



BUSINESS ASSESSMENT SURVEY

Having good practice in place is key to running a successful business

'Cwlwm' brings together the five leading childcare organisations in Wales to deliver a bilingual integrated service that will ensure the best possible outcomes for children and families across Wales. 'Cwlwm' partners are Clybiau Plant Cymru Kids' Clubs, Mudiad Meithrin, National Day Nurseries Association (NDNA Cymru), PACEY Cymru and Wales Pre-School Providers Association (Wales PPA).

The aim of this assessment was to help our childcare providers and play services to think about how they manage different aspects of their business. All organisations need to plan ahead and completing this assessment was a good way of making sure that they are reflecting on all areas of their business. It has helped us to identify areas of opportunities and strengths and provide a focused service to our providers. Here are some collective key results from the Cwlwm partnership¹ based on those providers that took part across Wales.

Cwlwm National Figures			
Assessment Survey Year	2015-2016		2016-2017
% based on total number of responses	National Figures %	2016-2017	National Figures %
Total number of responses	2016	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	2029
LEGAL STRUCTURE	National %		National %
Breakdown of providers who are:		Breakdown of providers who are:	
Sole Trader/Childminder	27	Sole Trader/Childminder	30
Limited Company	14	Limited Company	12
Unincorporated business (Voluntary Management Committee)	15	Unincorporated business (Voluntary Management Committee)	29
Company Limited by Guarantee	3	Company Limited by Guarantee	4
Partnership	5	Partnership	4
		Employed (Nannies Only)	0
		Charitable Incorporated Association	11
		Other	8
Charity	33	Providers who are also registered as a charity	18

LEGAL REGULATION			
Providers registered with CSSIW	88		93
Providers registered with Environmental Health	74		81
Providers who comply with the Allergen Information for Loose Food	65		88
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984	41		72
FINANCES			
Providers with outstanding fees	42	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	28
Providers making a surplus- income greater than outgoings	55		63
Business very dependent on sustainability grants, or other similar grants to survive	35		31
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme	24		35
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process	78		72
Are annual appraisals completed for all staff	76		73
SAFEGUARDING			
All DBS checks completed and up to date	87		97
All practitioners attend safeguarding training	88	Practitioners who have attended safeguarding training within the last 3 years	88
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	68	How providers actively market services to continually attract customers/parents	
		Word of mouth	91
		Leaflets in schools	47
		Leaflets at community venues	39
		Website	32
		Social Media	41
		Other	18
Providers who have a website	36	Providers who have the following to market the childcare setting	
Providers who use Facebook	48	Facebook Business Page	55
		Business Twitter Account	12
		Business Pinterest Account	1

		Other business Social Media	7
		No Social Media	35
Providers who believe that IT skills are a barrier in marketing/promoting their setting	21		15

COMMENTS

Following analysis of the results of the Business Assessment Survey 2016 the CWLWM partnership has worked together to draw up an action plan to build on the strengths and maximise the opportunities this survey has presented. CWLWM partners have been able to identify key areas of opportunity both on a local and a national level and are moving forward together to drive quality and consistency through the childcare sector in Wales. Cwlwm partners continue to support providers by delivering a programme of business support to make improvements to areas already identified as needing attention. A repeat Business Assessment Survey will be undertaken in 2017 to show distance travelled.

¹ *The Business Assessment questionnaire 2016-17 went out via email to all PACEY Cymru members and NDNA Cymru members in Wales and was promoted on social media. This was also shared with appropriate staff in Local Authorities for promotion. The response rate varies significantly between Local Authorities in line with the supporting document and so should be used with a note of caution in some areas when considering the needs of childminders and day nurseries. PACEY Cymru and NDNA Cymru are both happy to discuss with Local Authorities on an individual basis as requested to provide further information and support'.*



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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Anglesey %	Anglesey %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	86	86
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	10	10
Limited Company	Limited Company	5	8
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	19	23
Company Limited by Guarantee	Company Limited by Guarantee	3	5
Partnership	Partnership	0	0
	Employed (Nannies Only)		0
	Charitable Incorporated Association		3
	Other		3
Charity	Providers who are also registered as a charity	65	30
LEGAL REGULATION			
Providers registered with CSSIW		93	91
Providers registered with Environmental Health		40	31
Providers who comply with the Allergen Information for Loose Food		22	78
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		12	45
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	53	47
Providers making a surplus- income greater than outgoings		47	45
Business very dependent on sustainability grants, or other similar grants to survive		71	70
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		7	38
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		84	81
Are annual appraisals completed for all staff		83	79
SAFEGUARDING			
All DBS checks completed and up to date		65	90
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	95	81
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	37	
	Word of mouth		76
	Leaflets in schools		28
	Leaflets at community venues		24
	Website		15
	Social Media		31
	Other		20
Providers who have a website	Providers who have the following to market the childcare setting	13	
Providers who use Facebook	Facebook Business Page	31	35
	Business Twitter Account		3
	Business Pinterest Account		2
	Other business Social Media		2
	No Social Media		56
Providers who believe that IT skills are a barrier in marketing/promoting their setting		30	22

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Blaenau Gwent %	Blaenau Gwent %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	27	23
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	56	30
Limited Company	Limited Company	7	17
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	15	17
Company Limited by Guarantee	Company Limited by Guarantee	7	4
Partnership	Partnership	4	13
	Employed (Nannies Only)		0
	Charitable Incorporated Association		13
	Other		13
Charity	Providers who are also registered as a charity	0	0
LEGAL REGULATION			
Providers registered with CSSIW		89	83
Providers registered with Environmental Health		85	83
Providers who comply with the Allergen Information for Loose Food		81	96
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		26	74
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	56	22
Providers making a surplus- income greater than outgoings		70	70
Business very dependent on sustainability grants, or other similar grants to survive		19	17
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		15	43
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		59	61
Are annual appraisals completed for all staff		67	78
SAFEGUARDING			
All DBS checks completed and up to date		70	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	100	96
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	74	
	Word of mouth		100
	Leaflets in schools		30
	Leaflets at community venues		26
	Website		35
	Social Media		43
	Other		26
Providers who have a website	Providers who have the following to market the childcare setting	33	
Providers who use Facebook	Facebook Business Page	56	74
	Business Twitter Account		9
	Business Pinterest Account		0
	Other business Social Media		4
	No Social Media		22
Providers who believe that IT skills are a barrier in marketing/promoting their setting		19	17

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Bridgend %	Bridgend %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	69	49
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	33	33
Limited Company	Limited Company	28	18
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	12	18
Company Limited by Guarantee	Company Limited by Guarantee	0	4
Partnership	Partnership	10	10
	Employed (Nannies Only)		0
	Charitable Incorporated Association		8
	Other		4
Charity	Providers who are also registered as a charity	22	14
LEGAL REGULATION			
Providers registered with CSSIW		88	90
Providers registered with Environmental Health		83	90
Providers who comply with the Allergen Information for Loose Food		61	94
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		38	57
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	55	29
Providers making a surplus- income greater than outgoings		74	73
Business very dependent on sustainability grants, or other similar grants to survive		16	27
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		10	31
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		74	86
Are annual appraisals completed for all staff		74	84
SAFEGUARDING			
All DBS checks completed and up to date		90	96
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	91	94
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	59	
	Word of mouth		92
	Leaflets in schools		47
	Leaflets at community venues		55
	Website		51
	Social Media		67
	Other		24
Providers who have a website	Providers who have the following to market the childcare setting	52	
Providers who use Facebook	Facebook Business Page	55	67
	Business Twitter Account		14
	Business Pinterest Account		2
	Other business Social Media		2
	No Social Media		22
Providers who believe that IT skills are a barrier in marketing/promoting their setting		20	18

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Caerphilly %	Caerphilly %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	52	74
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	35	28
Limited Company	Limited Company	31	16
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	13	27
Company Limited by Guarantee	Company Limited by Guarantee	0	15
Partnership	Partnership	0	3
	Employed (Nannies Only)		0
	Charitable Incorporated Association		9
	Other		4
Charity	Providers who are also registered as a charity	21	14
LEGAL REGULATION			
Providers registered with CSSIW		90	99
Providers registered with Environmental Health		83	78
Providers who comply with the Allergen Information for Loose Food		83	93
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		46	82
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	56	26
Providers making a surplus- income greater than outgoings		58	57
Business very dependent on sustainability grants, or other similar grants to survive		27	30
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		17	50
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		77	66
Are annual appraisals completed for all staff		75	74
SAFEGUARDING			
All DBS checks completed and up to date		94	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	90	89
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	69	
	Word of mouth		95
	Leaflets in schools		57
	Leaflets at community venues		49
	Website		19
	Social Media		39
	Other		15
Providers who have a website	Providers who have the following to market the childcare setting	38	
Providers who use Facebook	Facebook Business Page	50	57
	Business Twitter Account		18
	Business Pinterest Account		0
	Other business Social Media		8
	No Social Media		35
Providers who believe that IT skills are a barrier in marketing/promoting their setting		25	18

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Carmarthenshire %	Carmarthenshire %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	170	162
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminer	Sole Trader/Childminder	14	18
Limited Company	Limited Company	20	16
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	12	43
Company Limited by Guarantee	Company Limited by Guarantee	3	2
Partnership	Partnership	3	2
	Employed (Nannies Only)		0
	Charitable Incorporated Association		11
	Other		7
Charity	Providers who are also registered as a charity	46	27
LEGAL REGULATION			
Providers registered with CSSIW		85	83
Providers registered with Environmental Health		61	68
Providers who comply with the Allergen Information for Loose Food		67	94
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		38	85
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	45	25
Providers making a surplus- income greater than outgoings		50	66
Business very dependent on sustainability grants, or other similar grants to survive		48	34
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		43	46
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		91	86
Are annual appraisals completed for all staff		84	82
SAFEGUARDING			
All DBS checks completed and up to date		72	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	87	93
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	78	
	Word of mouth		94
	Leaflets in schools		59
	Leaflets at community venues		40
	Website		43
	Social Media		45
	Other		9
Providers who have a website	Providers who have the following to market the childcare setting	28	
Providers who use Facebook	Facebook Business Page	54	61
	Business Twitter Account		14
	Business Pinterest Account		0
	Other business Social Media		4
	No Social Media		34
Providers who believe that IT skills are a barrier in marketing/promoting their setting		25	12

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Cardiff %	Cardiff %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	147	180
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	33	46
Limited Company	Limited Company	26	17
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	8	18
Company Limited by Guarantee	Company Limited by Guarantee	4	2
Partnership	Partnership	7	6
	Employed (Nannies Only)		4
	Charitable Incorporated Association		1
	Other		5
Charity	Providers who are also registered as a charity	18	10
LEGAL REGULATION			
Providers registered with CSSIW		86	96
Providers registered with Environmental Health		85	92
Providers who comply with the Allergen Information for Loose Food		74	88
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		49	77
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	31	19
Providers making a surplus- income greater than outgoings		61	63
Business very dependent on sustainability grants, or other similar grants to survive		15	17
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		35	31
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		76	57
Are annual appraisals completed for all staff		73	61
SAFEGUARDING			
All DBS checks completed and up to date		97	98
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	85	84
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	71	
	Word of mouth		84
	Leaflets in schools		41
	Leaflets at community venues		31
	Website		38
	Social Media		32
	Other		16
Providers who have a website	Providers who have the following to market the childcare setting	53	
Providers who use Facebook	Facebook Business Page	39	38
	Business Twitter Account		14
	Business Pinterest Account		2
	Other business Social Media		8
	No Social Media		47
Providers who believe that IT skills are a barrier in marketing/promoting their setting		16	11

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Ceredigion %	Ceredigion %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	59	63
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	15	8
Limited Company	Limited Company	3	6
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	14	65
Company Limited by Guarantee	Company Limited by Guarantee	2	3
Partnership	Partnership	2	0
	Employed (Nannies Only)		0
	Charitable Incorporated Association		13
	Other		5
Charity	Providers who are also registered as a charity	66	57
LEGAL REGULATION			
Providers registered with CSSIW		81	94
Providers registered with Environmental Health		47	78
Providers who comply with the Allergen Information for Loose Food		36	76
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		31	59
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	54	40
Providers making a surplus- income greater than outgoings		80	87
Business very dependent on sustainability grants, or other similar grants to survive		51	46
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		22	48
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		93	92
Are annual appraisals completed for all staff		81	95
SAFEGUARDING			
All DBS checks completed and up to date		92	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	95	100
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	73	
	Word of mouth		94
	Leaflets in schools		57
	Leaflets at community venues		63
	Website		32
	Social Media		54
	Other		46
Providers who have a website	Providers who have the following to market the childcare setting	20	
Providers who use Facebook	Facebook Business Page	51	68
	Business Twitter Account		3
	Business Pinterest Account		3
	Other business Social Media		5
	No Social Media		30
Providers who believe that IT skills are a barrier in marketing/promoting their setting		10	16

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Conwy %	Conwy %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	126	109
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	21	8
Limited Company	Limited Company	10	20
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	14	29
Company Limited by Guarantee	Company Limited by Guarantee	3	4
Partnership	Partnership	3	2
	Employed (Nannies Only)		0
	Charitable Incorporated Association		34
	Other		6
Charity	Providers who are also registered as a charity	44	34
LEGAL REGULATION			
Providers registered with CSSIW		92	97
Providers registered with Environmental Health		73	80
Providers who comply with the Allergen Information for Loose Food		60	93
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		26	71
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	43	31
Providers making a surplus- income greater than outgoings		68	71
Business very dependent on sustainability grants, or other similar grants to survive		34	31
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		16	15
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		76	90
Are annual appraisals completed for all staff		80	90
SAFEGUARDING			
All DBS checks completed and up to date		87	95
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	93	94
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	61	
	Word of mouth		94
	Leaflets in schools		62
	Leaflets at community venues		24
	Website		34
	Social Media		37
	Other		13
Providers who have a website	Providers who have the following to market the childcare setting	36	
Providers who use Facebook	Facebook Business Page	41	50
	Business Twitter Account		7
	Business Pinterest Account		3
	Other business Social Media		3
	No Social Media		39
Providers who believe that IT skills are a barrier in marketing/promoting their setting		21	16

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Denbighshire %	Denbighshire %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	75	66
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	28	17
Limited Company	Limited Company	13	18
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	15	39
Company Limited by Guarantee	Company Limited by Guarantee	3	0
Partnership	Partnership	5	5
	Employed (Nannies Only)		0
	Charitable Incorporated Association		17
	Other		3
Charity	Providers who are also registered as a charity	33	20
LEGAL REGULATION			
Providers registered with CSSIW		93	100
Providers registered with Environmental Health		53	73
Providers who comply with the Allergen Information for Loose Food		51	79
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		32	61
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	41	26
Providers making a surplus- income greater than outgoings		63	65
Business very dependent on sustainability grants, or other similar grants to survive		36	38
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		17	14
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		83	89
Are annual appraisals completed for all staff		72	94
SAFEGUARDING			
All DBS checks completed and up to date		81	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	73	91
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	53	
	Word of mouth		91
	Leaflets in schools		38
	Leaflets at community venues		30
	Website		21
	Social Media		24
	Other		23
Providers who have a website	Providers who have the following to market the childcare setting	20	
Providers who use Facebook	Facebook Business Page	43	61
	Business Twitter Account		9
	Business Pinterest Account		0
	Other business Social Media		2
	No Social Media		29
Providers who believe that IT skills are a barrier in marketing/promoting their setting		39	15

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Flintshire%	Flintshire %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	141	104
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminer	Sole Trader/Childminder	30	13
Limited Company	Limited Company	11	19
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	32	36
Company Limited by Guarantee	Company Limited by Guarantee	0	2
Partnership	Partnership	2	2
	Employed (Nannies Only)		0
	Charitable Incorporated Association		21
	Other		8
Charity	Providers who are also registered as a charity	23	17
LEGAL REGULATION			
Providers registered with CSSIW		94	99
Providers registered with Environmental Health		72	74
Providers who comply with the Allergen Information for Loose Food		75	85
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		48	80
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	50	33
Providers making a surplus- income greater than outgoings		64	66
Business very dependent on sustainability grants, or other similar grants to survive		29	38
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		23	33
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		77	88
Are annual appraisals completed for all staff		71	85
SAFEGUARDING			
All DBS checks completed and up to date		96	97
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	90	89
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	76	
	Word of mouth		93
	Leaflets in schools		52
	Leaflets at community venues		49
	Website		28
	Social Media		36
	Other		18
Providers who have a website	Providers who have the following to market the childcare setting	33	
Providers who use Facebook	Facebook Business Page	30	51
	Business Twitter Account		6
	Business Pinterest Account		0
	Other business Social Media		9
	No Social Media		36
Providers who believe that IT skills are a barrier in marketing/promoting their setting		19	13

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Gwynedd%	Gwynedd %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	146	136
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	16	14
Limited Company	Limited Company	8	8
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	8	49
Company Limited by Guarantee	Company Limited by Guarantee	1	1
Partnership	Partnership	1	1
	Employed (Nannies Only)		0
	Charitable Incorporated Association		24
	Other		3
Charity	Providers who are also registered as a charity	64	47
LEGAL REGULATION			
Providers registered with CSSIW		89	96
Providers registered with Environmental Health		66	78
Providers who comply with the Allergen Information for Loose Food		30	72
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		23	46
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	47	40
Providers making a surplus- income greater than outgoings		42	60
Business very dependent on sustainability grants, or other similar grants to survive		66	65
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		14	18
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		79	77
Are annual appraisals completed for all staff		75	78
SAFEGUARDING			
All DBS checks completed and up to date		68	96
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	67	74
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	58	
	Word of mouth		93
	Leaflets in schools		46
	Leaflets at community venues		43
	Website		14
	Social Media		51
	Other		19
Providers who have a website	Providers who have the following to market the childcare setting	14	
Providers who use Facebook	Facebook Business Page	51	52
	Business Twitter Account		2
	Business Pinterest Account		1
	Other business Social Media		6
	No Social Media		33
Providers who believe that IT skills are a barrier in marketing/promoting their setting		27	15

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Merthyr Tydfil%	Merthyr Tydfil %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	48	37
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	19	19
Limited Company	Limited Company	6	8
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	35	51
Company Limited by Guarantee	Company Limited by Guarantee	6	8
Partnership	Partnership	6	3
	Employed (Nannies Only)		0
	Charitable Incorporated Association		5
	Other		0
Charity	Providers who are also registered as a charity	29	3
LEGAL REGULATION			
Providers registered with CSSIW		88	84
Providers registered with Environmental Health		88	76
Providers who comply with the Allergen Information for Loose Food		77	95
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		44	76
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	40	24
Providers making a surplus- income greater than outgoings		35	65
Business very dependent on sustainability grants, or other similar grants to survive		58	43
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		33	49
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		67	73
Are annual appraisals completed for all staff		75	65
SAFEGUARDING			
All DBS checks completed and up to date		79	92
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	90	92
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	73	
	Word of mouth		97
	Leaflets in schools		43
	Leaflets at community venues		51
	Website		35
	Social Media		54
	Other		14
Providers who have a website	Providers who have the following to market the childcare setting	23	
Providers who use Facebook	Facebook Business Page	69	81
	Business Twitter Account		22
	Business Pinterest Account		3
	Other business Social Media		3
	No Social Media		16
Providers who believe that IT skills are a barrier in marketing/promoting their setting		29	19

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Monmouthshire%	Monmouthshire %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	60	71
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminer	Sole Trader/Childminder	43	51
Limited Company	Limited Company	8	6
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	22	21
Company Limited by Guarantee	Company Limited by Guarantee	10	7
Partnership	Partnership	3	6
	Employed (Nannies Only)		0
	Charitable Incorporated Association		8
	Other		6
Charity	Providers who are also registered as a charity	15	11
LEGAL REGULATION			
Providers registered with CSSIW		78	85
Providers registered with Environmental Health		90	92
Providers who comply with the Allergen Information for Loose Food		85	90
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		68	75
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	33	24
Providers making a surplus- income greater than outgoings		42	65
Business very dependent on sustainability grants, or other similar grants to survive		15	10
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		15	15
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		67	65
Are annual appraisals completed for all staff		70	63
SAFEGUARDING			
All DBS checks completed and up to date		97	97
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	92	94
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	73	
	Word of mouth		99
	Leaflets in schools		46
	Leaflets at community venues		46
	Website		41
	Social Media		52
	Other		13
Providers who have a website	Providers who have the following to market the childcare setting	52	
Providers who use Facebook	Facebook Business Page	55	59
	Business Twitter Account		25
	Business Pinterest Account		1
	Other business Social Media		3
	No Social Media		34
Providers who believe that IT skills are a barrier in marketing/promoting their setting		20	18

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Neath Port Talbot%	Neath Port Talbot %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	64	68
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	48	62
Limited Company	Limited Company	16	10
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	3	12
Company Limited by Guarantee	Company Limited by Guarantee	11	12
Partnership	Partnership	3	0
	Employed (Nannies Only)		0
	Charitable Incorporated Association		3
	Other		3
Charity	Providers who are also registered as a charity	19	7
LEGAL REGULATION			
Providers registered with CSSIW		97	99
Providers registered with Environmental Health		95	87
Providers who comply with the Allergen Information for Loose Food		88	96
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		69	84
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	42	35
Providers making a surplus- income greater than outgoings		61	75
Business very dependent on sustainability grants, or other similar grants to survive		48	26
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		44	60
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		84	60
Are annual appraisals completed for all staff		86	63
SAFEGUARDING			
All DBS checks completed and up to date		95	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	89	81
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	72	
	Word of mouth		97
	Leaflets in schools		59
	Leaflets at community venues		43
	Website		34
	Social Media		32
	Other		19
Providers who have a website	Providers who have the following to market the childcare setting	39	
Providers who use Facebook	Facebook Business Page	47	57
	Business Twitter Account		10
	Business Pinterest Account		3
	Other business Social Media		9
	No Social Media		32
Providers who believe that IT skills are a barrier in marketing/promoting their setting		31	19

COMMENTS

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Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Newport%	Newport %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	113	110
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	33	31
Limited Company	Limited Company	25	25
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	6	8
Company Limited by Guarantee	Company Limited by Guarantee	4	6
Partnership	Partnership	19	8
	Employed (Nannies Only)		0
	Charitable Incorporated Association		3
	Other		20
Charity	Providers who are also registered as a charity	9	8
LEGAL REGULATION			
Providers registered with CSSIW		92	95
Providers registered with Environmental Health		87	91
Providers who comply with the Allergen Information for Loose Food		79	91
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		54	80
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	41	29
Providers making a surplus- income greater than outgoings		53	54
Business very dependent on sustainability grants, or other similar grants to survive		42	27
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		46	47
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		80	72
Are annual appraisals completed for all staff		76	76
SAFEGUARDING			
All DBS checks completed and up to date		96	100
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	94	88
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	77	
	Word of mouth		85
	Leaflets in schools		39
	Leaflets at community venues		39
	Website		44
	Social Media		54
	Other		27
Providers who have a website	Providers who have the following to market the childcare setting	64	
Providers who use Facebook	Facebook Business Page	66	71
	Business Twitter Account		34
	Business Pinterest Account		1
	Other business Social Media		8
	No Social Media		23
Providers who believe that IT skills are a barrier in marketing/promoting their setting		12	10

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Pembrokeshire%	Pembrokeshire %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	107	97
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	32	30
Limited Company	Limited Company	10	14
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	12	23
Company Limited by Guarantee	Company Limited by Guarantee	2	2
Partnership	Partnership	3	3
	Employed (Nannies Only)		0
	Charitable Incorporated Association		13
	Other		15
Charity	Providers who are also registered as a charity	26	7
LEGAL REGULATION			
Providers registered with CSSIW		84	100
Providers registered with Environmental Health		80	91
Providers who comply with the Allergen Information for Loose Food		85	96
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		48	86
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	37	35
Providers making a surplus- income greater than outgoings		50	57
Business very dependent on sustainability grants, or other similar grants to survive		28	35
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		24	47
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		64	61
Are annual appraisals completed for all staff		65	67
SAFEGUARDING			
All DBS checks completed and up to date		91	98
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	96	96
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	54	
	Word of mouth		92
	Leaflets in schools		44
	Leaflets at community venues		43
	Website		28
	Social Media		31
	Other		17
Providers who have a website	Providers who have the following to market the childcare setting	31	
Providers who use Facebook	Facebook Business Page	44	50
	Business Twitter Account		8
	Business Pinterest Account		2
	Other business Social Media		6
	No Social Media		31
Providers who believe that IT skills are a barrier in marketing/promoting their setting		21	20

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Powys%	Powys %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	72	81
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminer	Sole Trader/Childminder	21	35
Limited Company	Limited Company	3	2
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	21	48
Company Limited by Guarantee	Company Limited by Guarantee	3	4
Partnership	Partnership	3	0
	Employed (Nannies Only)		0
	Charitable Incorporated Association		5
	Other		9
Charity	Providers who are also registered as a charity	50	6
LEGAL REGULATION			
Providers registered with CSSIW		79	98
Providers registered with Environmental Health		88	94
Providers who comply with the Allergen Information for Loose Food		36	86
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		32	81
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	32	30
Providers making a surplus- income greater than outgoings		31	58
Business very dependent on sustainability grants, or other similar grants to survive		10	12
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		14	30
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		88	77
Are annual appraisals completed for all staff		82	78
SAFEGUARDING			
All DBS checks completed and up to date		89	96
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	88	91
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	78	
	Word of mouth		96
	Leaflets in schools		42
	Leaflets at community venues		33
	Website		26
	Social Media		44
	Other		25
Providers who have a website	Providers who have the following to market the childcare setting	32	
Providers who use Facebook	Facebook Business Page	56	65
	Business Twitter Account		2
	Business Pinterest Account		0
	Other business Social Media		2
	No Social Media		27
Providers who believe that IT skills are a barrier in marketing/promoting their setting		11	17

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		RCT%	RCT %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	115	118
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	37	37
Limited Company	Limited Company	9	9
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	8	29
Company Limited by Guarantee	Company Limited by Guarantee	4	4
Partnership	Partnership	4	5
	Employed (Nannies Only)		0
	Charitable Incorporated Association		8
	Other		9
Charity	Providers who are also registered as a charity	37	12
LEGAL REGULATION			
Providers registered with CSSIW		83	85
Providers registered with Environmental Health		78	82
Providers who comply with the Allergen Information for Loose Food		75	86
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		42	63
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	37	14
Providers making a surplus- income greater than outgoings		47	72
Business very dependent on sustainability grants, or other similar grants to survive		27	26
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		11	37
RECRUITMENT, STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		65	61
Are annual appraisals completed for all staff		71	65
SAFEGUARDING			
All DBS checks completed and up to date		91	98
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	86	84
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	79	
	Word of mouth		97
	Leaflets in schools		54
	Leaflets at community venues		51
	Website		39
	Social Media		57
	Other		5
Providers who have a website	Providers who have the following to market the childcare setting		
Providers who use Facebook	Facebook Business Page	40	68
	Business Twitter Account	61	22
	Business Pinterest Account		1
	Other business Social Media		11
	No Social Media		27
Providers who believe that IT skills are a barrier in marketing/promoting their setting		20	16

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Swansea%	Swansea %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	136	107
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	37	32
Limited Company	Limited Company	20	7
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	6	16
Company Limited by Guarantee	Company Limited by Guarantee	1	5
Partnership	Partnership	5	3
	Employed (Nannies Only)		0
	Charitable Incorporated Association		7
	Other		23
Charity	Providers who are also registered as a charity	14	6
LEGAL REGULATION			
Providers registered with CSSIW		85	80
Providers registered with Environmental Health		83	91
Providers who comply with the Allergen Information for Loose Food		71	87
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		49	65
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	37	19
Providers making a surplus- income greater than outgoings		53	50
Business very dependent on sustainability grants, or other similar grants to survive		26	33
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		16	20
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		67	64
Are annual appraisals completed for all staff		60	50
SAFEGUARDING			
All DBS checks completed and up to date		89	96
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	89	90
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	74	
	Word of mouth		84
	Leaflets in schools		57
	Leaflets at community venues		35
	Website		34
	Social Media		36
	Other		11
Providers who have a website	Providers who have the following to market the childcare setting	47	
Providers who use Facebook	Facebook Business Page	46	41
	Business Twitter Account		12
	Business Pinterest Account		2
	Other business Social Media		14
	No Social Media		46
Providers who believe that IT skills are a barrier in marketing/promoting their setting		11	9

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Torfaen%	Torfaen %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	44	68
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	18	41
Limited Company	Limited Company	25	13
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	32	25
Company Limited by Guarantee	Company Limited by Guarantee	2	7
Partnership	Partnership	2	7
	Employed (Nannies Only)		0
	Charitable Incorporated Association		9
	Other		1
Charity	Providers who are also registered as a charity	25	10
LEGAL REGULATION			
Providers registered with CSSIW		91	99
Providers registered with Environmental Health		70	90
Providers who comply with the Allergen Information for Loose Food		82	91
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		48	85
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	55	29
Providers making a surplus- income greater than outgoings		77	68
Business very dependent on sustainability grants, or other similar grants to survive		20	10
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		36	66
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		89	72
Are annual appraisals completed for all staff		91	71
SAFEGUARDING			
All DBS checks completed and up to date		95	97
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	91	85
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	70	
	Word of mouth		97
	Leaflets in schools		46
	Leaflets at community venues		40
	Website		31
	Social Media		35
	Other		7
Providers who have a website	Providers who have the following to market the childcare setting	50	
Providers who use Facebook	Facebook Business Page	55	57
	Business Twitter Account		13
	Business Pinterest Account		1
	Other business Social Media		13
	No Social Media		35
Providers who believe that IT skills are a barrier in marketing/promoting their setting		20	15

COMMENTS

Following analysis of the results of the Business Assessment Survey 2016 the CWLWM partnership has worked together to draw up an action plan to build on the strengths and maximise the opportunities this survey has presented. CWLWM partners have been able to identify key areas of opportunity both on a local and a national level and are moving forward together to drive quality and consistency through the childcare sector in Wales. Cwlwm partners continue to support providers by delivering a programme of business support to make improvements to areas already identified as needing attention. A repeat Business Assessment Survey will be undertaken in 2017 to show distance travelled.

¹ The Business Assessment questionnaire 2016-17 went out via email to all PACEY Cymru members and NDNA Cymru members in Wales and was promoted on social media. This was also shared with appropriate staff in Local Authorities for promotion. The response rate varies significantly between Local Authorities in line with the supporting document and so should be used with a note of caution in some areas when considering the needs of childminders and day nurseries. PACEY Cymru and NDNA Cymru are both happy to discuss with Local Authorities on an individual basis as requested to provide further information and support'.



BUSINESS ASSESSMENT SURVEY

Having good practice in place is key to running a successful business

'Cwlwm' brings together the five leading childcare organisations in Wales to deliver a bilingual integrated service that will ensure the best possible outcomes for children and families across Wales. 'Cwlwm' partners are Clybiau Plant Cymru Kids' Clubs, Mudiad Meithrin, National Day Nurseries Association (NDNA Cymru), PACEY Cymru and Wales Pre-School Providers Association (Wales PPA).

The aim of this assessment was to help our childcare providers and play services to think about how they manage different aspects of their business. All organisations need to plan ahead and completing this assessment was a good way of making sure that they are reflecting on all areas of their business. It has helped us to identify areas of opportunities and strengths and provide a focused service to our providers. Here are some collective key results from the Cwlwm partnership¹ based on those providers that took part across Wales.

Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Vale of Glamorgan%	Vale of Glamorgan %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	66	121
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminder	Sole Trader/Childminder	38	60
Limited Company	Limited Company	9	5
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	3	11
Company Limited by Guarantee	Company Limited by Guarantee	5	2
Partnership	Partnership	12	7
	Employed (Nannies Only)		0
	Charitable Incorporated Association		7
	Other		7
Charity	Providers who are also registered as a charity	33	10
LEGAL REGULATION			
Providers registered with CSSIW		94	98
Providers registered with Environmental Health		77	93
Providers who comply with the Allergen Information for Loose Food		68	90
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		45	76
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	20	20
Providers making a surplus- income greater than outgoings		45	62
Business very dependent on sustainability grants, or other similar grants to survive		27	19
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		36	44
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		71	52
Are annual appraisals completed for all staff		80	56
SAFEGUARDING			
All DBS checks completed and up to date		82	98
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	91	84
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	55	
	Word of mouth		90
	Leaflets in schools		38
	Leaflets at community venues		40
	Website		27
	Social Media		40
	Other		16
Providers who have a website	Providers who have the following to market the childcare setting	44	
Providers who use Facebook	Facebook Business Page	47	42
	Business Twitter Account		10
	Business Pinterest Account		0
	Other business Social Media		7
	No Social Media		45
Providers who believe that IT skills are a barrier in marketing/promoting their setting		12	15

COMMENTS

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Cwlwm National Figures via County			
Assessment Survey Year		2015-16	2016-17
% based on total number of responses		Wrexham%	Wrexham %
Total number of responses	Certain questions changed within the Business Assessment survey for 16-17 to enable a better understanding of the questions by providers	93	99
LEGAL STRUCTURE			
Breakdown of providers who are:	Breakdown of providers who are:		
Sole Trader/Childminer	Sole Trader/Childminder	4	25
Limited Company	Limited Company	5	5
Unincorporated business (Voluntary Management Committee)	Unincorporated business (Voluntary Management Committee)	48	37
Company Limited by Guarantee	Company Limited by Guarantee	3	6
Partnership	Partnership	1	4
	Employed (Nannies Only)		0
	Charitable Incorporated Association		20
	Other		5
Charity	Providers who are also registered as a charity	42	26
LEGAL REGULATION			
Providers registered with CSSIW		84	99
Providers registered with Environmental Health		55	75
Providers who comply with the Allergen Information for Loose Food		62	89
Providers who understand their duty to register with the Information Commissioner Office (ICO), under the terms of the Data Protection Act 1984		38	64
FINANCES			

Providers with outstanding fees	Providers with long term outstanding fees (i.e overdue fees more than 4 weeks)	48	26
Providers making a surplus- income greater than outgoings		55	68
Business very dependent on sustainability grants, or other similar grants to survive		20	21
QUALITY ASSURANCE			
Do you have or are you working towards a recognised Quality Assurance Scheme		13	17
RECRUITMENT,STAFFING AND MANAGEMENT			
Do you have an effective recruitment process		88	71
Are annual appraisals completed for all staff		84	72
SAFEGUARDING			
All DBS checks completed and up to date		96	99
All practitioners attend safeguarding training	Practitioners who have attended safeguarding training within the last 3 years	91	89
MARKETING/PROMOTION			
Providers who actively promote their services to attract customers/parents	How providers actively market services to continually attract customers/parents	67	
	Word of mouth		86
	Leaflets in schools		44
	Leaflets at community venues		31
	Website		31
	Social Media		28
	Other		28
Providers who have a website	Providers who have the following to market the childcare setting	32	
Providers who use Facebook	Facebook Business Page	37	54
	Business Twitter Account		8
	Business Pinterest Account		0
	Other business Social Media		8
	No Social Media		39
Providers who believe that IT skills are a barrier in marketing/promoting their setting		29	7

COMMENTS

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