

# Section 7

# Demand for childcare

## 7.1 Understanding the Needs of Parents/ Carers

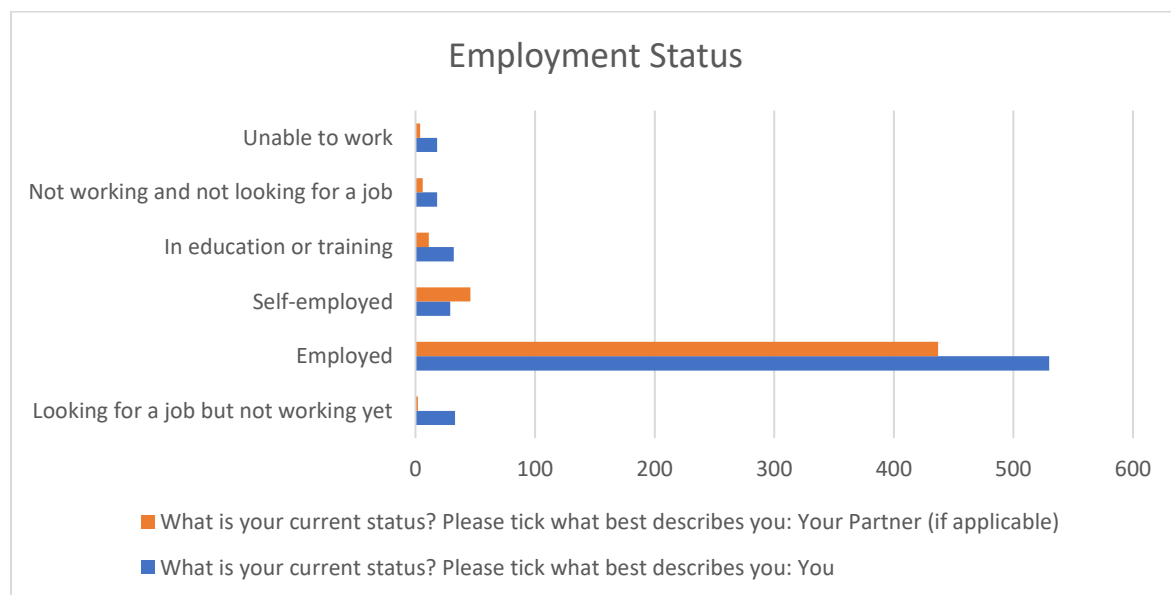
In October 2021, a parental survey was published online by Welsh Government that was developed in collaboration with Local Authority Childcare leads. The survey contained 30 questions relating to childcare use and future demand and was open for 4 weeks. The survey was offered in both English and Welsh online with the option of paper copies should respondents require it.

### Newport Parent Responses

Although the parental survey was a national approach, respondents were able to identify which Local Authority they lived in and as a result the data can be filtered and analysed by Local Authority areas. To ensure that enough responses were gained from Newport residents, the Family Information Service promoted the survey daily online via social media pages, staff bulletins, childcare settings, Flying Start, Education and Schools as well as via Newport Childcare Offer team. Newport received 619 complete responses to the survey.

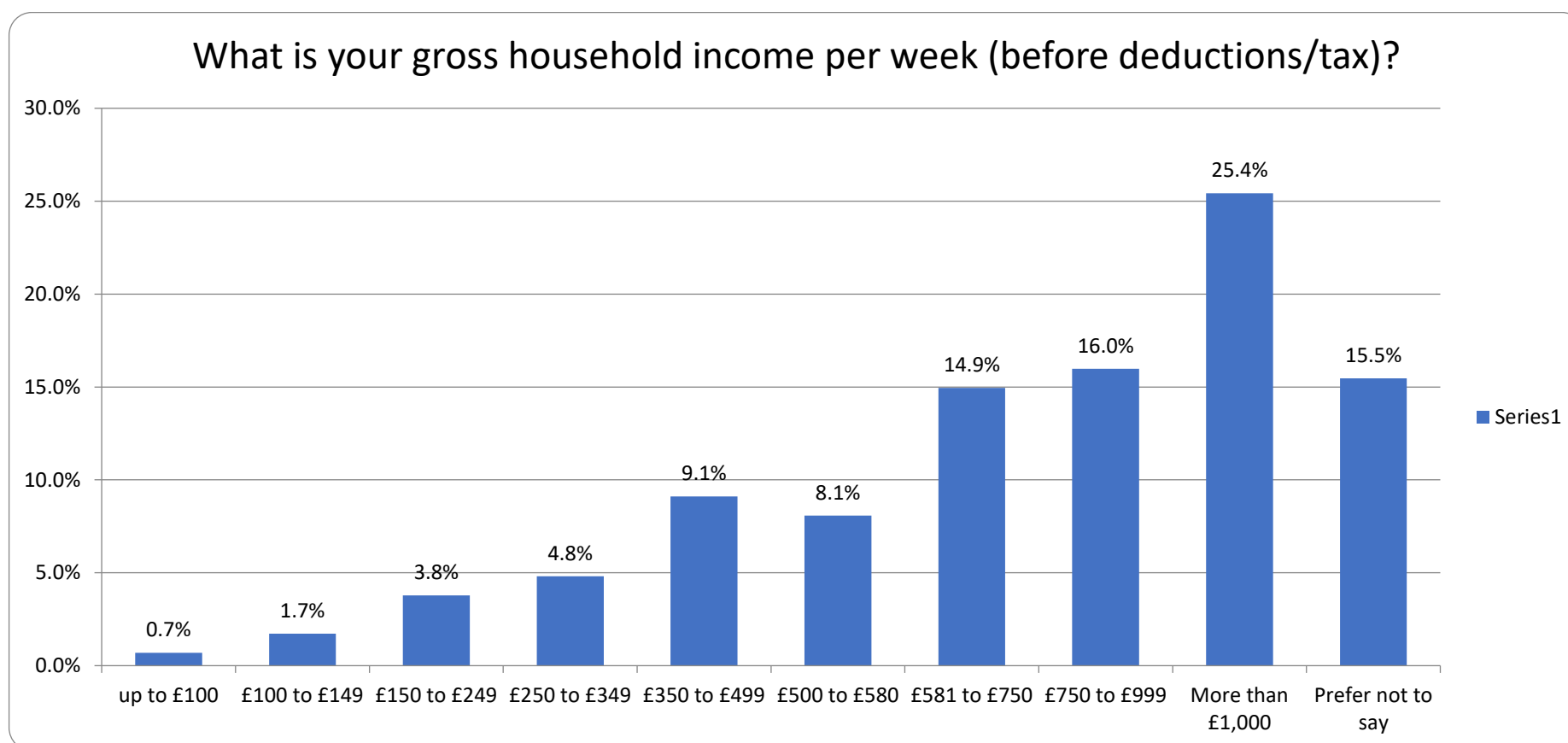
### Respondent Status and Population Representation

The following information displays the over demographics of the people who responded to the online parental survey.



There was a range of responses to employment status. A significant proportion of those who were responding to the survey on behalf of the household and their partners were employed at the time of the survey. Representation from other employment groups including unemployed status were captured by the cohort who responded albeit generally lower.

Below displays the household income per week before deductions. The majority of respondents indicated their household income was more than £1000 per week.



Median weekly pay for full-time employees in Wales was £611 in April 2021, up 4.3% on a year earlier; and this growth is the highest since 2008 (ONS Employee Earnings in the UK, 2021). 25% of those who responded to this survey had a gross household weekly income of more than £1000, nearly 16% were between £750 and £999 and nearly 15% were between £581 and £750.

## Newport City Council

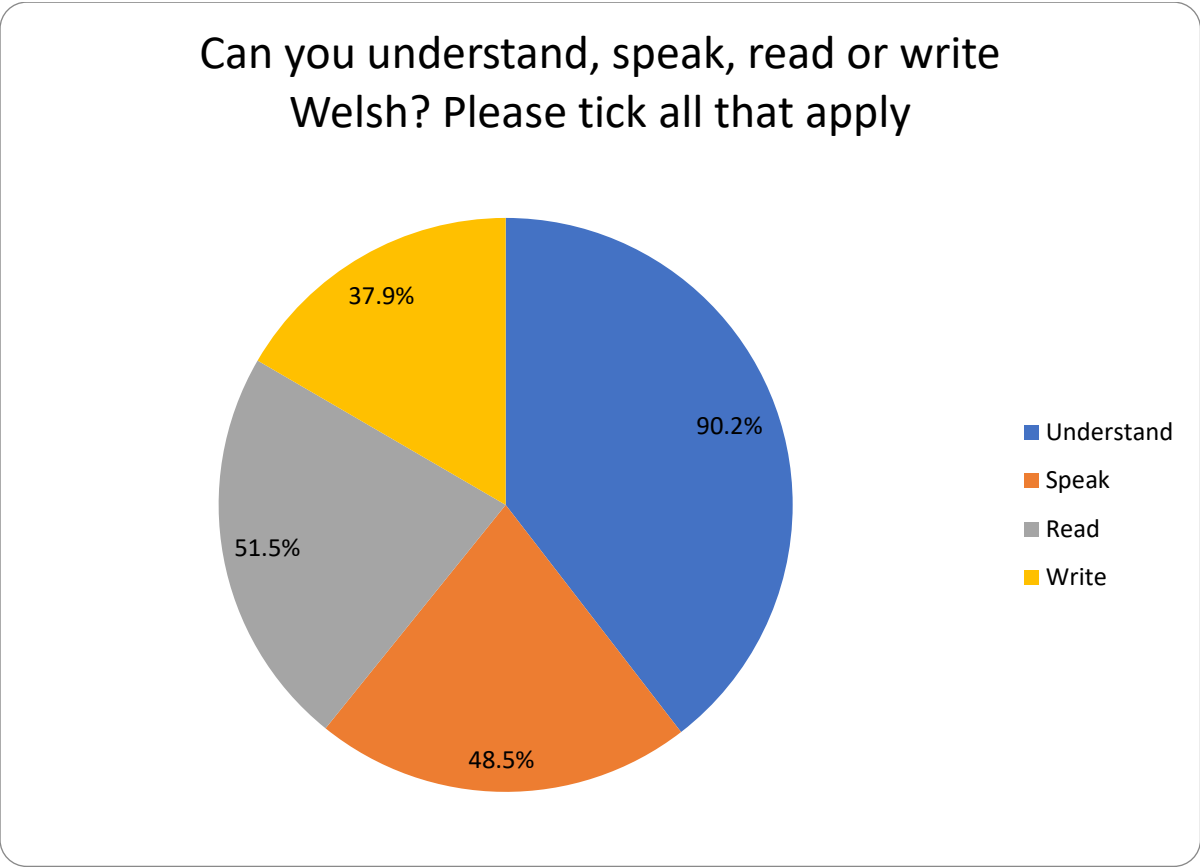
Below shows the ethnicity of the respondents who took part in the national survey at a Newport level.

White	Response Total	Mixed/Multiple ethnic groups	Response Total	Asian British	Response Total	Black/African/Caribbean/Black British	Response Total	Other Ethnic Group	Response Total
1. Welsh/English/Scottish/Northern Irish/British	537	5. White and Black Caribbean	16	9. Indian	7	14. Africa	9	17. Arab	1
2. Irish	3	6. White and Black African	1	10. Pakistani	0	15. Caribbean	2	18. Any other ethnic group, please describe:	2
3. Gypsy or Irish Traveller	0	7. White and Asian	2	11. Bangladeshi	2	16. Any other Black/African/Caribbean background, please describe:	1		
4. Any other White background, please describe:	35	8. Any other Mixed/Multiple ethnic background, please describe	6	12. Chinese	1				
				13. Any other Asian background, please describe:	5				

Welsh Language

Welsh Language skills of respondents.

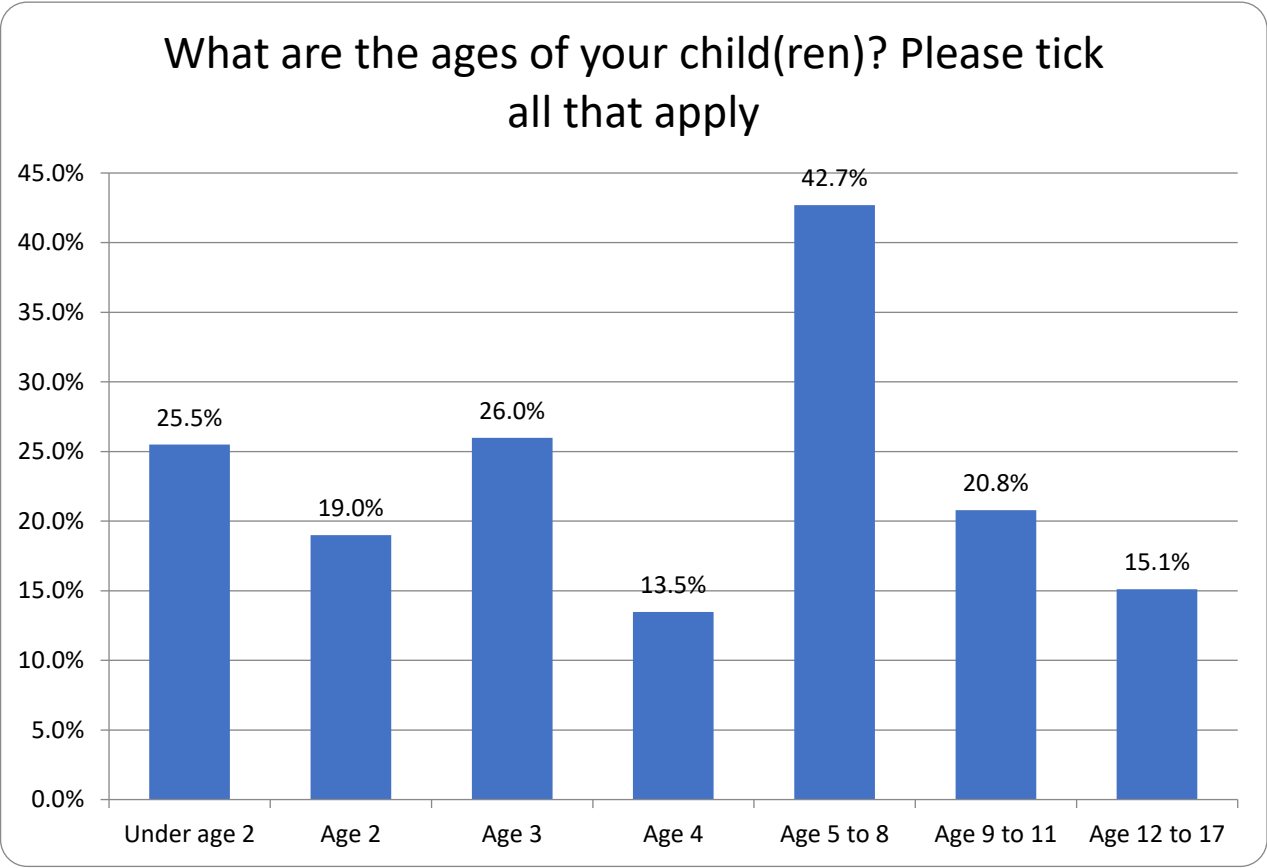
Out of 132 people who responded to this question, 90.15% of respondents said that they could understand the Welsh language. This is a surprisingly high number for Newport, however if accurate is encouraging for Welsh language skills.



About their children

Respondent’s age of children

The largest age group of children represented is ages 5 to 8 years, 3 years and under 2 years. The smallest age group was 12 to 17 years, however many within the age bracket may not be using formal childcare.

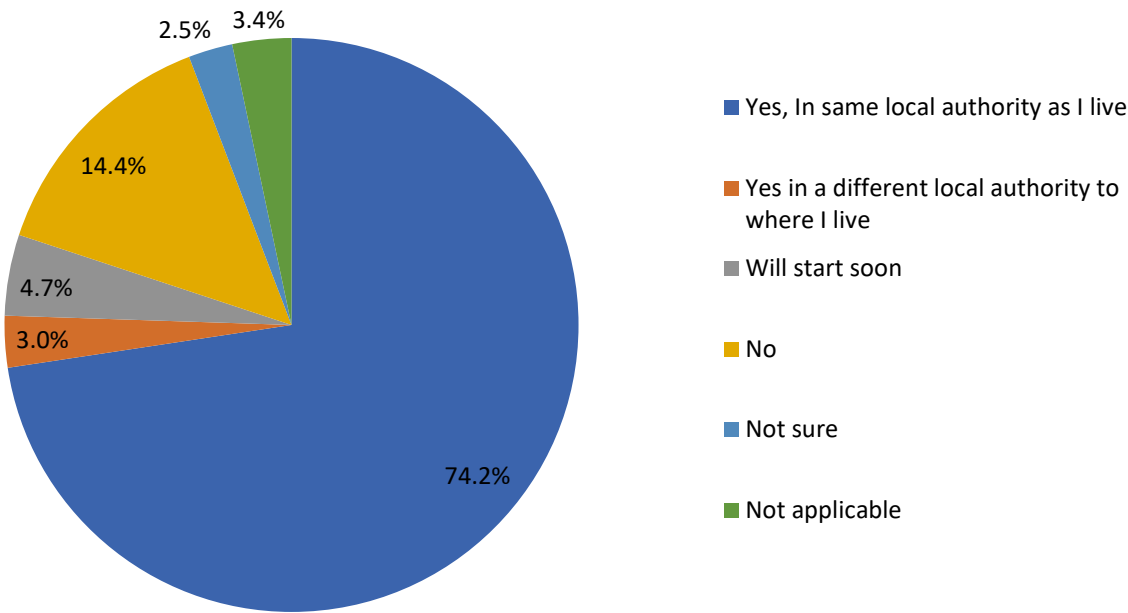


Government Funded Initiatives

Early Education

Most respondents used funded early education places within Newport (74.15%). Of the 619 respondents with 3 and 4 year olds, 14.41% currently do not access their early education place.

Is your child(ren) age 3 or 4 accessing funded early education place at school or nursery?



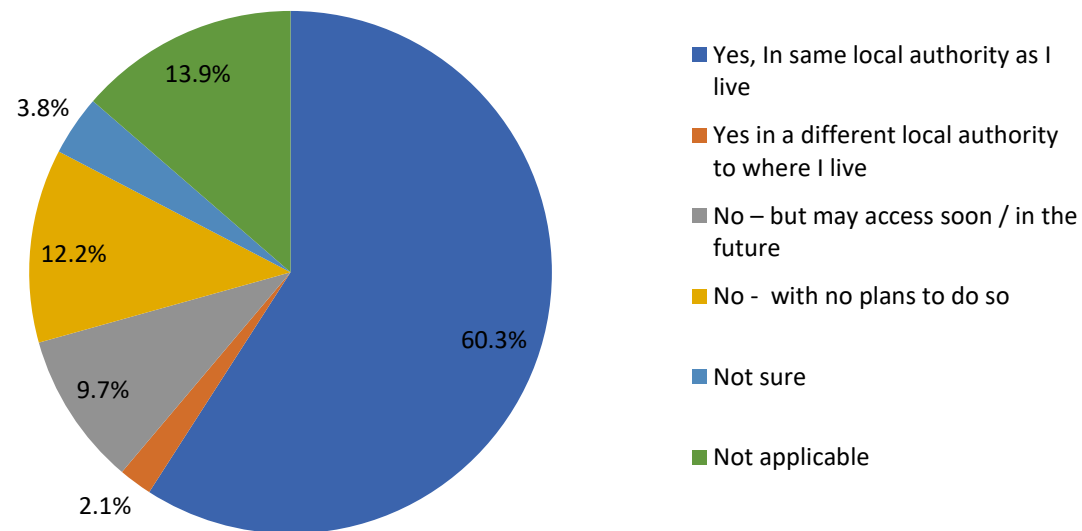
Reasons for not accessing early Education places at school were largely associated with working full time, and the challenges around morning or afternoon sessions with limited wrap around services available.

### Childcare Offer

Of the 619 respondents with 3 and 4 year olds (39.44%), over half currently access the Welsh Government Childcare Offer for Wales (60.34%). 9.7% indicated that they plan to access it soon. Almost the same number of respondents indicated that they did not intend to access the Childcare Offer for Wales (12.24%) as those who do not access their early education place (14.41%).

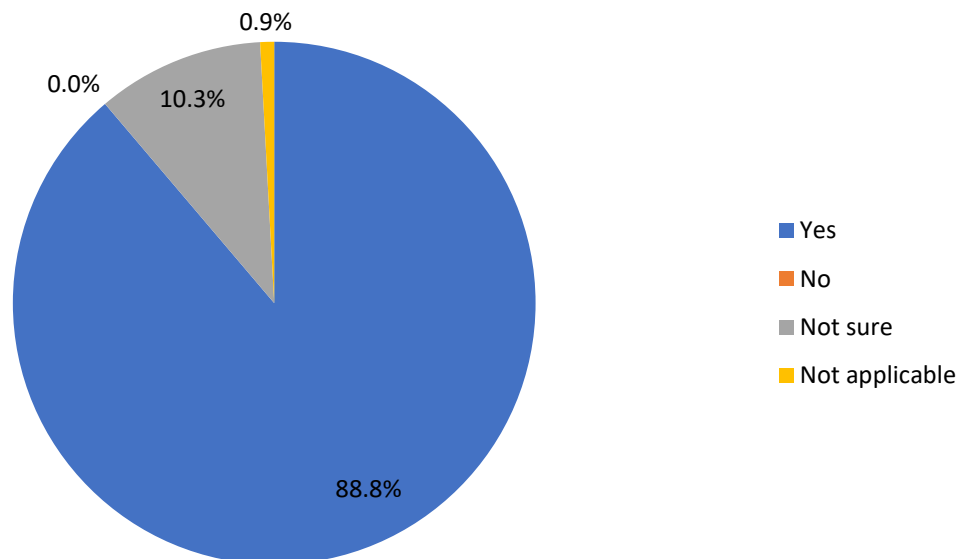
At present we have 174 providers registered to deliver the Offer in Newport. Of those, 101 are in Newport and 73 are out of county. There are 586 children accessing the Offer with Newport providers, and 62 children accessing the Offer at the out of county providers. (These numbers do not include any applications we have approved for children to start their Offer in January 2022).

### Is your age 3 or 4 year old child(ren) accessing government funded childcare (the Childcare Offer)?





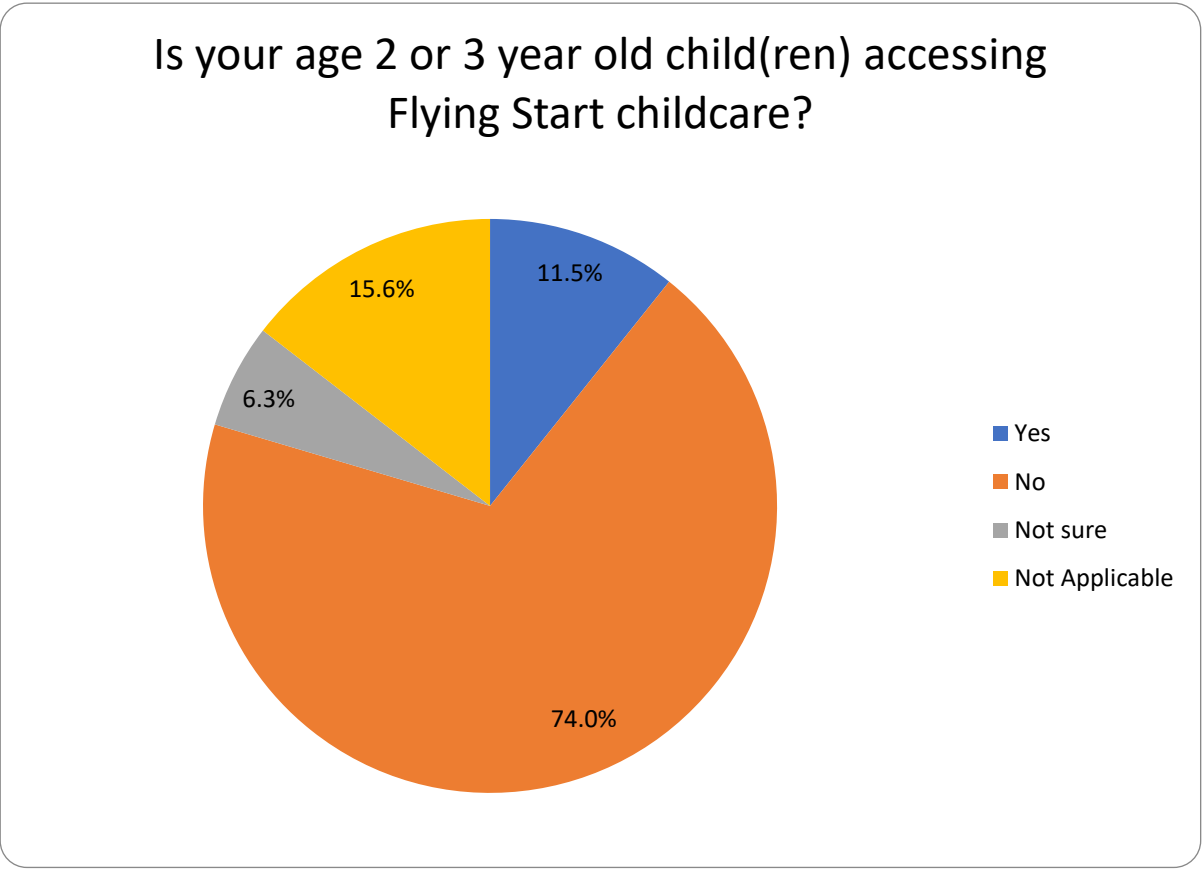
**Do you wish to access government funded childcare (the Childcare Offer) when your child becomes eligible at age 3?**



Those respondents with children under 3 years of age were asked to indicate their future use of the Childcare Offer when their child turns 3 year's old. 88.79% responded that they do wish to use the Childcare Offer for Wales, 0% said no or not applicable (0.86%) and 10.34% said they were unsure. This looks positive for the future uptake of the Childcare Offer for Wales in Newport.

Flying Start

The parent survey was distributed across all 19 of Newport’s Flying Start Settings. of those who responded, 11.52% indicated that they do currently access Flying Start with 73.98% of respondents indicating that they did not access Flying Start.



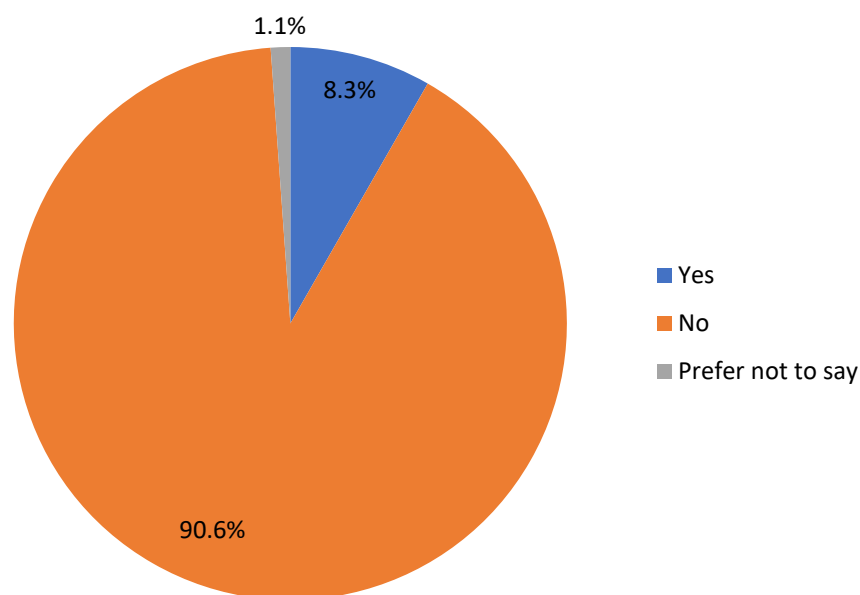
Due to the explicit eligibility criteria, it was not expected that there would be a significantly high proportion that responded yes. There are 19 Flying Start Playgroups in Newport, further information on Flying Start can be found in section 6.5.

## Children who require extra support

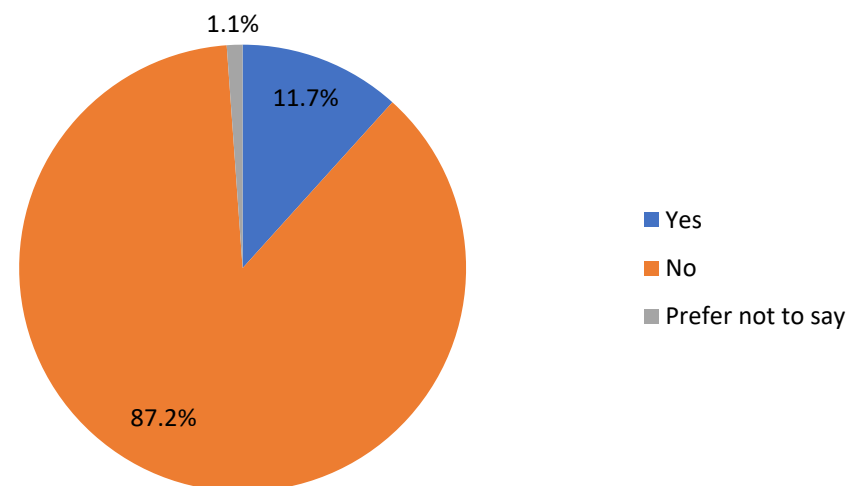
### Children with Additional Learning Needs (ALN) or Disability

The majority of people responding to this survey did not have a long term illness or disability nor did they have children who need additional support with their learning. 8.28% of respondents had a child(ren) with a disability and 11.69% had a child(ren) with ALN.

Do any of your children have a disability or a long-term illness?



Do any of your children have a special education need / additional learning need (they need additional support with their learning)?



To gauge satisfaction of current childcare use, the above respondents were asked how aspects of their childcare arrangements could be improved. 6 respondents (18.18%) indicated that they would like childcare that is better at meeting their child's additional learning needs. Similarly, the statement 'There is no childcare that can cater for my child's specific needs' (5.99%) is ticked when asked why some respondents do not use childcare albeit fewer respondents indicated this statement applied to them. Further analysis of this question will follow.

## The childcare you use

### Term Time childcare

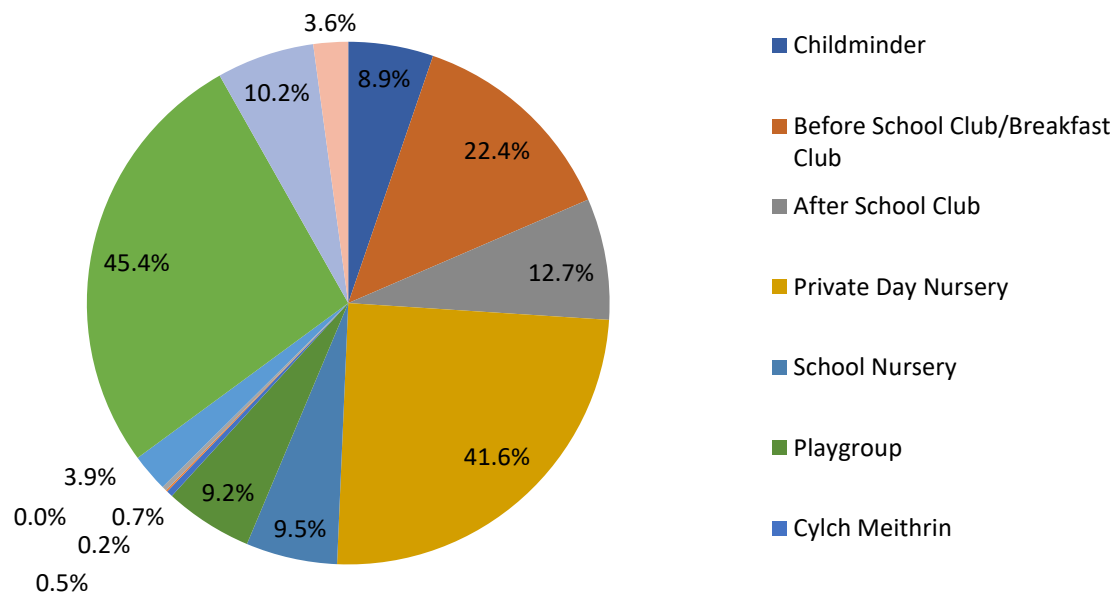
A high proportion of the respondents currently use family and friends (45.39%) in an unpaid capacity or Private Day Nursery (41.61%).

Breakfast club (22.37%) and After School clubs (12.66%) were also used.

The least frequently used childcare were Au Pair (0%) Drop off Creche (0.16%) Nanny (0.49%) and Cylch Meithrin (0.66%).

Previous CSA's show slightly higher use of Private Day Nursery (+5%). This year's survey showed a distinct drop in usage of childminders from the previous full CSA (-13.2%), however there were almost double the responses from previous CSA's therefore caution should be taken when comparing the data.

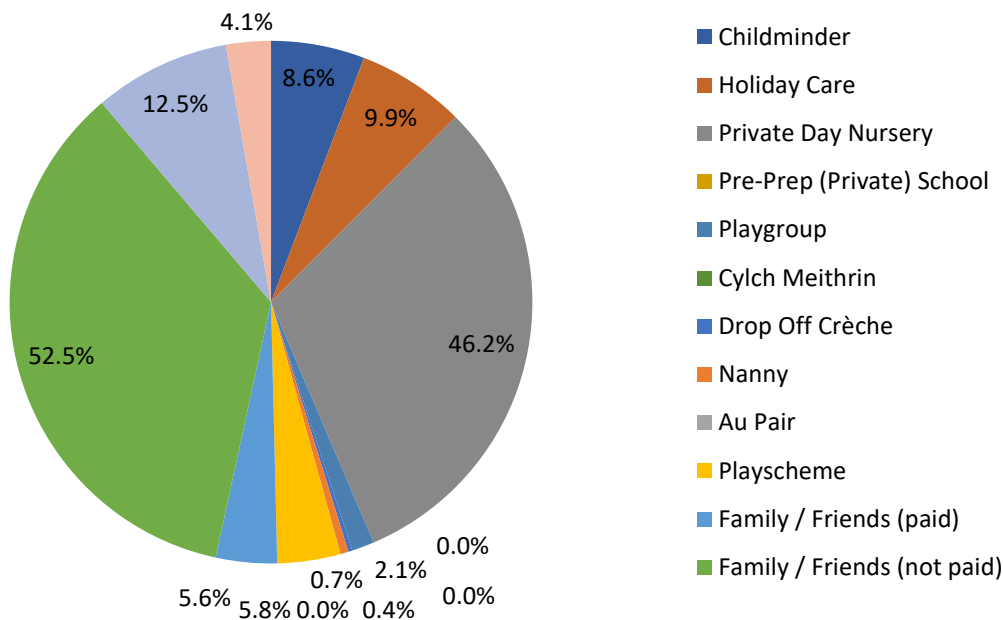
### Do you currently use any of the following types of childcare or early education DURING TERM TIME (Please tick all that apply)?



Holiday Childcare

Similar results to term time childcare use were found. The majority of childcare used were Family and Friends unpaid (52.52%) and Private Day Nursery (46.17%).

Do you currently use any of the following types of childcare or early education DURING SCHOOL HOLIDAYS? (Please tick all that apply):



Playscheme was included as an option for holiday care (5.79%) and holiday care (9.91%).

Other forms of childcare remained static.

The few respondents who ticked ‘other’ indicated that they reduced working hours to be home over the holidays, used local authority activities and unregistered holiday clubs or didn’t use childcare in the holidays due to COVID19.

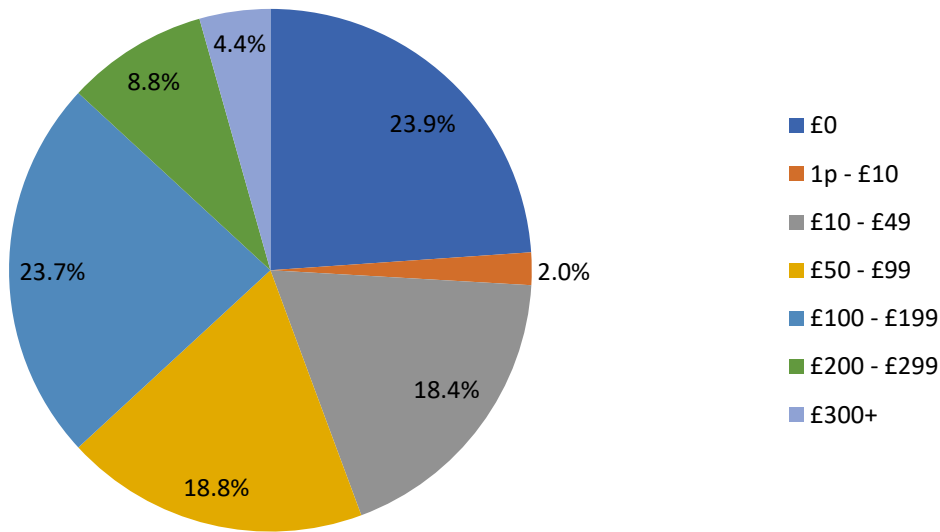
Hours and costs

When asked about the number of hours of childcare used both during term time and school holidays, respondents reported a total use of 7720 hours. Broken down this equates to:

Average hours	19.94
Most hours	72
Least hours	0

The average hourly use reflects what the SASS tells us regarding use of part time childcare places as the most frequently requested type of childcare service.

How much on average do you pay per week for your childcare (not including government funded childcare)?



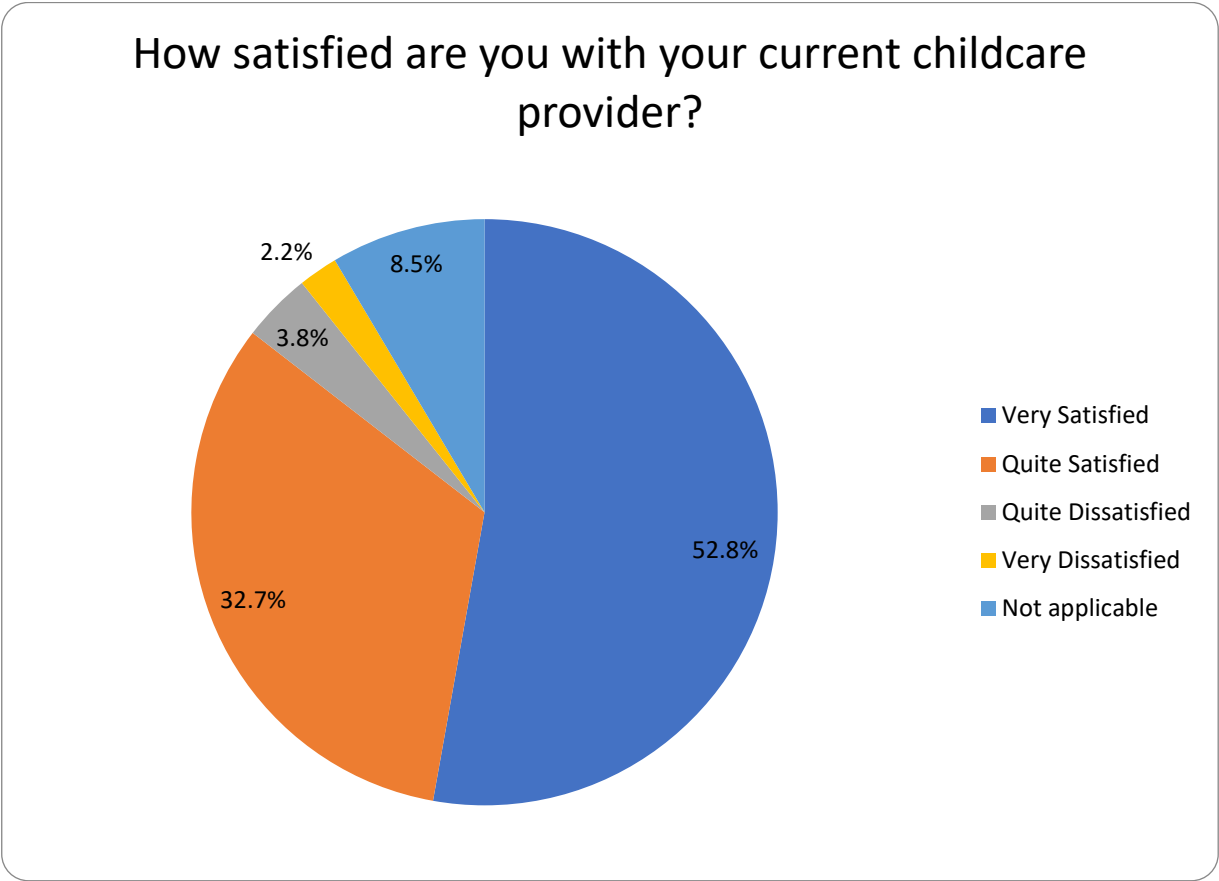
When asked about the cost of childcare per week that excludes government funded hours, respondents reported the following:

The majority of respondents paid £0 and it is assumed that this correlates with those who use unpaid family or friends per week.

Average weekly spend excluding government funded childcare came in at £100 - £199 (23.72%), closely followed by £50 - £99 (18.8%) and £10 - £49 (18.43%).

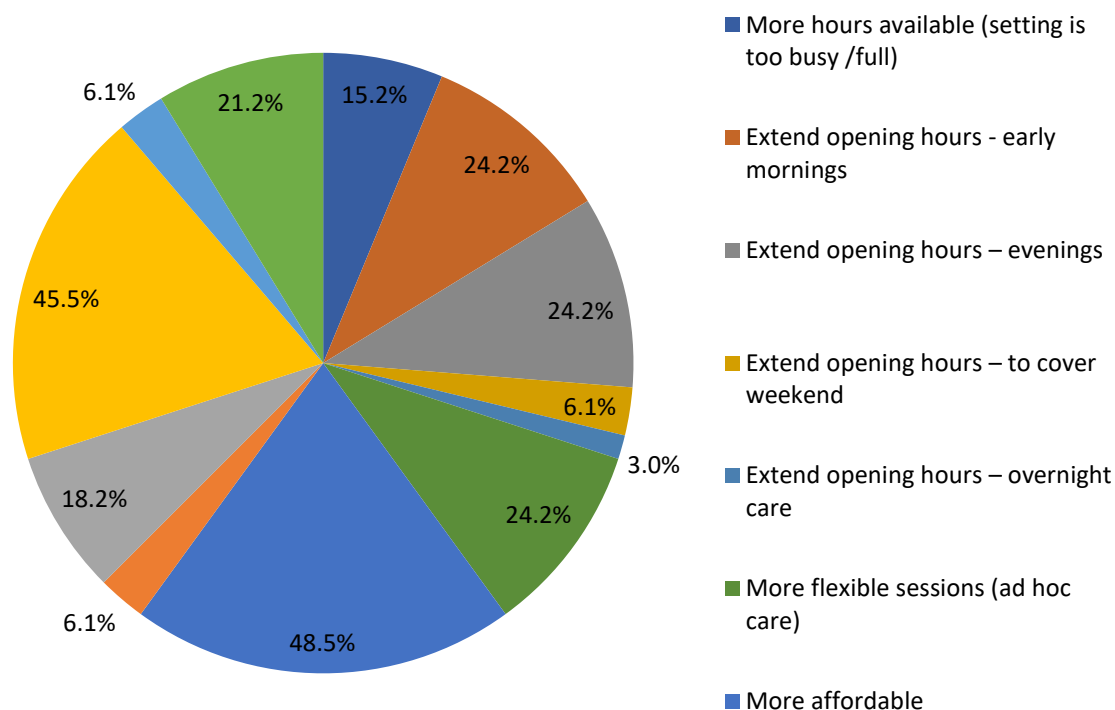
Parental Satisfaction

Most respondents are very satisfied (52.81%) or quite satisfied (32.67%) with their current childcare provider. Less that 6% of respondents indicated that they were either quite or very dissatisfied with their current childcare provider.



Those who indicated that they were unhappy with some aspects of their childcare arrangements offered the following suggestions for improvement:

## If you are unhappy with a certain aspect of your childcare arrangements, please tell us how it could be improved:



More affordable (48.48%) and Better Quality (45.45%) were ticked the most. 'Extended Opening hours' in both the morning and evening, 'more flexibility (ad hoc care)' came in second (24.24%) and was closely followed by 'childcare that is better at meeting my child's additional learning needs'.

Some of the suggestions listed under 'other' included:

- *There is lack of childcare facility in terms of capacity within the school and outside*
- *Lack of staff availability for direct payments for respite. Inadequate play clubs for disabled children. The school holiday is becoming so stressful and difficult for our son. Need specialist provision coordinated by the DCT in social services and not via the council.*
- *Since covid a lot of the 'extra' activities they used to do (e.g. going to the park/ cinema/ local trips) have stopped and so the care is purely on-site and limited entertainment/ stimulation for the children*
- *Having to rely on elderly and unwell parents as I simply cannot afford to pay for childcare. It is unfair on them as both of my children have autism so are a challenge. I am happy to pay for childcare, but the current rates are extortionate especially for a single mother of two. Even just wrap around childcare is expensive.*



Reasons for not  
childcare

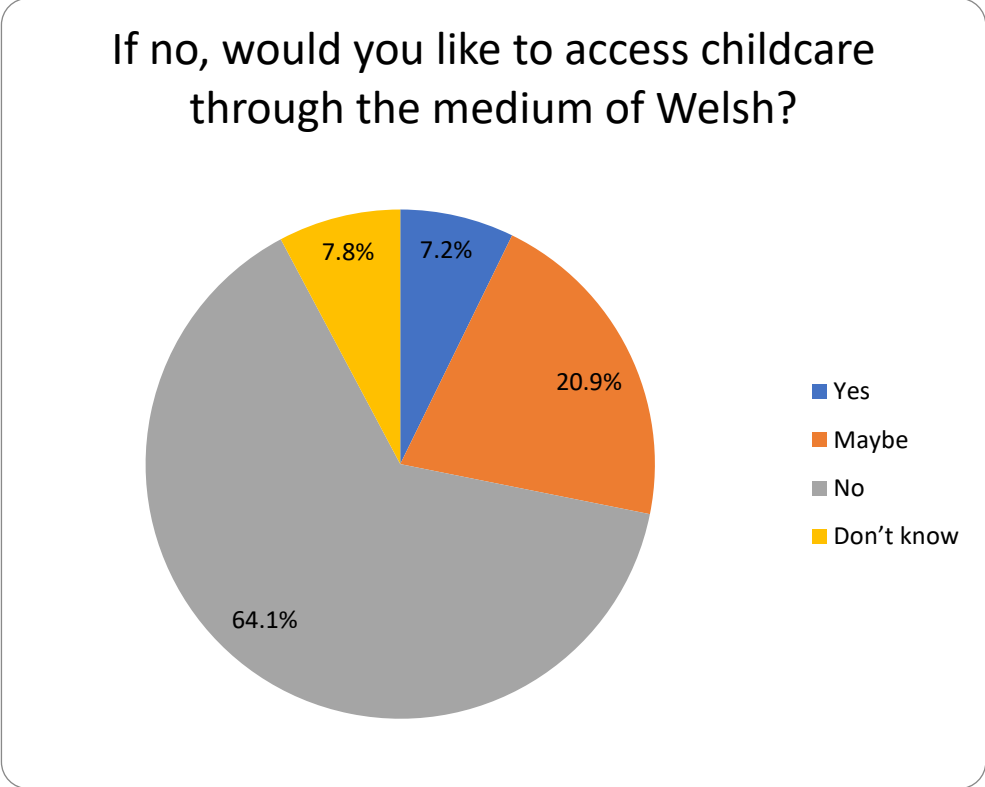
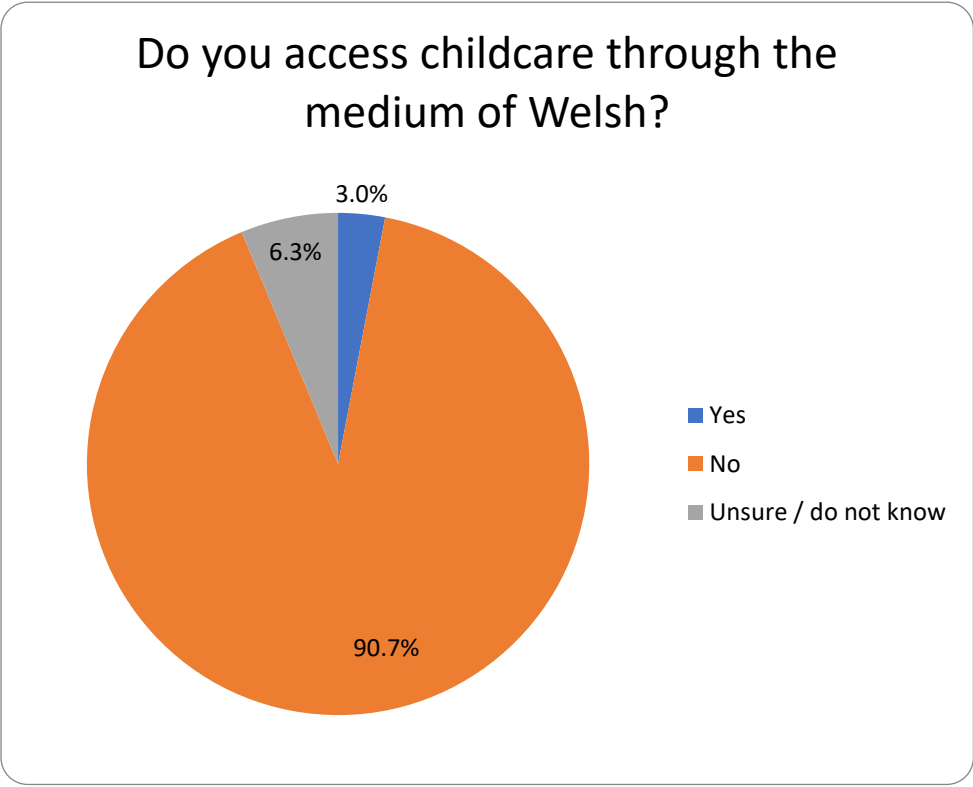
If you do not access any childcare, please tick the reason(s) why:

		Response Percent	Response Total
1	My child is on a waiting list for a provider and we are waiting for a place to become available	4.61%	10
2	I use informal childcare such as a family member or friend	38.25%	83
3	I choose not to access any childcare	5.07%	11
4	I am a stay at home parent and have no need for childcare	11.52%	25
5	My children are old enough to look after themselves	4.61%	10
6	There is no childcare with sufficient quality	6.91%	15
7	There is no suitable Welsh Language provision	3.69%	8
8	No suitable provision in our language, which is neither Welsh nor English	0.46%	1
9	The childcare available is not flexible enough for my needs	13.82%	30
10	The cost of childcare is too expensive	36.87%	80
11	Childcare times are unsuitable	10.14%	22
12	There is no childcare available that is suitable for my child's age	6.45%	14
13	There is a problem with transport	3.23%	7
14	There is no childcare where I need it to be	13.36%	29
15	There is no childcare that can cater for my child's specific needs	5.99%	13
16	I only use childcare on an ad hoc basis and it is impossible to plan	6.91%	15
17	Other (please explain):	13.82%	30

accessing any  
included:

Responses correlate with previous answers indicating use of family and friends and that the cost of childcare is too expensive. Correlation between results from previous years is strong with statement 2 and 10 being the most ticked reasons.

Welsh Medium Childcare



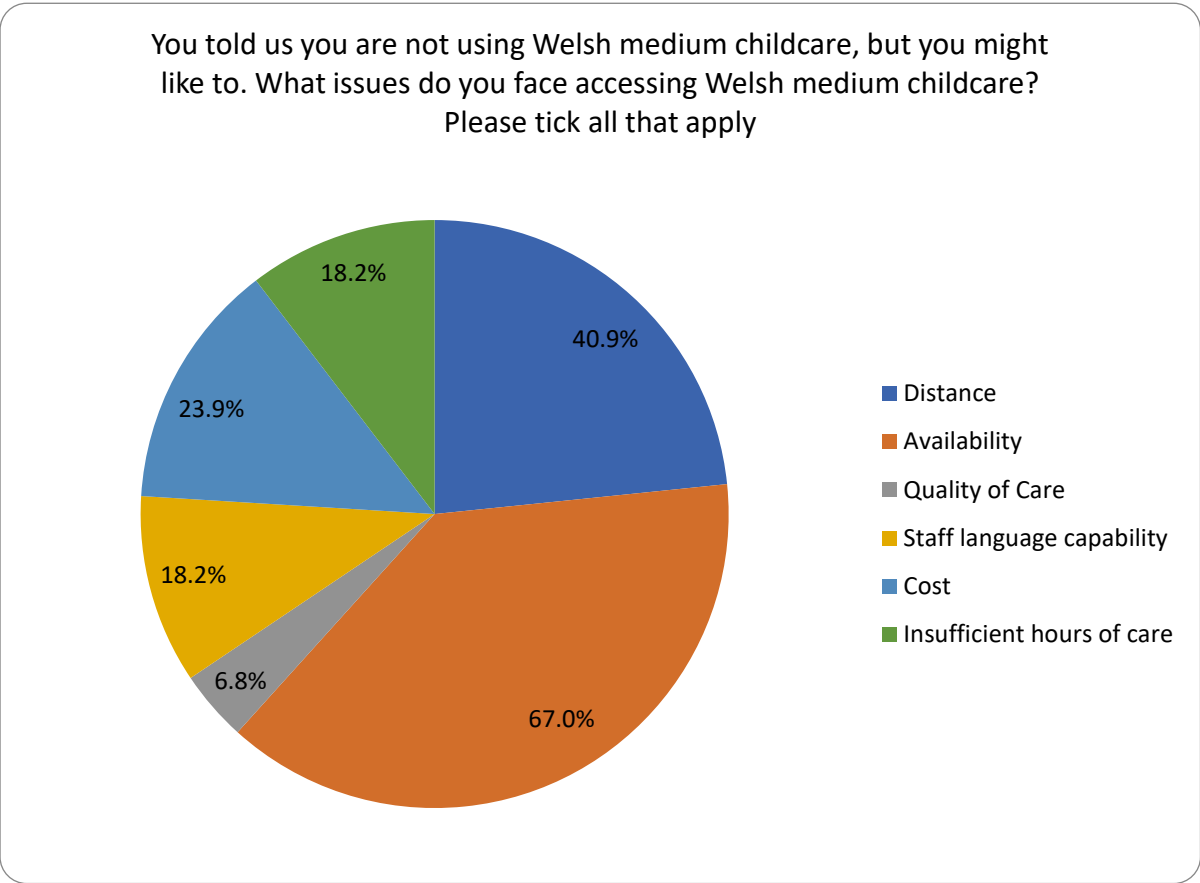
Of the 619 respondents, 90.73% said that they did not access welsh medium childcare currently. Of those who answered No, 7.24% indicated that they *would* like to access childcare through the medium of Welsh, and 20.91% indicated that they *may* like to access Welsh Medium childcare.

64.08% indicated that they did not want to access Welsh Medium Childcare.

In both questions, there was some uncertainty regarding the language of their childcare and option to access this.

The next question asks respondents what issues they foresee regarding the use of Welsh Medium Childcare.

Availability and distance of travel appear to be the largest issues facing use of Welsh Medium childcare.








		Response Total
1	Distance	36
2	Availability	59
3	Quality of Care	6
4	Staff language capability	16
5	Cost	21
6	Insufficient hours of care	16

## Views on childcare

## Parental Statements






Question 26 of the parental survey sought to understand the views of parents on the following statements:

The majority of respondents either strongly or tend to agree with the statement 'I am satisfied with my childcare in term time care' (75.9%).






26.1. I am satisfied with my childcare in term time			Response Percent	Response Total
1	Strongly Agree		41.7%	255
2	Tend to Agree		34.2%	209
3	Tend to Disagree		7.4%	45
4	Strongly Disagree		4.2%	26
5	N/A		12.6%	77
			answered	612

The majority of respondents either strongly or tend to agree with the statement 'I am satisfied with my childcare in school holidays' (59.9%).






The majority of respondents either strongly or tend to agree with the statement 'The quality of childcare is high' (77.7%).

26.3. The quality of childcare is high			Response Percent	Response Total
1	Strongly Agree		44.9%	274
2	Tend to Agree		32.8%	200
3	Tend to Disagree		6.2%	38
4	Strongly Disagree		2.5%	15
5	N/A		13.6%	83
			answered	610






Responses to the statement 'There is a good choice of childcare in my area' were split almost evenly between agreement and disagreement. This may reflect the area's that the respondents live in as we know from the childcare data that the distribution of services by type is not geographically even across the city.

26.4. There is a good choice of childcare in my area			Response Percent	Response Total
1	Strongly Agree		15.7%	96
2	Tend to Agree		31.0%	189
3	Tend to Disagree		22.8%	139
4	Strongly Disagree		18.4%	112
5	N/A		12.1%	74
			answered	610



The majority of respondents either strongly or tend to agree with the statement 'Childcare is well located' (64.3%). Whilst not every ward within the city has childcare located within it, neighbouring wards generally do and the wards with the most childcare are those who have a higher number of working population that would require childcare so that they can work.

26.5. Childcare is well located			Response Percent	Response Total
1	Strongly Agree		28.8%	175
2	Tend to Agree		35.5%	216
3	Tend to Disagree		14.5%	88
4	Strongly Disagree		9.7%	59
5	N/A		11.5%	70
			answered	608






The majority of respondents either strongly or tend to agree with the statement 'childcare caters for my needs' (73%).

26.6. Childcare caters for my children's needs			Response Percent	Response Total
1	Strongly Agree		38.7%	235
2	Tend to Agree		34.3%	208
3	Tend to Disagree		6.4%	39
4	Strongly Disagree		4.8%	29
5	N/A		15.8%	96
			answered	607






The majority of respondents either strongly or tend to agree with the statement 'I would like my child to attend more registered childcare' (47.1%). However, it's interesting to note here that 31.1% of those who responded gave an N/A answer. Reasons for this are unknown.

26.7. I would like my child to attend more registered childcare			Response Percent	Response Total
1	Strongly Agree		21.2%	127
2	Tend to Agree		25.9%	155
3	Tend to Disagree		13.2%	79
4	Strongly Disagree		8.5%	51
5	N/A		31.1%	186
			answered	598






The majority of respondents either strongly or tend to agree with the statement 'Childcare is too expensive' (85.8%). Whilst the cost of living has risen over recent years, the actual average cost of childcare in Newport has remained relatively stable. The childcare offer rate of £4.50 per hour still seems to be at a level that is appropriate for Newport providers. Affordability as a concept is one that is personal to the circumstances of the individual, therefore it is challenging to understand what affordable childcare would look like that .

26.8. Childcare is too expensive			Response Percent	Response Total
1	Strongly Agree		61.5%	375
2	Tend to Agree		24.3%	148
3	Tend to Disagree		5.4%	33
4	Strongly Disagree		1.5%	9
5	N/A		7.4%	45
			answered	610

Overall, the majority of respondents either strongly or tend to agree with the statement with the statement 'I would prefer to use family / friends for childcare' (41.4%). However, the most answered statement was 28.2% 'tend to disagree'.

26.9. I would prefer to use family/friends for childcare			Response Percent	Response Total
1	Strongly Agree		17.5%	106
2	Tend to Agree		23.9%	145
3	Tend to Disagree		28.2%	171
4	Strongly Disagree		11.2%	68
5	N/A		19.3%	117
			answered	607

The majority of respondents (44.6%) said that the statement 'I have a problem with childcare arrangements that are unreliable' ticked N/A. This was followed by 'Strongly Disagree' (27.6%). From this we can deduce that parents / carers overall, are not concerned about the reliability of their childcare arrangements.

26.10. I have a problem with childcare arrangements that are unreliable (eg. cancel sessions at short notice)_			Response Percent	Response Total
1	Strongly Agree		6.9%	42
2	Tend to Agree		7.4%	45
3	Tend to Disagree		13.4%	81
4	Strongly Disagree		27.6%	167
5	N/A		44.6%	270
			answered	605






Many people (40.9%) Strongly or Tend to agree with the statement 'childcare is a barrier to accessing employment or training.' The largest response rate was for N/A (30.7%). We do not know the reasons for this response; however it could be presumed that they answered N/A because they are in employment.

More discussion around **employment and training can be found in section.**








26.11. Childcare is a barrier to me accessing employment or training			Response Percent	Response Total
1	Strongly Agree		18.8%	114
2	Tend to Agree		22.1%	134
3	Tend to Disagree		10.9%	66
4	Strongly Disagree		17.5%	106
5	N/A		30.7%	186
			answered	606

The majority of people overall strongly or tended to agree with the statement 'I know where to find out information about childcare' (56.9%). Further discussion on information regarding childcare can be found in section 7.3.

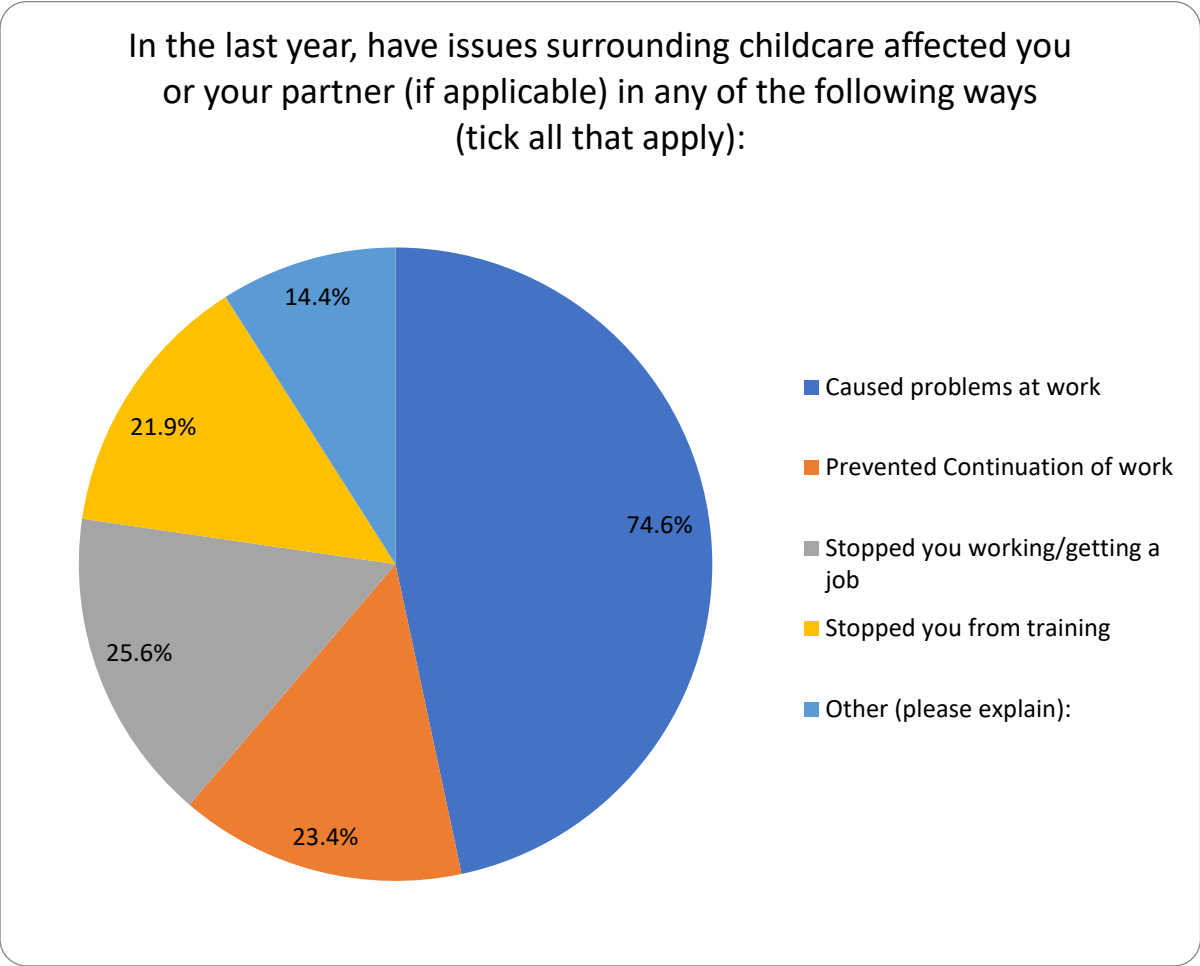
26.12. I know where to find out information about childcare			Response Percent	Response Total
1	Strongly Agree		18.6%	113
2	Tend to Agree		38.3%	233
3	Tend to Disagree		22.4%	136
4	Strongly Disagree		10.9%	66
5	N/A		9.9%	60
			answered	608

Responses to the statement 'I know where to find out info on financial assistance for childcare' was split across the following: tend to agree, tend to disagree and strongly disagree. The majority responded tend to disagree (31.5%).

26.13. I know where to find out info on financial assistance for childcare			Response Percent	Response Total
1	Strongly Agree		9.2%	56
2	Tend to Agree		25.9%	158
3	Tend to Disagree		31.5%	192
4	Strongly Disagree		22.3%	136
5	N/A		11.0%	67
			answered	609

Issues with childcare

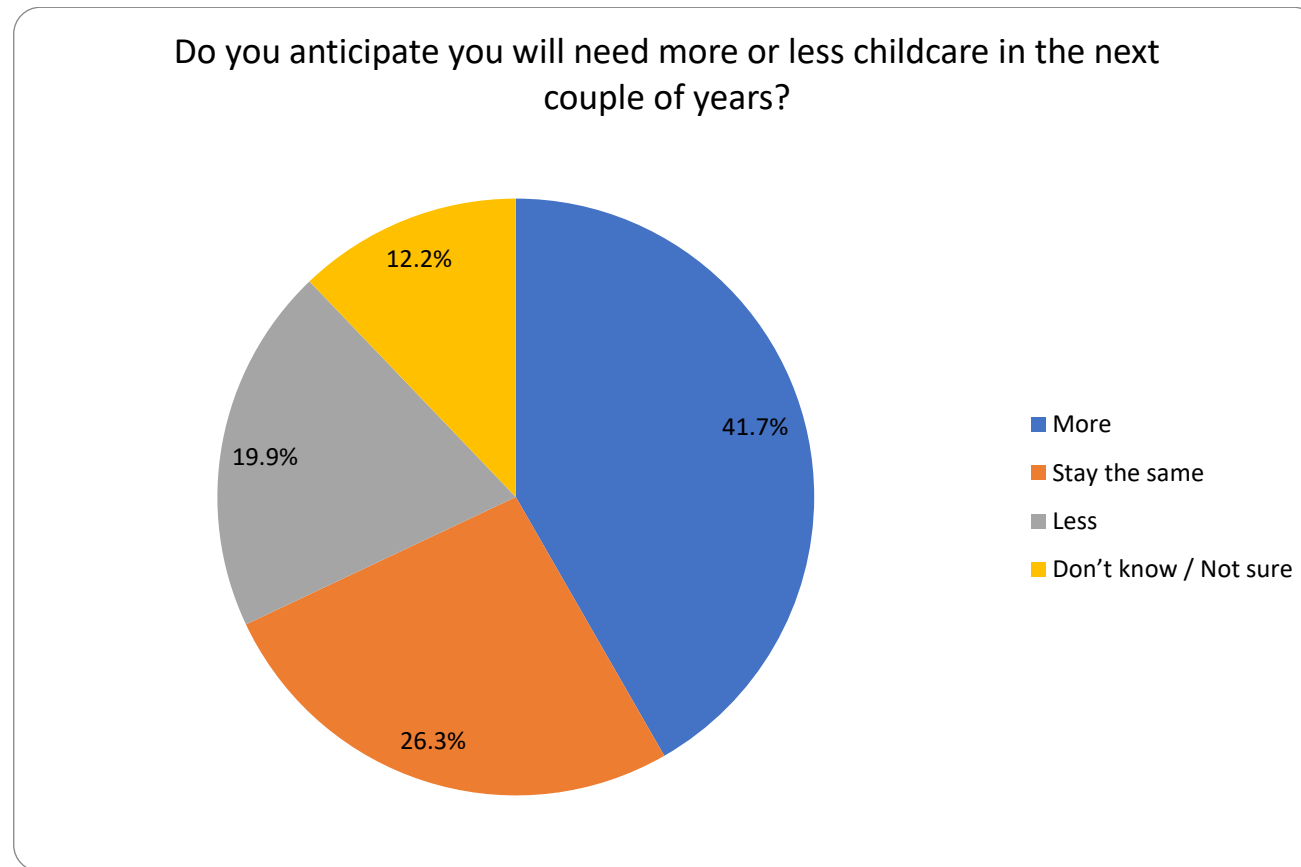
The vast majority of respondents who answered this question indicated the main issue that affected them was ‘Caused problems at work’. Answers to the remaining statements were all over 20%.



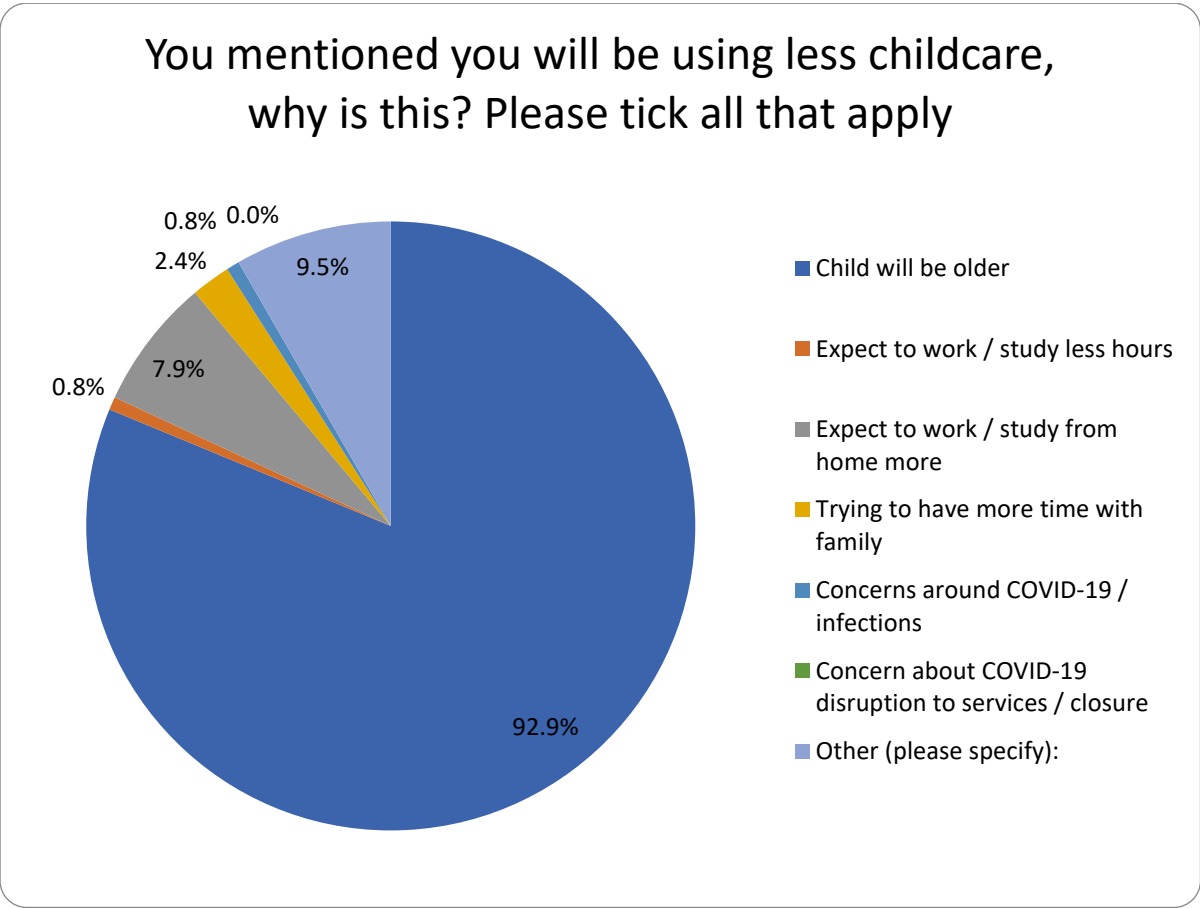
Explanations under the statement ‘Other’ Included:

- Covid-19 causing disruption to services including staffing shortages.
- Preventing them working more hours to take a promotion
- Having to pay during lockdown
- Partner works away so childcare issues is always affecting the other partner’s work.
- Christmas time closures / Bank Holidays
- None of the above

Respondents were asked if they required more or less childcare in the next couple of years. The majority indicated they anticipated more (41.71%), 26.27% indicated their requirements would stay the same, 19.87% needed less and 12.15% indicated they didn't know.



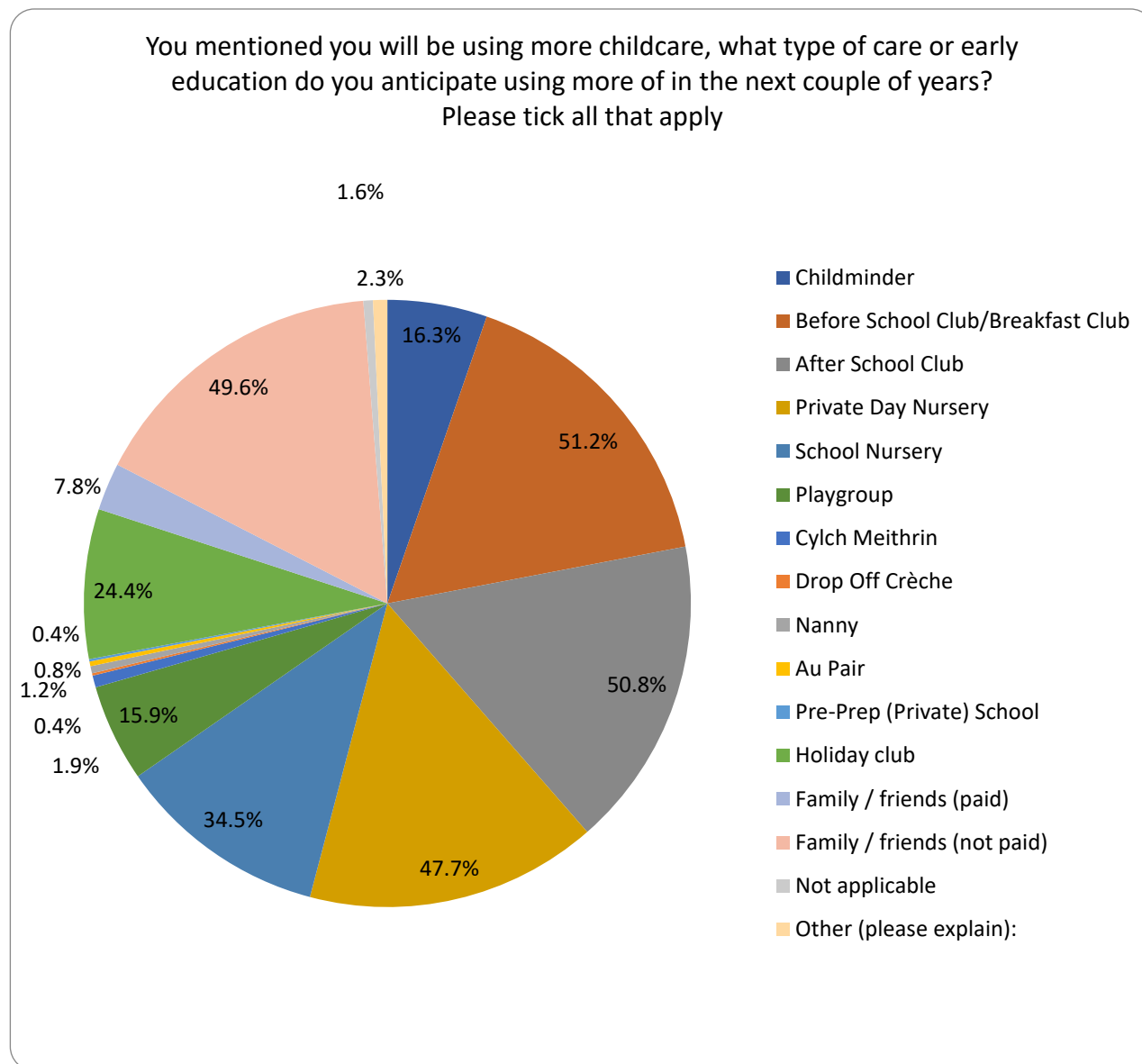
The majority of respondents who indicated less childcare stated that was because their child will be older (92.86%).



Most respondents who indicated that they required more childcare wanted:

- Before school or Breakfast Club (51.16%)
- After School Club (50.78%)
- Friends and Family (50.78%)
- Private Day Nursey (47.67%)
- School Nursery (34.5%)
- Holiday Club (24.42)
- Playgroup (15.89%)

From these responses, we can see that the reduced number of Out of School provision in the supply data may be a cause for further action which will be discussed in the gap's analysis.



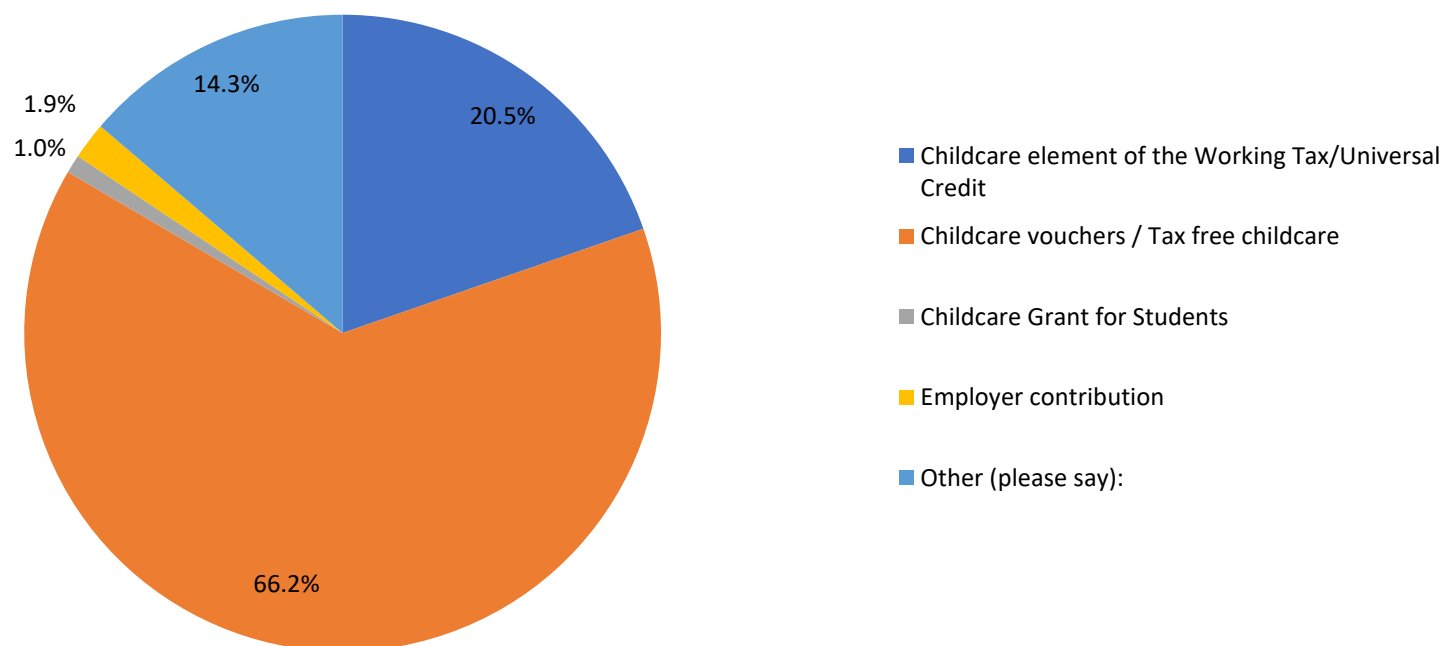
## Newport City Council

Respondents were asked whether they received help with childcare costs. The majority of respondents (66.23%) receive Childcare vouchers or Tax Free childcare. 20.45% received the childcare element of working tax credit or universal credit.

Those who ticked 'Other' stated reasons relating to 20% government funding (Tax Free Childcare) or that they received no funding support.

A small number of people indicated that they received an NHS bursary.

Do you receive any other help towards the cost of childcare? Please tick all that apply:



## 7.2 Welsh-medium Education Parental Choice Survey

Conducted by the NCC Education department. Completed on 20th December 2021

This survey was commissioned to identify the factors motivating parents to choose Welsh-medium education for their children in Newport. This is to help inform the development and promotion of Welsh-medium education in Newport in the future, in line with the draft Welsh in Education Strategic Plan 2022-2032 and Welsh Language Strategy 2022-2027. The survey was circulated amongst the four Welsh-medium primary schools in the city - Ysgol Gymraeg Casnewydd (YGC), Ysgol Gymraeg Ifor Hael (YGIH), Ysgol Gymraeg Bro Teyrnnon (YGBT) & Ysgol Gymraeg Nant Gwenni (YGNG)- along with the secondary school, Ysgol Gyfun Gwent is Coed (YGGIC). Responses were recorded from 22nd October 2021 to 26th November 2021.

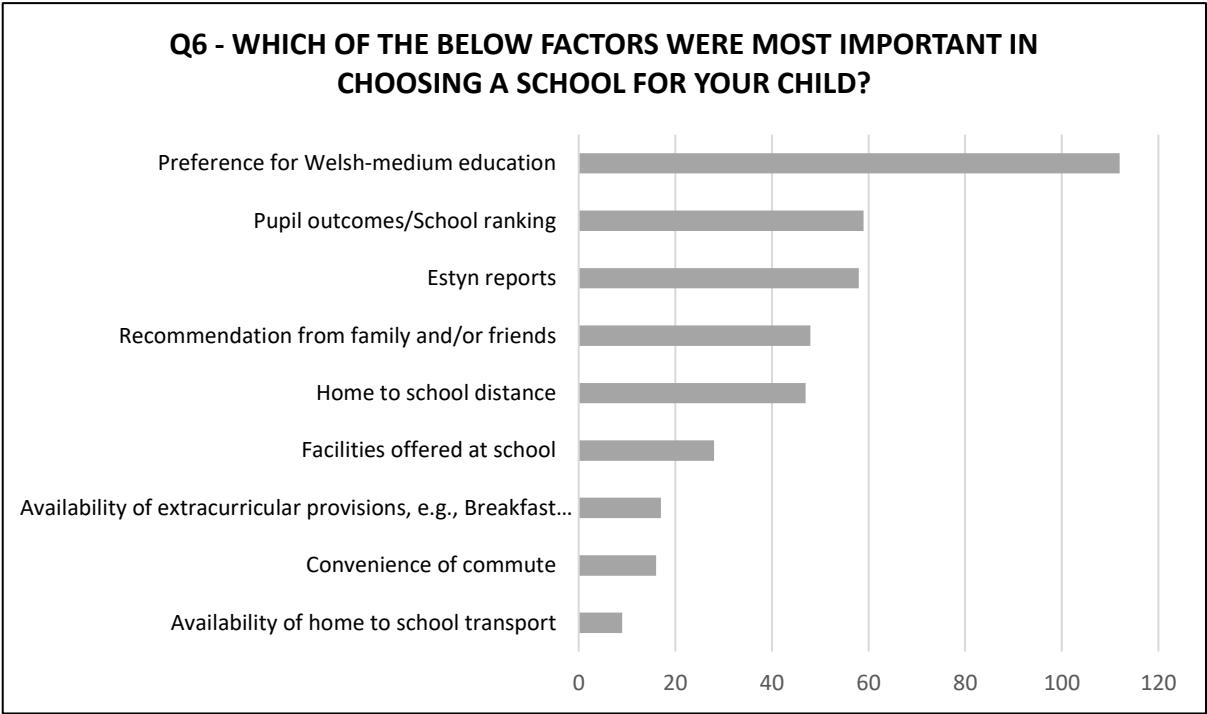
To provide context to the rest of the document, the survey was completed by 128 total respondents. From these, 121 respondents completed the survey through the medium of English whilst 7 completed it in Welsh. For the purpose of this report, the responses from both languages have been combined to offer a greater overview of the data.

For the purpose of the CSA, key themes from the survey have been extracted, but the full report can be requested by contacting [family.information@newport.gov.uk](mailto:family.information@newport.gov.uk)

Key information that supports the CSA include:

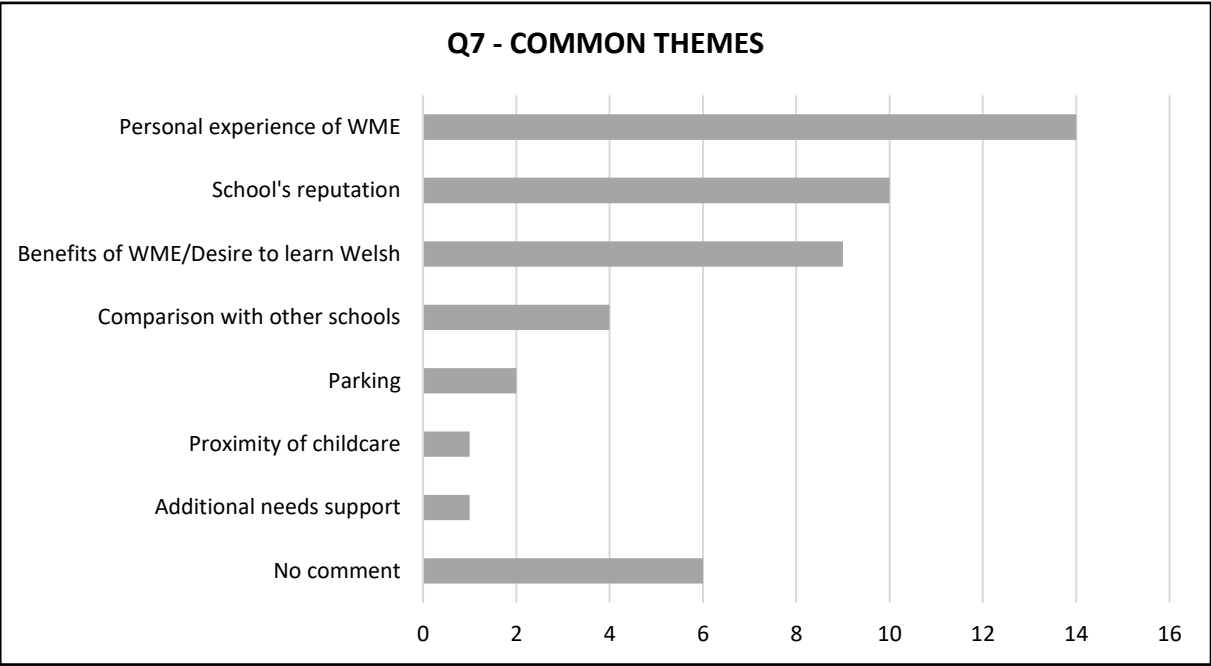
- Factors that influenced choice of Welsh Medium School
- Primary benefits of attending Welsh Medium
- Drawback of choosing Welsh Medium





4 out of 9 responses of parents in Ysgol Gymraeg Bro Teyrnnon’s catchment area noted that commute, transport, or convenience played an important role in influencing their decision to send their child to Welsh-medium education, however none of these 9 respondents sent their children to YGBT itself.

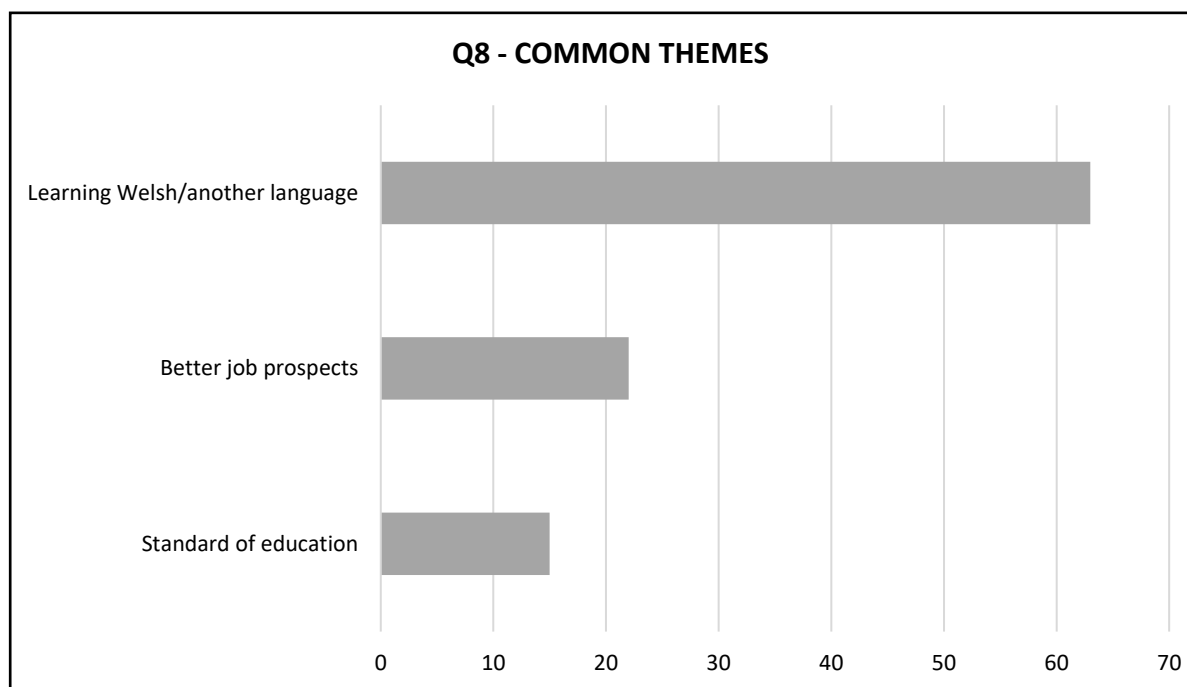
Question 7 allowed all respondents to submit an individual response detailing additional reasons that influenced their decision to enrol their child in Welsh-medium education. These responses have been summarised in the common themes noted below:



Responses from those that indicated personal experiences of WME influenced their decision to enrol their child in a WM school included comments ranging from working at the school, having Welsh speaking family, to having had family members enrolled in the school. In terms of school reputation, responses noted the moral and values of the schools, the teaching culture, and their experience in dealing with the school itself.

Those which noted the Benefits of WME detailed responses ranging from future job prospects, the opportunity to learn additional languages, and cultural enrichment.

Question 8 allowed all respondents to submit an individual response detailing what they feel have been the primary benefits of enrolling their child in Welsh-medium education. As many responses included multiple benefits, their responses have been grouped via their primary reason and summarised in the common themes noted below:

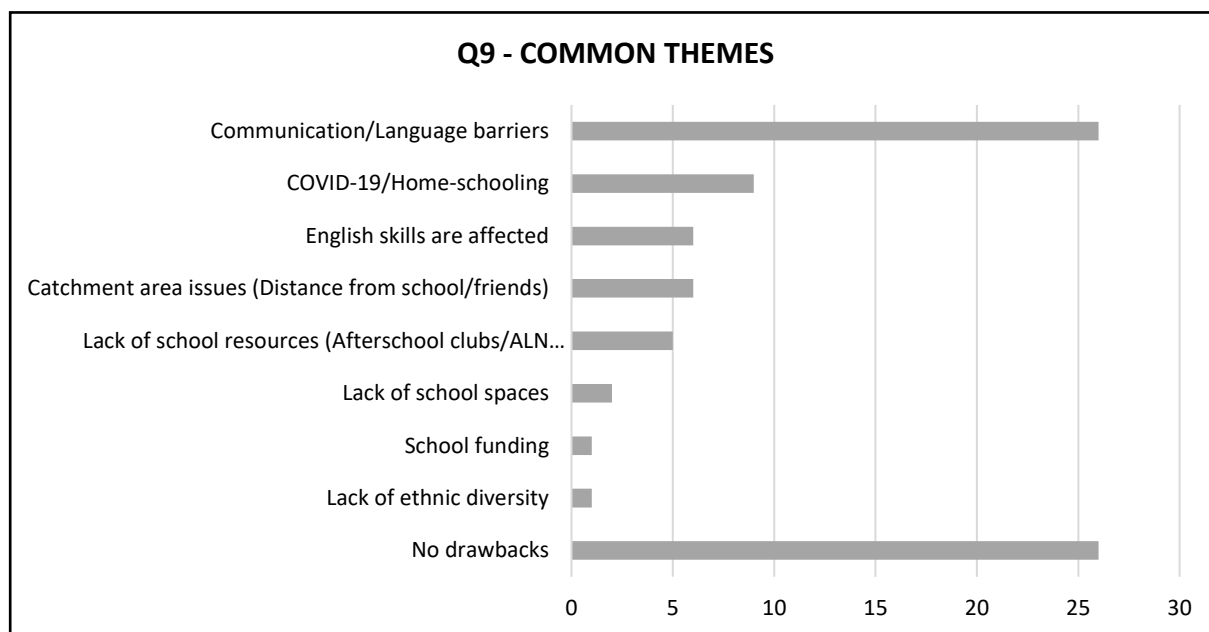


In total, there were 100 responses for question 8. The overwhelming theme present in this question was the benefit of learning Welsh or an additional language. These responses were very broad ranging, including statements from simply “Learning Welsh” to allowing them to “...take on other languages very easy”. Expanding their child’s cultural horizons and becoming multilingual were recurring themes in many responses.

Similarly, improved job prospects were the primary benefit for a sizeable number of responses, noting that the economic potential of attending a Welsh-medium school is seen as a significant benefit for parents of children in Welsh-medium education.

The standard of education was the third most recurring benefit of attending Welsh-medium schools. Some noted that the perception that their child receives “...more attention than in other school(s)” and that Welsh-medium schools allow for “...more personal and effective” education came from the smaller cohort sizes in these schools.

Question 9 allowed respondents to submit an individual response to expand upon the drawbacks they felt their child has suffered by enrolling in Welsh-medium education. As many responses included multiple drawbacks, their responses have been grouped via their primary reason and summarised in the common themes noted below:



The vast majority of responses detailed one of two themes regarding the drawbacks of their child attending Welsh-medium education. Language barriers were present in many responses, as parents detailed experiences of being unable to help their children with homework, feeling unable to support their education, unable to understand phrases around the home and in school plays.

Although there were 82 responses (64.6% of those surveyed) to question 9, 26 of those noted that there had been no drawbacks or disadvantages to their child attending Welsh-medium education.

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The second prevalent drawback was the difficulty faced throughout the pandemic. This is very closely related to language barriers, as both themes presented similar challenges. Although respondents noted that the schools were supportive during lockdown periods, limited opportunities to communicate in Welsh is a common theme against Welsh-medium education.

Parents who noted issues with catchment areas detailed that children from the same families have been forced to go to separate schools, that friends live too far away, and that there is a significant amount of travel for children. One response noted that “Newport City Council need to help families to be able to gain this without having to fight for it”. Some responses blamed a lack of school spaces for splitting families up, therefore that theme can be considered in line with catchment area issues.

## 7.3 Family Information Service and Childcare Support

### Statutory Duty

Each Local Authority in Wales has [a duty to provide an information service](#) that provides up to date and accurate information to families on a range of information including. The service must provide to parents or prospective parents information which is of a prescribed description and relates to any of the following:

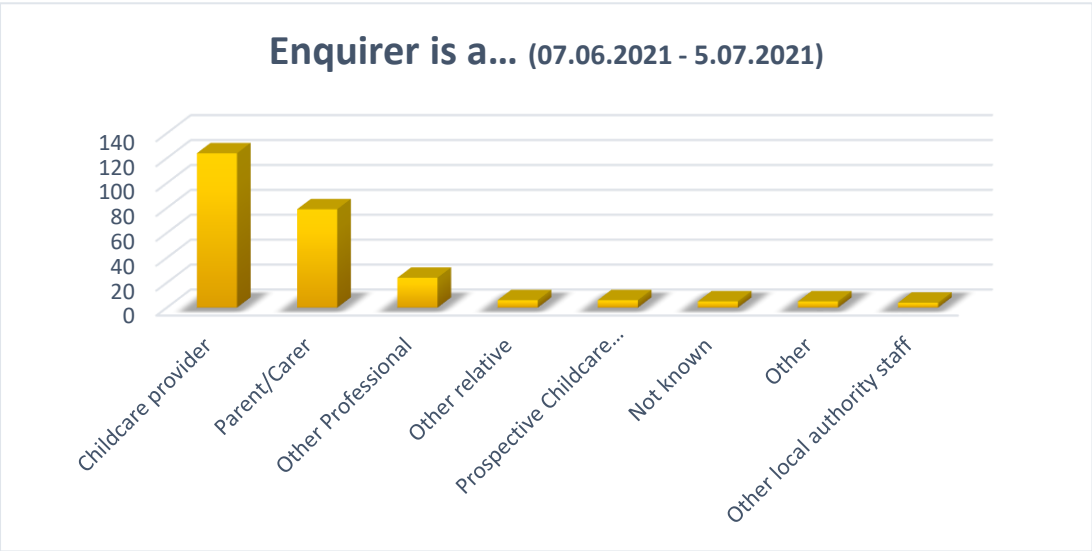
- (a) the provision of childcare in the area of the local authority.
- (b) any other services or facilities, or any publications, which may be of benefit to parents or prospective parents in their area.
- (c) any other services or facilities, or any publications, which may be of benefit to children or young persons in their area.

Family Information Services (FIS) are the first point of contact for advice and information on local services for families and carers. In Newport, the Family Information Service also supports the childcare sector with training opportunities and business support from advice and guidance through to providing childcare specific business support grants (Section [22 26](#) and 27 Childcare Act, 2006).

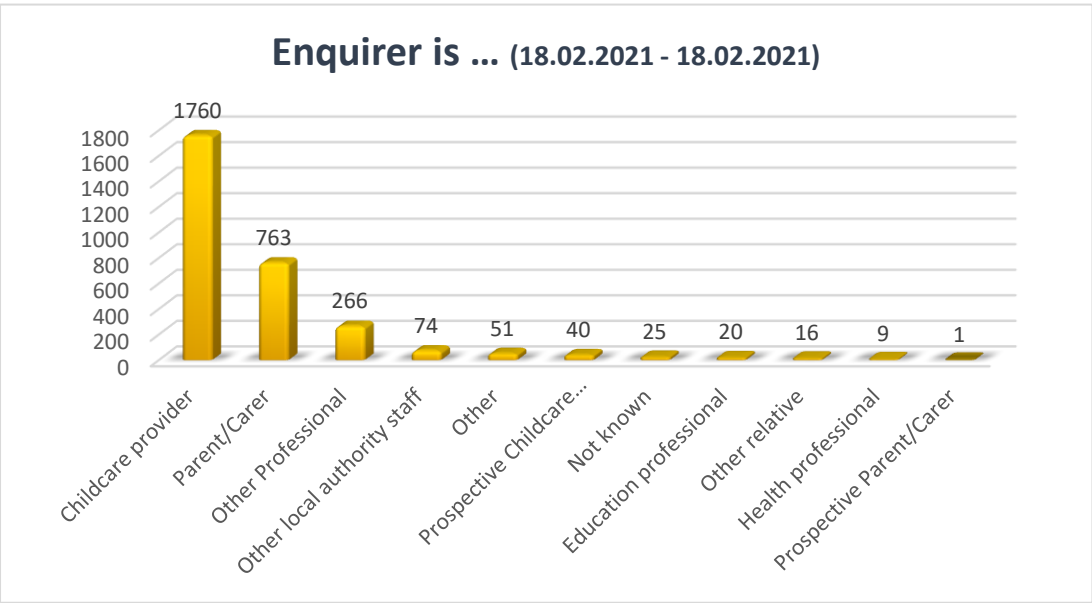
The parental demand survey showed that over half of the respondents (56%) said that they know where to find out information about childcare. This is better than previous CSA's however, we will continue to raise the profile of FIS by working closely with Data Unit Wales on the promotion of the DEWIS Cymru, the FIS Wales website and the National FIS network who work alongside Welsh Government colleagues.

Below is a breakdown of enquiry subjects and reasons for contacting Newport Family Information Service (FIS) over the last 12 month period. From the information, you are able to see that the majority of the work undertaken by the FIS has been focussed on business support and training for the childcare sector.

Figure i.

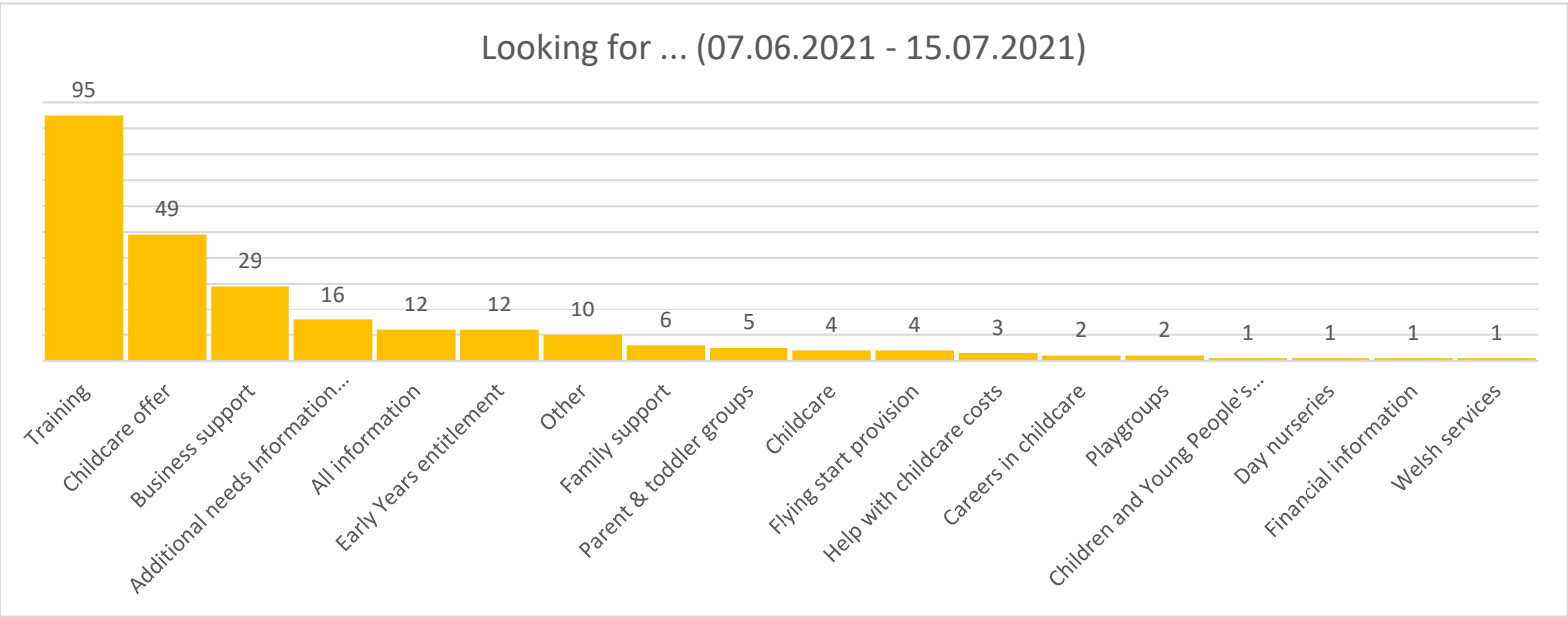


Childcare providers have needed an increased level of support since March 2020 with regards to the COVID-19 pandemic and is reflected in the numbers of enquiries for the SASS period. 124 (49%) childcare providers contacted Newport FIS during the SASS period, and 79 (31%) were parents and carers.



Over the course of 12 months, FIS received a total of 3024 enquiries. 1760 (58%) were from Childcare Providers, and 763 (25%) were from Parents and Carers. Again, this is unusual for Newport FIS but as the service has taken on more childcare support and training responsibilities, it is reflected in the enquirer type accessing the service.

Figure ii.



The majority of enquirers were looking for training (37%), with 19% seeking Childcare Offer information and 12% seeking business support during the SASS period.



Comparatively, over the year, Training remains the top reason for seeking information from FIS (30%), however, business support comes in second (28%) and Childcare Offer in third (14%).

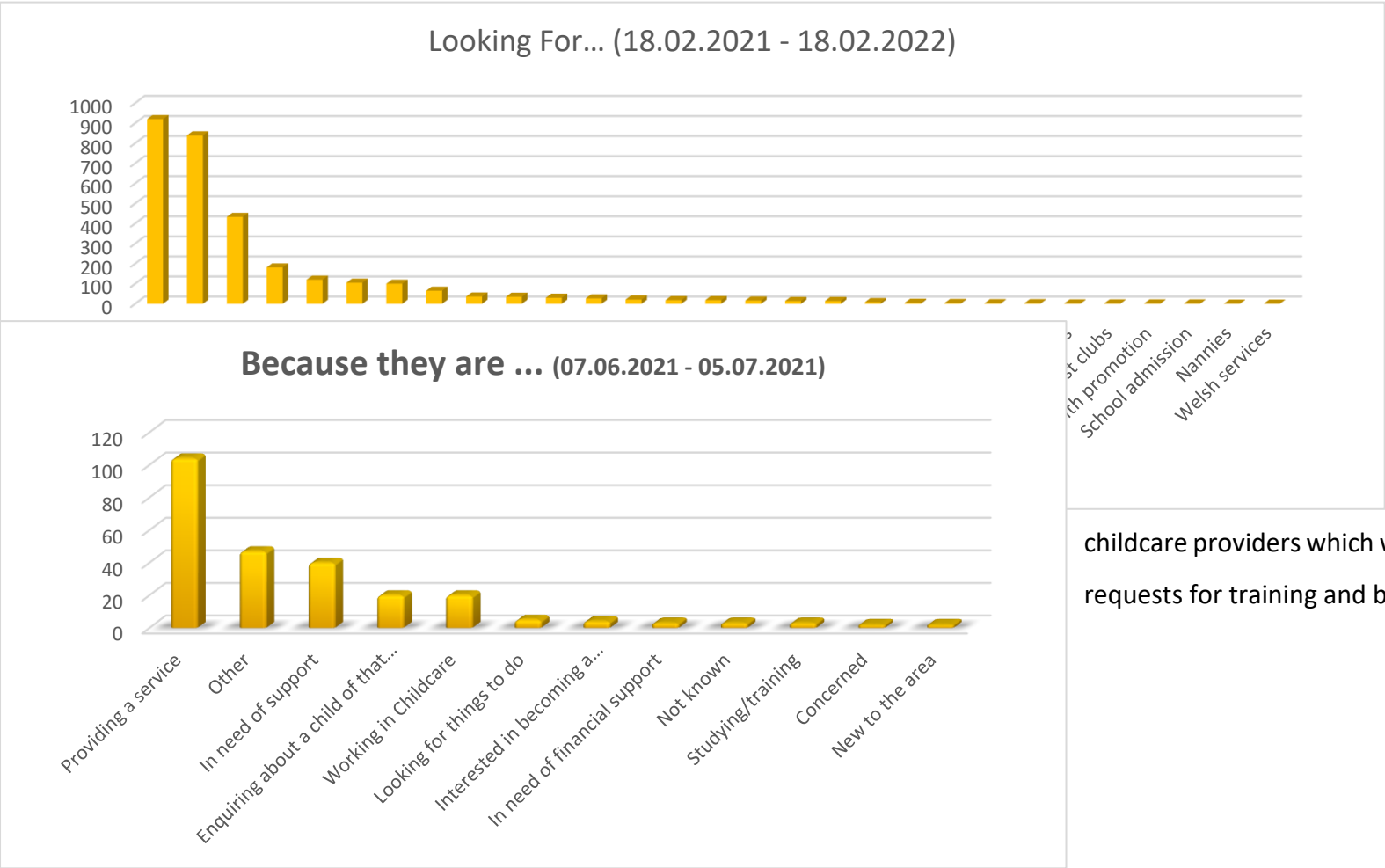
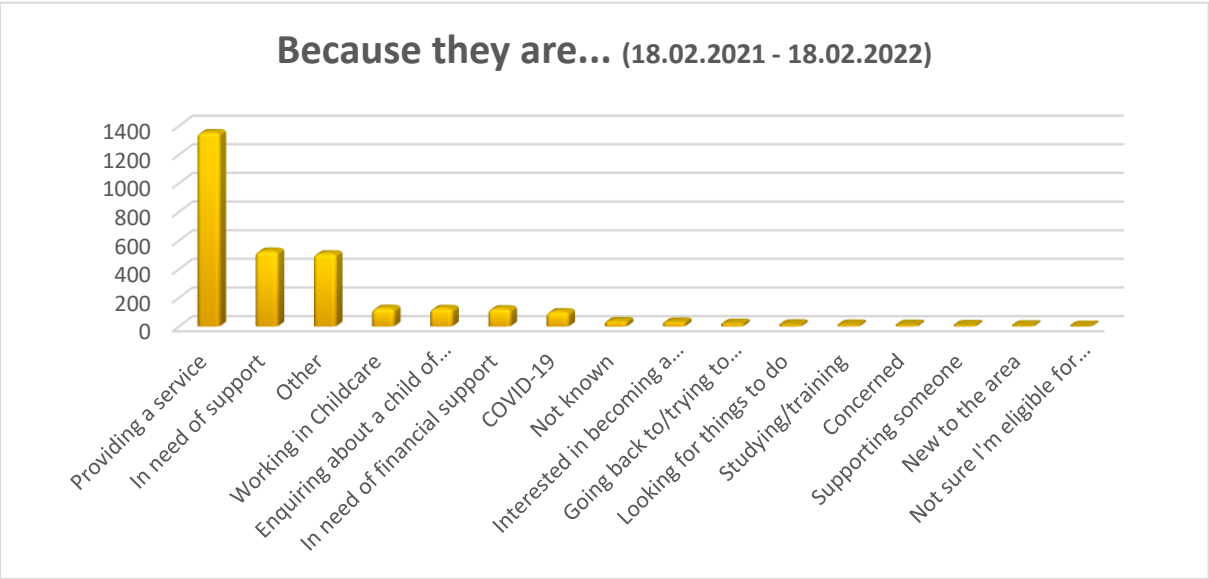


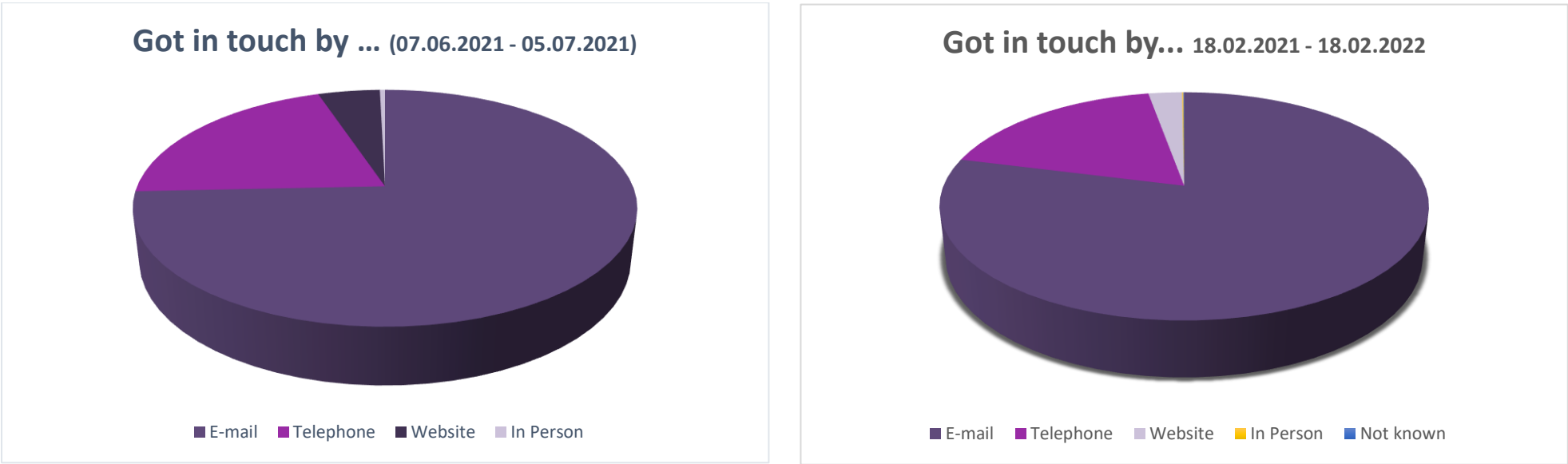
Figure iii.

The majority of people contacting the service are those who are providing a service, most are childcare providers which would correlate to the high volume of requests for training and business support.



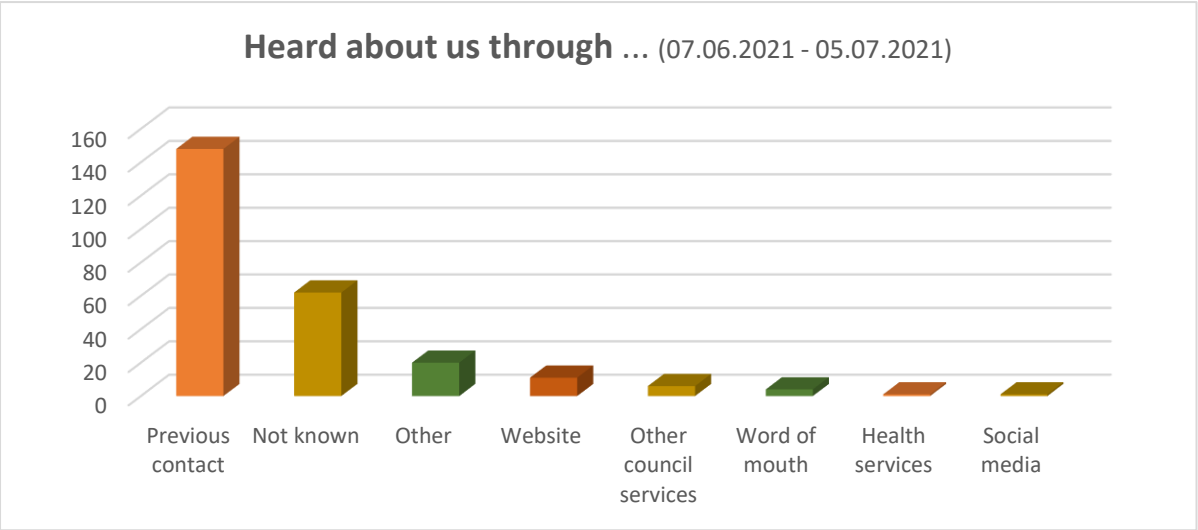
Those who indicated that they are in need of support correlate to parents and carers outlined above (fig.i)

Figure iv.



The majority of enquirers got in touch using email communication. Telephone enquiries were lower than previous years but still remain the next most frequently used method of contact.

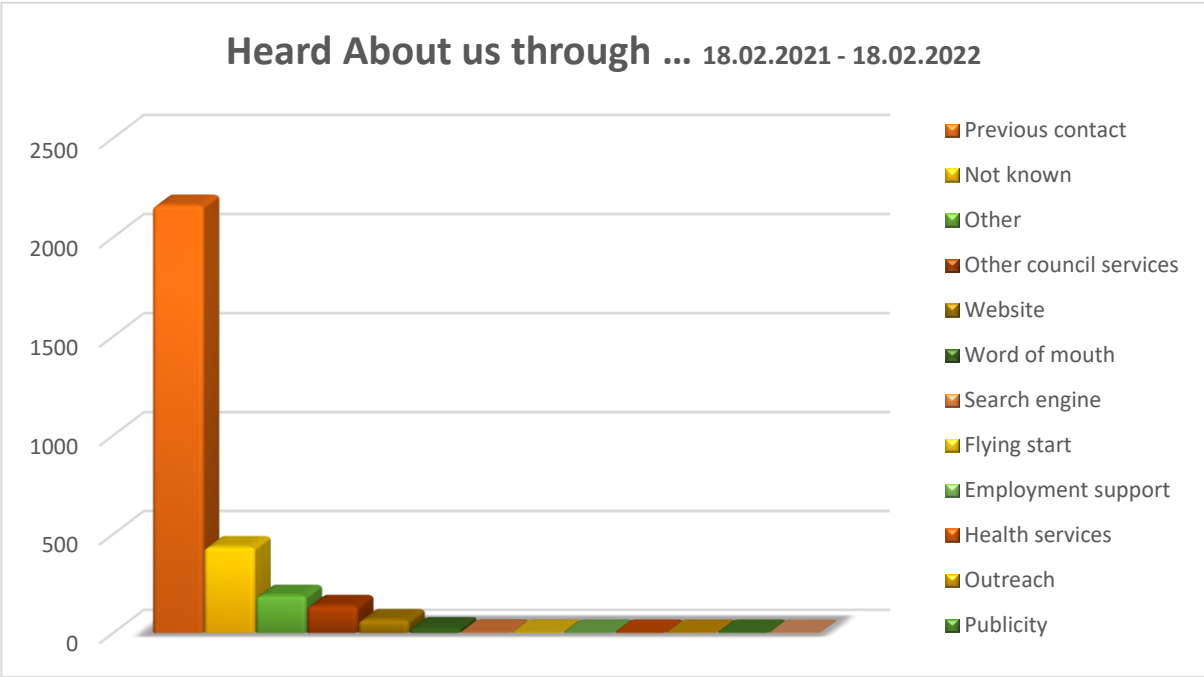
Figure v.



Most enquirers are return users who have contacted Newport FIS previously.

59% of contacts for the period of the SASS were previous contacts of the service.

72% of the year's total enquiries for 2021/2022 were previous contacts of the service.



## Childcare Support and Sustainability

Newport FIS and Childcare team provide support to the sector with regards to business advice, grants and training.

Newport FIS and Childcare team developed a grants panel who are made up of multi-agency representatives from umbrella organisations and LA Officers. The panel receives and deliberates grant applications from existing and new childcare providers from the voluntary and public sectors. The grants are available to those that can demonstrate that they provide services within the Newport City boundary and who are registered or preparing to register with CSSIW. Newport City Council and the FIS and Childcare Team have agreed that the applications should be invited for grants in accordance with the WELS Government criteria.

There are 5 types of grants available:

Grant type	Who can apply	Money available.			
Sustaining good quality existing provision 0-14	Full Day Care, Sessional Playgroups Inc. Wrap around care	£3000			
Establishing New Childcare Places	Existing childcare settings that want to expand and/or New businesses looking to address proven demand for more childcare places	£2000			
Childminder Start Up / Support Grant	<ul style="list-style-type: none"> <li>New Childminders</li> <li>Registered childminders needing support</li> </ul>	£150			
Disabled Children Grant	Existing childcare settings or Parent and Toddler groups / Ti a fi needing equipment to enhance the experiences of children with disabilities in their care	Playgroups	£400	Cylch Meithrin	£400
		Full Day Care	£500	Childminders	£300
		Ti a Fi	£200	P&T	£200
Equipment Grant	Registered childcare providers including Parent & Toddler groups / Ti a fi (not registered)	Playgroups	£300	Cylch Meithrin	£300
		Full Day Care	£300	Childminders	£150
		Ti a Fi	£150	P&T	£150

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The Childcare team also help fund new childminders and through a contract with Pacey subsidise the cost of their childminding qualifications. Once registered, new childminders can also receive one year's public liability insurance, membership, and a start-up pack.

Sustainability is a particular challenge in recent times not least because of the impact of COVID, but also the workforce challenges we are currently seeing within the sector (Section 6.2). As with the previous CSA, issue with the costs of running a business is increasing, including the rate of minimum wage, rent, and utility costs.

This year, due to the increased number of grants available to the sector from Welsh Government, the FIS and Childcare team have used the core funding to fully cover the costs of all mandatory and CPD training to support with sustainability of the workforce.

## 7.4 Key Stakeholders

### Early Years Wales

Early Years Wales is a commissioned partner of Newport City Council. They provide a childcare business support contract on behalf of the Local Authority and work in conjunction with Newport Family Information Service and Childcare team.

### Overview of Work Activity

Early Years Wales Development Officer has continued to support all settings and has been able to maintain contact using our office at Beechwood House, settings have been offered contact via phone, email and video calls. We have been able to keep settings up to date with weekly emails from Development Officer, Head Office and Social Media. Additional Needs Referral Scheme has run throughout the pandemic and we have seen a large increase in numbers. Newport settings have had access to a wide range of training opportunities from Early Years Wales

### Successes

Contact with settings has been consistent. ALN scheme has grown and developed with an increase in numbers, particularly successful has been the ability to conduct PCP meetings virtually where appropriate. ALN panels have met monthly on a virtual platform these have been very well attended, communications have improved and document sharing protocol has been revised and a share file system is working well. We were able to hold a childminder day in the summer which was well attended and feedback was very good with over 14 childminders and more than 30 children attending, we hope to repeat this again this summer.

### Challenges

Some face to face visits to settings have been possible but due to the constant changes of regs this has been frustrating but we are hopeful that we can start visits again

Focus for next 12 – 18 months

- To support settings to prepare for next inspections
- To support with recruitment and retention
- To increase ability to support children with ALN

### **Clybiau Plant Cymru Kids Club**

Clybiau are a commission partner of Newport City Council. They provide a childcare business support contract on behalf of the Local Authority and work in conjunction with Newport Family Information Service and Childcare team and the Early Years Education team.

#### **Overview of Work Activity**

Support provided to Out of School clubs across Newport in the last 12 months

- Sustainability funding through Children and Communities Grant has been awarded to **9** Out of School Childcare Clubs across Newport to support their ongoing ability to offer their services. £2,000.00 allocations have been provided to support clubs to fund staffing costs, rent/insurance to ensure they have been able to reopen following Covid restrictions and continue with delivery of services. An additional £750 top up has been provided to **5** Out of School Childcare Clubs to support them during the Spring Term.
- Extra hands applications and monitoring support has been provided through the Children and Communities Grant to enable accessible childcare opportunities for children who have additional needs. The Childcare Business Development Officer has supported clubs to apply and monitor the grant allocation, ensuring the provision is delivering the support to the individual child.
- Care Inspectorate Wales (CIW) registration support has been provided for new clubs who have set up within the past year. Policy and practice support as well as guidance has been provided through resources, phone calls and virtual teams/zoom meetings. The Childcare Business Development Officer has supported Providers to have clear practice and processes whilst ensuring they are clear of their role and responsibilities as responsible person within the registered childcare provision.
- Business planning support has been provided for existing and new clubs.
- A number of clubs have been supported to introduce more robust and thorough financial systems to support their ongoing sustainability and to strengthen their understanding of their business and performance.

#### **Successes**

- A Holiday Club for children with complex needs has been established, supported to become a Charitable Incorporated Organisation and to register with Care Inspectorate Wales



## Newport City Council

- Responded to the closure of a Club in the last financial year by supporting the development of a new provision on site to replace the childcare places lost. The new provision has been supported the register with CIW so that parents/carers can now access financial support through assistance schemes (e.g. Tax Free Childcare)
- Another school which has lost its on-site childcare during the Pandemic is currently being supported to establish a new provision to provide childcare within the local area
- Supported **9** clubs with sustainability grants to enable them to ensure they can keep running with lower occupancy and sustain for short term.
- Supported **18** children to access over 400 childcare sessions through provision of funding for 1:1 staff
- Development of Webinars - Financial planning, Recruitment and Welsh Language to support the clubs in Newport. Developed a Top tips for writing your Quality of Care Review Webinar to support the owners and managers to clearly evidence how they are reviewing their service, especially in light of the past year. Resources have also been developed to support these webinars. Encouraging clubs to attend other webinars delivered by CPOKC e.g. Supporting Children's Mental Health, Transgender Awareness, Race Equality, engaging older children, the role of the Playworker.
- Supported Setting staff to access funded qualification opportunities to achieve Playwork. The Childcare Business Development Officer (CBDO) has been supporting Newport Clubs knowledge of training available, supporting staff to complete Expression of Interest forms to register their interest in apprenticeships to ensure they are able to gain the required qualification in Playwork. The new Progress for Success funded Level 3 Award in Transition to Playwork (from early years) has been promoted to Settings in Newport and **39** candidates have been allocated places during 2021 – 2022 financial year.
- Children's Participation Work - developing a system for clubs to review how they are feeding into their Quality of Care review and seeking feedback from children. The process aims to support the sector to review if they have suitable and effective policies/processes in place that enable them to gather information directly from the children and gain an understanding of how they are listening to the child's voice to make improvements within the club. A survey was sent to all clubs to gather information and ascertain children's attitudes to the provision. The CBDO also provided a resource with suggestions of how to use play-based techniques to engage children instead of reliance on a questionnaire format. A report summarising the results of the survey was provided to the Local Authority and will help to inform support offered by the CBDO going forward.
- A recruitment resource has been created to support clubs to have a robust recruitment processes in place, a webinar has also been created and recorded for clubs to review.
- Supported 97% of Out of School Childcare Clubs to re-open following the Pandemic, with just 1 Setting remaining temporarily closed

## Challenges

- Ongoing impact of Covid. 45% of Out of School Childcare Clubs in Newport have seen decreased attendance in comparison to pre-Covid levels. The pressure on sustainability (increased costs including rent charges in some cases, decreased usage, extended periods of closure) are leading to unavoidable increasing of fees in some cases -33% of Out of School Childcare Clubs in Newport had plans to, or already had, increased their fees as a result of Covid related pressures (State of the Sector Survey, 2021). 36% have serious concerns about the potential of permanent closure if the situation does not improve.
- School partnership working having an impact upon club sustainability. Schools guidance differing to childcare guidance in relation to Covid, has prevented clubs from reopening and in some cases thriving after the pandemic lockdowns. Many school-based clubs have seen a reduction of attendance due to parents continuing to work from home which is impacting upon their long-term sustainability
- The continuation of working from home of parents/carers has added strain on the childcare sector, particularly Out of School Childcare providers. There is a need for Out of School Childcare Clubs to address this within their business planning and marketing strategies, focusing on the benefits to the child (e.g. benefits of play)
- A significant challenge facing the sector at the moment is recruitment and retention of suitably qualified staff. This difficulty in recruiting staff is having an impact on Settings being able to run to normal capacity, and on their ability to offer 1:1 staffing for children who require this to access their services. Support is ongoing to try to address this, but retention is increasingly difficult with staff moving to other sectors where pay can be higher and responsibility lower. According to the results of our 2021 State of the Sector Survey, 30% of Out of School Childcare Clubs are having to recruit (or will need to recruit imminently) to replace staff that have left.
- Welsh medium childcare – there is still no registered welsh-medium childcare for school age children. Good progress is being made with the remaining unregistered After School Club by the Childcare Business Development Officer. The closure of the other welsh medium After School Club (due to the school not wanting childcare on site during Covid) needs to be revisited when the school is happy to have something back on site.
- Due to issues linked with recruitment/retention of qualified staff, this has also impacted on the ability of the complex needs provision to open on a regular basis during the holidays. Currently, the Club is planning on opening during the 6 week holiday only, and then building up to extending this when a more steady staffing level can be achieved.
- A number of Day Nurseries have temporarily (or permanently) decreased offering out of school childcare due to high demand for early years provision (particularly in relation to the childcare offer). This has impacted the availability of childcare places for school age children.

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- A historic loss of childcare provision in certain ward areas has impacted on the sufficiency of childcare in those areas (e.g. Rogerstone). There is a lack of registerable venues and still a number of schools unwilling/unable to have childcare on site. This leaves gaps for parents/carers within these areas and may impact employment prospects as a result or encourage use of unregulated childcare alternatives.

### **Focus for next 12 – 18 months**

- Revisit with schools not currently offering onsite childcare and promote benefits of childcare on site, particularly in areas addressed as 'gaps' in provision
- Continue to engage with all clubs regarding their challenges and support them to overcome these through business planning sessions. Provide business skills sessions to support clubs with marketing, recruitment, grant applications where required to ensure the club is sustainable.
- Work with other key partners to aim to address issues around recruitment and retention of staff
- Focus on supporting the registration of welsh medium childcare for school age children

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### Mudiad Meithrin

Mudiad Meithrin are a commission partner of Newport City Council. They provide a childcare Welsh Language Support contract on behalf of the Local Authority and work in conjunction with Newport Family Information Service and Childcare team.

#### Overview of Work Activity

Mudiad Meithrin's vision is that every child in Wales should have the opportunity to play, learn and grow through the Welsh language. This is done through:

- Support Families through the Cymraeg i Blant Project
- Cylchoedd Meithrin
- Develop New Cylchoedd meithrin and Ti a Fi as the needs are identified
- Cylchoedd Meithrin with language skills – Croesi'r Bont
- Support English medium setting with developing Welsh Language skills through the Clebran project

#### Successes

- Re-establish Cymraeg i Blant Gorups
- Re-establish Cylchoedd Ti a Fi after covid restrictions
  - Ti a Fi Am Dro
  - Ti a Fi
- Increased numbers attending Cylchoedd Meithrin
- Development of a new Cylch Meithrin at Caerllion
- 2 cylchoedd meithrin are providing Early Years Education
- Have presence online with group such as
  - Cymraeg I Blant Session
  - Ti a Fi Rhudthiol
  - Clwb Clych
  - Clwb Cwtsh

#### Challenges

- Staffing – finding qualified staff with Welsh language skills
- Staffing to cover die to COVID
- Sustainability of the Cylchoedd

## Newport City Council

- Ensure sufficient children attending

### Focus for next 12 – 18 months

- Continue to provide a range of services to families in Newport. Making sure that the Welsh Medium services provided are accessible to all families.
- Promote these services extensively across Newport

## **PACEY Cymru**

PACEY Cymru, are a key partner of Newport City Council who are commissioned to provide Pre Registration support for childminders including running Unit 326 Introduction to home-based childcare (IHC) and Unit 327 Preparing for childminder practice (PCP).

### **Overview of Work Activity**

Promotion of childminding as a career and childcare choice

From April 21, through Cwlwm funding PACEY Cymru have been focusing on promotion of childminding as a career choice and childcare option for families to support sustainability, childminder numbers and availability of childcare choice for parents. A range of bilingual resources to support promotion have been developed, including videos, posters and social media toolkits including our #Notjustababysitter and our Myths campaigns. These have been shared with contacts across Newport including a supply of the Childcare – ready to choose? leaflet being delivered to each of the 4 Hubs.

Promotion sessions held by PACEY Cymru in Newport:

27/5/21 JCP staff awareness session – 36 staff members attended

19/8/21 Childcare works session for students – 8 students attended

31/3/22 North Hub – Becoming a childminder event – number attending tbc

Pre-registration support

Through additional funding from Welsh Government until the 31 March 2022 we have been able to provide funded PACEY practitioner level membership to eligible individuals in Wales.

Welsh Government funding from October 21-March 22 has also allowed PACEY Cymru to offer a package of subsidised pre-registration training and support for prospective childminders in Wales. Training and support for those looking to work, or currently working as a childminder assistant in Wales has also been available at a subsidised cost along with training and support for nannies looking to join Care Inspectorate Wales' (CIW) Approval of Home Childcare Providers scheme.

### **For April 21-22 to date:**

12 attended briefing sessions

5 pre-reg support webinars sessions attended

## Newport City Council

5 Pre-registration and Newly Registered Forum sessions attended

1 childminder registered

1 nanny completed IHC

### **Registered Childminders**

As part of additional Welsh Government funding PACEY Cymru have also been able to renew PACEY membership for childminders free of charge and offer free new membership up to 31 March. This enables childminders to access the wealth of information and training to support their service, sustainability, and quality of practice. We have also kept FAQs and further information, advice and guidance on COVID-19 up to date, as well as promoted free CPD webinars and regular e-newsletter updates.

Through Cwlwm funding and our offer of free core hours for each Local Authority, PACEY Cymru have attended Local Authority meetings and Grant Panels. We have responded to the WESP consultation.

We have also worked in partnership working with the LA in regard to childminder specific queries.

### **Challenges**

We are concerned to note a general decline in the number of childminders across Wales, and have been reporting on this for the last five years. In Newport we understand there to have been 11 de-registrations in the period April –December 2021. We are also concerned about the low number of new registrations, 1 during the same period.

PACEY Cymru feels that the Childcare Sufficiency Assessment is a timely opportunity to revisit the limit placed by planning on the number of children at the setting before planning permission is required. PACEY Cymru believes that the childcare regulatory framework is the appropriate control mechanism for setting out the maximum number of children being cared for at the property, including those which reside there. PACEY Cymru also feels that the process and fees applied by the planning authority for those seeking to establish a home-based childcare service should also be reviewed.

If there are any other local issues impacting on childminders, such as Trade Waste fees, please contact PACEY Cymru to discuss further.

PACEY Cymru understand that it has been a challenging time for the childcare and early years sector which is likely to have impacted on their wellbeing. General enquiries and concerns raised have included financial and sustainability concerns, keeping up to date and meeting current/new guidance. Other general enquiries and concerns raised by childminders have been around protecting themselves, their family and household members, as well as the families they work with from the virus. To support childminders PACEY Cymru established a monthly childminder forum by webinar in order to facilitate peer support and seek to address isolation. We also organised some 'I matter too' training from holistic steps to support childminders with the opportunity to focus on their own wellbeing.

**Focus for next 12 – 18 months**

PACEY Cymru will welcome the opportunity to continue to work in partnership with the Local Authority, and through Cwlwm funding, PACEY Cymru can continue to offer the Core Offer hours to support attendance at EYDCP and other meetings such as Grant panels and will be happy to discuss any other requests associated with this.

We will continue to support promotion of childminding as a career and childcare choice and will seek opportunities to work with the Hubs and other partner organisations, as capacity is available.

Our Pre-registration support package of briefing sessions, pre-registration training and support webinars will be available to purchase either by the Local Authority or by individuals, as will other options to support registration such as email and telephone support hours.

We will be happy to meet, discuss and share ideas on how we can further work to support home-based childcare in Newport.

All Partners were asked a series of questions with regards to key groups of families.

Improvements for Working Parents		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	<p>There is a need to ensure that there are sufficient, quality, registered childcare opportunities available for all ages (early years and preschool, and to wrap around the school day for older children) and in the language of choice (Welsh/English/bilingual – expanding Welsh medium in particular to reflect the 11% gap in provision noted by Arad) to meet the needs of working parents and children. To continue enabling families to be economically active, there is a need to ensure that there is sufficient, affordable, quality childcare in every community that needs access. Every community is different, and a choice of childcare provision that reflects the variety in these communities supports community cohesion (service type, language type, management type).</p> <p>Extension of the age range that children can access funded childcare places (e.g. Childcare Offer for Wales) – childcare costs can contribute to the in-work poverty that some working families experience, and childcare needs are not restricted to the 3-4 age range and continue well into a child's school years. Tax Free Childcare (which in itself needs better promotion to ensure those families who are eligible are using it) has a positive impact on affordability of childcare, but the remaining balance can still create financial pressure for working families and prevent parents/carers from increasing their working hours, or opportunities for career progression.</p>



	<p>In the aftermath of Covid-19, it is also essential that the childcare provision that remains open is supported to continue offering services to local families, and that there is sufficient funding and support to prevent unnecessary raising of fees (which would negatively impact families) – this includes retaining a community focused ethos when schools/community buildings/local authorities consider rental charges for childcare providers.</p> <p>Accessibility and cost of care during the school holidays in particular can be a challenge for working parents/carers.</p> <p>Other initiatives and programs used as unregulated childcare such as sports camps, SHEP, Playworks Holiday Programme, can impact on the short-term viability and long-term sustainability of existing Care Inspectorate Wales (CIW) registered settings, particularly those offering holiday childcare, unless services collaborate when planning, and unless registered childcare is considered at a strategic level.</p>
<b>Early Years Wales</b>	Support the childcare offer and look at how settings can increase capacity
<b>Mudiad Meithrin</b>	<ul style="list-style-type: none"> <li>• Ensure that all working families can access childcare offer Wales however many ours they work</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> <li>• Support Families outside the Flying Start areas for childcare costs for 2 year olds</li> </ul>
<b>PACEY Cymru</b>	<p>Childminders can be well placed to provide quality, flexible childcare for families working atypical hours, shifts, or even provide overnight care.</p> <p>Childminders can care for children from birth up to the age of 14 (or 16 if children have additional learning needs)</p> <p>Childminders can provide out of school and holiday care, as well as Childcare Offer and Flying Start provision - especially in areas where demand may exceed available places.</p> <p>PACEY Cymru believe that Approved Nannies may be an option to support some working families as parents can still access Tax Free childcare.</p>

<b>Parents seeking work or training opportunities</b>		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	Exploration (by WG) of expansion of existing financial support schemes in terms of eligibility to include parents/carers seeking work. Also, exploration of expansion in age ranges of children able to access funded childcare (e.g. Childcare Offer) – childcare needs do not start and end within the 3-4 age range and the brevity of current support may limit employment opportunities for families. School age childcare costs can continue to be a barrier in parents/carers increasing working hours / progressing in careers / taking up employment.
<b>Early Years Wales</b>		We do not work directly with this group
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs including for 2 year olds</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>		<p>PACEY Cymru is working in partnership with JCP, PaCE, Careers Wales and other agencies to create interest and increase recruitment to become a childminder, which not only provides wider childcare options for families in their local area but supports people back into work.</p> <p>We welcome the opportunity to continue to work with the Local Authority and partners to promote childminding as a career option.</p>

Unemployed households		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	Focus marketing on the benefits of play, and encourage holistic approach to schemes that can support access to opportunities such as childcare (e.g. including childcare within SHEP, Holiday Hunger and other schemes that could offer 'assisted places' through registered childcare settings).
<b>Early Wales</b>	<b>Years</b>	We only work directly with families who have children accessing the ALN scheme
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>		<p>PACEY Cymru are promoting becoming a childminder, which also provides income and work, whilst meeting childcare needs for the family and others in their community. We are working in partnership with JCP, PaCE, Careers Wales and other agencies to increase recruitment to become a childminder.</p> <p><a href="#">Childcare – ready to choose? A guide to choosing a childminder in Wales</a> is available both in printed copy and online for promoting childminders as a childcare option that may not be familiar to those in unemployed households.</p>

Low Income Families		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	<p>Lower paid workers often work atypical shift patterns, and so the lack of availability of registered childcare during these hours can perpetuate this. Work needs to be done to develop, sustain and promote childcare provision that offers atypical hours within Newport, if this can be done in a sustainable manner.</p> <p>Supporting the development of registered childcare, and encouraging the registration of existing childcare, will also support low income families by ensuring they are able to benefit from financial support schemes (e.g. Tax Free Childcare / Childcare Offer) where eligible (with promotion needed about these support schemes too to ensure that families are aware of their availability)</p> <p>Exploration of expansion of existing financial support schemes in terms of eligibility and age ranges to ensure that long-term impact can be made on as many families as possible. Some current schemes are dependent on specific eligibility criteria (e.g. Flying Start which uses postcode as a proxy for eligibility) which therefore exclude some low income families who would benefit from access to such opportunities.</p>
<b>Early Wales</b>	<b>Years</b>	We support the childcare offer and offer Assisted places on our ALN scheme
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>		<p>Currently childminders are not funded to provide either Flying Start or Foundation Phase provision in Newport.</p> <p>PACEY Cymru also believes that opportunities to access funding for Flying Start and Early Education for childminding settings should be considered the Local Authority if settings meet defined criteria. We believe that this would ensure parity of opportunities across the sector, support sustainability of childminding settings and consideration of parental choice. This is also likely to support better outcomes for children</p>

	<p>through providing continuity of care that meets children's needs linked to well-being. PACEY Cymru understands the cost implications of using childminders to provide funded services but believes that the outcomes for children should be central to any decisions made.</p> <p>PACEY Cymru is working in partnership with JCP, PaCE, Careers Wales and other agencies to support recruitment to become a childminder, which not only provides wider childcare options for families in their local area but supports people back into work.</p>
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Lone Parents	
<b>Clybiau Plant Cymru Kid's Clubs</b>	<p>It is known that family life can be additionally challenging for single parent families, even prior to the Covid-19 pandemic. Lone parents are also likely to fall into the category of low income families.</p> <p>Without asking the question specifically in our State of the Sector survey, a number of parents/carers did identify as being Lone Parents within the narrative. Feedback from Lone Parents during the pandemic –</p> <p>'School clubs not being open when schools went back has been a nightmare as a healthcare worker I have to start work early and it's been a stressful part of the last year sorting someone to have her for a hour til school opened at 8.50 being a single parent this was very difficult it's mean certain members of my family have had to take holiday hours each week as it affected their work too .. where we weren't really meant to be mixing with other house holds too I had no choice'</p>
<b>Early Years Wales</b>	We do not work directly with this group of people
<b>Mudiad Meithrin</b>	<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>	<p>As mentioned in the sections above for parents seeking work or training opportunities, or are in unemployed households, PACEY Cymru are promoting becoming a childminder and welcome opportunities to support this promotion. Becoming a childminders is an opportunity to provide income and work, whilst meeting childcare needs for the family and others in their community. We are working in partnership with JCP, PaCE, Careers Wales and other agencies to increase recruitment to become a childminder.</p> <p><a href="#">Childcare – ready to choose? A guide to choosing a childminder in Wales</a> is available both in printed copy and online for promoting childminders as a childcare option that may not be familiar to lone parents.</p>

<b>Ethnic Minority Backgrounds</b>		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	<p>It is essential that childcare settings are supported to understand and address the Race Equality Act, in terms of recruitment practices (ensuring that the workforce reflects the diversity of each community), marketing (ensuring that it is clear that the setting is welcoming to all families) and in terms of practice – where there is lower engagement of certain groups in usage of childcare, it is important that we establish why this is at a local and a national level, and work to address any barriers or perceived barriers, and to support settings to provide care that meets the needs of all groups within their communities.</p> <p>Hopefully the LA CSAs will provide some useful information to reflect on, if these groups are able to be engaged within the research and data collection/focus groups.</p> <p>There is a need for training for childcare and playwork practitioners to ensure they understand the challenges that can be faced and how they can best support all children within their care. CPCKC hosted training for the sector in February 2022 on Race Equality Awareness, and Newport Settings were invited to attend. We also featured articles on Anti-Racism and Race Equality within our Spring Newsletter, which will be sent to all Clubs in Newport in early March 2022.</p>
<b>Early Wales</b>	<b>Years</b>	We have run a series of anti-racist workshops for settings to support their work with ethnic minorities
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>		<p>PACEY Cymru also welcome the opportunity to promote the potential of becoming a childminder to families from ethnic minority backgrounds.</p> <p><a href="#">Childcare – ready to choose? A guide to choosing a childminder in Wales</a> is available both in printed copy and online for promoting childminders as a childcare option that may not be familiar to families from ethnic minority backgrounds.</p>

<b>Families with children who have additional learning needs or a disability</b>		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	<p>Ensure that there is funding available and support to develop and sustain provision for children with complex needs, as well as funding and support to ensure that all childcare provision can be inclusive and accessible (e.g. funding for one to one support / additional training for staff). Currently, there is funding available through the contract CPCKC hold with Newport Local Authority which supports this 1:1 funding. Availability of specialist childcare places is currently limited due to staffing recruitment issues, as mentioned earlier in the document. However, exploration of the potential for registered childcare is currently also being discussed with Serennu Centre, which would support a higher level of childcare opportunities for families in Newport.</p>
<b>Early Wales</b>	<b>Years</b>	Our scheme has run very well during the pandemic unfortunately we do not have capacity within settings to increase the number of children we can support so we now have a waiting list.
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>

<b>PACEY Cymru</b>	<p>PACEY Cymru welcome the new ALN system in Wales, which includes provision for children below school age and all childcare providers to access early information, advice and guidance through the Local Authority Early Years ALN team. We would welcome the opportunity to find out more about how this transition period is progressing locally for childminders.</p> <p>In addition, PACEY Cymru believe that Approved Nannies may be an option to support working families in particular for those families with children with disabilities, as they would be caring for children in their own home, and parents can still access the Tax Free element and employer childcare vouchers.</p> <p>This would help to ensure parity of opportunities across the sector and consideration of parental choice. This is also likely to support better outcomes for children through providing continuity of care that meets children's needs linked to well-being. PACEY Cymru believes that the outcomes for children should be central to any decisions made and would welcome the opportunity to work in partnership with the Local Authority to discuss potential models of working with nannies to meet the needs of children and their families.</p>
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<b>Welsh Speaking Families</b>		
<b>Clybiau Cymru Clubs</b>	<b>Plant Kid's</b>	As noted earlier in this document, there is a lack of registered welsh medium childcare places for school age children in Newport. This needs to be a priority over the coming year/s. Key partners will need to be brought on board for this to be addressed, including childcare providers (Menter Casnewydd) and the local welsh medium schools. It is essential that families are able to access childcare in the language of their choice.
<b>Early Wales</b>	<b>Years</b>	No comment was recorded.
<b>Mudiad Meithrin</b>		<ul style="list-style-type: none"> <li>• Support families with childcare costs</li> <li>• Develop more Welsh Medium provision to give parents a true choice</li> </ul>
<b>PACEY Cymru</b>		PACEY Cymru continue to promote the Active Offer and developing the Welsh language in childminder settings through the Camau scheme with the National Centre for Learning Welsh, through our range of resources and individual support from our Welsh Language Co-ordinator. Further information can be found in our <a href="#">Spotlight on Welsh Language Development</a> .

## 7.5 Consulting with Children

The Childcare Statutory Guidance (2016) sets out that in conducting their Childcare Sufficiency Assessment local authorities will need to consult with a number of key stakeholders where appropriate. Children are one of those key stakeholders. Due to the Covid-19 pandemic, it was challenging to consult directly with children as both staff in childcare and parents were under extreme pressure to deliver services day to day without additional pressures from the Local Authority to conduct work on their behalf. As a result, the Local Authority asked for support through Clybiau Plant Cymru Kids Club to conduct child consultations with school aged children as it was felt this would be more manageable during this period.

### Child Participation

The information within this survey has been gathered from a range of activities and interactions within the Out of School Sector across Newport Local Authority. The survey has been developed to seek the views of children that attend Out of School Clubs.

- 100% of the Out of School Childcare Settings in Newport have been given the opportunity to participate and have been sent the survey and supporting documentation prepared by the Childcare Business Development Officer
- 8 Settings have completed the survey to date (at 15/11/21). Other Out of School Childcare Providers are being encouraged to develop their participation processes and to utilise the survey moving forward to support their 2022 Quality of Care Reports.
- 87 Children took part across the 8 Settings.

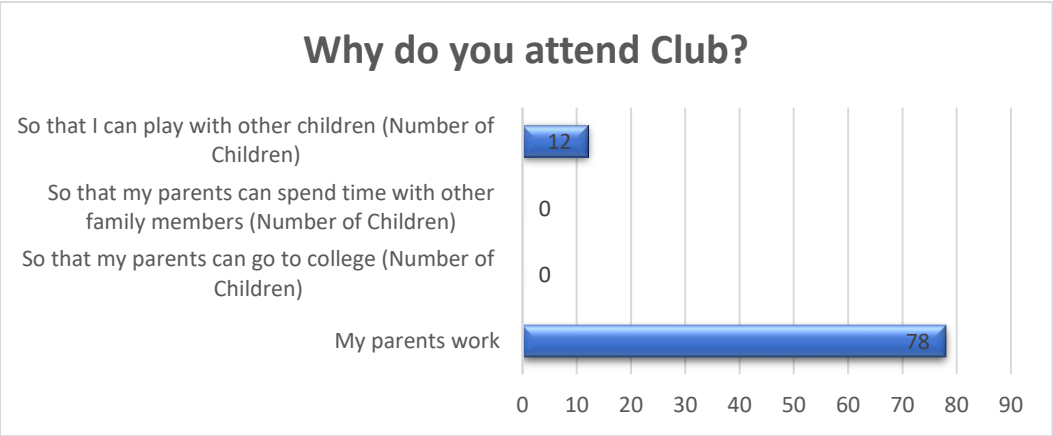
Playwork Resources developed by the Childcare Business Development Officer to facilitate the process included:

- A benefit of participation resource to increase staff understanding.
- An activities resource to provide the clubs with ideas for fun and engaging ways to gain an understanding of the children's views
- A multiple-choice survey, along with some qualitative open-ended questions, to address a number of key aspects of the service and to facilitate feedback to be gained in a consistent manner across Settings. This will enable services themselves to review and adapt/amend practice to better meet the needs of children in their care, as well as providing the Childcare Business Development Officer (and Local Authority) with an overview of support needs and areas for development.

The children have made comments and suggestions throughout the feedback and this should be considered when making decisions about Out of School provision within individual clubs and collaboratively across the County of Newport.

**The children were asked why they attend the Out of School Club.**

Parents and carers access Out of School provision for many reasons and it is important to establish if the child understands why they attend.



Out of the children that answered the survey, 89% stated that the main reason they attended club was because their parents work (which aligns with previous consultation Clybiau Plant Cymru Kids’ Clubs has undertaken within National Projects), whereas 14% of children said that the main reason they attended was to play with others. Promoting the benefits of play and the value of attending for the children themselves through the school and social media sites may encourage more families to access the club. Throughout the Covid 19 pandemic, children have had limited opportunities to play and to explore with others socially. Out of School Provision can support this recovery for children’s wellbeing.

**Childrens comments**

- “My mum and dad work late”.
- "My mum has to go to work every day”.
- "All my family work”.
- "If my parents don’t go to work, then I can’t have nice stuff”
  
- “I get to play with my friends more”.
- "I get to play with my friends here, in school I must do work”.

**The children were asked what attending club means to them**

It is important that Playworkers and management understand the impact that attending the club has upon the child. It can be easy for adults to assume the children are happy when attending the club, however asking directly will support them to truly understand how each child feels about attending and to determine whether additional things could be put in place to support children’s wellbeing and enjoyment.

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Overall, the children reported positive experiences attending the clubs. 56% of the children asked provided feedback that they made new friends and also had more time to play, demonstrating the importance of play for the children. 15% of children liked school more as a result of being able to attend the club after school/before school hours.

### Comments directly from the children

"I love coming, and hate it when my mum comes early"

"Because I get to play football with my friends".

"I love colouring"

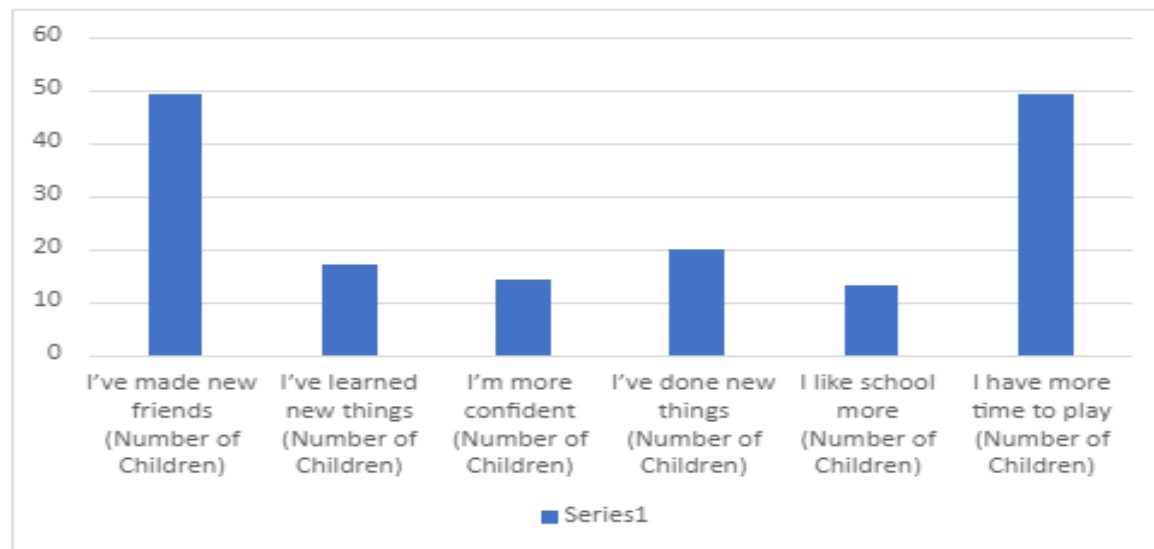
"I like drawing".

"Meeting new people and playing football"

"I love it!"

"I like Woodwork, hammering pumpkins"

"It is easier for my parents if I'm in After School Club"

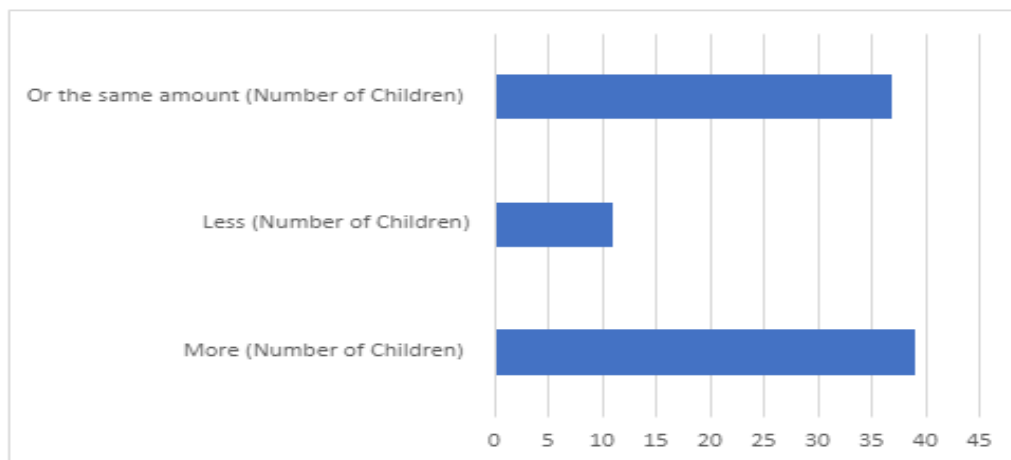


It would be advisable for each club to enable the children to regularly feedback how they are feeling, during or at the end of each session. Support and resources for this have been provided, to enable the club to have opportunities for regular communication in order to understand each child. The children may feedback more specific areas that make them feel happy if the club uses more open ended options within their own surveys in future. Within this survey the children had 6 options provided and these have demonstrated the importance of friendships and time to play.

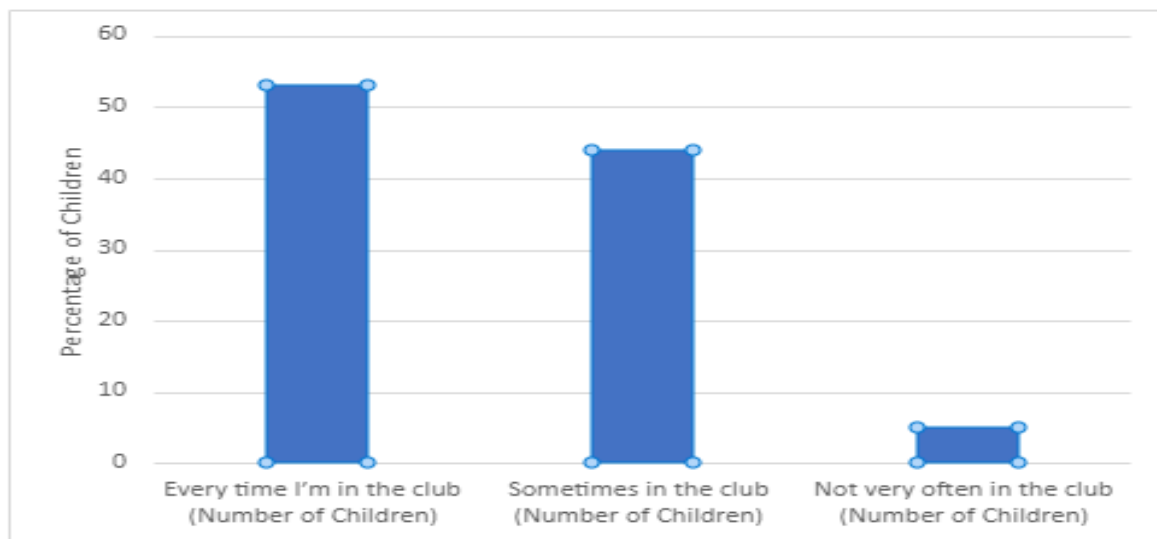


**Children were asked if they would you like to attend the club more or less than they currently do.**

Responses to this question were positive overall and reflective of the quality play environments offered, and the efforts made by each service to make their club a fun, engaging place to be. It would be advisable in practice when asking this sort of question for Providers to ask follow on questions to determine whether those children that answered 'less' require any additional support or considerations to be made. However, this answer can typically be reflective of some children perhaps feeling tired at times at the end of the school day or wishing to spend more time with parents or siblings. It is important to ensure the Playwork staff have regular communication to support understanding about what the children like and dislike about attending the club so that children can be supported.



**Children were asked how often they get to choose what they do at club.**



All children were asked how often they choose what they do at the club to review how many children have a choice within their play experiences at the setting. Article 12 of the United Nations Convention on the Rights of the Child sets out that Adults should Respect for children's views

*"Children have the right to give their opinions freely on issues that affect them. Adults should listen and take children seriously"*  
UNCRC 1989.

Gathering this feedback directly from the children will allow the Playworkers to review their provision and make any adjustments required, ensuring the child's voice is heard.

### **The children were asked what attending club means to them**

It is important that Playworkers and management understand the impact that attending the club has upon the child. It can be easy for adults to assume the children are happy when attending the club, however asking directly will support them to truly understand how each child feels about attending and to determine whether additional things could be put in place to support children's wellbeing and enjoyment.

Overall, the children reported positive experiences attending the clubs. 56% of the children asked provided feedback that they made new friends and also had more time to play, demonstrating the importance of play for the children. 15% of children liked school more as a result of being able to attend the club after school/before school hours.

### **Comments directly from the children**

"I love coming, and hate it when my mum comes early"

"Because I get to play football with my friends".

"I love colouring"

"I like drawing".

"Meeting new people and playing football"

"I love it!"

"I like Woodwork, hammering pumpkins"

"It is easier for my parents if I'm in After School Club"

It would be advisable for each club to enable the children to regularly feedback how they are feeling, during or at the end of each session. Support and resources for this have been provided, to enable the club to have opportunities for regular communication in order to understand each child. The children may feedback more specific areas that make them feel happy if the club uses more open ended options within their own surveys in future. Within this survey the children had 6 options provided and these have demonstrated the importance of friendships and time to play.

**Children were asked if they would you like to attend the club more or less than they currently do.**

Responses to this question were positive overall and reflective of the quality play environments offered, and the efforts made by each service to make their club a fun, engaging place to be. It would be advisable in practice when asking this sort of question for Providers to ask follow on questions to determine whether those children that answered 'less' require any additional support or considerations to be made. However, this answer can typically be reflective of some children perhaps feeling tired at times at the end of the school day or wishing to spend more time with parents or siblings. It is important to ensure the Playwork staff have regular communication to support understanding about what the children like and dislike about attending the club so that children can be supported.

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"Children have the right to give their opinions freely on issues that affect them. Adults should listen and take children seriously" UNCRC 1989.

Gathering this feedback directly from the children will allow the Playworkers to review their provision and make any adjustments required, ensuring the child's voice is heard.

The feedback has shown that predominantly children have opportunities to make some choices within their club. 53% of children have positively feedback that every time they attend, they have opportunities to choose what they do at the club.

**Play should be freely chosen within the club**

" Play is a process that is freely chosen, personally directed and intrinsically motivated" Playwork Principle 2

Children should have the opportunity to make choices with what and how they play. They should have enough resources to ensure their play can develop. Further support will be provided to the clubs to ensure they are able to provide the opportunities for children to choose. This may mean that further resources are required . One club stated that "we limit resources available unless requested" due to Covid-19 restrictions and implications (Zoopers) As the guidance has now changed in terms of infection control measures required, this challenge may be overcome, although there may remain a financial barrier for some services struggling with sustainability due to reduced uptake of places. Ongoing reviewing and supporting the club will ensure the children are given enough resources to play with as well as access to these resources on a continuous basis.

Comments directly from the children

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"I love the 3 people room"

"I like doing things"

"Playing football"

"Cooking"

"Want more board games"

Adults have fed back that

"We are always thinking of ways to store equipment, lots of times we are asked what they would like to do if something is not out" Storage and access can be a challenging issue within clubs however thinking of innovative ways that children can select what they would like to play will support the clubs to overcome these challenges. If a club has limited storage, they could create pictures or a catalogue that children can freely access to make their play choices. The adults can then access them from the storage available for within the session.

### **Meals & Snacks in Out of School Club**

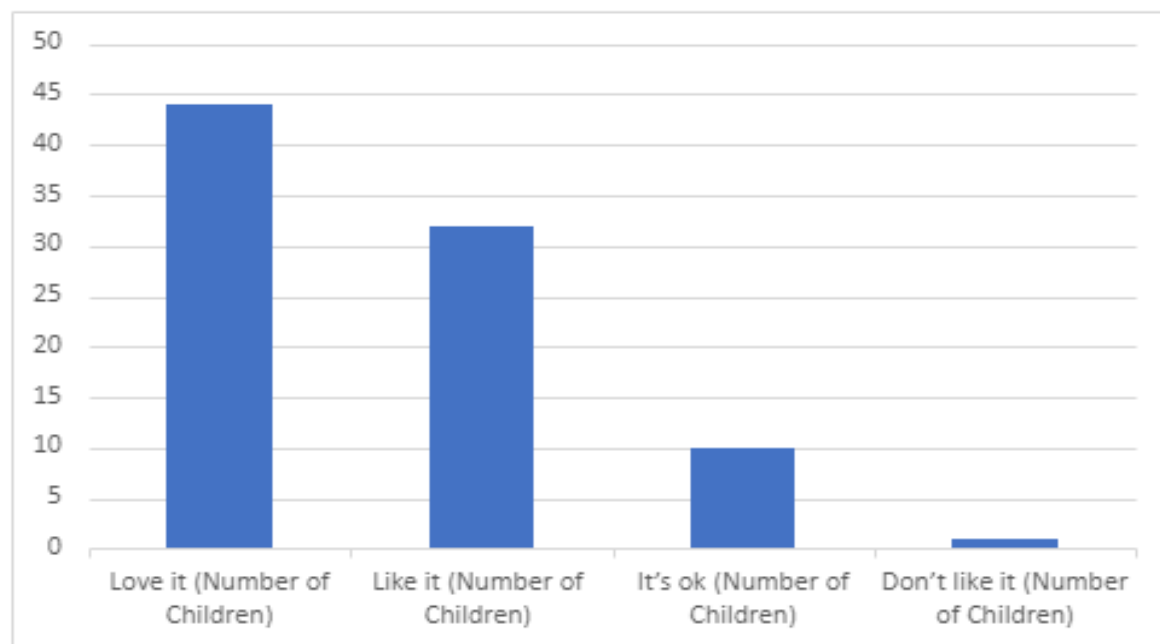
Children were asked how often they can choose what they eat and what they think of the snacks and meals at their club.

Promotion of eating healthy in a social environment can support children to make healthy choices in life. Settings that listen to the child and understand what they like and do not like are able to tailor make a healthy balanced meal or snack menu. Children should be encouraged to make the healthy choices, however there should not be such a strict menu that does not provide opportunities for making choices.

18% of children have fed back that they do not get to choose what they eat often, however 53% of children answered that they can choose and 44 % sometimes. This demonstrates that out of the 8 settings that took part in the survey, the children are able to choose what they eat at the clubs at least some of the time.

### **They were also asked what they think of the snacks/meals at club**

Generally, the children enjoy the meals and snacks when attending the clubs.



and playing outdoors. Friendships and social interactions are important for children to feel a sense of belonging and attachment within the club.

- **Tell us your ideas for the club?**

The children have provided a range of activities that they would like to develop within the club. CBDO will continue to support the clubs to develop these experiences.

### Conclusion

Out of the 8 clubs that participated within this survey, the general feedback is positive. There were also areas for development identified, including additional access to resources and staff learning opportunities (e.g. importance of outdoor play and encouraging). Settings to use their outdoor area more frequently; as well as opportunities to increase awareness and understanding of child-led and freely chosen play opportunities to increase choice). Exploration of additional open-ended questions in future pieces of work may yield additional useful information.

Clubs will continue to be supported to implement Children's Participation and Surveys by the Childcare and Business Development Officer. Through visits, virtually and on site, the support can be provided in a direct way. The Childcare Business Development Officer will seek to continue to encourage the clubs to carry out activities that enable the child's voice to be heard in a fun, engaging way, fully embracing a Participation Policy, and implementing a range of techniques to seek feedback on an ongoing basis.

### Other questions asked (see Individual responses below)

- **What do you think makes a good Playworker?**

All Newport Clubs have been supported by the Childcare Business Development Officer to complete an Expression of Interest with Clybiau Plant Cymru Kids Clubs to ensure if eligible their staff teams have Playwork qualifications by September 2022, to provide them with a good understanding of play, Playwork and the Playwork Principles.

- **What other toys/activities would you like to have?**

The children have fed back that they would like a greater range of tabletop activity resources and outdoor play and physical activity resources. The CBDO will continue to support the clubs with ideas for loose parts play in order to keep costs of resources as low as possible.

- **What is your favourite thing about the club?**

The children have fed back that they enjoy playing with friends

Having displays within the Setting centred around participation (e.g. feedback received and action taken) will provide useful reminders to all staff, and help participation to be imbedded into practice.

## 7.6 Consulting with Schools

Newport has one nursery school, 44 primary schools, nine secondary schools, two special schools and one pupil referral unit. All Schools within the Newport boundary were asked to complete a short survey regarding childcare and the current issues facing their parents. 4 responses were received, 1 response was from a Welsh Medium school.

Responses from Schools				
<b>Do you currently have any childcare operating from your school site?</b>	a.	After School Childcare	<b>1</b>	
	b.	Wrap Around Childcare		
	c.	Playgroup		
	d.	Holiday Childcare		
	e.	Breakfast Club	Free <b>4</b>	or paid for
	f.	Flying Start	(opening 2022)	
<b>Are you aware of local childcare providers that collect children from your school?</b>	a.	Childminders	<b>3</b>	
	b.	Day Nursery	<b>2</b>	
	c.	Other		
<b>In your opinion, is there sufficient childcare available locally to cater for the needs of the families that attend your school?</b>	Yes	<b>1</b>	No <b>2</b>	Don't know <b>1</b>
<b>Have parents approached you regarding childcare?</b>	5.	Have parents approached you regarding childcare?		
	Yes	<b>3</b>	No <b>1</b>	Don't know
	Please tick type of childcare requested:			
	a.	After School Childcare	<b>2</b>	
	b.	Wrap Around Childcare	<b>3</b>	
	c.	Playgroup		
	d.	Holiday Childcare		
	e.	Breakfast Club	<b>1</b>	
	f.	Flying Start	<b>2</b>	
<b>Do you have any available space within your school in which a new childcare provision could be developed?</b>	Yes	No	<b>1</b>	Don't know

<p><b>With regards to affordability of childcare, what is the likelihood of families taking up childcare if it was offered?</b></p>	<p>Free Response Box:</p> <ul style="list-style-type: none"> <li>• Very likely However, a new Flying Start facility will be opening shortly. This would be ideal to provide the Welsh medium facility for our community.</li> <li>• Parents have suggested they would be happy to pay if they knew a reliable childminder/nursery that would drop off and pick up children at start and end of school day and look after them for a few hours (based around parent working patterns)</li> <li>• For paid childcare uptake would be likely to be limited.</li> </ul>
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## 7.7 Consultation with the Welsh Education Forum

The School Standards and Organisation (Wales) Bill 2012 introduced a statutory obligation for local authorities to prepare and submit Welsh in Education Strategic Plans (WESP) to the Welsh Government. The purpose of the WESP is to:

- expect local authorities to be accountable to the Welsh Government for planning Welsh- medium and Welsh-language education provision;
- reflect the aims of the national Welsh Medium Education Strategy;
- illustrate the current situation, outline appropriate activities and demonstrate improvement;
- demonstrate clear progress over 3-years in each local authority and consortium area towards achieving the Welsh Medium Education Strategy targets.

The main focus of the WESP is the targets set out in the national Welsh Medium Education Strategy, against which the local authority is required to report annually to the Welsh Government:

- more seven-year-old children being taught through the medium of Welsh
- more learners continuing to improve their Welsh language skills on transfer from primary to secondary school
- more learners aged 14-16 studying for qualifications through the medium of Welsh
- more learners aged 16-19 studying subjects through the medium of Welsh
- more learners of all ages with higher-level Welsh-language skills

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- improved Welsh-medium provision for learners with additional learning needs.

The WESP sets out a requirement for each local authority to establish a Welsh Education Forum (referred to as 'the Forum' from this point onwards).

Appointment of members to the Welsh Education forum is as follows: Newport Education Service Officers are appointed by the Head of Education. School representatives are appointed based on nominations received by Headteacher and Governor groups. Partner organisations are invited to nominate an appropriate representative.

The lead officer for the CSA tabled the statutory duty for the agenda at the WEF and reported back on a separate occasion with the initial findings that would be of interest to the forum members. Members of the Welsh Education forum were asked to complete a survey similar to the school's survey but with a focus on Welsh Medium Childcare specifically. Only 1 response was received. Some of the questions were left blank and as such no comments were received.

Do you think there is sufficient Welsh Medium childcare in Newport to meet the needs of:	
• <b>working parents</b>	Yes
• <b>parents seeking work or training opportunities</b>	Yes
• <b>unemployed households</b>	Yes
• <b>low income families</b>	Unsure
• <b>lone parents</b>	Unsure
• <b>families from ethnic minority backgrounds</b>	Unsure
• <b>families with children who have additional learning needs or a disability</b>	Yes
• <b>Welsh Medium speaking families</b>	Yes
<b>What improvements do you think are needed to Welsh Medium childcare in Newport? Please tick all that apply</b>	<ul style="list-style-type: none"> <li>• Available at different times: 8-9am 4-6pm</li> <li>• Available at different locations: employer based childcare on premises</li> <li>• Access to different types of childcare: Afterschool and Breakfast club</li> </ul>
<b>During the Covid-19 pandemic have parents raised any concerns with you when accessing Welsh Medium childcare?</b>	No



<b>Are you aware of any concerns raised by families requiring Welsh Medium childcare in Newport?</b>	No
<b>Do you know about the Childcare Offer for Wales?</b>	Yes
<b>Do you think that the Childcare Offer for Wales has enabled working families to access Welsh Medium childcare?</b>	Yes

## 7.8 Consultation with Employability Programs

Newport Family Information asked colleagues in Communities 4 Work (C4W) employment mentors to consult with clients regarding their thoughts and feelings on childcare and their current work circumstances. They also supplied their own thoughts on childcare and the narrative has been put into key themes below.

What are your feelings / views about using childcare?	<ul style="list-style-type: none"> <li>• No issues using childcare in the past,</li> <li>• It is essential for me to work.</li> <li>• No family/ friends around to support.</li> <li>• No wrap around facility meaning times parents can work is very limited.</li> <li>• Not enough Childminders available.</li> <li>• Transport – many families rely on public transport, but the timetables don't work for them.</li> <li>• Trust – a lot of Mums feel they cannot trust anyone with their child especially their first.</li> <li>• Finding appropriate childcare is impossible at the moment, state and private nurseries are full and there are extensive waiting lists.</li> <li>• Even though there is financial support for customers there is not enough childcare availability which is extremely frustrating for customers wanting to work.</li> </ul>
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If you are happy to share details, why do you feel this way?	<ul style="list-style-type: none"> <li>• Encourages socialisation skills and learning from other children.</li> <li>• I do not have many options for family childcare so I heavily rely on childcare services so I can work.</li> <li>• There is no childcare availability in Bettws and very limited wrap around services from schools.</li> </ul>
Are you looking to return to work / enter training / voluntary work / Study full time or Part time?	<ul style="list-style-type: none"> <li>• No – already work and volunteer but when I am working I use family to support now both children are in school.</li> <li>• Work full time</li> </ul>
If yes, what type of childcare will you be looking to use? This can include family or friends (informal childcare)	<ul style="list-style-type: none"> <li>• Mixture of school, after school clubs and family &amp; friends</li> </ul>
Where would you go or who would you contact to find out about the different childcare options available in Newport?	<ul style="list-style-type: none"> <li>• Family information Service</li> <li>• Google</li> </ul>
Do you know of the financial help that may be available to you should you / if you use childcare? E.g. childcare offer, nursery education, tax free childcare	<ul style="list-style-type: none"> <li>• Yes</li> <li>• Yes.</li> <li>• Support – Families do not know who they can ask for help and what support they could get.</li> <li>• Supporting single parent into self-employment has been a nightmare even though she is a car owner and driver and able to travel outside her local area</li> </ul>

Newport Family Information Service also conducted consultation with Job Centre Plus via a team meeting. Job Centre work coaches all agreed that there were issues currently with childcare supply that largely related to restrictions in COVID-19 measures whereby childcare providers had reduced their numbers. Whilst childcare is usually an emotive topic for many job seekers, it was understood at the time to be more so due to concerns about using childcare and

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potentially exposing children to the virus. Therefore, work coaches did see an increase in mistrust of childcare and as a result, a reluctance to consider this as an option for returning to work.

Unfortunately, due to the increased pressures on DWP Job Centres, no client consultation was able to take place.

Work and Skills Economic Inactivity Workers were also consulted with regarding the challenges that clients face with regards to seeking employment and childcare barriers. Below is the response from the project Delivery Manager.

*The Work & Skills project participants regularly struggle to secure employment if they have childcare issues, especially single parents. A lot of single parents and people with childcare issues prefer to work part time but it's always difficult to find suitable work that fits around school. The ones who find work or are in work tend to use Breakfast clubs and after school clubs to help with their requirements but not many pay for childcare.*

*A lot of clients struggle to secure childcare places that cover the hours they require. This is usually down to the hours available, cost and the location of childcare venues in relation to where they live or work.*

There are employability projects that are aimed at single parents and they have links to childcare providers, and we would signpost to them should it be appropriate.

Newport Family Information Service provides an access point to colleagues from the team in North Hub, within Bettws ward. FIS Information Officers note that there is often cross over between employability programs such as PACE, REMPLOY and C4W. FIS enquirers can often find the different programs and eligibility criteria confusing, therefore are working closely with each program to ensure information is available to members of the public wishing to understand what support the financial help is out there, and also available in relation to childcare costs.