing the stairs and doors were kept secure. Processes were in place for regular checks of smoke alarms and other maintenance which ensured a safe environment for children.

Accidents and incidents were recorded and signed off by parents. The childminder had information leaflets which could be shared with parents in the event of a child having a head knock. These processes supported the childminder to meet the wellbeing needs of children.

The childminder's home was clean and infection control measures were in place. Handwashing took place after toileting and children's hands and faces were cleaned following on from mealtimes. It was discussed with the childminder that she should ensure that all children washed their hands prior to mealtimes. This would further minimise the risk of spread of infection.

**How good is our leadership?****4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement

**Quality Indicator 3.1 Quality assurance and improvement are led well**

The childminder had aims and objectives in place which were shared with families. These were linked to the Health and Social Care Standards (HSCS) and to SHANARRI wellbeing indicators (safe, healthy, active, nurtured, achieving, respected, responsible and included). This provided the service with a shared vision.

The childminder spoke daily to parents which provided the opportunity for effective sharing of information and feedback. Questionnaires were shared with parents following their settling in period, throughout their time with the childminder and when they were leaving the service. One parent had suggested the development of creative play experiences, and the childminder was responsive to this feedback. Gaining feedback from families could continue to be developed and this would support the childminder to develop her service.

The childminder used the Scottish Childminding Association (SCMA) along with the Care Inspectorate Hub to keep her up to date with current best practice and guidance. The childminder was also a part of a social media childminding group where information and advice were shared. The childminder was developing her knowledge of SIMOA which is the Care Inspectorate's keeping children safe - look, think, act campaign. This knowledge could be further extended to develop children's awareness and understanding of staying safe. These opportunities supported the childminder to keep her knowledge current to support ongoing development of her service.

Policies were in place to support safe practice. These were in line with current best practice and guidance and had all recently been reviewed. We suggested that it would be good practice to show the review date on each policy. The childminder did not have a missing child policy in place. This will be developed by the childminder to support her to keep children safe while in her care.

## How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement

### Quality Indicator 4.1 Staff skills, knowledge, and values

The childminder had many years of experience which supported her to develop her practice and skills. They have completed core training which has refreshed their current knowledge and skills. The childminder should continue to take part in appropriate training to further extend her knowledge and skills and improve outcomes and experiences for children.

The childminder had established warm, nurturing, and positive relationships with children and their families. One parent commented, 'My child has settled in so quickly which I think says a lot about the care she receives from Val.' The childminder was respectful and had a responsive approach to meeting children's wellbeing needs. This provided a positive and relaxed ethos where children were confident and felt secure and happy.



## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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