

# Childcare Business

# Support And Training



Your pathway to success!

**Welcome to our Autumn newsletter.**

**How did it get to September again?**

**Is this year flying for yourselves as quickly as it is for us?**

**The last few months have been very busy with supporting settings to register with CSSIW and undertaking notifications of change or variations. Good luck to all the new Settings opening their doors for the first time.**

**We are excited to have developed a new evening training for the Autumn on the Responsibilities of being and RI—see inside for more details. We also have our next Train and Gain in October—would be lovely to see lots of new faces again.**

**Need us to develop anything new in the Autumn? Let us know and we will see what we can do.**

## What's Inside:

**Responsible Individual**

**Train and Gain**

**Grants**

**Prevent Duty**

**Welsh Language 'Active Offer'**

## In our next edition!

- ⇒ **Funding for Qualifications and What We Offer**
- ⇒ **Your Questions and Answers**
- ⇒ **Feedback from Train and Gain**



**Cymryd Rhan**  
Taking Part

**Cymryd Rhan  
Wellfield House  
Temple Street  
Llandrindod Wells  
Powys  
LD1 5HG**

**01597 828050**

**extension 1230 or 1231**

**Lynne Jones**

**Lynne.Jones@cymryd-rhan.org**

**Nia Wilson**

**Nia.Wilson@cymryd-rhan.org**

**Jenna Hughes**

**Jenna.Hughes@cymryd-rhan.org**

**India Morgan**

**India.Morgan@cymryd-rhan.org**



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news**

## Lunch out- Team Photo

From left to right:  
Alison Ellis,  
Alison Davies,  
India Morgan,  
Lynne Jones,  
Jenna Hughes  
Nia Wilson



## latest news

2019 Qualification changes– Health and Social care, and Childcare qualifications are being changed. It will mean the current list of 243 will be cut down to just 20 qualifications. This won't affect people that are already qualified only new learners for 2019. When we know more, we'll let you know.

Training– New funding will be announced in October for childcare qualifications. We don't know the criteria for eligibility yet, but if you are interested please get in touch. More information will be sent out closer to the time.

## Meet our Team...



Hi, I'm Alison Ellis and I've been employed as a Senior QCF Assessor and IQA with Cymryd Rhan since April 2017. I'm a mother of 2 children (well, adults now!!) - Ffion who is 21 and Isaac who is 18. I really like cooking and would describe myself as a bit of a "foodie" as I love trying out new places to eat and different foods from all over the world. My favourite type of food is Thai cuisine but I love all sorts of things really and I am always watching cookery type programmes on TV. I love "Come Dine with Me", "Masterchef" and "The Big Family Cookdown".

I'm also really into cars, believe it or not, and took my Advanced Driving Test 14 years ago. I like Audi cars and am on my third one now – once you've had an Audi you don't go back, they say!

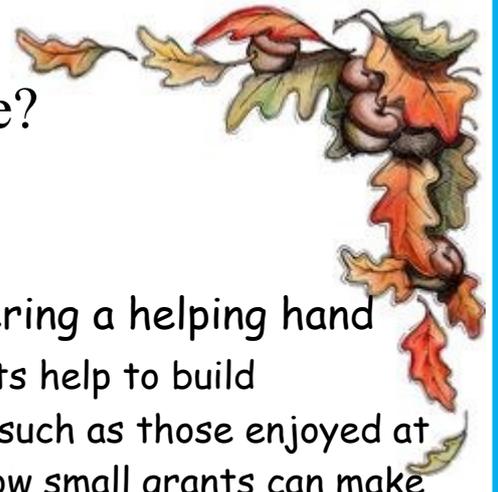
I've travelled quite a bit – even though I'm really not keen on flying! Last year I went to South Africa to see my daughter who was volunteering in a school there and this year I went on a nice break to Lanzarote in May. I'm intending on going skiing in January with a group of friends and I have a trip to Grenada in Spain planned with some old school friends in March as we all celebrate a BIG birthday this year!

In my spare time and at weekends I like walking. Myself and my partner try to venture out on a walk (usually around 6 or 7 miles) pretty much every weekend. I love visiting the Welsh coast to do some walking where I get views of the sea and the mountains at the same time.

I'm a huge fan of Welsh rugby and go to most of the Autumn Internationals and the Six Nations games every year – it's quite an expensive hobby!!

I was brought up in Mid Wales and after having lived in Worcester and Surrey I returned "home" some years ago and have lived and worked here ever since.

## Grants– What's out there?



Greggs- Local Community Projects Fund- Offering a helping hand to community organisations. Local Community Projects help to build resilience within a local community. Trips and activities, such as those enjoyed at Pegasus Playscheme (pictured), are great examples of how small grants can make a real difference to local communities. [www.greggsfoundation.org.uk](http://www.greggsfoundation.org.uk)



Greggs- Improving lives by improving the environment- The Environmental Grants Programme award grants of up to £2,000 to help organisations improve their local environment. Organisations are about to apply once per calendar year. They are interested in projects that improve the physical environment in a way that will improve people's lives. This can include purchase of equipment, sessional salary costs, purchase of trees/plants, small capital projects and learning activities. We are also interested in new approaches and innovative ideas as well as sustainable approaches to supporting your local environment.

[www.greggsfoundation.org.uk](http://www.greggsfoundation.org.uk)

Finding grants for settings can be difficult– if you see something that may be eligible for settings please let us know!



## Prevent Duty: What does it mean for you?

From 1 July 2015 the Prevent duty became law in England and Wales.

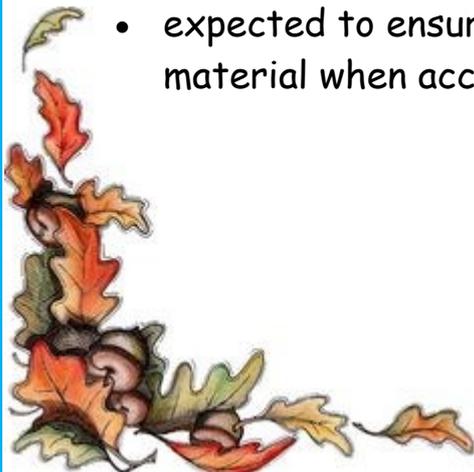
This is a duty on **all schools and registered early years providers** to have due regard to preventing people being drawn into terrorism.

In order to protect children in your care, you must be alert to any reason for concern in the child's life at home or elsewhere. This includes awareness of the expression of extremist views.

This guidance specifically relates to the duty under the Counter-Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism. In particular, paragraphs 57 - 76 in relation to childcare providers. The government has defined extremism in the Prevent strategy as:  
*"vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs."*

Childcare and early years providers subject to the Prevent duty will be expected to demonstrate activity in the following areas:

- assessing the risk of children being drawn into terrorism.
- demonstrate that they are protecting children and young people from being drawn into terrorism by having robust safeguarding policies.
- ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
- make sure that staff (if applicable) have training that gives them the knowledge and confidence to identify children at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism
- expected to ensure children are safe from terrorist and extremist material when accessing the internet



## What are British values?



British values are a set of four values introduced to help keep children safe and promote their welfare - as is the duty of all providers registered with CSSIW; specifically to counter extremism. Below are the values with some practice based suggestions for how this could be embedded into your practice;

- **Democracy:** making decisions together, for example giving opportunities to develop enquiring minds in an atmosphere where questions are valued.
- **Rule of law:** understanding rules matter in line with children's Personal Social and Emotional development and Well-Being. For example collaborating with children to create rules and codes of behaviour.
- **Individual liberty:** freedom for all, for example reflecting on their differences and understanding we are free to have different opinions.
- **Mutual respect and tolerance:** treat others as you want to be treated, for example sharing and respecting other's opinions.

## What does this mean in practice?

As a childcare and early years provider you have a critical part to play. Early years providers serve arguably the most vulnerable and impressionable members of society. In Wales the National Minimum Standards for Regulated Childcare places clear duties on providers to keep children safe and promote their welfare.

Standard 20.5 states 'Any persons working and looking after children are aware of safeguarding and child protection issues'

This fits with the Wellbeing theme within the new CSSIW inspection framework to be implemented from April 2016, which measures the extent to which children feel safe.

**Free training available:** [www.elearning.prevent.homeoffice.gov.uk/](http://www.elearning.prevent.homeoffice.gov.uk/)  
or [www.educateagainsthate.com](http://www.educateagainsthate.com)

**More information can be found on**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/445977/3799 Revised Prevent Duty Guidance England Wales V2-Interactive.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445977/3799_Revised_Prevent_Duty_Guidance_England_Wales_V2-Interactive.pdf)

## What is a Responsible Individual?

'A Responsible Individual is responsible for the supervision of day care. In relation to a body corporate, the Responsible Individual must be a director, manager, secretary or other officer of that organisation. In relation to an unincorporated association, the Responsible Individual must be an officer or member of that organisations governing body' CSSIW Website 2017

### **Responsibilities**

RIs will ensure the quality of the service. They are accountable for:

Monitoring and maintaining quality of service within the provision

Appointment of a suitable and fit Person in Charge and other staff, ensure all staff have recognised qualifications as set out by the Social Care Wales

Ensuring regular Supervision and annual appraisals of staff are carried out

Ensuring all relevant records of children and staff are kept up to date and stored securely

Ensuring all staff attend mandatory and non mandatory training

Ensure the provision runs smoothly to meet its objectives set out within its Statement of Purpose and policies and procedures

Ensuring the service is compliant with the National Minimum Standards and the Childminding and Day care Regulations 2010 at all times

Ensure CSSIW are informed of any relevant changes or events

Ensuring that the provision keep up to date knowledge and understanding of day care regulations

Completion of the SASS and Quality of Care Report



### **Useful information**

CSSIW National Minimum Standards

<http://cssiw.org.uk/docs/cssiw/publications/160411regchildcareen.pdf>

Childminding and Daycare (Wales) Regulations 2010

<http://www.legislation.gov.uk/wsi/2010/2574/contents/made>

Social Care Wales – List of recognised Qualifications

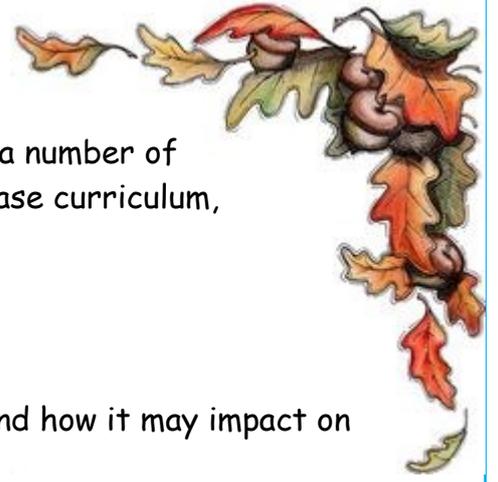
[https://socialcare.wales/cms\\_assets/file-uploads/List-of-required-qualifications-to-work-within-early-years-and-childcare-sector-in-Wales.pdf](https://socialcare.wales/cms_assets/file-uploads/List-of-required-qualifications-to-work-within-early-years-and-childcare-sector-in-Wales.pdf)

Recently taken on the role?

Not entirely sure what you should be doing?

Please see page 10 for information on training for Responsible Individuals

## Change in Childcare Settings



Change is inevitable and, for some of you, you are experiencing a number of changes - new staff, new Settings, taking on the Foundation Phase curriculum, expansion, more training, etc.

How do you deal with this as a Setting?

Here are some top tips that you may find useful:-

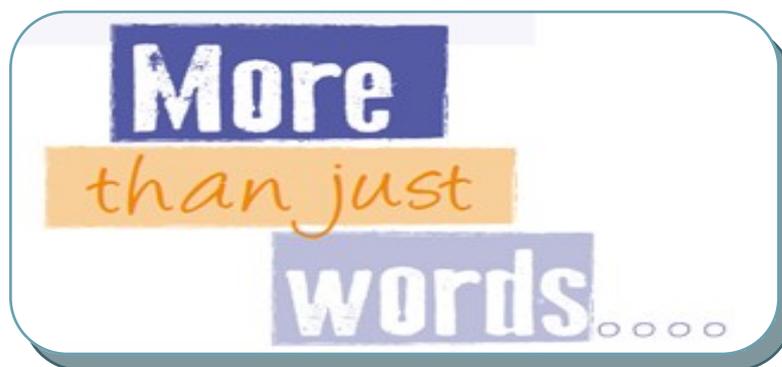
- Communicate clearly with all staff what the changes are and how it may impact on them and the setting;
- Develop a positive team attitude to change by communicating it as an opportunity to improve practice, job satisfaction and quality;
- Help staff to understand the role and importance of change in ensuring the setting survives and develops;
- Ensure that everyone is aware of the factors that have necessitated the changes to the way you operate;
- Deal with resistance to change by allowing staff the opportunities to express their anxieties and frustrations;
- Encourage staff to come up with solutions to their anxieties and frustrations and enable joint decision making;
- Convey confidence in individuals and change and allow them to take responsibility in implementing change;
- Manage any conflict early and efficiently - it is easy for one person's negativity to have a dramatic affect on the whole team;
- Anticipate and plan for disruptions to your services and routines (e.g. reporting requirement changes, CSSIW requirements or building works);
- Involve staff in developing a change management plan (i.e. a plan of what needs to be done when and by who);
- Review your plan at regular Team Meetings.

Constant change is the reality of working in childcare now and in the foreseeable future. It is common for staff to feel stressed and anxious in response to change and they deal with the competing challenges of supporting parents, children and their colleagues. By taking a positive attitude, developing strategies for preparing and managing change, services can improve greatly for children and their families.

Does your setting feel it needs some help with this?

Give us a call and we are happy to visit.

Alternatively, we have two training courses (FREE for childcare settings in Powys) - Planning for the Future (which looks at up and coming changes and what you need to put in place to deal with this) and Coping With Change (this can be delivered as a taster session, half day or full day training and looks at some strategies to specifically deal with change).



## Welsh Language 'Active Offer' - More than just words.....

**Did you know as a setting operating in Wales you have a responsibility to your children and their families to deliver the 'Active offer'???**

### **So, what is an 'Active Offer' ??**

An 'Active Offer' simply means providing a service in Welsh without someone having to ask for it. The Welsh language should be as visible as the English language.

It means creating a change in culture that takes the responsibility off the service user to ask for a service through the medium of Welsh.

Providing a service that is service user-centred is fundamental to the 'Active Offer'. What this means in practice is providing a tailor-made service that enables the individual to be assured that he/she is in control and fully understands the services being offered.

Making an 'Active Offer' means not making assumptions that all Welsh speakers speak English anyway! It ensures Welsh-speaking service users are treated with dignity and respect by asking them what their preferred language is and acting on it.

What is needed is a proactive approach that ensures language need is identified as an integral part of safe high-quality service provision.

Making an 'Active Offer' is also about creating the right environment where service users feel empowered and confident that their needs will be met.

CSSIW are working closely with the Welsh Assembly Government to support the implementation of the Strategic Framework for Promoting the Welsh Language in Health, Social Services and Social Care. CSSIW will include the aims of the strategic framework as they develop new inspection methodologies, processes and reports. As part of their inspections they will look at and report if an 'Active Offer' is made to people using services.

Examples of a service that provides an 'Active offer':

- The key worker system ensures 'named' staff members are 'matched' to children and adults who are Welsh-speaking
- Signage in the service helps to orientate Welsh-speaking users
- Greeting service users through the medium of Welsh either in person or by phone
- Welsh language books, newspapers and other resources are, or can be made, available for children and adults who speak Welsh.

### **Frequently asked questions....?**

**Q:** What if I don't have anyone who can provide a Welsh language service, what do I do then?

**A:** Firstly, you must find out if anyone is able to provide a Welsh service or not by conducting a small exercise to collect data about your staff's skills. If you do find that none of your staff are able to speak Welsh fluently, remember that we all have a part to play in delivering the 'Active Offer'.

Simple day-to-day Welsh language phrases can be introduced to be used with service users/ residents. Any attempt to make the individual feel at ease will be appreciated by them. There are also a number of Welsh language resources available to you free of charge: like the Pocket Book for Students included in this pack.

**Q:** If I don't have anyone who needs a Welsh language service, do I still have to spend money and time on it?

**A:** If you look at the maps provided earlier in this pack, you will see that there are Welsh speakers all over Wales. Try and plan your services accordingly and you will be surprised how many people actually do need your services in Welsh.

**Q:** I know I have to provide information in Welsh to my customers, but can the Welsh Government help me with the cost?

**A:** Information to customers is crucial in order for them to make a clear judgement on what they need from your services. The Welsh Government would ask you to consider how you provide information in other languages, and by doing so, ask why you cannot think of doing the same in Welsh. However, we can provide you with information on translation services. A list of translators for various translation jobs can be found at <http://www.cyfieithwyrwymru.org.uk/>

**Q:** What are the simple things I can do to encourage my staff to use the Welsh language?

**A:** 'More than just words....' is focused on the use of everyday, conversational Welsh. Why not introduce a Welsh language noticeboard to your area which provides up-to-date information and relevant links for staff. For example, you could introduce a 'Welsh word of the day'.

**Q:** I have some Welsh-speaking staff who could translate some material for me but they're not confident in their Welsh writing skills. What can I do about this?

**A:** Welsh language translation is a specialist skill and as such, staff should not be asked to provide written translations. However, did you know that the Welsh Language Commissioner's office offers a free Welsh proof-reading service to small and medium-sized businesses, as well as to third sector organisations and charities up to 1000 words? For more information, go to: <http://www.comisiynyddygyrraeg.org/English/Assistance/Pages/Proofreadingservice.aspx> 20 no less favourably than the English language

**Q:** I work in a predominantly English-speaking area, why should I care about the 'Active Offer'?

**A:** Did you know that the biggest increase in the use of the Welsh language, as stated in the most recent census, was in the areas predominantly seen as having fewer Welsh speakers? Cardiff had the biggest increase in Welsh speakers. Just as you would offer other language opportunities, the Welsh language in Wales should be visible to all service users. Legislation in Wales (Welsh Language (Wales) Measure 2011) states that the Welsh language should be treated:



For further information please visit  
[www.gov.wales](http://www.gov.wales)

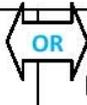
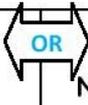
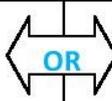
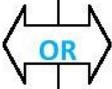
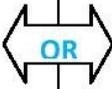


# Train & Gain with Childcare Business Support

Saturday 7<sup>th</sup> October 2017

To be held at: **Carno Community Centre** - Carno, Caersws, Powys, SY17 5LH

9.30am - 4.30pm (Lunch to be provided)

PROGRAMME	
9:30 am	Coffee & Registration
9:45 am	Introduction
10:00 - 11:30am	<i>Back to Basics!</i>
	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">Action Planning</div> <div style="text-align: center;">  </div> <div style="text-align: center;">Roles of the RI</div> <div style="text-align: center;">  </div> <div style="text-align: center;">Knowing your National Minimum Standards</div> </div>
11:30 - 12:30am	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">Finances</div> <div style="text-align: center;">  </div> <div style="text-align: center;">Supervisions</div> </div>
12:30 - 1:30pm	Lunch & Networking
1:30 - 2:30pm	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">Coaching and Mentoring</div> <div style="text-align: center;">  </div> <div style="text-align: center;">Risk taking And Resilience</div> </div>
2:30 - 3:30pm	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">Reflective practise</div> <div style="text-align: center;">  </div> <div style="text-align: center;">Let's get messy!</div> </div>
3:30pm	Evaluations & Collection of Certificates

To book your place at the event and into workshops please fill in the booking form and email or phone

[India.Morgan@cymryd-rhan.org](mailto:India.Morgan@cymryd-rhan.org)

01597 828 050

Stating any dietary requirements



Name ..... Dietary requirements .....

Setting..... Phone ..... Email .....

**WORKSHOPS OF THE DAY**

	Workshops	Details	Please tick (✓)
<b>Workshop 1</b> <b>(please choose one)</b>	Finances	An introduction on accountancy in your business, tax returns and what is eligible expenditure to put against your tax returns. Question time with Glyn!	
	Supervisions	Calling all supervisors and supervisees! What is supervision and what are the benefits for supervisor and supervisee? Find out in this introduction with Lynne	
<b>Workshop 2</b> <b>(Please choose one)</b>	Coaching and Mentoring	Want to know how to get the best out of your team? Come along to find out how to use coaching and mentoring techniques with Lynne and India	
	Risk Taking and Resilience	Bubble wrap and bandages? How you can help children take risks and build up their resilience with Nia and Jenna	
<b>Workshop 3</b> <b>(please choose one)</b>	Reflective Practice	Do you make the most of what you and your staff can already do? Reflect and learn about techniques with Lynne	
	Let's Get Messy!	Making a mess and having fun with India and Jenna How you can encourage, enjoy and incorporate more messy play into your setting	

Please return one fully completed form per person to book your places on workshops to:  
 Cymryd Rhan, Wellfield House, Temple Street, Llandrindod Wells, LD1 5HG or email [India.Morgan@cymryd-rhan.org](mailto:India.Morgan@cymryd-rhan.org)



### **Owl Toast**

#### **Ingredients**

Slice of bread – any variety  
 Jam / Peanut Butter / Chocolate Spread  
 Strawberries  
 Apple  
 Kiwi  
 Banana  
 Blueberries  
 Cheese  
 Cheerio's cut in half

#### **Method**

Toast the bread  
 Spread with topping  
 Chop the banana's  
 Slice the Kiwi, Strawberries and any other suitable fruit  
 Add bananas as eyes with blueberries for pupils  
 Add strawberries or Kiwis for arms  
 Add Cheese cut into triangles for ears.  
 Add Cheerio's for feathers.

### **Crumpet Pizzas**

#### **Ingredients**

Crumpets  
 Tomato puree  
 Grated Cheese  
 Ham cut into small pieces  
 Pineapple cut into small chunks

#### **Method**

Cook the crumpets as normal in the toaster  
 Spread with tomato puree  
 Cover with ham and pineapple  
 Add the cheese  
 Grill until the cheese has melted

## **Fun Snack Time Ideas**





### **Traffic Light Lollypops**

#### **Ingredients**

1/2 small watermelon  
90g caster sugar  
3 large ripe peaches, peeled  
5 large ripe kiwi fruit, peeled  
3tbsp water



#### **Method**

For the red layer, remove the melon seeds. Puree the flesh with 30g of the sugar in a blender. Pour into the ice lolly molds so they are all 1/3 full. Freeze for 1 ½ hours.

For the yellow layer, blend the peaches with 30g of the sugar. Pour onto the frozen red puree so the molds are now 2/3 full. Freeze again until solid.

For the green, blend the kiwi fruit with the water and 30g sugar. Sieve the puree to remove the seeds. Fill the lolly molds. Add the sticks and freeze.

### **Banand Tree and Melon Giraffe**

#### **Ingredients**

Banana for tree  
Kiwi for branches and floor  
Melon for giraffe  
Red Currants for berries on trees



## Ratios and Sustainability

The maximum number of children for whom a child minder may care is as follows:

- Ten children up to 12 years of age.
- Of those ten children, no more than six may be under 8 years of age.
- Of those six, no more than three may be under 5 years of age.
- Of those three children, normally no more than two may be under 18 months of age, although exceptions can be made for siblings.

In day care the minimum staffing ratios are:

- One adult to three children under 2 years.
- One adult to four children aged 2 years.
- One adult to eight children aged 3 - 7 years.
- One adult to ten children aged 8 – 11 years.

When there is a 1:1 staff member– they must not be taken into account when working out the ratios in the setting.

In full day care settings registered for 20 or more children, the manager should not be included in any calculation of adult:child ratios. For settings registered for less than 20 children, there is no expectation for the manager to be supernumerary and therefore, the manager may be included in the adult: child ratio calculations.

Sessional Care can be registered for 20 or more children but do not need a supernumerary. But do still need to follow the minimum staffing ratios that are set out for day care settings.

With the new age change of admission into schools it can be difficult to plan ahead with regards to numbers, staffing and sustainability.

We can support you to create a cashflow so that you can see the future sustainability of your provision. Unsure about finances and the accountancy side of your business please ask and we can find answers for you!

**If you need any support at all please get in touch**



## Qualifications



We often get asked whether a staff member, or a potential staff member has a qualification that is suitable and acceptable to work in a childcare setting.

Social Care Wales publish the definitive guide to which qualifications are needed for working in different settings (e.g. Childminders, Foundation Phase) – you can access this at <https://socialcare.wales/learning-and-development/qualifications> .

If the qualification is not listed then it is not a recognised qualification to work in childcare.

If you need to obtain your QCF at Level 2, 3 or 5 then please feel free to get in touch with us for more information on these course – we deliver the full range, including the Top Up to Playwork qualification (for those with a recognised Level 3 that are working within an Out of School Club or Holiday Club). Details of recognised qualifications in Playwork can be found through Skills Active - <http://www.skillsactive.com/country/wales/list-of-required-qualifications-for-wales-playwork>

There are also planned changes to the Childcare qualification in Wales. The first change comes about in September this year, where the CYPOP5 qualification (for individuals wanting to become childminders). This will now be a two unit qualification – it currently is one unit – and will cover additional areas such as business plans and becoming registered as self-employed.

The Skills Council are also reviewing all qualifications in Childcare and Health and Social Care. They are looking to make arrangements for the development of a **new suite of qualifications for learners in Wales**, with a target date for first teaching of September 2019. Early indications show that the qualifications will be more linked, have less jargon and will be more directly related to job roles. Also, indications are that a Level 4 qualification will also be re-introduced.

We will let you know more when we know more, but if you want to take a full look at their latest report then please use this link -

<http://qualificationswales.org/media/1904/hsc-report-2016-e.pdf>

**If you have any questions at all with regard to qualifications or training please get in touch.**

## National Awareness....



**4th October—National World Animal Day**  
To raise the status of animals in order to improve welfare standards around the globe. Building the celebration of World Animal Day unites the animal welfare movement, mobilising it into a global force to make the world a better place for all animals. It's celebrated in different ways in every country, irrespective of nationality, religion, faith or political ideology.



## World Space Week

The largest public space event on Earth

4th -10th October-  
World Space Week

A great chance to excite children and young people about science, technology, engineering, and math. A great excuse to experiment with different materials!

ParentingNI

**Parents' Week 2017**  
23rd - 27th Oct

Help your child to reach their full potential

Every  
child is  
a STAR

**Parents Week- 17th -  
23rd October**

Parents' Week aims to highlight the important role parents play in their children's lives. The week also focuses on the need for support for parents. We know that when parents are supported, outcomes for children and young people improve. A great opportunity to invite parents, carers, relative into your setting.

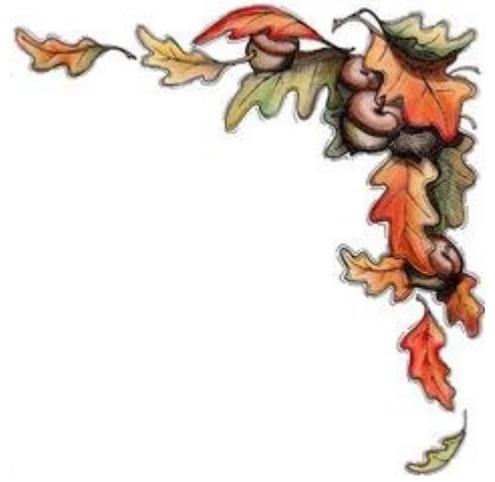


## **Baking Week- 17th - 23rd October**

[www.nationalbakingweek.co.uk](http://www.nationalbakingweek.co.uk)

National Baking Week is all about getting Britain baking. Now in its 3rd year, National Baking Week is bigger than ever! Research has shown that people want a connection to a charity for all money raised to be donated to so this year National Baking Week has teamed up with the Great Ormond Street Hospital.

# **Useful Contact Details**



## **Action for Children**

[https://  
www.actionforchildren.org.uk/](https://www.actionforchildren.org.uk/)

## **Family Information Service**

[www.tinyurl.com/walesfis](http://www.tinyurl.com/walesfis)  
0300 123 7777

## **Gov.uk**

[www.gov.uk](http://www.gov.uk)

## **WCVA**

[www.wcva.org.uk](http://www.wcva.org.uk)  
0800 0 197 391

## **Department for Work and Pensions**

[www.dwp.gov.uk](http://www.dwp.gov.uk)

## **Care Council for Wales**

[www.ccwales.org.uk](http://www.ccwales.org.uk)  
0300 30 33 444

## **ACAS**

[www.acas.org.uk](http://www.acas.org.uk)  
08457 47 47 47

## **Powys Training Unit**

[www.powys.gov.uk/en/  
training/training-learning-  
development/childcare-  
providers-training/](http://www.powys.gov.uk/en/training/training-learning-development/childcare-providers-training/)  
01597827507

## **Information**

### **Commissioner's Office (ICO)**

[www.ico.gov.uk](http://www.ico.gov.uk)  
0303 123 1113 or 01625  
545745

## **Charity Commission**

[www.charity-  
commission.gov.uk](http://www.charity-commission.gov.uk)  
0845 300 0218

## **CSSIW**

[www.cssiw.org.uk](http://www.cssiw.org.uk)  
03007900126