



Llywodraeth Cymru
Welsh Government

Childcare Statutory Guidance



Revised August 2016

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Childcare

Guidance to Local Authorities

Contents

Summary	2
Chapter 1 - Introduction	3
Chapter 2 - Securing Sufficient Childcare and Child Sufficiency Assessments	5
Chapter 3 - Provision of information, advice and assistance	14
Chapter 4 - Powers of local authorities, arrangements and charges	29
Chapter 5 - Monitoring Performance	31
Schedule 1 - Definition of Language Categories	32
Schedule 2 - Stakeholder Engagement	33
Schedule 3 - Childcare Types and Services	34
Schedule 4 - Childcare Provider Questionnaire (Registered Provision)	36
Schedule 5 - Childcare Provider Questionnaire (Provision excepted from registration and Nannies approved under the Welsh Government's Voluntary Approval Scheme)	59
Schedule 6 - Parental/ Carer Questionnaire	82
Schedule 7 - Minimum standards for family information services	109

Summary

This guidance is issued under sections 22 (3), 23(3), 26(2) (b) and 27(7) of the Childcare Act 2006 and section 118 (A) (2) (b) of the School Standards and Framework Act 1998. As statutory guidance local authorities must have regard to it. This means that local authorities must take account of the guidance, and if they decide to depart from it, have clear and justifiable reasons for doing so.

This guidance is intended to assist local authorities discharge their duty to:

- ensure sufficient childcare is available
- undertake childcare sufficiency assessments; and
- provide information, advice and assistance relating to childcare to parents, prospective parents and those with parental responsibility or care of a child.

This guidance replaces the guidance circular entitled 'Guidance to local authorities – Childcare Act 2006, March 2008, No: 008/2008.

The introduction at Chapter 1 sets out the legislative framework which underpins all the requirements outlined in this guidance.

Chapter 2 sets out the duties on local authorities to secure sufficient childcare for their area and to assess that childcare provision.

Chapter 3 sets out the duty on local authorities to provide information, advice and assistance.

Chapter 4 sets out the powers of a local authority in relation to the provision of childcare, the arrangements between the local authority and childcare providers and the charges where a local authority provides childcare.

Chapter 5 outlines how local authorities must monitor their performance.

Chapter 1 - Introduction

The Law

1.1 The Childcare Act 2006 (the 2006 Act) expands and clarifies in legislation the vital role local authorities play as strategic leaders in the provision of childcare locally. The 2006 Act reinforces the framework within which local authorities already work – in partnership with the private, voluntary, independent, community and maintained sector – to shape and secure children’s services and focuses in particular on the provision of:

- sufficient, sustainable and flexible childcare that is responsive to parents’ needs; and
- information, advice and assistance relating to childcare to parents, prospective parents and those with parental responsibility or care of a child,

1.2 The local authority has the responsibility and lead role in coordinating effort across services, enabling different organisations, such as childcare providers from all sectors, Jobcentre Plus, community focused schools, integrated centres and local health services, to work together to secure sufficient high quality, sustainable provision that is responsive to the needs of children and their families.

1.3 Section 22 of the 2006 Act places a duty on local authorities to secure, as far as is reasonably practicable, provision of childcare¹ that is sufficient to meet the requirements of parents in their area to enable them to:

- take up, or remain, in work; or
- undertake education or training which could reasonably be expected to assist them to obtain work.

1.4 The powers of a local authority in relation to the provision of childcare are set out under section 23 of the 2006 Act. Sections 24 and 25 set out the arrangements between the local authority and childcare providers and the charges where a local authority provides childcare.

1.5 Regulations made by the Welsh Ministers under section 26 of the Act², require local authorities to undertake childcare sufficiency assessments for their area. The Regulations prescribe the process and planning cycle, the consultation and publication requirements, including details of the information which must be captured in the assessment. This is a necessary step to securing sufficient provision, enabling local authorities to identify gaps and establish plans to meet the needs of parents.

1.6 Local authorities have a corresponding duty to review the sufficiency of childcare provision for their area (to include excepted provision and Nannies approved under

¹ Where the provider must be registered with the Welsh Ministers under Part 2 of the Children and Families (Wales) Measure 2010

² The Childcare Act 2006 (Local Authority Assessment) (Wales) Regulations 2016

the Welsh Government voluntary scheme), and provide information about the provision of childcare in their area under section 118A of the School Standards and Framework Act 1998.

1.7 The duty on local authorities under section 27 of the 2006 Act to provide information, advice and assistance to parents is a vital aspect of achieving an effective childcare market where parents are able to articulate their needs and access support and provision easily. Regulations made by the Welsh Ministers under section 27, set out the categories of information local authorities must provide³.

Funding

1.8 A local authority's role in facilitating the childcare market is supported by the Revenue Support Grant (RSG). A number of other Government initiatives are also available to support local authorities in securing sufficient childcare.

1.9 Local authorities and their partners should be proactive and innovative in exploring and securing funding to support local and national initiatives and in ensuring families are encouraged to claim the financial support available.

³ The Childcare (Provision of Information) (Wales) Regulations 2008 (as amended)

Chapter 2 – Securing sufficient childcare (section 22) and Childcare Sufficiency Assessments (section 26)

Introduction

2.1 The duties set out in sections 22 and 26 of the 2006 Act and regulations made under the 2006 Act, require local authorities to shape and support the development of childcare provision in the local area in order to make it flexible, sustainable and responsive to the needs of the community.

2.2 The intention is to ensure that parents are able to access childcare locally that meets their needs and enables them to make a real choice about work. Local authorities are best placed to understand and respond to local needs.

2.3 Local authorities will be required to undertake a full assessment of the childcare provision in their area within a year of the commencement date set out in regulations and then at least every five years after that, keeping their assessment under review in between main assessments, as part their annual reporting to Welsh Government.

2.4 This assessment will contribute to the mapping of provision that is a key stage in local planning, allowing local authorities to work effectively with local partners, including the private and voluntary sectors, to fill gaps in the market.

2.5 To fulfil its duty, the local authority will need to assess the local childcare market to develop a realistic and robust picture of parents' current and future need for childcare. The local authority will compare this assessment of parents' demand for childcare with information about the current and planned availability of childcare places.

Section 22 - Duty to secure sufficient childcare for working parents

2.6 The 2006 Act requires local authorities to ensure, so far as is reasonably practicable, sufficient childcare to meet local needs of parents, (albeit for working parents or parents undertaking education or training) to assist them to obtain work. This guidance aims to assist each local authority discharge its duty to secure sufficient childcare to meet the needs of its area. In determining whether the provision of childcare is sufficient the local authority must have regard to the needs of parents in their area for:

- the provision of childcare in respect of which the child care element of working tax credit or universal credit is payable;
- the provision of childcare in respect of which employer supported childcare or tax free childcare is payable;
- the provision of childcare for children who have special educational needs or require specialist care due to disability;
- the provision of childcare involving the use of the Welsh language.
- the provision of childcare which enables them to access their foundation phase early education entitlement

- the provision of childcare which enables them to access their entitlement for free childcare places

2.7 Local authorities should consider the particular issues around access to childcare for working parents, parents seeking work or training opportunities, unemployed households, low income families, lone parent families, families from ethnic minority backgrounds and families with children who have special educational needs, or a disability.

2.8 Local authorities will also need to consider the availability of childcare to support parents working atypical hours.

2.9 It is not the intention to oblige local authorities to meet the individual childcare needs of every working family, but to ensure that at a community level, the local authority is taking strategic action with its partners to address gaps in childcare. Local authorities will be expected to support the development of childcare where there is sufficient parental demand that a childcare provider could operate and be sustainable. Examples of how they could address gaps include:

- providing training and business support to childcare providers, to help providers run efficiently;
- providing market information to providers;
- supporting networks of and links between providers;
- working with partner and umbrella organisations to create targeted incentives to address any gaps in the market.

2.10 Local authorities are required to secure childcare of sufficient duration and reliability to enable parents to make a real choice about work. Consideration should be given to the range of childcare services and the length of sessions available across each of the childcare types in meeting parental need and demand.

2.11 The effect of the wording “*reasonably practicable*” within the 2006 Act is to allow local authorities to take into account their resources and capabilities in making decisions about when to intervene to address gaps in the childcare market. Local authorities will have to meet needs as far as they are able to within those constraints, but it allows for some flexibility - what might be practicable will depend on the particular circumstances of a local authority.

2.12 Local authorities have the power to assist, and make arrangements with, any childcare provider or potential childcare provider

Section 26 – Duty on local authorities to assess childcare provision

2.13 The Childcare Act 2006 (Local Authority Assessment) (Wales) Regulations 2016, made under section 26 of the 2006 Act, requires local authorities to prepare assessments of the sufficiency of childcare provision (Childcare Sufficiency Assessment) in their area and to keep these under review.

What is a Childcare Sufficiency Assessment?

2.14 A Local authority Childcare Sufficiency Assessment must measure the nature and extent of the need for, and supply of, childcare in the area. Through this analysis, local authorities and their partners will be able to identify gaps in childcare provision where parents' needs are not being met and will allow local authorities to plan how to support the market to address the gaps identified.

2.15 A Childcare Sufficiency Assessment must include an Action Plan. Under the duty to secure sufficient childcare provision, local authorities should work with partners to develop and implement the Childcare Sufficiency Action Plans, that remove shortcomings and maintain the strengths identified in the Childcare Sufficiency Assessments. The Childcare Sufficiency Assessment Action Plans should be kept under continuous review and updated and reported upon on an annual basis via progress reports. Each year local authorities should aim for continuous improvement in securing sufficient childcare provision.

Timetable for the completion of the Childcare Sufficiency Assessment, Action Plan and reporting arrangements

2.16 Local authorities must complete Childcare Sufficiency Assessments every 5 years, as set out in the regulations. Local authorities are required to complete and submit a copy of the following documents to Welsh Ministers:

1. **Childcare Sufficiency Assessment** – This must be a full assessment of the sufficiency of childcare provision in the local authority area.
2. **Action Plan** – This must detail the actions, priorities and milestones to maintain strengths and address shortcomings identified in the Childcare Sufficiency Assessment.
3. **Progress Report** – The progress report must detail the progress which has been made against the actions, priorities and milestones in the action plan including any significant issues or changes which have happened over the year which have impacted on or have influenced the childcare market in any way e.g. employment development, housing development. In particular, local authorities will need to liaise with Family Information Services and the Care Standards Inspectorate for Wales (CSSIW) to ensure there is an up to date picture of childcare supply and demand. Local authorities will also be required to review and update the action plan if any changes need to be made for the following year.

Reporting to Welsh Ministers

2.17 Local authorities must submit the Childcare Sufficiency Assessments, Action Plans and Progress Reports to Welsh Ministers as set out below:

31 March 2017	Childcare Sufficiency Assessment and Action Plan
31 March 2018	Progress Report
31 March 2019	Progress Report

31 March 2020	Progress Report
31 March 2021	Progress Report

Assessment Steps

2.18 Local authorities will need to follow a series of steps when conducting their assessments:

1. **Assessing the demand for childcare** in their area, taking account of at least the following, for each type of childcare provision:

- the number of childcare places required for children up to the age of 18, broken down by age range and type,
- the number of full time and part time places required
- the number of childcare places required in which the childcare costs element of the working tax credit or universal credit may be claimed
- the number of childcare places required for which parents may claim employer supported childcare or tax free childcare
- the number of childcare places required for children who have special educational needs or require specialist care due to a disability
- the number of free part-time early years education provision places required
- the number of free childcare places required for children aged 2 years old
- the requirements for Welsh medium childcare (the definitions for the different types of settings are set out in Schedule 1 to this guidance) including childcare provision in other languages
- the times at which childcare is required, including demand for flexible childcare that caters for irregular patterns of usage across the day, the week and the year

2. **Assessing the supply of childcare** in their area, taking account of at least the following, for each type of childcare:

- the number of childcare places filled and available for children up to the age of 18, by age range and type
- the number of full-time and part-time places filled
- the number of places filled and available for which parents would be able to use the childcare element of working tax credit and universal credit
- the number of places filled and available for which parents would be able to use employer supported childcare and tax free childcare
- the number of places filled for children who have special educational needs or require specialist care due to a disability
- the number of free part-time early years education places filled and available
- the number of free childcare places funded for children aged 2 years old
- the number of Welsh medium childcare places filled and available (the definitions for the different types of settings are set out in Schedule 1 to this guidance), including childcare provision in other languages

- the times at which childcare is available, the maximum length of time which childcare providers will care for children in a day, and their flexibility in catering for irregular patterns of usage across the day, the week and the year
- the number and type of childcare providers offering flexible childcare hours
- the number of vacant and unused places
- the number of children on childcare providers' waiting lists
- the range of services offered by childcare providers
- the range of session lengths offered by childcare providers
- the range of charges for childcare
- the age range of children attending the range of childcare types

3. Analysing the gap between demand and supply in their area, taking account of at least the following:

- the types of childcare available
- the age of children for whom childcare is available
- the affordability of childcare
- times at which childcare is available, including the need for flexible childcare that caters for irregular patterns of usage across the day, the week and the year
- location of childcare
- the specific needs for Welsh Medium childcare provision
- childcare provision for different language categories

4. Identifying barriers to childcare provision in their area, taking account of at least the following:

- the accessibility of childcare provision
- the barriers experienced by:
 - working parents
 - parents seeking work or training opportunities
 - unemployed households
 - low income families
 - lone parent families
 - families from ethnic minority backgrounds
 - families with children who have special educational needs or a disability

5. Drafting an Action Plan, outlining the steps which need to be undertaken to improve and maintain opportunities for children to access childcare in the local authority area.

6. Drafting an assessment document, which includes the information in points 1,2,3 and 4 above, and then publishing on the local authority's website for a period of 28 days to give sufficient time for the persons and groups listed in the regulations who have been consulted the opportunity to comment.

7. Publishing the assessment on the local authority website. Following consultation on the childcare sufficiency assessment a local authority will need to review the document accordingly.

8. Other Matters that need to be taken into account

- **Geographical Distribution** – The assessment must include an analysis of the geographical distribution of each type of childcare in the local authority area and any gaps in that geographical distribution.
- **Sustainability** – The assessment must give consideration to the sustainability of the childcare market, including any factors which have affected the sustainability of existing childcare providers. The following factors may be considered:
 - Direct grants/ funding for childcare providers
 - Funding channelled to parents, as users of childcare (working tax credit, universal credit, employer supported childcare, tax-free childcare)
 - CSSIW de-registrations
- **Cross Border** – Parents' choice of convenient childcare will sometimes mean that they take up places in a different local authority from their own. Accordingly, local authorities should, when conducting their assessment, take account of the needs of those who use childcare outside their area as well as those who travel to their area to use childcare. Local authorities should consider consulting with their neighbouring local authorities to assess the numbers involved and ensure they are reflected in the assessment.
- **Workforce Development & Training** – An assessment should be undertaken of the existing childcare workforce qualifications and training needs across the childcare types, as a means of informing the local authority's workforce development and training programme. Consideration should be given to the training requirements in respect of the National Minimum Standards for Regulated Childcare (NMS) <http://gov.wales/topics/health/publications/socialcare/guidance1/regulatedchildcare/?lang=en>) and more generally, to raise the quality of childcare provision on offer to parents.

9. Partnership Working, Participation and Engagement

Effective consultation will be a core element of the sufficiency assessment and will give those with an interest in childcare an opportunity to highlight relevant issues or concerns.

Childcare markets tend to be highly localised. The assessment will need to cover the whole local authority area and should take account of the pattern of demand and supply throughout. It should identify specific gaps for particular groups and of

particular types of childcare in smaller geographical areas, to ensure that there is sufficient childcare across the local authority.

Local authorities will be required to ensure a sufficient contribution from a range of partners and organisations, in meeting their duty to assess, plan and secure the sufficiency of childcare provision in their area. National Childcare Umbrella Organisations and Family Information Services, for example, have a key contribution to make in assisting local authorities to plan and safeguard the sufficiency of childcare provision in their area. Relevant stakeholders which local authorities will be required to consult with are prescribed in the regulations, as outlined in Schedule 2 of this guidance.

As well as working with partner organisations, local authorities will be required to ensure sufficient input from other relevant local authority policy and delivery areas, including education, early years, play, planning, housing, transport and social care.

Schedule 5 and 6 of this guidance includes a series of templates to assist local authorities in capturing consistent information from parents or carers and childcare providers (excepted provision and nannies approved under the Welsh Government's Voluntary Approval Scheme), for the purposes of the Childcare Sufficiency Assessment.

10. Data Capture

Local authorities will be required to draw upon numerous sources of data, both primary and secondary, to gain an understanding of the nature of the childcare market including the profile of the local population.

A series of templates have been included in schedule 5 and 6 of this guidance to assist local authorities in capturing information from parents and providers.

- **Care Standards Inspectorate for Wales (CSSIW)**

In terms of registered provision, CSSIW will provide local authorities with data, which they capture from regulated childcare providers, as part of the annual self assessment of service statement process. This is in accordance with the Memorandum of Understanding which will exist between CSSIW and the local authorities, outlining the protocol for sharing and disseminating information. Local Authorities should promote the importance of completing the annual self assessment of service statement in informing the Child Sufficiency Assessment process to all regulated childcare providers. The data supplied will mirror the information captured by local authorities in the template in Schedule 5 for excepted and approved provision. This will result in consistent and comparable information across different kinds of provision.

- **Assessment of Local Well-being**

Local authorities will need a clear understanding of the demographics of their local population, in particular factors and trends that will drive demand for childcare. These might include the under fives population, numbers of lone parents, ethnicity of the local population, and birth rates.

Local authorities will also need to understand the **local labour market** and patterns of training and adult learning locally. Working patterns, including shift work and other work outside the core 8am -6pm working day, and commuting time will affect when childcare is needed. Changes in employment patterns - the opening, closure, expansion or shrinkage of sources of employment - may impact on parental work patterns and their demands for childcare, so should be factored into the assessment. The local authority should also take into account planned and proposed property development within the area which may affect population composition and density.

The Child Sufficiency Assessment will need to draw upon the information captured by Public Services Boards in developing their Assessment of Local Well-being, as a means of ascertaining the demand for childcare provision. This information can be accessed from <http://www.dataunitwales.gov.uk/local-assessment-of-well-being-common-data-set-published>.

13. Childcare Types and Services Provided

In undertaking the Childcare Sufficiency Assessment, local authorities will be required to report on **childcare provision which is registered and also childcare provision which is excepted from registration**. Information about both registered and excepted provision is provided in the NMS which can be accessed on (<http://gov.wales/topics/health/publications/socialcare/guidance1/regulatedchildcare/?lang=en>).

The Childcare Sufficiency Assessment will also need to include information on Nannies, who are approved under the CSSIW, Voluntary Approval Scheme.

A summary of the main childcare types are summarised below:

- Child minding
- Day Care
 - Full Day Care
 - Sessional Day Care
 - Crèche
 - Out of School Care
 - Open Access Play provision
- Nannies (Voluntary Approval Scheme)

Childcare providers offer a range of childcare services. The Child Sufficiency Assessment will need to capture the range of services provided and required, to gain

an understanding of the nature of the childcare on offer and the needs of parents in their local authority area.

Schedule 3 provides an illustration of the childcare services which need to be captured against each of the childcare service type.

Chapter 3 – Provision of information, advice and assistance (Section 27)

Introduction

3.1 Throughout this **statutory** guidance the term “Family Information Service” (FIS) refers to information on services for families, children and young people.

3.2 The Welsh Government’s guidance for the Family Information Services in Wales (*“Delivering Quality Information for Families Together”*) provides an update to *“Raising the Standard”* published by the National Association of Family Information Services (NAFIS) and the subsequent guidance and standards published by the Welsh Government. *“Delivering Quality Information for Families Together”* provides a framework for the FIS in Wales which they should take account of and it sets out important recommendations to ensure information provided is readily available and of high standard. It is structured in alignment with the published Welsh Government’s Minimum Family Information Services Quality Standards for Wales (reproduced at Schedule 7). All Family Information Services should satisfy the minimum quality standards.

Section 27 - Duty to provide Information, Advice and Assistance

3.3 The duty under section 27 of the 2006 Act reinforces the above by requiring local authorities to provide an information service for parents and prospective parents. Local authorities are strongly encouraged to resource an integrated information service as a hub of this provision.

3.4 Section 27 (2) of the 2006 Act states that the service must provide to parents or to prospective parents information which is of a prescribed description. This description is set out in regulations - The Childcare (Provision of Information) (Wales) Regulations 2008 as amended (*“the 2008 Regulations”*) with which local authorities must comply. The information may be described as falling within two key categories:

- Childcare (as per section 27 (2) (a)); and
- Other services or facilities which may be of benefit to parents, prospective parents, children or young people (as per section 27 (2) (b) and (c)).

3.5 This guidance sets out the broad vision for information provision which is:

- An integrated information service meeting Welsh Government minimum standards for family information services

Provision of local information will be:

- User friendly, reflecting parents’ perceptions and needs

- Accessible via a range of settings, outlets and channels that parents use (contact centres, community focused schools, integrated children's centres, clinics, libraries, shop fronts, kiosks, via websites, social media and phone).
- Accessible in a variety of formats where appropriate to comply with the Equality Act 2010 and the Welsh Language Standards.

3.6 The expectation is that information services will be able to provide information, advice and guidance to parents/carers on childcare and free part-time early years education places in their area. Information services are not expected to be able to offer advice on services not specifically related to childcare but they must be able to direct parents to information about other local services (non-childcare). This will help parents/carers to select the most appropriate local services for them and their children. There is also a range of more generic national information available, such as information on tax credits, in the form of web sites, telephone helplines and published material. The expectation is that information services will be able to sign-post parents to these sources of national information as appropriate.

3.7 Whilst not set out in Section 27 of the 2006 Act, the National Advice Network recognises a core function of a FIS involves providing a guidance service to its customers. FIS should endeavour to continue to fulfil this role.

Information content

3.8 The 2008 Regulations provide a description of the minimum information that Local Authorities should provide. The three categories of information are:

- childcare;
- information on local services, facilities or publications;
- generic national information on services, facilities or publications.

3.9 As a minimum, the aim is that the local authority will continue to meet the Welsh Government minimum standards for the Family Information Services and ensure that parents are effectively guided towards sources of local and national support and to local service directories.

Childcare

3.10 Part 2 of the 2008 Regulations sets out the categories of information which local authorities are required to make available for each childcare provider whose details are given to users. Local authorities are to give information for example, on whether provision is group based, home based or school based, and available to parents of a disabled child seeking childcare. Information services should also provide information on how to choose childcare and how to make arrangements with childcare providers, for example setting up a contract with a child minder.

3.11 Local authorities should provide the most comprehensive information possible on all childcare provision in their area (including the availability of free part-time early

years education and Flying Start places, Welsh medium and bilingual childcare provision and on services and facilities in childcare settings suitable for children with disabilities and special educational needs).

3.12 Local authorities should make available information on all childcare registered with and inspected by CSSIW. This will include settings that provide funded early years education which are also registered with CSSIW and inspected by Estyn.

3.13 Local authorities must not provide contact details of child minders who have not provided consent for their details to be disclosed. Information services should contact all newly registered child minders and agree with them how they wish to be contacted, for example, whether they are content for their address and/or telephone number to be given to parents.

3.14 Some provision will not be required or eligible to be registered ("excepted provision"), but parents may wish to use it. Local authorities should use reasonable endeavours to obtain and make available to parents information on excepted provision. Much of the information on excepted provision can be collected by local authorities carrying out the assessment duty specified in section 22 of the 2006 Act. This would be provision that is operating legally but is not eligible to be registered because it does not meet the registration requirements, for example provision operating for 2 hours or less in any one day or provision caring for children over 12 years.

3.15 Family Information Services have a protocol with CSSIW and will be able to facilitate parents/carers access to CSSIW inspection reports to enable them to make an informed choice, taking issues of quality into account. They will direct parents/carers to Estyn for their reports on the quality of education provided. Information services should make it clear to parents whether settings are registered or not, and should explain the checks that registered providers will have undergone and the standards that they are required to meet. The aim is to enable parents to judge whether a registered or excepted setting is suitable for them and their child in their circumstances.

3.16 Family Information Services should provide parents with information on the full range of provision in their area and, where appropriate on the help available to meet childcare costs. . They should also be able to give broader information on the benefits of formal childcare in terms, for example, of employment sustainability and child development. Whilst information services can advise parents on the implications of the available options, they should remain impartial and not guide parents to one particular form of care or individual provider. The final decision on the most appropriate care for their child should rest with the parent.

3.17 CSSIW will continue to arrange for information on each registered provider to be provided to local authorities, as at present.

Childcare provided in the child's own home

3.18 Local authorities are to ensure that, when providing information to parents on childcare provided in the child's own home, their information services refer them to the voluntary scheme for approval of such childcare and the relevant approval body.

Cross Border Arrangements

3.19 For many parents, childcare located in neighbouring areas can be the most appropriate for their children and the easiest to access. Information services are not expected to hold the full childcare information in respect of each of their neighbouring local authorities. However, information services should liaise with each other to ensure that parents can obtain the information they need about provision in other areas without having to travel to neighbouring local authorities. For example information services should offer to contact their counterparts in other areas on the enquirer's behalf, and/or arrange for information to be obtained from the other service.

Cost of Childcare

3.20 Local authorities must provide parents with information about costs of the particular provision they are considering. This should be backed up with advice on how to get help with meeting the costs of childcare outside the free entitlement, e.g. through the childcare element of working tax credit/Universal Credit, support schemes for teenage parents, employer supported childcare and the Tax-Free Childcare Scheme. Information services should direct and assist parents to access the appropriate information to help them make informed choices.

Safeguarding Children

3.21 Information services have a key role in ensuring that parents and carers have appropriate information to help them take decisions on the suitability of childcare providers. Information services should be able to explain the differences between registered and excepted childcare and the checks that registered providers and their staff or approved providers of childcare in the child's own home will have undergone. They will need to guide parents to relevant materials and inform them of the questions they should be asking, for example by referring them to the publication "Choosing Childcare" which includes the key points that parents may wish to cover in their discussions with prospective providers.

3.22 Information services must inform parents of providers' registration status or refer parents to the relevant approval body in the case of approved childcare in the child's own home. They should advise parents that, if they are considering using excepted childcare provision, they should check references and ask the provider what sort of checks they carry out on employees. For example, parents should check whether the provider obtains an Enhanced Disclosure from the Disclosure and Barring Service (DBS) to help the provider decide whether there is information which would make the applicant unsuitable to work with children. The Enhanced Disclosure will contain details of whether they are included in the barred list of individuals who

are unsuitable for working with children. It is against the law for employers to employ someone or allow them to volunteer for regulated activity with children if they know they are on the barred list.

Further information may be found at: <https://www.gov.uk/disclosure-barring-service-check/dbs-barred-lists>

3.23 Information services should be aware of and understand the framework for safeguarding children and the specific local policies and procedures drawn up by their Safeguarding Children Board. Information services should be able to refer parents and other members of the public to children's social care within the local authority should they have concerns about a child's welfare or safety in the context of the childcare services, or more generally. If necessary the information services should themselves refer concerns about a child to children's social services or the police in accordance with the child protection policy outlined in the minimum standards for family information services.

Information on Additional Services Offered by Childcare Providers

3.24 Local authorities must obtain additional details of the services offered by childcare providers and make this available to parents/ carers. For example, they will be able to provide details on whether the provider is registered with the local authority to provide free part-time early years education places. Where parents/carers do not find childcare that readily meets their needs they should be able to provide feedback on difficulties with the childcare supply to those responsible for carrying out the assessment of childcare provision under section 26 of the 2006 Act.

3.25 Other examples of additional information include whether overnight care can be provided, staff qualifications, availability of special dietary arrangements and environment, including outside play space and equipment. Information on child minders could include whether children can be dropped off or picked up from school (and if so which schools) and details of pets on the premises. The list in this paragraph is not exhaustive and local authorities may wish to refer to the Welsh Government's guidance "Delivering Quality Information for Families Together" to include other information to meet local needs and also to encourage parents to question providers about the service they can expect.

Sustainability

3.26 In some cases it will be helpful for information services to tell parents how provision is funded and how long it has been operating. Where this information is available in the public domain it should be provided. However, it should be made clear to parents that these are not necessarily reliable indicators of sustainability or of quality.

Information on other local services, facilities and publications

3.27 This part of the guidance describes the services, facilities or publications referred to in section 27 (2) (b) and (c) of the 2006 Act, about which parents and prospective parents may be given information.

3.28 Part 2 of the 2008 Regulations, set out broad subject headings on which local authorities may provide information to parents. Where the family information service does not provide this information, there should be an indication of where it can be obtained. Consideration should be given to providing the following information:

1. Education and Family Learning services

- (i) Local schools (composite prospectus), arrangements for selecting a school, how to access school places, performance and quality measures (Estyn reports and inspections), levels of authorised and unauthorised absences, opportunities for parents to participate in children's learning, parental support and engagement (consultation processes, complaints procedures, volunteering, school governors), after school provision, behaviour units, out of school activities (community focused schools).
- (ii) Education welfare services or their equivalent if delivered as part of integrated children's services.
- (iii) Family learning opportunities: details of Adult and Community Education courses, literacy, numeracy and special needs classes or where they can be accessed.
- (iv) Library facilities: including reference service, children's section, Internet services and audio visual materials.
- (v) Further and Higher Education Opportunities, details of courses and funding.

2. Health and Wellbeing Services

- (i) Parents advice, social care services and casualty services.
- (ii) Information on specific services available locally including healthy eating, an active lifestyle; alcohol, stop smoking services, drug misuse; sex and relationships, contraception; sleep clinics; common allergies; bullying; attention deficit disorder; behaviour management.
- (iii) Services for children with special needs, including special educational needs, and in special circumstances.
- (iv) Child and adolescent mental health services (CAMHS).

3. Play, sports and other recreational facilities

- (i) Open access play facilities available to children and young people.
- (ii) The importance of creating quality play opportunities for well-being, learning and to support children to realise their right to access play and recreational activities
- (iii) Sports facilities available to the general public, information on things to do, places to go, for example on local arts, sports and play provision as well as child friendly heritage sites, galleries and museums.

4. Social Care and Family Support Services

- (i) Family support, parenting programmes, prenatal and antenatal services and courses, child development and parenting roles, child rearing and child behaviour.
- (ii) Youth Offending Team and early intervention services.
- (iii) Children's Services - details of specific services offered, support and early intervention, self referral arrangements.
- (iv) Disrupted Relationships - services to support parents and children through disrupted relationships and bereavement.

5. Youth services

- (i) Provision of youth clubs, centres, drop-ins and advice shops.
- (ii) School/training/careers - availability of careers advice.

6. Financial and Legal Services

- (i) How parents can obtain information about their entitlements to debt counselling, tax credits and other benefits and how they can apply.
- (ii) Flexible working and work life balance.

7. Child development

- (i) Health before, during and after pregnancy, not smoking during pregnancy and having a smoke free atmosphere (national and local smoking cessation services), advice on importance of folic acid and breast feeding.
- (ii) Parents communicating with their babies from birth; nurturing babies and children; creating an effective learning environment at home from the early years; engaging effectively in a child's cognitive, emotional and social development and their education; what to expect at different ages, including emotional development, growth, puberty; promoting and supporting independence as young people grow up.

8. Staying safe

- (i) Keeping children safe in the community, implementing a balanced approach to managing risk, internet safety, accident prevention, first aid and basic life saving skills for children, road safety, reducing the risks of sudden infant death.
- (ii) The safe storage of medicines and volatile substances within the home.

9. Local and National Services for Disabled Children and Young People

Information on the availability of specialist medical services, therapy services, support services, specialist help groups, tax benefits, financial advice, relevant voluntary organisations, and details of available short term breaks.

10. Services promoting the use of the Welsh Language

Information to parents and prospective parents about the advantages of raising children bilingually and using Welsh in the family home, how to access Welsh medium literature, publications and availability of Welsh language classes.

Where information is given on services, facilities or publications not available locally, it is sufficient to provide information on the relevant agencies or sources of information, i.e. parents would normally be sign-posted to national or UK generic sources of information.

Other Local Information

3.29 Authorities are encouraged to identify other types and sources of local information in addition to those set out in this guidance which meets the needs of parents and children in their area, e.g. work/life balance information.

Generic National Information

3.30 Local authorities should be able to sign post to wider sources of generic information benefiting prospective parents, parents, grand parents, guardians, carers and children and young people i.e. national organisations, support groups, telephone help lines, web sites and social media.

3.31 Possible sources of this information are: Internet sites provided by Government, for example, CSSIW and Estyn, the NHS, DWP and Dewis; telephone help lines such as those provided by Childline and the NSPCC. Typically the information and advice available would cover legislation, the latest thinking on good practice (e.g. on health issues) and direct practical advice and specialist support services relevant to the parent's situation (e.g. via telephone help lines). The local authority's FIS should be sufficiently familiar with how the services operate to enable parents to select the best format to suit the parents' needs where a choice of formats exists.

3.32 Where the enquirer does not have access to the Internet, FIS should endeavour to facilitate access to web based services on their behalf. Free Internet access is available in all public libraries in Wales.

3.33 Local authorities are encouraged to identify other types and sources of national information in addition to those set out in this guidance. When designing and developing Information, Advice and Assistance (IAA) services, local authorities are required to make links with other services at a local, regional and national level, such as FIS, which meets the needs of parents and children in their area. There will be some aspects of the IAA service which may be more appropriate to design and deliver at a national level. For example, a single point of online access would ensure consistent access for the public and avoid duplication of national information.

3.34 Local authorities are encouraged to make known other information and advice services to their workforce working with parents, such as teachers, as well as directly to parents.

3.35 Local authorities should consider how local delivery of their FIS can play a part in the national provision of information whether by a single point of online access or other means. Local authorities should ensure that their local FIS facilitate referrals between other UK wide and national organisations such as web sites and telephone help lines.

Information on services for disabled children and for children with special educational needs

3.36 Local authorities are required to provide information on “access to services and specialist facilities available within childcare settings” and to provide information on:

- the availability of specialist medical services, therapy services, support services
- specialist help groups, tax benefits, financial advice, relevant voluntary organisations, and details of available short term breaks

3.37 The information provided should be tailored to the individual needs of children and parents.

3.38 Information services should work closely with local branches of organisations such as Contact a Family, RNID, RNIB, Mencap, Scope, Children in Wales and any local portage services, drawing on the existing knowledge and links that will have already established. This list is not exhaustive and there will be other organisations with which information services should develop working relationships. All of the above organisations offer help and advice to families with disabled children. Some national charities also have local support groups for these families. Information services should take active steps to obtain details about such facilities offered locally and nationally, and maintain effective links so that parents can easily access appropriate support when they need it.

3.39 There is an existing requirement (section 332AA Education Act 1996) on local authorities to arrange for any child in their area with Special Educational Needs (SEN), for a parent of any such child and for a case friend for any such child, to be provided with advice and information about matters relating to those needs and to take whatever steps they consider appropriate to make Parent Partnership Services (PPSs) known to parents, head teachers, schools and others they consider appropriate. Information services should work with their local partnerships to draw on their knowledge and experience of working with parents of children with SEN, to inform, develop and enhance their links for the mutual benefit of all parents.

Providing information to disabled parents

3.40 Information services should consider assessing the needs of disabled parents in their area to ensure that premises and services are accessible and compliant with the Equality Act 2010, for example, that premises are accessible via wheelchair ramps, that services are accessible by the provision of hearing loops and staff who can sign or translate and that information can be made available through appropriate media.

These might include:

- Large print/tape version of materials
- Braille
- Audio formats
- Language lines
- Text phones for hearing impaired enquirers

This list is not exhaustive.

Services promoting use of the Welsh language

3.41 The 2006 Act introduces a duty on local authorities in Wales to secure sufficient childcare in their area to enable parents to take up or remain in work or to undertake education and training in order to obtain work. In determining whether the provision of childcare is sufficient to meet these requirements local authorities must have regard to: “the provision of childcare involving the use of the Welsh language.”

3.42 To do this effectively, local authorities will need to play a central role in the development of Welsh medium and bilingual childcare provision in their areas, in partnership with relevant organisations.

3.43 The local authority will need to raise awareness of Welsh language issues and opportunities to ensure that there is sufficient consideration at all levels where decisions are made about Welsh medium and bilingual childcare provision funding. This information must be referenced in the local authority’s Welsh in Education Strategic Plan (WESP). Account should be taken of the additional challenges experienced by Welsh medium settings in terms of sustainability and expansion: support to childcare settings wishing to develop and increase their use of Welsh; recruiting and the funding of development workers and play schemes.

3.44 In considering the demand for Welsh medium and bilingual childcare, the following factors should be considered as indicators for the likelihood of increased demand for Welsh medium and bilingual childcare provision in the future:

- The rise in the numbers of young Welsh speakers.
- The rise in the numbers of children currently receiving a Welsh medium education.
- The Welsh Government’s Welsh-medium Education Strategy and Welsh Language Strategy
- Any large scale economic developments
- Results of surveys undertaken to assess parental demand for Welsh-medium education
- The Local Authority’s WESP

3.45 The gathering of baseline information on current levels of Welsh medium and bilingual childcare provision will be a key factor in planning to meet current and

future demand for Welsh medium and bilingual provision. The language of provision is viewed as an important factor to establish, particularly in terms of providing accurate information to parents to facilitate parental choice.

3.46 In order to facilitate the collection and collation of data, the descriptions for Welsh language use within childcare settings, detailed at Schedule 1 to this guidance, should be used as the basis for information gathering.

3.47 Local authorities will gather information to establish and maintain a baseline of current Welsh medium and bilingual childcare provision through data received from CSSIW, as part of their annual self assessment of service statement process, and questionnaires circulated by Local Authorities to providers excepted from registration and approved providers (Nannies approved under Welsh Government's Voluntary Approval Scheme).

3.48 The information service should provide information to parents and prospective parents about the advantages of raising children bilingually and using Welsh in the family home, how to access Welsh medium literature, publications and availability of Welsh language classes.

3.49 Parents and prospective parents should be made aware of relevant initiatives which aim to encourage new parents to speak Welsh with their children or offer parents and carers an opportunity to enjoy playing with their children and socialise in an informal Welsh atmosphere.

Access to the Information Service

3.50 Section 27 (6) of the 2006 Act requires local authorities to be pro-active in establishing and maintaining the information service in ways that best facilitate access to it, in particular, that reach out to people who might otherwise have difficulty in taking advantage of the service.

3.51 The information service should take account of the need for access via personal visit, telephone, web site, email, or social media. It should be well signposted from the main information services of the local authority, such as libraries, telephone switchboards, and the local authority's main web site. It should also be integrated or linked with other information services initiatives. Through use of an answering service, it should provide 24 hour cover. On the website, a search of "childcare" should lead to the FIS. There should be links to Welsh Government web sites and social media and to other local FIS, especially those that are within the immediate travel to work area. It is very important that web sites are regularly reviewed to ensure that up to date information is provided.

3.52 Information should be accessible to all parents who might otherwise find it difficult to access the support they need, including through pro-active outreach services, linking with partners, to increase take up from disadvantaged and low income families where appropriate. Local authorities will need to consider local demographics and circumstances of those who may be socially excluded in their areas. This should include people from black and ethnic minority communities, young parents (including those who want to return to learning), people for whom

English is an additional language, parents of children with disabilities, refugees, asylum seekers, families with disabled or mentally ill parents and travellers. Information and support should be provided to all who need it because they have a role in caring for a child, fathers as well as mothers; and to carers as well as natural parents.

3.53 Information services should also ensure that key people and agencies working with looked after children have access to the same information as that available to parents. Those to whom the information should be made available include: foster carers, social workers, residential care workers, independent fostering services, adoptive parents and prospective adoptive parents.

3.54 Local authorities should consider the needs of parents in their area, and pay particular attention to meeting the needs of groups identified who might otherwise find it difficult to access the information service. Local authorities may wish to consider carrying out an annual assessment to enable them to monitor and review uptake of information services by these groups.

Delivery Outlets

3.55 Local authorities should ensure that information is made available through a wide range of outlets, particularly in places frequently visited by parents. Two of the key delivery outlets will be integrated children's centres and community focused schools.

3.56 In addition to integrated children's centres and community focused schools, other outlets should include doctors' surgeries, libraries, community centres, shops, post offices, schools, kiosks etc.

Data Protection

3.57 Local authorities will need to ensure that they comply with the Data Protection Act 1998 when providing information to other outlets. For example, the implications of sharing information on child minders will need to be considered. If the information service needs guidance on how to ensure compliance with the Act, they should consult the local authority's legal service. Further information on data protection is available from the Office of the Information Commissioner at: <http://ico.org.uk>.

3.58 Local authorities are encouraged to promote their information services to all parents, and particularly to those groups who might find it difficult to access information. The Welsh Government will provide information services with support and through good practice examples published from time to time in collaboration with the information services across Wales.

Format of Materials

3.59 It could be costly, and potentially wasteful, for all literature produced by information services to be produced in a wide range of languages irrespective of local demographics. **It is suggested that the Information Services across Wales**

share the costs of written materials provided in a range of formats to reflect the needs of local communities.

Customers/Clients/Service Users

3.60 Section 27 (2) and 27 (5) of the 2006 Act require services to be provided to “parents or prospective parents”. Section 27 (9) defines these terms. Local authorities are required to make sure that information is available to all prospective parents and parents of children up to their 20th birthday in their area.

3.61 Local authorities should ensure that information is provided predominantly to support people in their role as parents.

Parents are defined as:

- All natural parents;
- Any person who, although not a natural parent, has parental responsibility for a child;
- Any person who, although not a natural parent, has care of a child.

3.62 Non-resident parents, both fathers and mothers, are included in both the definition of parents above and the definition contained in the 2006 Act. This means that discussions of individual children/young people’s needs should not be restricted to people with parental responsibility/care of the child. The service can be offered to everyone who is a parent as defined, unless there is a court order limiting an individual’s exercise of parental responsibility. Information services should avoid becoming involved in any conflict between parents. In cases where parents are unable to resolve issues between them, the information service might want to suggest that the parent seeks independent legal advice about obtaining a court order setting out exactly what decisions each parent can make in respect of the child.

3.63 All references to parents include both fathers and mothers. The active interest of fathers in all aspects of their children’s life and development is important. Information services should make efforts to assess the information needs of fathers in their area, and make specific efforts to make information available in formats and through routes which are likely to engage them.

3.64 The expectation is that the information will be accessed predominantly by parents and prospective parents. However, the local authority should also provide information to people who are acting on behalf of the parent, including grandparents and other relatives, friends and other intermediaries. Sub-section 27 (4) of the 2006 Act gives local authorities a discretionary power to provide information “to such persons as the local authority consider appropriate”. Local authorities should give intermediaries information that is in the public domain only, including contact details for services which could help the parent. Information services should not discuss information about individual children with anyone other than their parents, as defined above, or with individual young people or children if they are considered to be sufficiently mature. Local authorities and information services should not discuss details of particular parents, children and young people with those enquiring on parents’ behalf, and should also ensure compliance with the Data Protection Act 1998.

3.65 The 2006 Act also makes clear that the service must be delivered in ways that will identify and reach out to families that might otherwise find it difficult to access information.

3.66 It is important that the FIS observes the protocol with CSSIW and maintains close contact with local childcare providers to gain the most up to date information on each registered provider.

3.67 Information services should also provide assistance to persons interested in providing daycare or becoming childminders. They should provide information in outline on the requirements of registration. Information services should also provide relevant information to persons looking for training in early education, childcare or playwork.

Management and Organisation of the Information Service

3.68 Section 27 (1) of the 2006 Act requires local authorities to establish and maintain services providing information, advice and assistance.

3.69 It will be for local authorities to determine the most appropriate delivery model for their area, to ensure that provision is delivered in a joined up way and co-ordinated across the full range of support services for parents. An effective and well resourced FIS will help their local authority to deliver on the requirements of section 22 and 26 of the 2006 Act duty to secure sufficient childcare for working parents. Local authorities will ensure that the information service is accessible and meets parents' needs. It should be of a high quality. Many local authorities will wish to build on the expertise already in place in their FIS.

3.70 Local authorities must take account of what other information, advice and assistance (IAA) services are available when designing and developing services. Other IAA services should not be duplicated and should either be integrated with the IAA service or easily accessible via the service. Local authorities, working with their regional partners, must ensure that extant directories of services, advice services and helplines, such as Dewis, MEIC and the FIS, are aligned effectively to develop reliable coverage for all users.

3.71 There will be some aspects of IAA services which may be more appropriate to design and deliver at a national level. For example, a single point of online access would ensure consistent access for the public and avoid duplication of national information. This would improve accessibility to information and a more economic and efficient method of delivery.

3.72 Local arrangements for FIS and IAA services are locally or regionally determined and each local authority has a different model/structure for these services.

3.73 Flexibility should be built into delivery arrangements for FIS to enable the testing of different methods of delivery, particularly as technology changes, to explore which are most effective in meeting user needs. To ensure potential service

users have access to the information they require, FIS will continually have to develop and refine delivery methods. While technology provides new opportunities, FIS also need to consider how to reach those who are not engaged and those that are harder to reach and may require face-to-face and/or outreach services.

3.74 Each FIS should have an information strategy which demonstrates how its service will be delivered to meet the needs of users in the area. The strategy should state:

- How the information can be accessed; and
- How service users engage with the information.

It is unlikely one model of delivery alone will meet the full needs of users within an area.

Quality

3.75. Those responsible for managing information need to ensure sufficient competent staffing arrangements exist to meet targets and deliver a good quality service. Staff are likely to require a mix of qualifications and skills and each FIS should have a staff appraisal system during which training and development needs are assessed regularly.

3.76 Local authorities should ensure the information available is complete and relevant to local /enquirers' needs. Locally gathered information should be updated at least annually in accordance with the FIS information strategy as outlined in the Minimum Standards for Family Information Services.

Consultation with parents, review and evaluation

3.77 Parents should be consulted about the information they need and how they prefer to receive it. The operation of the information service and the content of the information it is able to provide should be reviewed to ensure they are appropriate and effective. Consultation and review can be most effectively undertaken as part of other requirements for local authorities to consult with parents; for example, as part of the duty to assess sufficiency of childcare provision; and population assessments of need for care and support which are taken into account in the evidence basis of IAA services. Population assessments also draw on the IAA services to understand the needs of people in its locality and what information, advice and assistance they are seeking.

3.78 Local authorities should ensure the FISs are evaluated as part of their internal quality assurance systems.

Chapter 4 – Powers of local authorities, arrangements and charges (Sections 23, 24 and 25)

4.1 The powers of a local authority in relation to the provision of childcare are described under Section 23 of the 2006 Act. Sections 24 and 25 set out the arrangements between the local authority and childcare providers and the charges where a local authority provides childcare.

Section 23 - The powers of a local authority in relation to the provision of childcare

4.2 Section 23 allows local authorities to provide childcare and provides local authorities with the powers they need to engage effectively with childcare providers to fulfil the duty to secure sufficient childcare that this Act places on them. The powers also enables local authorities to assist or make arrangements with childcare providers, including those from the private and voluntary sectors, to meet the needs of parents and fill gaps they have identified in provision. Assistance that is currently given includes, for example, business and market advice, the use of facilities, network co-ordination, and grants and financial support.

Section 24 - Arrangements between local authorities and childcare providers.

4.3 Section 24 applies where a local authority enters into a financial agreement with a provider for the provision of childcare. In such circumstances the local authority must exercise its powers to ensure that the provider meets any requirements imposed. If specified conditions are imposed and if the provider fails to satisfy those conditions the local authority may require all or part of the financial assistance to be repaid.

4.4 In setting local conditions it is recommended that local authorities consider this guidance, which contains principles designed to ensure consistency in terms of quality and standards. It is further recommended that when setting local conditions, local authorities consult with their delivery partners and consider the conditions carefully, so as to avoid any which may disadvantage or exclude a particular provider or group of providers.

4.5 Section 24 underpins the duty to secure sufficient childcare as it also applies where local authorities grant financial or other assistance to providers under section 23. Section 24 also provides the ability for local authorities to set conditions on providers, and require repayment if those conditions are not met.

Section 25 - Charges where local authority provides Childcare

4.6 Section 25 gives local authorities the power to charge for childcare, ensuring that, where appropriate, local authorities can cover the costs of provision they make. There are exceptions; the power to charge does not apply to childcare local authorities provide under the duty in the Children Act 1989 for children in need.

Ensuring Sufficiency of Childcare Provision

4.7 To assist in the discharge of their duties under the 2006 Act, local authorities should put in place a programme to support new childcare places, start up grants, a programme of sustainability grants, a family information service, and a programme of childcare training support. Local authorities should work with partner organisations to benefit from their expertise and support in discharging their duties. Particular regard should be given to the childcare needs of low income families, families with disabled children, and families wishing to access Welsh language childcare.

4.8 Local authorities may wish to explore other ways in which the childcare sector can be sustained, for example:

- An assisted places scheme
- Subsidy to training
- Support to settings in applying for other sources of finance, e.g. Children in Need, Lottery sources
- Encouraging joint work and equipment sharing with schools

Training

4.9 Local authorities should use their funds strategically to support childcare providers in meeting the qualification requirements in the National Minimum Standards for Regulated Childcare(NMS), and more generally to raise quality.

4.10 An effective training programme should include elements such as:

- Child protection and safeguarding
- First Aid
- National qualifications in line with the NMS (Childcare/Playwork)
- Fire Prevention
- Hygiene
- Continuous Professional Development (CPD)
- Consulting with children and parents
- Integrating children with special needs
- Business support and management

4.11 Information on childcare training opportunities should be offered by the local FIS.

Chapter 5 - Monitoring Performance

5.1 Local authorities are required by regulations⁴ made under section 26 of the 2006 Act to keep their assessments of childcare provision under review and to conduct new ones at least every five years. Local authorities will be required to monitor their own progress in securing sufficient childcare and, in particular, their success in closing gaps in provision via the completion and submission of progress reports to Welsh Ministers annually.

5.2 Local authorities will receive feedback from a range of sources in the consultation exercises which form part of the Section 26 assessments. In addition, they should make use of other forms of feedback such as that from the local authority FIS (in relation to Section 22 of the Childcare Act), in the periods between assessments to gather views from parents as to why childcare may not meet their needs and establish how well they are perceived as doing in fulfilling the childcare sufficiency duty.

5.3 The FIS will be a link between the local authority's duty to secure sufficient childcare and its duty to provide information, advice and assistance under section 27 of the Childcare Act. The local authority's FIS should collate information on parents not able to access childcare and feed it to the people responsible for managing the duties to assess and secure sufficient childcare.

Addressing concerns

5.4 Local authorities are not expected to set up an additional complaints procedure in relation to the duties covered by this guidance over and above their existing procedures. However, local authorities should, as part of their overall complaints procedure, provide parents with a well signposted pathway in relation to childcare issues so that they can lodge complaints if their childcare needs are not met. This should be a straightforward and easily identifiable process for parents.

⁴ The Childcare Act 2006 (Local Authority Assessment) (Wales) Regulations 2016

Schedule 1

Definition of Language Categories

Welsh Medium Setting

Welsh is the main day to day language of the setting. Welsh is the language of all activities, and is the language of communication with all children and young people. It is also the language of the setting's administration. The setting communicates with parents either in Welsh or in both Welsh and English according to parental preference. Children from all language backgrounds are welcomed into the provision.

Welsh Medium and English Medium Setting

Both Welsh and English are used side by side as languages within the setting and has full bilingual elements. Welsh and English are used as languages of communication with the children and young people and both languages are used for activities. Both languages are used for the setting's administration. The setting communicates with parents either in Welsh or in Welsh and English according to parental preference.

English Medium Setting with some bilingual elements

English is the main day to day language of the setting with some bilingual elements. English is the language of the majority of activities, and is the main language of communication with all children and young people. The Welsh element is provided through the introduction of some Welsh to all children and young people through the use of greetings, songs, stories and games. The proportion of Welsh used varies according to the linguistic ability of the staff. English is the language of the setting's administration. The setting communicates with parents in English.

English Medium Setting

English is the day to day language of the setting. English is the language of all activities, and is the language of communication with all children and young people. It is also the language of the setting's administration. The setting communicates with parents in English.

Schedule 2 – Stakeholder Engagement

In conducting their Childcare Sufficiency Assessment local authorities will need to consult with the following stakeholders in their area, as considered appropriate:

- children;
- parents or carers;
- childcare providers;
- persons representing children, parents or carers and childcare providers;
- persons with an interest in childcare;
- persons representing those with an interest in childcare;
- persons representing local employers and employer organisations;
- local employers;
- neighbouring local authorities;
- schools;
- further education colleges

Local authorities must also consult with the following partnerships and organisations in conducting their CSA:

- Safeguarding Children Board;
- Welsh Medium Education Forum (if established in the local authority area);
- Play Monitoring Group (if established in the local authority area)

Local authorities must also notify their local Job Centre Plus offices and invite their views on the Childcare Sufficiency Assessment.

Schedule 3 – Childcare Types and Services

Childcare TYPE	Childcare SERVICE Offered
Child Minder	Full day care
	Half day care (am)
	Half day care (pm)
	Before school
	After school
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery
	Holiday provision
	Other
Day Care	Childcare SERVICE Offered
Full Day Care	Full day Nursery
	Half day Nursery (am)
	Half day Nursery (pm)
	Before school
	After school
	Playgroup/ Cylch Meithrin (am)
	Playgroup/ Cylch Meithrin (pm)
	Crèche
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery
	Lunch
	Holiday provision
	Other
Sessional Day Care	Mornings only
	Afternoons only
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery
	Lunch
	Other
Crèches	Full day care
	Mornings only
	Afternoons only
	Holiday Childcare
	Other

Childcare TYPE	Childcare SERVICE Offered
Day Care	
Out of School Care	Before School
	After School
	Holiday childcare throughout the day
	Playscheme Sessions
	Other
Open Access Play Provision	Before School
	After School
	Holiday Playschemes
	Playscheme Sessions
	Other
Nanny (approved under Welsh Government's Voluntary Approval Scheme)	Full day care
	Half day care (am)
	Half day care (pm)
	Before school
	After school
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery
	Holiday Childcare
	Other

Schedule 4 – CSA Provider Questionnaire – Registered Provision

1.1 Name of Service	
1.2 CSSIW Certificate Number	
1.3 Date of Registration	
1.4 Address of the Service	
1.5 Telephone Number	
1.6 Email Address	
1.7 Website Address	

1.8 Type Of Childcare Service

All child care services regulated by CSSIW fall into two categories; child minders or day care services. Please highlight the additional information (as listed below) about the range of services you offer as a child minder, full day care, out of school care, open access play provision, crèche and sessional day care.

Child Care Type	Service Range	Tick all that apply
1.8.1 Child Minder	Full day care	
	Half day care am	
	Half day care pm	
	Before school	
	After school	
	Wrap around a part time early education placement e.g. playgroup, school or nursery	
	Holiday provision	
	Other – please state	

Child Care Type	Service Range	Tick all that apply
1.8.2 Full Day Care	Full day Nursery	
	Half day Nursery am	
	Half day Nursery pm	
	Before school	
	After school	
	Playgroup / Cylch Meithrin am	
	Playgroup / Cylch Meithrin pm	
	Crèche	
	Wrap around a part time early education placement e.g. playgroup, school or nursery	
	Lunch	
	Holiday provision	
	Other – please state	

Child Care Type	Service Range	Tick all that apply
1.8.3 Out of School Care	Before school	
	After school	
	Holiday child care throughout the day	
	Play scheme sessions	
	Other – please state	

Child Care Type	Service Range	Tick all that apply
1.8.4 Sessional Day Care	Mornings only	
	Afternoons only	
	Wrap around a part time early education placement e.g. school or nursery	
	Lunch	
	Other – please state	

Child Care Type	Service Range	Tick all that apply
1.8.5 Crèches	Full day care	
	Mornings only	
	Afternoons only	
	Holiday child care	
	Other – please state	

Child Care Type	Service Range	Tick all that apply
1.8.6 Open Access Play Provision	Before school	
	After school	
	Holiday Play schemes	
	Play scheme sessions	
	Other – please state	

1.9 Does the Service receive funding to provide Flying Start places?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1.9.1 Are you a Service which provides Flying Start only provision?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
ONLY TO BE COMPLETED BY SERVICES RECEIVING FLYING START FUNDING		
1.9.2 Profile of funded places		
	Number of Flying Start funded places in the morning	Number of Flying Start funded places in the afternoon
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

1.10 Does the Service receive funding to provide early years part time education?	Yes <input type="checkbox"/> No <input type="checkbox"/>
--	--

1.10.1 Attendance profile of funded children

Please complete this section with information collected during the week commencing 11th July 2016.

	Number of 3 year olds using Service morning only.	Number of 3 year olds using Service afternoon only.	Number of 4 year olds using Service morning only.	Number of 4 year olds using Service afternoon only.
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

1.10.2 Age and Gender profile of funded children

Please complete this section with information collected during the week commencing 11th July 2016.

	Male	Female	Total
Number of Funded 3 year olds			
Number of Funded 4 year olds			

2. About your service users**2.1 How many children are you registered to care for?****2.2 How many children in total currently use the service?****2.3 What is the age range of the children for whom you provide childcare?****2.4.1 Information about the children who currently use the service
Term Time Provision****Please complete this section with information collected during the week commencing 11th July 2016.**

	Number of children cared for at date of completion of this form		
	Male	Female	Total
Under 12 months			
12 - 18 months			
19 - 23 months			
2 years			
3 years			
4 years			
5 - 7 years			
8 -11 years			
12 - 14 years			
15 - 17 years			
Total children			

**2.4.2 Information about the children who currently use the service
Holiday Provision****Please complete this section with information collected during the week commencing 1st August 2016.**

	Number of children cared for at date of completion of this form		
	Male	Female	Total
Under 12 months			
12 - 18 months			
19 - 23 months			
2 years			

3 years			
4 years			
5 - 7 years			
8 -11 years			
12 - 14 years			
15 - 17 years			
Total children			

2.5 Additional Learning Needs

Please complete this section with information relating to the children you care for in Term time and/or Holiday time.

2.5.1 Total No. of children (of all ages) with Additional Learning Needs		
		Tick all that apply
2.5.2 For all children with statements or awaiting formal assessment, please tick the categories that apply.	Speech and language and communication difficulties	<input type="checkbox"/>
	Specific learning (e.g. dyslexia, ADHD, dyspraxia)	<input type="checkbox"/>
	Hearing difficulties	<input type="checkbox"/>
	Learning difficulties (e.g. global developmental delay, etc.)	<input type="checkbox"/>
	Visual difficulties	<input type="checkbox"/>
	Emotional and behavioural difficulties	<input type="checkbox"/>
	Physical	<input type="checkbox"/>
	Medical condition (if ticked please specify)	<input type="checkbox"/>
	Other (if ticked please specify)	<input type="checkbox"/>

2.5.3 Total No. of children funded for Part Time Education (Foundation Phase) aged 3 or 4 with Additional Learning Needs		
		Tick all that apply
2.5.4 For Services funded for Part Time Education, please tick the appropriate categories	Early Years action	<input type="checkbox"/>
	Early Years action plus	<input type="checkbox"/>
	Statement of special educational needs	<input type="checkbox"/>

3. How you run your service

3.1 Opening Hours – Term Time

	Session 1		Session 2		Session 3		Session 4		Session 5		Session 6	
	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												

3.2 Childcare operating outside working hours *(tick all that apply)*

Provision of Care	Term Time	School Holidays
Childcare before 8AM		
Childcare after 6PM		
Over night care		
Weekend care		

3.3.1 Opening Hours – School Holidays

Please complete this section if you only operate during the school holidays or if your opening hours are different during the school holidays to term time.

(Please complete actuals for this summer holidays and for all other periods, base your answers on previous holiday periods).

Holidays	Hours						Number of Weeks Open
	Session 1		Session 2		Session 3		
	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	
May Half Term							
Summer Holidays							
October Half Term							
Christmas Holidays							
February Half Term							
Easter Holidays							

3.3.2 Opening Days – School Holidays

Holidays	Days operating (please tick all that apply)						
	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
May Half Term							
Summer Holidays							
October Half Term							
Christmas Holidays							
February Half Term							
Easter Holidays							

3.3.3 Do you cover inset days?Yes ☐No ☐

3.4 Use Of Childcare Places – Term Time

CHILDMINDER

Daily Capacity

Please complete this section with information collected during the week commencing 11th July 2016.

	Full Day Care	Half Day Care		Before School	After School	Wrap Around	Other
		AM	PM				
Maximum Capacity of child care places available daily							

CHILDMINDER

Weekly Attendance/ Length of Stay

Please complete this section with information collected during the week commencing 11th July 2016.

	Full Day Care	Half Day Care		Before School	After School	Wrap Around	Other
		AM	PM				
Full Time i.e. attending all available sessions at the service							
Part Time i.e. attending some available sessions							
Ad-hoc i.e. attending irregular time patterns							
Total number of children							

3.4 Use Of Childcare Places – Term Time

FULL DAY CARE

Daily Capacity

Please complete this section with information collected during the week commencing 11th July 2016.

	Full Day Nursery	Half Day Nursery		Before School	After School	Play group / Cylch Meithrin		Crèche	Wrap Around	Lunch	Other
		AM	PM			AM	PM				
Maximum Capacity of child care places available daily											

FULL DAY CARE**Weekly Attendance/ Length of Stay**

Please complete this section with information collected during the week commencing 11th July 2016.

	Full Day Nursery	Half Day Nursery		Before School	After School	Play group / Cylch Meithrin		Crèche	Wrap Around	Lunch	Other
		AM	PM			AM	PM				
Full Time i.e. attending all available sessions at the service											
Part Time i.e. attending some available sessions											
Ad-hoc i.e. attending irregular time patterns											
Total number of children											

3.4 Use Of Childcare Places – Term Time**OUT OF SCHOOL CARE****Daily Capacity**

Please complete this section with information collected during the week commencing 11th July 2016.

	Before School	After School	Play scheme sessions	Other
Maximum Capacity of child care places available daily				

OUT OF SCHOOL CARE**Weekly Attendance/ Length of Stay**

Please complete this section with information collected during the week commencing 11th July 2016.

	Before School	After School	Play scheme sessions	Other
Full Time i.e. attending all available sessions at the service				
Part Time i.e. attending some available sessions				

Ad-hoc i.e. attending irregular time patterns				
Total number of children				

3.4 Use Of Childcare Places – Term Time

SESSIONAL DAY CARE

Daily Capacity

Please complete this section with information collected during the week commencing 11th July 2016.

	Mornings only	Afternoons only	Wrap Around	Lunch	Other
Maximum Capacity of child care places available daily					

SESSIONAL DAY CARE

Weekly Attendance/ Length of Stay

Please complete this section with information collected during the week commencing 11th July 2016.

	Mornings only	Afternoons only	Wrap Around	Lunch	Other
Full Time i.e. attending all available sessions at the service					
Part Time i.e. attending some available sessions					
Ad-hoc i.e. attending irregular time patterns					
Total number of children					

3.4 Use Of Childcare Places – Term Time

CRÈCHE

Daily Capacity

Please complete this section with information collected during the week commencing 11th July 2016.

	Full Day Care	Mornings only	Afternoons only	Other
Maximum Capacity of child care places available daily				

CRÈCHE**Weekly Attendance/ Length of Stay****Please complete this section with information collected during the week commencing 11th July 2016.**

	Full Day Care	Mornings only	Afternoons only	Other
Full Time i.e. attending all available sessions at the service				
Part Time i.e. attending some available sessions				
Ad-hoc i.e. attending irregular time patterns				
Total number of children				

3.4 Use Of Childcare Places – Term Time**OPEN ACCESS PLAY PROVISION****Daily Capacity****Please complete this section with information collected during the week commencing 11th July 2016.**

	Before School	After School	Play scheme sessions	Other
Maximum Capacity of child care places available daily				

OPEN ACCESS PLAY PROVISION**Weekly Attendance/ Length of Stay****Please complete this section with information collected during the week commencing 11th July 2016.**

	Before School	After School	Play scheme sessions	Other
Full Time i.e. attending all available sessions at the service				
Part Time i.e. attending some available sessions				
Ad-hoc i.e. attending irregular time patterns				
Total number of children				

3.5 Use Of Childcare Places – School Holidays						
Daily Capacity						
Please complete this section with information collected during the week commencing 1 st August 2016.						
Maximum Capacity of child care places available daily during School Holidays:						
Weekly Attendance/ Length of Stay						
Please complete this section with information collected during the week commencing 1 st August 2016.						
	Actual (Number of children at date of completion of this form).	Estimate (please base estimate on attendance of previous year of operation. If you are a new service, then please base your answers on estimated numbers).				
	Summer Holiday	October Half Term	Christmas Holiday	February Half Term	Easter Holiday	May Half Term
Full Time i.e. attending all available sessions at the service						
Part Time i.e. attending some available sessions						
Ad-hoc i.e. attending irregular time patterns						
Total number of children						

3.6 Vacancies (Please indicate the number of vacancies you had during the week you completed this form)										
<u>CHILDMINDER</u>										
Please complete this section with information collected during the week commencing 11th July 2016 for Term Time provision or 1st August for Holiday provision.										
Range of childcare provision										
Type of childcare	Full Day Care	Half Day Care		Before School	After School	Wrap Around	Holiday Provision		Other	Total
		AM	PM				AM	PM		
Child Minder										

3.6 Vacancies (Please indicate the number of vacancies you had during the week you completed this form)

FULL DAY CARE

Please complete this section with information collected during the week commencing 11th July 2016 for Term Time provision or 1st August for Holiday provision.

Range of childcare provision

Type of childcare	Full Day Nursery	Half Day Nursery		Before School	After School	Playgroup / Cylch Meithrin		Crèche	Wrap Around	Lunch	Holiday Provision		Other	Total
		AM	PM			AM	PM				AM	PM		
Full Day Care														

3.6 Vacancies (Please indicate the number of vacancies you had during the week you completed this form)

OUT OF SCHOOL CARE

Please complete this section with information collected during the week commencing 11th July 2016 for Term Time provision or 1st August for Holiday provision.

Range of childcare provision

Type of childcare	Before School	After School	Holiday child care	Play scheme sessions	Other	Total
Out of School Care						

3.6 Vacancies (Please indicate the number of vacancies you had during the week you completed this form)

SESSIONAL DAY CARE

Please complete this section with information collected during the week commencing 11th July 2016 for Term Time provision or 1st August for Holiday provision.

Range of childcare provision

Type of childcare	Mornings only	Afternoons only	Wrap around	Lunch	Other	Total
Sessional Day Care						

3.6 Vacancies (Please indicate the number of vacancies you had during the week you completed this form)

CRÈCHE

Please complete this section with information collected during the week commencing 11th July 2016 for Term Time provision or 1st August for Holiday provision.

Range of childcare provision

Type of childcare	Full Day Care	Mornings only	Afternoons only	Holiday child care	Other	Total
Crèche						

3.7 Do you have a waiting list during Term Time?

Yes ☐

No ☐

3.7.1 If you have a waiting list during Term Time please indicate the numbers

	Summer	Autumn	Spring
Full Day Care / Nursery			
Half Day Care / Nursery am			
Half Day Care / Nursery pm			
Playgroup / Cylch Meithrin am			
Playgroup / Cylch Meithrin pm			
Before School			
After School			
Wrap Around			
Lunch			
Crèche			
Play scheme sessions			
Mornings only			
Afternoons only			
Holiday Provision			
Holiday child care			
Other			

Please complete this section with information collected during the week commencing 1st August 2016.

3.8 Do you have a waiting list in the School Holidays?

Yes ☐

No ☐

3.8.1 If you have a waiting list in the School Holidays please indicate the numbers

(If you have a waiting list for the Summer Holidays, please give actual numbers. For all other Holiday periods, please base your figures on the numbers you had in the previous year. If you are a new service, then please base your answers on estimated numbers)

	Summer Holiday	October Half Term	Christmas Holiday	February Half Term	Easter Holiday	May Half Term
Full Day Care / Nursery						
Half Day Care / Nursery am						
Half Day Care / Nursery pm						

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

CHILDMINDER

Range of childcare provision

Type of childcare	Full Day Care	Half Day Care		Before School	After School	Wrap Around	Holiday Provision		Other
		AM	PM				AM	PM	
Child Minder									

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

FULL DAY CARE

Range of childcare provision

Type of childcare	Full Day Nursery	Half Day Nursery		Before School	After School	Playgroup / Cylch Meithrin		Crèche	Wrap Around	Lunch	Holiday Provision		Other
		AM	PM			AM	PM				AM	PM	
Full Day Care													

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

OUT OF SCHOOL CARE

Range of childcare provision

Type of childcare	Before School	After School	Holiday child care	Play scheme sessions	Other
Out of School Care					

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

SESSIONAL DAY CARE

Range of childcare provision

Type of childcare	Mornings only	Afternoons only	Wrap around	Lunch	Other
Sessional Day Care					

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

CRÈCHE

Range of childcare provision

Type of childcare	Full Day Care	Mornings only	Afternoons only	Holiday child care	Other
Crèche					

3.9 Childcare Fees – Cost Per Sessions

Please include details of hourly rate/fee (£) see guidance note on how this is calculated.

OPEN ACCESS PLAY PROVISION

Range of childcare provision

Type of childcare	Before School	After School	Holiday Play schemes	Play scheme sessions	Other
Open Access Play Provision					

3.10 Do you offer a sibling discount?

Yes ☐ No ☐

3.10.1 What sibling discount do you offer?**3.11 Other Additional Costs Charged to the Service User** *(not included within the above.)*

	Additional Cost Charged <i>(please tick)</i>	User supplies own <i>(please tick)</i>
Nappies		
Transport		
Meals		
Snacks		
Other		

3.12 What is the main language through which your service is provided? *(tick one box only)*

Welsh medium	
Both Welsh and English Medium	<input type="checkbox"/>
English Medium with some use of Bilingual elements	
English Medium	
Any other languages (please state)	

4. About your staff									
4 Workforce Development and Training (<i>Child minders need to complete this information for themselves and for any assistants they employ</i>)									
Position Held	Start Date in Post	Highest Level of relevant qualification	Is it on the Care Council for Wales or Skills Active Required Qualification List (Y/N) and please specify	Next Level working towards:	Paediatric First Aid Certificate Expiry Date	Date of Child Protection training:	Date of Food Hygiene training:	Additional training completed	Date of issue of DBS certificate
Example: Practitioner	1.5.14	L3 Diploma in Playwork	Yes SkillsActive List	L5 Diploma in Playwork	1.1.17	13.12.14	27.6.13	Behaviour management Autism Awareness	Issued 5.2.13
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									

Regulated Childcare types

Childcare Type	Definition
Child minders	<p>Childcare provided by one or more people for children from birth up to the age of 12 years within domestic premises that is not the child's own home for more than 2 hours per day for reward.</p> <p>Child minders can offer: Full day care and part time care including before and afterschool provision including atypical hours e.g. evening, weekends and overnight, provision, wrap around care, provision during the school holidays, funded education places, and free childcare places.</p>
Full Day Care	<p>Full day care for children from birth to up to the age of 12 years, provided for a continuous period of 4 or more hours in any day, in non-domestic premises.</p> <p>It may include day nurseries, children's centres, and some family centres offering full or part time care, including before and after school provision, wrap around care, provision during the school holidays, funded education places and free childcare places.</p> <p>It can also encompass settings offering a variety of sessional care services throughout the course of that day.</p>
Sessional Day care	<p>Childcare for children from aged 2 onwards on nondomestic premises which is for less than a continuous period of 4 hours in any one day. The service is mainly used by children aged from 3 to 5 rather than babies or toddlers, although some may admit 2 year olds. Where two sessions are offered in any one day, children must not attend more than 5 sessions per week. There must be a break between sessions with no children in the care of the provider.</p> <p>It may include, Playgroups, Cylchoedd Meithrin, wrap around care, funded education places, and free childcare places.</p>
Out of School Childcare	<p>The total care for children aged up to 12 years is more than two hours in any day and for more than five days a year. It refers to childcare outside of the child's full time school day and includes care provided before school, after school and during the school holidays. It does not include wrap around care and the Welsh Government free breakfast in primary schools scheme.</p>
Open Access Play Provision	<p>Staffed Open Access play provision operating for over 2 hours a day for children up to the age of 12 years - can be permanent or temporary provision, located in a variety of settings with or without premises and can include holiday play schemes. This provision usually caters for a wide age range of children, normally aged 5 years and over. The purpose is to provide staffed play opportunities for children usually in the absence of</p>

	<p>their parents. Children are not restricted in their movements, other than where related to safety matters and they are not prevented from coming and going as and when they wish.</p>
Crèche	<p>Occasional day care for children aged from birth up to the age of 12 years on non-domestic premises. They need to be registered where they run for more than two hours a day and more than five days a year, even where individual children attend for shorter periods. Some are in permanent premises and care for children while parents are engaged in particular activities (e.g. training, shopping or sport). Others are established on a temporary basis to care for children while their parents are involved in time limited activities (e.g. a conference or an exhibition).</p>

Schedule 5 - Provider Questionnaire - Excepted provision and Nannies approved under the Voluntary Approval Scheme

1. INFORMATION ABOUT THE PROVISION

1.1 Name of Provision	
1.2 Address of Provision	
1.3 Local Authority where Provision is located	
1.4 Postcode of Provision	
1.5 Type of Childcare provision <ul style="list-style-type: none"> - Child minder - Day Care <ul style="list-style-type: none"> - Sessional Day Care - Out of School Childcare - Crèche - Open Access Play Provision - Nanny 	
1.6 How many children in total currently use the service?	
1.7 What is the age range of the children for whom you provide childcare?	

2. CHILDCARE PROVISION		
2.1 Childcare TYPE	Childcare SERVICE Offered	Tick All that Apply According to your TYPE of Childcare only
2.1.1 Child minder	Full day care	
	Half day care (AM)	
	Half day care (PM)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery	
	Holiday provision	
	Other – please state	
2.1.2 Sessional Day Care	Morning Playgroup/ Cylch Meithrin (am)	
	Afternoon Playgroup/ Cylch Meithrin (pm)	
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery	
	Lunch	
	Other – please state	
2.1.3 Crèches	Full day care	
	Mornings only	
	Afternoons only	
	Holiday Childcare	
	Other – please state	

2.1.4 Out of School Care	Before school	
	After school	
	Holiday childcare throughout the day	
	Playscheme sessions	
	Other – please state	
2.1.5 Open access play provision	Before school	
	After school	
	Holiday playschemes	
	Playscheme sessions	
	Other – please state	
2.1.6 Nanny	Full day care	
	Half day care (am)	
	Half day care (pm)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup, school or nursery	
	Holiday provision for children who use this exclusively in the school holidays	
	Other – please state	

3. LANGUAGE – Which is the main language through which your service is provided?	
Is your Provision delivered through:	Tick one box only
3.1 Welsh medium	
3.2 Both Welsh and English Medium	
3.3 English Medium with some use of Bilingual elements	
3.4 English Medium	
3.5 Any other languages (please state)	
3.6 Other – Please state	

4.1 How you run your service

Opening Hours – Term Time

	Session 1		Session 2		Session 3		Session 4		Session 5		Session 6	
	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time	Start Time	Finish Time
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												

4.2 To be completed by childcare provision who provide childcare during term time and who also operate during the school holidays. Please complete this section for the school holidays times only. Only complete this question if your opening hours are different during the school holidays to term time. (Please complete actuals for this Summer Holiday w/c 1st August 2016 and for all other periods, base you answers on previous holiday periods)

Holidays	Hours						No. Weeks Open?	Days operating (please tick all that apply)						
	Session 1		Session 2		Session 3									
	Time Open	Time Closed	Time Open	Time Closed	Time Open	Time Closed		Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Summer Holidays														
October Half Term														
Christmas Holidays														
February Half Term														
Easter Holidays														
May Half Term														

4.3 To be completed by childcare provision operating ONLY during school holidays (Please complete actuals for this Summer Holiday w/c 1st August 2016 and for all other periods, base you answers on previous holiday periods)

Holidays	Hours						No. Weeks Open?	Days operating (please tick all that apply)						
	Session 1		Session 2		Session 3									
	Time Open	Time Closed	Time Open	Time Closed	Time Open	Time Closed		Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Summer Holidays														
October Half Term														
Christmas Holidays														
February Half Term														
Easter Holidays														
May Half Term														

4.4. Do you cover inset days?

YES

☐

NO

☐

5. CHILD CARE OPERATING OUTSIDE OF NORMAL WORKING HOURS – please tick all that apply

Provision of Care	Term time	School Holidays
5.1 Childcare before 8AM		
5.2 Childcare after 6 pm		
5.3 Over-night care		
5.4 Weekend care		

6.1 CHILDCARE FEES – COST PER SERVICE

Please include: details of hourly rate/fee (£). See Guidance note on how this is calculated.

Please complete to tie in with your responses to Q2.

			Childcare Service Provided																
Childcare Type		Full Day Care	Half Day		Am only	Pm only	Playgroup/ Cylch Meithrin		Before School	After School	Lunch	Wrap Around	Holiday Child-care	Holiday Provision		Playscheme sessions	Holiday Playscheme	Crèche	Other
			AM	PM			AM	PM						AM	PM				
	Childminder																		
	Sessional Daycare																		
	Out of School Childcare																		
	Crèche																		
	Open Access Play Provision																		
	Nanny																		

6.2 Other Additional Costs Charged to the Service User (not included within 6.1)		
	Additional costs charged (please tick)	User Supplies Own (please tick)
Nappies		
Transport		
Meals		
Snacks		

6. 3 Do you offer a sibling discount?

Yes ☐ No ☐

What sibling discount do you offer?

Please contact your local FIS to provide further financial information on costs.

7.1 TERM TIME USE OF CHILD CARE PLACES - Daily Capacity/Weekly Attendance/Length of Stay. Please complete this section with information collected during the week commencing 11th July 2016

	Full Day Care	Half Day Care (am)	Half Day Care (pm)	AM only	PM only	Before School	Playgroup/ Cylch Meithrin (a.m)	Playgroup/ Cylch Meithrin (p.m)	Wrap Around	After School	Lunch	Crèche	Playscheme Sessions	Other
(i) Maximum Capacity of childcare places available daily														
(ii) Weekly Attendance/ Length of Stay														
Full Time (i.e. attending all available sessions at the service)														
Part Time (i.e. attending some available sessions)														
Ad Hoc (i.e. attending irregular time patterns)														
Total number of children who use the services														

7.2 HOLIDAY TIME USE OF CHILD CARE PLACES – Please complete this section if you offer childcare during the school holidays. If you have completed 7.1 above, only complete this for the additional childcare service you offer during the school holiday period, only if this is different from your ‘throughout the year’ provision you told us about in Question 7.1.

Please complete this section with information collected during the week commencing 1st August 2016.

(i) Maximum Capacity of childcare places available daily during the school holidays

	Actual	Estimate (please base estimate on attendance of previous year of operation. If you are a new setting, then please base your answers on estimated numbers)				
(ii) Weekly Attendance/Length of Stay Please indicate the number of children using your service by length of stay	Number of children at date at week commencing 1 st August 2016					
	Summer Holiday	Oct Half term	Christmas Holiday	February Half Term	Easter Holiday	May Half Term
Full Time (i.e. attending all available sessions at the service)						
Part Time (i.e. attending some available sessions)						
Ad Hoc (i.e. attending irregular time patterns)						
Total number of children who use the service						

8. VACANCIES – Please tie in with your response to Q2

Please complete this section with information collected on the number of vacancies during the week commencing 11th July for Term Time provision or 1st August 2016 for Holiday Provision.

Childcare Type	Childcare <u>Service</u> Provided																		
	Full Day Care	Half Day Care		AM only	PM only	Playgroup/ Cylch Meithrin		Before School	After School	Lunch	Wrap Around	Holiday Childcare	Holiday Provision		Play scheme Sessions	Holiday Play scheme	Crèche	Other	
		AM	PM			AM	PM						AM	PM					
Childminder																			
Sessional Day Care																			
Out of School Childcare																			
Crèche																			
Open Access Play																			
Nanny																			

9.1. Waiting Lists – Please complete this section with information collected during the w/c 11th July 2016			
During the past 12 months, did you have a waiting list?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
If yes, please Indicate numbers	Spring Term	Summer Term	Autumn Term
Full Day Care			
Half Day Care (am)			
Half Day Care (pm)			
Sessional Playgroup/Cylch Meithrin (am)			
Sessional Playgroup/Cylch Meithrin (pm)			
Wrap Around			
Before School			
After School			
Lunch			
Crèche			
Playscheme			
Mornings only			
Afternoons only			

***If you have a waiting list for the Summer Holidays, please give actual numbers for week commencing 1st August 2016. For all other Holiday periods, please base your figures on the numbers from the previous 12 months. If you are a new service, then you should base your answers on estimated numbers.**

9.2. Waiting Lists – For the summer holidays please complete this section with information collected during w/c 1st August 2016.						
Do you have a waiting list in the school holidays?			Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			
	Summer Holiday*	October Half Term	Christmas Holiday	February Half Term	Easter Holiday	May Half Term
Full Day Care						
Half Day Care (am)						
Half Day Care (pm)						

10.1 Information About the Children Attending your Setting – Term Time Provision			
Please indicate the number of children by age and gender with information collected during the week commencing 11 th July 2016.			
	Number of children cared for		
	Male	Female	Total
Under 12 months			
12 - 18 months			
19 - 23 months			
2 years			
3 years			
4 years			
5 – 7 years			
8 - 11 years			
12 – 14 years			
15 – 17 years			
Total children			

10.2 Information About the Children Attending your Setting – Holiday Provision			
Please indicate the number of children by age and gender with information collected during the week commencing 1 st August 2016.			
	Number of children cared for		
	Male	Female	Total
Under 12 months			
12 - 18 months			
19 - 23 months			
2 years			
3 years			
4 years			
5 – 7 years			
8 - 11 years			
12 – 14 years			
15 – 17 years			
Total children			

11. Additional Learning Needs		
Please complete this section with information relating to the children your care for in Term time and/ or Holiday time.		
11.1 Total No. of children (of all ages) with Additional Learning Needs:		
		Tick all that apply
11.2. For all children with statements of awaiting formal assessment, please tick the categories that apply.	Speech language and communication difficulties	
	Specific learning (e.g. dyslexia, ADHD, Dyspraxia)	
	Hearing difficulties	
	Learning difficulties (e.g. global developmental delay, etc.)	
	Visual difficulties	
	Emotional and behavioural difficulties	
	Physical	
	Medical condition (specify)	
	Other (specify)	

12. WORKFORCE DEVELOPMENT AND TRAINING:

Position Held	Date started in post?	Highest level of relevant qualification achieved	Is qualification on the Care Council for Wales or Skills Active Required Qualification List? (Y/N). Please specify	Next Level of qualification working towards:	Paediatric First Aid Certificate Expiry Date	Date of Child Protection training	Date of Food Hygiene training	Additional training completed	Date of issue of DBS certificate
<i>Example: Practitioner</i>	<i>1.5.14</i>	<i>L3 Diploma in Playwork</i>	<i>Yes SkillsActive List</i>	<i>L5 Diploma in Playwork</i>	<i>1.1.17</i>	<i>13.12.14</i>	<i>27.6.13</i>	<i>Behaviour management Autism Awareness</i>	<i>Issued 5.2.13</i>
1.									
2.									
3.									
4.									
5.									
6.									
7.									

Childcare Types

Childminder	<p>Childcare provided by one or more people from birth upwards within domestic premises that is not the child's own home for reward. Care for a child aged 12 or over is not currently subject to registration. Where childcare is provided for children under 12 years of age, the total period of care in any one day does not exceed two hours. This is unless any of the other exceptions to registration outlined in Doc 1 apply.</p> <p>Childminders can offer: Full day care and part time care including before and afterschool provision including atypical hours e.g. evening, weekends and overnight provision, wrap around care and provision during the school holidays. For children aged under 12 years of age the exceptions in Doc 1 would apply in terms of the care offered. These exceptions do not apply where care is provided to children aged 12 years and over.</p>
Sessional Day Care	<p>Childcare for children from aged 2 onwards on non domestic premises. The service is mainly used by children aged 3 to 5 rather than babies or toddlers, although some may admit 2 year olds. The total period of care in any one day does not exceed two hours and is for less than six days a year. This is unless any of the other exceptions to registration for day care outlined in Doc 1 apply.</p> <p>It may include: Playgroups, Cylchoedd Meithrin, lunch and wrap around care.</p>
Crèches	<p>Occasional day care for children aged from birth upwards on non-domestic premises. Some are in permanent premises and care for children while parents are engaged in particular activities (e.g. training, shopping or sport). Others are established on a temporary basis to care for children while their parents are involved in time-limited activities (e.g. a conference or an exhibition).</p> <p>Care for a child aged 12 or over is not currently subject to registration. Where care is provided for children under 12 years of age, crèches do not need to be registered if they run for no more than 2 hours a day and less than six days a year. This is unless any of the other exceptions to registration for day care outlined in Doc 1 apply. These exceptions do not apply where care is provided to children aged 12 years and over.</p>

Out of School Care	<p>Childcare outside of the child's full time school day and includes care provided before school, after school and during the school holidays. It does not include wrap around care and the Welsh Government free breakfast in primary schools scheme.</p> <p>Care for a child aged 12 or over is not currently subject to registration. Where care is provided for children under 12 years of age, the total care provided cannot exceed 2 hours a day and must be for less than six days a year. This is unless any of the other exceptions to registration for day care outlined in Doc 1 apply. These exceptions do not apply where care is provided to children aged 12 years and over.</p>
Open Access Play Provision	<p>Provision of staffed open access play opportunities for children usually in the absence of their parents. This can be permanent or temporary provision located in a variety of settings with or without premises and can include holiday playschemes. The provision usually caters for a wide age range of children, normally aged 5 years and over. Children are not restricted in their movements, other than where related to safety matters and they are not prevented from coming and going as and when they wish.</p> <p>Care for a child aged 12 or over is not currently subject to registration. Where care is provided for children under 12 years of age, open access play provision does not need to be registered if they run for no more than 2 hours a day, operating for less than six days a year. This is unless any of the other exceptions to registration for day care outlined in Doc 1 apply. These exceptions do not apply where care is provided to children aged 12 years and over.</p>
Nanny (Voluntary Approval Scheme)	<p>A nanny is employed directly by the parents of up to two families caring for the children in the home of either of the families.</p> <p>Nannies can offer: Full day care and part time care including before and afterschool provision including atypical hours e.g. evening, weekends and overnight provision, wrap around care and provision during the school holidays.</p>

Exceptions: When provision isn't subject to registration

Care for children aged 12 years or over is not currently subject to registration. There are a number of circumstances where a person providing care for children under 12 years of age would not be required to register:

Child minding exceptions:

- If the care provider is a parent, foster parent, or relative of the child.
- If the total period of care in any one day does not exceed two hours.
- If care is provided by a person employed directly by the parents of up to two families (such as a nanny or an au pair), and caring for the children in the home of either of the families.
- If the care is provided only between 6pm on any one day and finishes by 2AM the following day.
- If friends care for each other's children and no payment (whether money or money's worth) is made for the service.

Day care exceptions:

- If the care is provided on fewer than six days in any calendar year and the person has notified CSSIW in writing before the first occasion on which the relevant premises are used in that year.
- If the total period of care in any one day does not exceed two hours.
- If the carer is registered under Part 2 of the Care Standards Act 2000 to provide care to children looked after in a children's home.
- If the care is provided to a child accommodated in a care home, in a hospital as a patient or in a residential family centre or the care is provided as a part of the activity of any of these establishments (whether that care is provided by the provider of the establishment directly or by a person employed on the provider's behalf).
- If the care only takes place between the hours of 6pm and 2am, is provided at a hotel, guest house, or other similar establishment for a child staying there and the person providing the care does so for no more than two different clients at the same time.
- If the care is provided at a school and is incidental to the provision of education (where 'school' means a maintained school within the meaning of section 39 of the Education Act 2002, an independent school; or a school approved by the Welsh Ministers under s.342 of the Education Act 1996 (approval of non-maintained special schools)).
- If the service provided is a youth service for young persons who have attained the age of 11, and any care provided is incidental to the provision of that youth service.
- If the carer is providing coaching or tuition in any of the following activities:
 - Sport.
 - Performing arts.
 - Arts and crafts.

- School study or homework support.
- Religious or cultural study.

This exclusion does not apply where the children are below the age of 5 and attend for more than four hours a day, or the person offers coaching or tuition in more than two of the above activities.

It is important to contact CSSIW⁴ for further advice to establish whether a childcare provision must be registered.

Schedule 6 – Parental/ Carer Questionnaire

1. What is your home postcode?

2. What is your current status?

I am:

- ☐ Parent/ Carer in work (not expecting a baby) (Please go to section A)
- ☐ Parent/ Carer in education or training (not expecting a baby) (Please go to section A)
- ☐ Parent/ Carer seeking work (not expecting a baby) (Please go to section A)
- ☐ Parent/ Carer seeking education or training (not expecting a baby) (Please go to section A)
- ☐ Expecting or on maternity/ paternity leave with my first child (Please go to section C)
- ☐ Adopting my first child (Please go to section C)
- ☐ Parent/Carer expecting or on maternity/paternity leave with additional children (Please go to section A)
- ☐ Adopting or on adoption leave with additional children (Please go to section A)
- ☐ Parent/ Carer not in work (Please go to section A)
- ☐ Parent/ Carer not in education or training (Please go to section A)

Section A

3. How many children do you have in the following age ranges?

Age	Number of children?
Under 12 months	
12 – 18 months	
19 – 23 months	
2 years	
3 years	
4 years	
5-7 years	
8-11years	
12-14 years	
15-17 years	
N/A	

4. Do any of your children have a disability or additional learning needs?

Disability/ Additional Learning Needs	Number of children?
Speech and language	
Specific learning (dyslexia)	
Hearing difficulties	
Learning difficulties	
Visual difficulties	
Emotional and behavioural difficulties	
Physical	
Medical condition (specify)	
Other (specify)	
N/A	

5. Do you use childcare for any of your children?

- ☐ Yes, I'm expecting a baby and use childcare for all/some of my children and intend to use childcare for my unborn child in the future (Please go to section C)
- ☐ Yes I use childcare for all of my children (Please go to section D)
- ☐ Yes I use childcare for some of my children (Please go to section B)
- ☐ No, I don't use childcare (Please go to section B)

Section B

Reasons for not using childcare. Please complete for the child or children that you don't use childcare for.

6. How many children in the following age ranges <u>don't</u> you use childcare for?	
Age	Number of children?
Under 12 months	
12 – 18 months	
19 – 23 months	
2 years	
3 years	
4 years	
5-7 years	
8-11 years	
12-14 years	
15-17 years	
N/A	

7. Which of these reasons best describe why you <u>do not use</u> childcare for some or all of your children at this time? Tick <u>all</u> that apply.
<input type="checkbox"/> My children are old enough to look after themselves
<input type="checkbox"/> I am/my partner is a stay at home parent and I have no need for childcare
<input type="checkbox"/> My partner/family/friends look after my children
<input type="checkbox"/> There is no childcare available at the times that I need it (also see Q9)
<input type="checkbox"/> There is no childcare that can cater for my child's/children's additional needs
<input type="checkbox"/> There is no wrap around or after school club at my child/children's school
<input type="checkbox"/> There is no childcare that is in the right location
<input type="checkbox"/> There is no childcare that can cater for my child's/children's cultural needs
<input type="checkbox"/> There is no suitable Welsh Medium provision
<input type="checkbox"/> Childcare is too expensive
<input type="checkbox"/> I have problems with transport
<input type="checkbox"/> N/A
<input type="checkbox"/> Other (please specify)

8. If you were going to use childcare what would you be looking for? Tick all that apply.

- ☐ Choice of different childcare types (see Q13)
- ☐ Good quality childcare
- ☐ Affordable childcare
- ☐ Transport/ Pick up
- ☐ Close to home
- ☐ Close to work
- ☐ Close to child's school
- ☐ Language choice
 - ☐ Welsh medium
 - ☐ Welsh and English medium
 - ☐ English Medium
 - ☐ Any other languages (please state)
- ☐ Play opportunities
- ☐ After school/ During holidays
- ☐ Flexible payment
- ☐ Provision for additional learning needs/ disability
- ☐ Social opportunities
- ☐ Childcare that caters for my child's cultural/ additional needs
- ☐ Flexible Hours/ Ad hoc
- ☐ Other

9. At what times is there no childcare available when you need it?

- ☐ Before 8AM
- ☐ After 6PM
- ☐ Over-night care
- ☐ Weekend care
- ☐ Other (please explain)
- ☐ Don't know
- ☐ N/A

Please choose one option to continue

- ☐ I do not use any childcare for any of my children (Please go to Section E)
- ☐ I do not use childcare at the moment as I AM on maternity leave (Please go to Section C)
- ☐ I AM expecting/ on maternity/paternity leave or adopting/on adoption leave with my first child and don't intend to use childcare in the future (Please go to Section J)
- ☐ I currently use childcare for some of my children (including family/friends) (Please go to section D)
- ☐ I currently use childcare for some/ all of my children and intend to use childcare for another child/ other children (Please go to Section C)

- ☐ I don't use childcare for any of my children but intend to use childcare for my new child/children (Please go to Section C)

Section C

Please complete this section if you intend to use childcare for your child/ children in the future and/or you are a parent to be or on maternity/ paternity leave or adopting/ on adoption leave.

10. Childcare Type & Service Please highlight the childcare provision you intend to use for your child/children.		
Childcare TYPE	Childcare SERVICE	Tick All that Apply
10.1 Childminder	Full day care	
	Half day care (am)	
	Half day care (pm)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Holiday provision	
	Other – please state	
10.2 Day Care		
10.2.1 Full Day Care	Full day Nursery	
	Half day Nursery (am)	
	Half day Nursery (pm)	
	Before school	
	After school	
	Playgroup/ Cylch Meithrin (am)	
	Playgroup/ Cylch Meithrin (pm)	
	Crèche	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Holiday provision	
	Other – please state	
10.2.2 Sessional Day Care	Playgroup/ Cylch Meithrin AM	
	Playgroup/ Cylch Meithrin PM	

	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Other – please state	
10.2.3 Crèches	Full day care	
	Mornings only	
	Afternoons only	
	Holiday child care	
	Other – please state	
10.2.4 Out of School Care	Before school (Breakfast Club)	
	After school	
	Holiday childcare throughout the day	
	Play scheme sessions	
	Other – please state	
10.2.5 Open access play provision	Before School	
	After school	
	Holiday Playscheme	
	Play scheme sessions	
	Other – please state	
10.2.6 Nanny (Voluntary Approval Scheme)	Full day care	
	Half day care (am)	
	Half day care (pm)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Holiday childcare	
	Other – please state	
10.2.7 Family and/ or friends		

11. What is your main reason for using childcare for your child/children?

- ☐ I go/ will be going to work
- ☐ I do/ will be doing unpaid voluntary work
- ☐ I am/ will be studying
- ☐ I am/ will be seeking work,
- ☐ I am/ will be seeking training or education opportunities
- ☐ Social or learning benefits for my child
- ☐ Assisted Places
- ☐ To take advantage of Early Years Education Entitlement
- ☐ To take advantage of Flying Start Entitlement
- ☐ Other (Please explain)

12. You intend to use formal childcare in the future, what age will your child or children be when you start to use childcare, what type of childcare provision do you intend using and for what duration?

Age	Number of children?	Childcare Type (see Q10)	Full Time	Part Time	Ad-Hoc
Under 12 months					
12 – 18 months					
19 – 23 months					
2 years					
3 years					
4 years					
5-7 years					
8-11 years					
12-14 years					
15-17 years					

13. Please indicate the times which you are likely to require childcare provision.

		Mon	Tues	Wed	Thurs	Fri	Sat	Sun
All Day	8:00 – 18:00							
Early Morning	7.00-9.00							
Morning	9:00-12:00							
Lunchtime	12:00-13:00							
Afternoon	13:00 -15:30							
Evening	15:30 – 18:00							
Evening	After 18:00							
Overnight	18:00-7.00							

14. Will that childcare be:

- ☐ Welsh Medium
- ☐ Welsh and English Medium
- ☐ English Medium
- ☐ English Medium with some use of Bilingual elements
- ☐ Any other languages (please state)

15. Do any of the children which you require childcare provision for have additional learning needs or require specialist care due to a disability?

☐ Yes

If Yes, how many children (please state)? _____

☐ No

16. Do you require childcare near your home, your place of work/study or your child's school?

- ☐ Home
- ☐ Work/Study (Please provide your postcode)
- ☐ Near my child's school (Please provide name of school or postcode)
- ☐ Other (Please state) _____

Please choose an option to continue

- ☐ I am currently using childcare for some/ all of my children (Please go to Section D)
- ☐ I currently don't use childcare (Please go to Section E)
- ☐ I currently don't use childcare as I am expecting/on maternity/paternity leave or adopting/ on adoption leave with my first child (Please go to Section G)

Section D

Reasons for using Childcare

17. Childcare Type & Service Please highlight the childcare provision you use for your child/children.		
Childcare TYPE	Childcare SERVICE	Tick All that Apply
17.1 Childminder	Full day care	
	Half day care (am)	
	Half day care (pm)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Holiday provision	
	Other – please state	
17.2 Day Care		
17.2.1 Full Day Care	Full day Nursery	
	Half day Nursery (am)	
	Half day Nursery (pm)	
	Before school	
	After school	
	Playgroup/ Cylch Meithrin (am)	
	Playgroup/ Cylch Meithrin (pm)	
	Crèche	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Holiday provision	
	Other – please state	
17.2.2 Sessional Day Care	Playgroup/ Cylch Meithrin AM	
	Playgroup/ Cylch Meithrin PM	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Other – please state	

17.2.3 Crèches	Full day care	
	Mornings only	
	Afternoons only	
	Holiday child care	
	Other – please state	
17.2.4 Out of School Care	Before school (Breakfast Club)	
	After school	
	Holiday childcare throughout the day	
	Play scheme sessions	
	Other – please state	
17.2.5 Open access play provision	Before School	
	After school	
	Holiday Playscheme	
	Play scheme sessions	
	Other – please state	
17.2.6 Nanny (Voluntary Approval Scheme)	Full day care	
	Half day care (am)	
	Half day care (pm)	
	Before school	
	After school	
	Wrap around a part time Early Education placement, e.g. playgroup or school or nursery	
	Lunch	
	Holiday childcare	
	Other – please state	
17.2.7 Family and/ or friends		

18. What are your main reasons for using childcare? Tick all that apply.

- ☐ I go to work
- ☐ I do unpaid voluntary work
- ☐ I AM studying
- ☐ I am seeking work,
- ☐ I am seeking training or education opportunities
- ☐ Social or learning benefits for my child/ children
- ☐ Assisted Places
- ☐ To take advantage of Early Years Education Entitlement
- ☐ To take advantage of Flying Start Entitlement
- ☐ Other (Please explain)

Your views on Childcare

19. How many children in the following age ranges do you use childcare for, what type of childcare provision do you use and for what duration?

Age	Number of children?	Childcare Type (see Q10)	Full Time	Part Time	Ad-Hoc
Under 12 months					
12 – 18 months					
19 – 23 months					
2 years					
3 years					
4 years					
5-7 years					
8-11 years					
12-14 years					
15-17 years					

20. Thinking about childcare that you use for your child/children, do you agree or disagree with the following?

	Agree	Disagree	Don't Know	Not Applicable
I am satisfied with the quality of my childcare during term time				
I am satisfied with the quality of my childcare during school holidays				
There is a good choice of childcare in the County				
Childcare isn't available at the time required There is little choice in the types of childcare available and the services offered				

Childcare is well located				
No childcare available for the age of my child				
Childcare caters for my child/children's needs				
I would like my child/children to attend more registered childcare (increase in hours)				
Childcare is too expensive				
I would prefer to use family/friends for childcare				
I have a problem with childcare arrangements that break down or are unreliable				
Lack of childcare is a barrier to me accessing employment or training				
I know where to find out information about childcare				
I know where to find information on financial assistance for childcare				
There is enough Welsh Medium childcare				
There is enough childcare available in the language of my choice				

21. If you use different types of childcare for your child/children and wish to make any further comments, please outline below:

22. How could the accessibility/ availability and affordability of childcare provision be improved?

	Term Time	School Holidays
No improvements needed		
Available before 8am		
Available before school 7:30AM–9am		

Morning 9:00am-12:00pm		
Lunch time 12:00pm-1:00pm		
Afternoon 12:00pm – 3:30pm		
After School 3:30pm – 6pm		
Available after 6pm		
Full Day Care 8am-6pm		
Overnight Care		
Weekend Care		
Location closer to home		
Location closer to work		
Location closer to study		
Location closer to siblings' school		
Childcare that is better at meeting my child's/children's individual needs		
Availability of Welsh Medium childcare		
Availability of English Medium childcare		
Availability of bilingual childcare		
More Affordable		
Other (please explain)		

23. Please provide further information:

Continue to Section E

Section E
Entitlement to Early Years Education

24. Do you have a child who is aged 3 or 4?

- ☐ Yes

If Yes, how many children (please state)? _____

- ☐ No (If No, go to section F)

25. Do you take up your entitlement to free Early Years Education per week?

- ☐ Yes

If Yes, how many children (please state)? _____

- ☐ No (If No, go to question 27)

- ☐ Don't Know

- ☐ Not Applicable

26. If yes, in what Local Authority area is the setting where your child attends based??

Please now go to section F.

27. If you don't take up your free entitlement, why is this?

- ☐ I don't know about the entitlement
- ☐ I don't think my child/children will benefit
- ☐ My child/children are already in full time education
- ☐ There is an additional charge for extra hours
- ☐ I could not get a place at my chosen provider
- ☐ There is no suitable Welsh Medium provision available
- ☐ Timings of the session doesn't meet my needs
- ☐ Other (Please explain)

28. If not, what additional childcare would you need to take up that place?

- ☐ Breakfast Club
- ☐ Lunchtime Club
- ☐ Additional Playgroup/ Cylch Meithrin/ Nursery session (9am-12pm)
- ☐ Additional Playgroup/ Cylch Meithrin/ Nursery session (12pm and 3.30pm)
- ☐ After nursery/school provision

Continue to Section F

Section F
Entitlement to Flying Start

29. Do you have a child who is aged 2?

- ☐ Yes

If Yes, how many children (please state)? _____

- ☐ No (If No, go to section G)

30. Do you live in a Flying Start area?

- ☐ Yes
☐ No
☐ Don't Know
☐ Not Applicable

31. If yes, does your child/children access free childcare through Flying Start?

- ☐ Yes

If Yes, how many children (please state)? _____

- ☐ No
☐ Don't Know

32. If your child does not access free childcare through Flying Start, why is this?

- ☐ I don't know about the entitlement
☐ I don't think my child/children will benefit
☐ I could not get a place at my chosen provider
☐ There is no suitable Welsh Medium provision available
☐ I did not want a place in the local setting
☐ Other (please explain

Continue to Section G

Section G
Financial Support

33. Do you claim the childcare element of working tax/universal credit?

- ☐ Yes
☐ No
☐ Not Applicable

If yes, please confirm the type of childcare you use , including the number of your children who attend

Childcare Type	Number of Children
Childminder	
Nursery	
Cylch Meithrin/ Playgroup	
Crèche	
After School Club	
Breakfast Club	
Playscheme	
Open Access	
Nanny	

34. Do you intend to claim the childcare element of working tax/universal credit in the future?

- ☐ Yes
☐ No
☐ Unsure

If yes, please confirm the type of childcare, including the number of children

Childcare Type	Number of Children
Childminder	
Nursery	
Cylch Meithrin/ Playgroup	
Crèche	
After School Club	
Breakfast Club	
Playscheme	
Open Access	
Nanny	

35. If you do not intend to claim the childcare element of the working tax credit/universal credit, which of these statements apply to you? Please tick all that apply.

- ☐ I do not know about the childcare element of the working tax credit/universal credit
- ☐ I know that I am not eligible
- ☐ I am unsure whether I am eligible
- ☐ I choose not to claim it
- ☐ I find the process too complicated
- ☐ I haven't the time to claim it
- ☐ I cannot get the information or advice I need to complete my claim (please contact your local Family Information Services for assistance)
- ☐ My circumstances change too often to enable me to claim easily
- ☐ I do not pay for the childcare that I use
- ☐ Setting not registered/Nannies not approved under Welsh Government's Voluntary Approval Scheme
- ☐ Other(please explain)

36. Do you claim tax free childcare or receive assistance through an Employer supported scheme?

- ☐ Yes
- ☐ No

If yes, please confirm the type of childcare you use, including the number of your children who attend

Childcare Type	Number of Children
Childminder	
Nursery	
Cylch Meithrin/ Playgroup	
Crèche	
After School Club	
Breakfast Club	
Playscheme	
Open Access	
Nanny	

37. Do you intend to claim tax free childcare or assistance through an Employer supported scheme in future?

- ☐ Yes
- ☐ No
- ☐ Unsure

If yes, please confirm the type of childcare, including the number of children

Childcare Type	Number of Children
Childminder	
Nursery	
Cylch Meithrin/ Playgroup	
Crèche	
After School Club	
Breakfast Club	
Playscheme	
Open Access	
Nanny	

38. . If you do not intend to claim tax free childcare or assistance through the Employer supported scheme, which of these statements apply to you? Please tick all that apply.

- ☐ I do not know about tax free childcare / Employer supported scheme
- ☐ I know that I am not eligible
- ☐ I am unsure whether I am eligible
- ☐ I choose not to claim it
- ☐ I find the process too complicated
- ☐ I haven't the time to claim it
- ☐ I cannot get the information or advice I need to complete my claim (please contact your local Family Information Services for assistance)
- ☐ My circumstances change too often to enable me to claim easily
- ☐ I do not pay for the childcare that I use
- ☐ Setting not registered/ approved
- ☐ Other(please explain)

39. Do you receive any other help towards the cost of childcare?

- ☐ Assisted Places Scheme
- ☐ Grant from FE/HE or other training agent
- ☐ No financial help received
- ☐ Other (please explain)
- ☐ N/A

If you do not currently use childcare, please go to section J.

Section H
Childcare that you use for your child/children

40. Do you use any of the following during term time? Please note the number of children. Tick							
Childcare	Welsh	Welsh & English	English & some bilingual elements	English	Any other languages (please state)	Other	No
Childminder							
Nursery							
Cylch Meithrin/ Playgroup - morning							
Cylch Meithrin/ Playgroup - afternoon							
Part time Early Education in school							
Flying Start Place							
Crèche							
After School Club							
Breakfast Club							
Free Breakfast Club							
Playscheme							
Open Access							
Nanny							
Other (please specify)							

41. Do you use any of the following during school holidays? Please note the number of children.							
Childcare	Welsh	Welsh & English	English & some bilingual elements	English	Any other languages (please state)	Other	No
Childminder							
Nursery							
Flying Start Place							
Crèche							
Playscheme							
Open Access							
Nanny							
Holiday Club							

Other (please specify)							
------------------------	--	--	--	--	--	--	--

42. During term time, where is your childcare located?

- ☐ Within the Local Authority
- ☐ Outside the Local Authority
- ☐ Mixture of both
- ☐ N/A

If outside the Local Authority, where is the childcare located? (please provide a postcode)

43. During school holidays, where is your childcare located?

- ☐ Within the Local Authority
- ☐ Outside the Local Authority
- ☐ Mixture of both
- ☐ N/A

If outside the Local Authority, where is the childcare located? (please provide a postcode)

Continue to Section J

Section J
Welsh Language

44. Do you wish for your child/ children to be bilingual in English and Welsh?

- ☐ Yes
- ☐ No

45. Are you intending to send your child/ children to a Welsh medium education setting?

- ☐ Yes
- ☐ No
- ☐ Don't know

46. Does your child/children already attend a Welsh medium education setting?

- ☐ Yes
- ☐ No

47. Are there any barriers affecting your ability to benefit from Welsh medium childcare provision?

- ☐ No
- ☐ Not available locally
- ☐ Not available for the hours required
- ☐ Age range not appropriate
- ☐ No spaces
- ☐ Cost
- ☐ Not applicable
- ☐ Other (please specify) _____

48. What is the primary language spoken at home?

- ☐ Welsh only
- ☐ English only
- ☐ Bi-lingual
- ☐ Any other languages (please specify) _____

Continue to section K

Section K – Equal Opportunities Monitoring

Please note: The questions in this section are confidential; and you are under no obligation to complete these.

49. What is your age?

- ☐ Under 16
- ☐ 16-25
- ☐ 26-39
- ☐ 40-55
- ☐ 56-65
- ☐ 66 and over

50. Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

- ☐ Yes (if yes, go to question 48) Should this be 51
- ☐ No (If no, go to question 4) and 52
- ☐ Prefer not to say

51. Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ No, not at all
- ☐ Prefer not to say

52. How would you describe your national identity? *Please choose all that apply.*

- ☐ Welsh
- ☐ English
- ☐ Scottish
- ☐ Northern Irish
- ☐ British
- ☐ Other, please describe.
- ☐ Prefer not to say

53. What is your ethnic group? *Choose one option that best describes your ethnic group or background.*

- ☐ Prefer not to say

White

- ☐ Welsh / English / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background, please describe

Mixed / multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed / multiple ethnic background, please describe

Asian / Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background, please describe

Black / African / Caribbean / Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background, please describe

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group, please describe

54. What is your religion?

- ☐ No religion
- ☐ Christian (all denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Any other religion, please describe
- ☐ Prefer not to say

55. What is your household status?

- ☐ Cohabiting
- ☐ Single / Lone parent
- ☐ Prefer not to say

56. What is your marital or same-sex civil partnership status?

- ☐ Never married and never registered in a same sex civil partnership.
- ☐ Married or cohabiting
- ☐ Separated, but still legally married
- ☐ Divorced
- ☐ Widowed
- ☐ In a registered same-sex civil partnership
- ☐ Separated, but still legally in a same-sex civil partnership
- ☐ Formerly in a same-sex civil partnership which is now legally dissolved
- ☐ Surviving partner from a same-sex civil partnership
- ☐ Prefer not to say

57. What is your average annual household income?

- ☐ £0-£10,000 per annum
- ☐ £10,001-£20,000 per annum
- ☐ £20,001-£30,000 per annum
- ☐ £30,001-£40,000 per annum
- ☐ £40,001-£50,000 per annum
- ☐ £50,001-£60,000 per annum
- ☐ £60,001-£70,000 per annum
- ☐ £70,000+ per annum
- ☐ Prefer not to say

Schedule 7

Minimum Family Information Services (FIS) Quality Standards for Wales

1. Statement of Service

Meeting this standard will require a statement of service (sometimes known as a statement of customer entitlement) which should state that the FIS has clear aims and objectives, which reflect local needs. The statement should briefly summarise the service being delivered to users (based on these minimum standards) and include references to: the Partnership's commitment to the FIS - including its arrangements for monitoring and evaluating the service; a statement of mission for the FIS; the delivery model e.g. times of opening, use of answer-phone, outreach etc.; level & accuracy of information on the database; fee charging policy; references to the marketing and publicity strategy, confidentiality and impartiality, complaints, equal opportunities; monitoring & evaluation; and a commitment to developing quality.

2. Information Strategy

Meeting this standard will require an outline of the FIS information strategy, including details on information to be held and information collection policies. The outline should also include data collection and transfer arrangements with providers and the Care and Social Services Inspectorate Wales, together with procedures for information maintenance and accuracy - including arrangements to review the entire database at least annually. Methods of delivery should also be included (e.g. opening times, outreach and signposting arrangements).

3. Underpinning Principles

Meeting this standard will require written policies in place dealing with: confidentiality; impartiality; equal opportunities; accessibility; complaints, child protection, language issues and desk/service standards.

4. Working with Partners/Communications Strategy

Meeting this standard will require a plan outlining key partners; why they are important to the work of the FIS; and how they will be involved - which could be through formal agreements or protocols or involvement in an advisory group to inform the development of the FIS.

5. Marketing & Publicity Strategy

Meeting this standard will require a plan which should outline the marketing and publicity strategy for the FIS and should include: arrangements for market research to identify all potential users and their needs; and a formal marketing strategy with a commitment

to have in place, at least, a leaflet explaining the service, a leaflet explaining childcare options, and a poster - the strategy should clearly identify how and where the publicity material will be used.

6. Monitoring and Evaluation

Meeting this standard will require a strategy which should explain: how the FIS will monitor the views of users by the use of monitoring forms and customer feed-back; how the information will be evaluated and used to improve the service; and the role of the Partnership in assisting the development of the FIS e.g. through an advisory group.

7. Management

Meeting this standard will require an outline of the management arrangements for the service with references to: staffing levels (including induction, staff development and health & safety policies); other resources; where possible a budget for the FIS - at least a marketing and staff development budget should be identified; arrangements for staff development appraisal and review; arrangements for monitoring progress against service objectives; and an annual review of the service