

**I am pleased to introduce “Choosing Childcare in Wales”. This booklet is aimed at providing you with information and advice that will help inform your decisions when choosing childcare options most suitable for your child.**

We know that many parents will need or want to entrust their children to others so that they can work or study. In this situation, Government has a role in ensuring the childcare parents choose to use is safe and provides the best possible development for their children. This booklet explains how you can choose childcare that is registered and inspected by the Care Standards inspectorate for Wales (CSIW). The Assembly Government works to ensure that childcare is of good quality, but also available locally and at an affordable price.

The Assembly Government has supported the introduction of staffed and computerised Children’s Information Services (CIS) in each Local Authority in Wales. These provide up to date information on childcare within the Authority, as well as a wide body of information and advice relevant to support families more generally. We have made such services a statutory requirement. If you have any questions about choosing childcare locally you can get in touch with your Children’s Information Service.

It is important that each child has the best possible start in life and this booklet will provide guidance to help you make your decision.



Jane Davidson

A handwritten signature in black ink that reads "Jane Davidson". The signature is written in a cursive, flowing style.

Minister for Education,  
Lifelong Learning and Skills.

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by the  
minister for  
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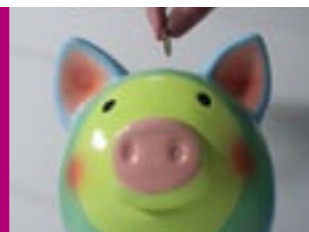
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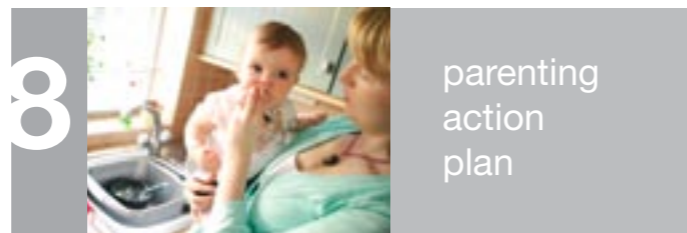
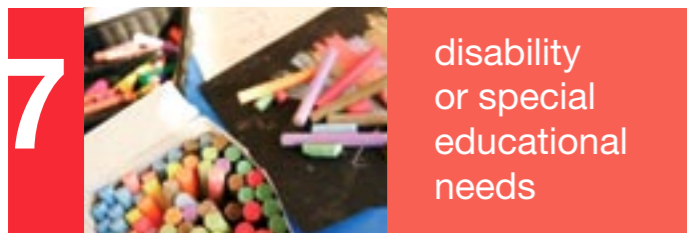
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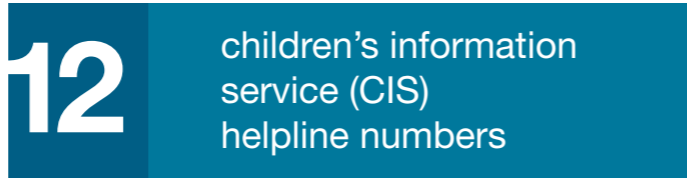
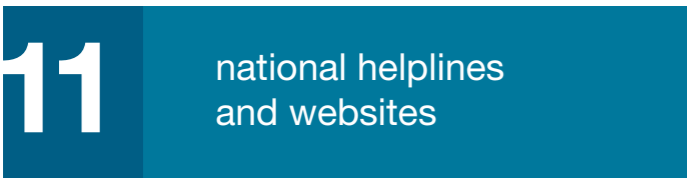
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- Care Standards Inspectorate for Wales (CSIW)
- Estyn



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## quick guide



Finding suitable childcare is a challenge for many families, so we have produced this guide to help you choose what is right for you. The guide explains the different types of childcare available and tells you about:

- Children's Information Services (CIS) and how to find them
- Questions to ask when looking for childcare
- Financial help for childcare and how to apply
- Registered childcare options
- Childcare options which may not be registered
- Childcare standards Care Standards Inspectorate for Wales (CSIW) and Estyn
- Help for children with disabilities or Special Educational Needs

We also tell you about Job Centre Plus and the Parenting Action Plan. Some of you may have heard of "work life balance", so we talk about that and some of the help you may be entitled to, such as parental leave from work.

### Useful Contact Details

Finally, at the back of the guide, you will find 2 sections of useful contact phone numbers and websites. The first section lists Government, voluntary and national organisations, such as charities like Contact a Family. The second lists all 22 local Children's Information Services offices in Wales, from Anglesey in the north to the Vale of Glamorgan in the south.

# children's information services (CIS)

The 22 Children's Information Services (CIS) offices across Wales provide up-to-date information on childcare and children's services. They are the starting point for finding out what kind of childcare will best suit your family.

You can either phone or visit your local CIS to talk to people who can explain what childcare and children's services are available in your area.

You will find a list of Children's Information Services (CIS) at the back of this guide, complete with addresses, phone numbers and websites. Every Local Authority in Wales has set up a CIS, so there will be one in your area.

As well as helping you directly, your local CIS can also signpost you to other agencies and organisations. These may be able to offer further help and support to parents, carers and other professionals.



# 2

## how to choose a childcare service

Firstly, visit as many childcare providers as possible before deciding which one is best for you and your child and check that they are registered. Secondly, to help you decide, we have prepared the following list of questions. These are things which other people have found it helpful to ask when looking for a childcare service.

### Questions to ask when looking for a childcare service:



## is it welcoming?

- Are you made to feel welcome?
- How much attention does your child receive?
  - Is she/he made to feel special?
- Are the carers/staff helpful?



## is it a stimulating place for children to be?

- Are there visible signs that children are having a stimulating and enjoyable time, for example pictures on the wall, happy faces, etc?
- What programme of activities is offered?
  - Is there variety and stimulation?
  - Are activities challenging and interesting?
- Are girls and boys encouraged to take part in all activities and encouraged to use all equipment?
- Will my child have stories?
  - Are there books to look at?

## what facilities does it have?

- Are there lots of suitable toys and play equipment?
- Is there access to an outdoor play area?
- What use is made of television or computer games?
- What about meals?
  - If my child has special dietary needs can these be catered for?



## is it caring?

- Is the facility flexible about a settling in period for my child?
  - Can I stay with my child to help her/him settle?
- Will I have an opportunity to find out how my child is settling and progressing?
  - Are there any systematic ways of doing this?
- Will my child be given quiet time by him/herself if needed?
- Are there flexible rest periods?
- What procedures are there for emergency medical treatment and first aid?
- What about toilet training and what if my child has an accident?

## what about the staff?

- What qualifications do the carers/staff have? (For settings that are registered with the Care Standards Inspectorate for Wales (CSIW) there are specific requirements on the level of qualifications staff should have.)
- Are carers/staff offered ongoing training?
- Do carers/staff get involved in the children's activities?
- How do staff talk to the children e.g. do they show patience and consideration?
- How do staff encourage good behaviour?
- When considering childminders, ask to see their portfolio and references.

## other questions:

- How is the day structured?
- Are there trips and outings?
- What are the arrangements for booking?
- Can my child bring things from home to help him/her settle?
- What are the access and parking facilities?
- How much will the childcare cost?
  - What will the cost cover e.g. outings, food, care during holidays etc?

Finally, once you have found a childcare service you are happy with, try to have a settling in period with a few short visits for your child and yourself. This will help you both feel more confident and at ease.

# 3

## financial help with childcare costs

Childcare may seem costly, but before you decide you cannot afford it, remember that most families are entitled to financial help.

This help includes:

- 1) child tax credit
- 2) working tax credit
- 3) childcare element of working tax credit
- 4) assisted places and helping hands schemes
- 5) free part-time education for all 3 and 4 year olds
- 6) childcare vouchers from some employers



## 1) child tax credit

Child Tax Credit supports families with children. You can claim whether or not you are in work. All families with children and with income of up to £58,000 a year (or up to £66,000 a year if there is a child under one year old) can claim the credit in the same way. Child Tax Credit is paid direct to the person who is mainly responsible for caring for the child or children. It may be used to cover your childcare costs, but it is not specifically a payment for childcare.

## 2) working tax credit

Working Tax Credit supports working people (whether employed or self employed) on low incomes by topping up their earnings. Working Tax Credit is paid to the person who is working 16 hours or more a week. Couples - if both of you are working 16 hours or more a week - must choose which one of you will receive it. You cannot receive Working Tax Credit if you are not working.

**(Section 9 of this guide has more information on Jobcentre Plus and working tax credit).**

## 3) childcare element of working tax credit

With the Childcare Element of Working Tax Credit you may be able to get extra help with the costs of registered or approved childcare. From April 2006 the share of costs met in the childcare element of the working tax credit increased to 80%, subject to maximum costs of £175 for 1 child and £300 for 2 or more children. Child Tax Credit and Working Tax Credit do not affect **Child Benefit** payments, which are paid separately. For more information contact the Inland Revenue and Tax Credit Helpline on **0845 300 3900**.

## 4) assisted places and helping hands schemes

Some of these schemes provide extra money to childcare providers and/or families on low income or specific benefits so that they can afford quality childcare. Some of these schemes enable providers to offer a fully inclusive service for all children regardless of needs. For details of schemes within your area contact your local CIS.

## 5) free part-time early education places

In addition, remember that all 3 and 4 year olds in Wales are entitled to free part-time early education places.

## 6) childcare vouchers

Finally, some employers may support employees by providing them with childcare vouchers.



# 4

## types of registered childcare

Childcare services can be divided into 2 groups – ones which have to register and ones which do not have to register.

Registered services include:

- 1) registered childminders
- 2) day nurseries
- 3) play schemes
- 4) play group plus
- 5) play groups
- 6) part time education
- 7) out of school childcare clubs



# 1) registered childminders

Registered childminders are day care providers who work in their own homes caring for children. They are based in the community, which means that children can go to local playgroups / cylchoedd meithrin, parent & toddler groups, clubs or visit friends.

## Responsibilities & Registration

Childminders are responsible for your child's safety as well as their emotional and physical development. They should provide a mix of play and learning experiences inside and outside the home. All childminders must be registered and inspected by the Care Standards Inspectorate for Wales (CSIW), who will check on their suitability, their home and everyone over the age of 16 living in the house.

Childminders must have:

- a registration certificate issued by CSIW
- a public liability insurance certificate

## Fees and Flexibility

Childminders are self-employed and set their own fee. They can offer flexible childcare, year round, full-time or part-time and outside school hours. They can look after up to 6 children of varying ages at the same time and can therefore care for brothers and sisters together.



# 2) day nurseries

Day nurseries provide registered early education and childcare for young children from birth to age 5. They usually open from early morning to early evening, Monday to Friday, all year round. They offer a caring, safe, stimulating environment either as full day care or part-time care for babies and pre-school children. Some may also provide care before and after school and in the holidays for children aged 4 to 7 and sometimes older children too.

## Day Nurseries must:

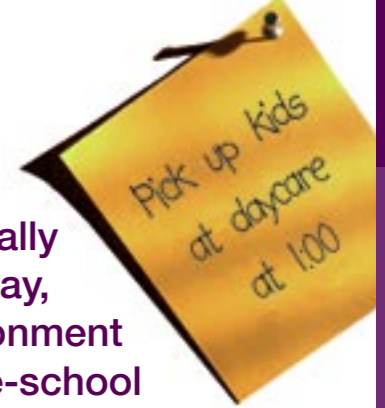
- be registered and inspected by the Care Standards Inspectorate for Wales
- hold a registration certificate issued by CSIW
- have a public liability insurance certificate
- have the appropriate food hygiene certificate

## Fees

Most nurseries are run by private or voluntary organisations and fees will vary across the country. Support with costs is available from tax credits, childcare vouchers and free part-time places for all 3 year olds.

## Food and snacks

Most day nurseries have facilities to prepare food and snacks for the children in their care. They should produce at least a 3 week menu of quality food and provide snacks appropriate to the length of day the child attends.



### 3) open access play / play schemes

Open Access Play settings may be permanent projects like adventure playgrounds, or short-term play schemes where children are free to come and go. During school holidays many local authorities organise or support play schemes which may be open access. Some local authorities also offer Saturday morning clubs and special activity days. For details of play schemes in your area, contact your Children's Information Service.

### 4) playgroup plus / cylchoedd meithrin mwy

Playgroup Plus / Cylchoedd Meithrin Mwy is offered in parts of Wales as an extension of a playgroup or Local Authority Nursery Education Classes. **It offers more day care than a traditional playgroup and may have longer sessions. Groups operate for up to 4 hours a day, with a maximum of 20 hours a week. Children may take a packed lunch.**

The same standards and registration procedures apply to Playgroup Plus/Meithrin Mwy as to Playgroups/Cylchoedd Meithrin. Playgroup Plus groups extend their own Playgroup provision or provide an extension to the hours offered by the Local Education Authority.

Like other Playgroups, the service may be based in community or church halls or schools. Cylchoedd Meithrin Mwy are Welsh language extended playgroups which enable children to become bilingual. They are supported by Mudiad Ysgolion Meithrin.

### 5) playgroups / cylchoedd meithrin

Playgroups cater for children age 2 to 5, usually for 2 to 3 hours in the morning or afternoon and mainly during term-time. They offer a safe and stimulating environment where children play, learn and socialise with each other. Playgroups are developed and supported by Wales Pre-school Playgroups Association, a registered charity. Many Playgroups offer young children an introduction to the Welsh language. Staff and volunteers are actively encouraged to develop and share their Welsh language skills. Parents and carers are active in running playgroups and often join their management committees.

Cylchoedd Meithrin are Welsh language playgroups which give children an opportunity to become bilingual (in English and Welsh). They are supported by Mudiad Ysgolion Meithrin (MYM), a national voluntary organisation. Parents do not have to speak Welsh for their children to attend Cylchoedd Meithrin.

Special Educational Needs and Disabilities The Wales Pre-school Playgroups Association (Wales PPA) and Mudiad Ysgolion Meithrin (MYM) offer information, support and training as well as referral schemes to integrate children with **special educational needs and disabilities** into local playgroups.

## 6) part-time education for children aged 3 & 4

All children have the right to a free, part-time, good quality early education place the term after their third birthday. Part-time means a minimum of 10 hours a week, for around the same number of weeks as the normal school year.

### Costs

You are not expected to contribute towards the cost of these places. If your child already attends an early education setting when she/he becomes 3, the fee will be reduced. However, you may have to pay for any services or childcare on top of the free education part-time place.

### Registration

Settings outside schools must be registered with CSIW. Places are available in reception and nursery classes in schools, day nurseries, playgroups, Cylchoedd Meithrin and childminders linked to an accredited Children Come First Network. For more information on registered facilities offering free part-time places, contact your local CIS and/or the Early Years Development and Childcare Partnership. If you want your child to go to a Welsh language setting, contact Mudiad Ysgolion Meithrin.

## 7) out of school childcare clubs

Out of school childcare clubs help parents or carers who work or attend training. They provide breakfast clubs, after school clubs, holiday clubs and wrap around play-care for school age children.

### Registration

Many schools have out of school childcare clubs, while other clubs are based in village halls, community centres and day nurseries. Children's attendance is registered and they are given a snack and a drink. Where appropriate, clubs are registered and inspected by CSIW and qualified or trained play staff supervise activities (one member of staff to every 8 children under 8 years of age).

The play environment should be stimulating and varied with a range of activities such as arts/crafts, games and physical play for children to choose from. A quiet area for reading and homework may also be available. Children are supervised until a parent or carer arrives to collect them. Sometimes a collection service may be available to take children to school from the club and take them home at the end of their day.



# 5

## types of childcare which may not be registered

The following childcare options may not be registered with the Care Standards Inspectorate for Wales (CSIW), although some choose to register:

(Please note that if you use unregistered childcare you will not be able to claim the childcare element of the Working Tax Credit.)

- 1) parent and toddler groups
- 2) au pairs
- 3) babysitters
- 4) crèches
- 5) friends and family members
- 6) nannies



## 1) parent and toddler groups / cylchoedd ti a fi

Parent and Toddler Groups cater mainly for children under 2 years. Parents/carers stay with their children, so groups do not have to register with CSIW. The sessions allow parents and children to mix with others and enjoy a variety of different activities.

Cylchoedd Ti a Fi enable parents and carers to play alongside their children and socialise in an informal Welsh setting. Non-Welsh speaking parents can learn Welsh with their children, enjoying basic stories, songs and nursery rhymes as well as simple phrases to use at home.



## 2) au pairs

Au Pairs are usually foreign students aged 17 - 27 years. They do not generally have childcare qualifications, so it is not a good idea for them to have sole charge of pre-school children. Au Pairs live as members of the family to learn English. They can work in the home for up to 5 hours per day in return for a room, an allowance and 2 full days off per week.

## 3) babysitters

Babysitters typically look after children while parents go for an evening or afternoon out. There is no legal minimum age, but the NSPCC says they should be older than 16. If you use a babysitter under 16 and the child is injured in their care, you may be held responsible. So, choose babysitters carefully and ask for references if you do not know the person well.

The leaflet 'Home Alone' advises parents looking for babysitters. It is published by the NSPCC and is available from your local Children's Information Service (CIS). If you have a local babysitting circle nearby, you can share childcare with other parents.

## 4) crèches

Crèches provide occasional care for children while their parents are shopping, playing sport or on a course for example. Parents are expected to remain on the same premises, although not necessarily in the same room. A crèche must be registered if it takes children under 8 years, runs for 2 hours or more a day and for 6 or more days a year on the same premises (even if the child attends for shorter periods).



## 5) friends and family members

Some parents are able to call on grandparents and other relatives or friends to look after their children. This often works very well, but you should think about this kind of childcare as carefully as you would about a registered facility. If anyone other than a close family member looks after your child regularly in their own home in return for money or reward, they must register as a childminder with the CSIW.

## 6) nannies

Nannies look after children in the family home. They are not currently regulated and do not have to register unless they also work for another family.

### Duties

Nannies are employed by the parent and their duties are open to negotiation. It is important to discuss what you expect from a nanny before employing one. Nannies will generally look after all aspects of a child's welfare. They may baby-sit on a regular basis, but are not likely to do housework. They may live in or come to the home daily.



# 6

## national minimum standards

Two bodies are responsible for childcare standards in Wales:

- 1) Care Standards Inspectorate for Wales (CSIW)
- 2) Estyn



## 1) Care Standards Inspectorate for Wales (CSIW)



Anyone who provides a childcare service for more than 2 hours a day for children under the age of 8 must register with the CSIW. Registered services must meet national minimum standards, as laid down by the National Assembly for Wales' regulations and the minimum standards set for each type of childcare service. The Regulations and Standards are available from the CSIW and can be accessed via the CSIW website

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

**To register with the CSIW, a childcare service must ensure that:**

- premises are safe and suitable
- staff are appropriately qualified
- staff have received health and Criminal Records Bureau (CRB) clearance and other references have been checked
- equipment and activities are appropriate for the number and ages of children
- registration is maintained by an annual CSIW inspection and a CSIW report is on display

## 2) Estyn

Estyn inspects schools, training centres, etc in Wales. It is independent of, but funded by, the National Assembly for Wales.

**As part of its job, Estyn is responsible for:**

- training and registering nursery education inspectors
- monitoring the quality of inspections and inspection reports
- taking a second look at any setting which someone else says is well below the required standard

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



**Estyn's Chief Inspector has to keep the Welsh Assembly Government informed about:**

- the quality and standard of nursery education
- the spiritual, moral, social and cultural development of children who are in nursery education.

# 7 disabilities and special educational needs

Help at hand. Your local Children's Information Service should have details of suitable childcare provision for children with disabilities and Special Educational needs in your area.

They will also have information about how to access help to cover childcare costs. Referral schemes in all parts of Wales help children with special educational needs to attend playgroups with other children of the same age.

## Accessibility and the Disability Rights Commission

All childcare providers must meet the requirements of the **Disability Discrimination Act 1995 (DDA)** and make 'reasonable adjustments' to include disabled children. They must not treat a disabled child "less favourably" because of their disability. You can phone the **Disability Rights Commission (DRC)** on **08457 622 633** for guidance on legal requirements relating to childcare providers.

## Extra financial help

Child Tax Credit can include extra money for disabled children. Working Tax Credit can include help with childcare costs. To find out what you are entitled to, contact the **Inland Revenue Tax Credit helpline** on **0845 300 3900**.

Disability Living Allowance can be claimed for a child with a severe physical or mental illness or disability if they need much more help or looking after than other children of the same age which is due to their illness. For more information contact the **Benefit Enquiry Helpline** on **0800 88 22 00**.



# 8 parenting action plan

In 2005 the Welsh Assembly Government produced its first Parenting Action Plan covering the 3 years to March 2008.

The Plan aims to:

- raise the profile of parenting among policy makers and those who provide services in Wales
- develop policies and services to support mothers, fathers and carers
- identify key actions the Welsh Assembly Government should take to support parenting in Wales



# Key actions in the Parenting Action Plan include



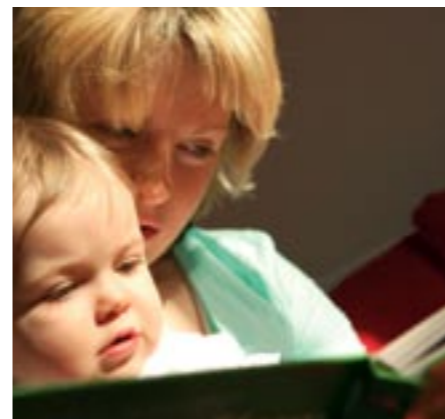
## Extra money for parent services

more money will be available to local Children and Young People's Partnerships under Cymorth (the Children and Youth Support Fund) to spend on family and parenting support.



## A new bilingual helpline for parents

The helpline will give parents up-to-date information and advice about what is available in their area. Where appropriate, it will pass them on to other local sources of help and support.



## Booklets for parents

designed to supplement The Pregnancy Book and Birth to Five, which are already given to all new parents, these booklets will give tips on handling everyday situations, managing challenging behaviour and advice on alternatives to physical discipline.



## Parent Networks

these already exist in some areas. They support parents and enable them to have a bigger say in what services are available and how they are organised. We are producing a good practice guide for local Partnerships on how to set up and support Parent Networks.



Promoting parental involvement in schools and improving the Parentsnet education website at

[www.learning.wales.gov.uk/parents](http://www.learning.wales.gov.uk/parents)



## jobcentre plus

canolfanbydgwaith  
jobcentreplus

Jobcentre Plus is part of the Department for Work and Pensions (DWP) comprising Jobcentre Plus offices, Jobcentres and social security offices.

Jobcentre Plus aims to help:

- more people into paid work
- employers fill their vacancies
- give people of working age the support they are entitled to if they cannot work



# personal advisers

**Personal advisers in Jobcentre Plus offices offer practical advice at every stage of looking for work.**

## They can help you:

- if you are not sure what you want to do
- when you need advice on your options and planning ahead
- when you are looking for work
- when you want to get training for a job
- after you start work

## Your personal adviser can also:

- calculate how much better off you could be in a job
- explain the effect that starting work may have on your benefits or tax credits
- explain what benefits or tax credits you may be entitled to when you move into work
- access specialist employment advice if you have a disability or health problem
- help you find good quality registered childcare in your area
- help with the costs of going to meetings, job interviews or training, including fares and registered childcare costs



## Working Tax Credits and other financial incentives

You may be entitled to Working Tax Credit (including help towards childcare costs) and other financial benefits when you move into work. Your personal adviser can tell you about these.



## Where to go for more information

To find out more about Jobcentre Plus services look at the [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

If you are looking for work our telephone service, Jobseeker Direct, can help you.

Telephone Jobseeker Direct on **0845 6060 234**

If you have hearing or speech difficulties you can use our text phone service on **0845 6055 255** and our advisors will help.

(Calls are charged at local rates but may vary from mobiles). Alternatively you can contact your local Jobcentre Plus office.

# 10

## work life balance

Work Life Balance is not just about families and childcare. It is about getting the right balance between what people can achieve at work and at home at the same time as giving their best to all areas of their lives.

Many employers offer flexibility at work. Others offer benefits such as childcare vouchers, career breaks or help with finding childcare.

New laws set out benefits under Work Life Balance which could help you to spend more time with your child/children and make it easier to arrange childcare.

### Possible benefits under work life balance include:

- flexible working
- parental leave
- adoption leave
- time off for dependants

Your local CIS can give you more information about what you are entitled to. They can also signpost you to other organisations which may be able to help.



## useful contacts

Here are the contact details for the organisations mentioned in this guide plus other organisations which can often help with childcare issues. They include charities, voluntary and government organisations.

### Care Standards Inspectorate for Wales (CSIW)

[www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk)  
01443 848450

CSIW's job is to make sure that care services meet the standards that people have a right to expect. It is an operationally independent part of the National Assembly for Wales.

### Child Death

[www.childdeathhelpline.org.uk/](http://www.childdeathhelpline.org.uk/)  
0800 282986 (freephone)

For anyone affected by the death of a child.

### Children Come First Childminding Network

(see National Childminding Association)

### Clybiau Plant Cymru Kids' Clubs

[www.clybiauplantcymru.org](http://www.clybiauplantcymru.org)  
029 2074 1000

Clybiau Plant Cymru Kids' Clubs promotes and supports quality, affordable accessible out of school childcare clubs.

### Contact a Family

[www.cafamily.org.uk](http://www.cafamily.org.uk)  
029 2044 9569

Contact a Family is a charity which promotes mutual support between families caring for children with a disability or special need. It provides information about support groups at local, regional and national level.

### Daycare Trust

[www.daycaretrust.org.uk](http://www.daycaretrust.org.uk)  
020 7840 3350

Daycare Trust is the national childcare charity, campaigning for quality affordable childcare for all children 0-14.

### Benefit Enquiry Line (BEL)

[www.dwp.gov.uk](http://www.dwp.gov.uk) 0800 88 22 00

A confidential helpline offering information and advice about Disability Living Allowance and other benefits.

### Disability Rights Commission (DRC)

[www.drc.org.uk](http://www.drc.org.uk) 08457 622 633

The DRC gives advice and information about your rights under the Disability Discrimination Act (DDA) 1995.

### Estyn

[www.estyn.gov.uk](http://www.estyn.gov.uk) 029 2044 6446

Estyn is the office of Her Majesty's Inspectorate for Education and Training in Wales.

### Jobcentre Plus

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk) 0845 6067 890

Jobcentre Plus is part of the Department for Work and Pensions (DWP) comprising of Jobcentre Plus offices, Jobcentres and social security offices.

### Maternity Alliance

[www.maternityalliance.org.uk](http://www.maternityalliance.org.uk) 020 7490 7638

The Maternity Alliance is a national charity working to improve rights and services for pregnant women, new parents and their families.

### Mudiad Ysgolion Meithrin

[www.mym.co.uk](http://www.mym.co.uk) 01970 639639

Mudiad Ysgolion Meithrin promotes and supports the education and development of children under 5 years of age in Welsh.

### National Childminding Association

[www.ncma.org.uk](http://www.ncma.org.uk) 0845 880 0044

The National Childminding Association supports childminders to promote their work and promote quality services for children. It also runs the Children Come First Childminding Network.

### National Day Nurseries Association

[www.ndna.org.uk](http://www.ndna.org.uk) 0870 774 4244 (head office)  
01824 707823 (Wales office)

The National Day Nurseries Association charity aims to enhance the development and education of children in their early years through the provision of support services to members.

### NSPCC (National Society for the Prevention of Cruelty to Children)

[www.nspcc.org.uk](http://www.nspcc.org.uk) 0808 800 5000 (freephone)

The NSPCC specialises in child protection and the prevention of child cruelty. It can advise if there are concerns for a child or children who are at risk.



### **New Deal**

[www.newdeal.gov.uk](http://www.newdeal.gov.uk) 0800 868 868 (freephone)  
For lone parents. All lone parents receiving income support have access to a comprehensive package of guidance and support.

### **Parentline Plus**

[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk) 0808 800 2222 (freephone)  
Parentline Plus is a charity providing support for parents under stress.

### **Parentsnet**

[www.learning.wales.gov.uk/parents](http://www.learning.wales.gov.uk/parents)  
Welsh Assembly Government education website for parents.

### **Play Wales**

[www.playwales.org.uk](http://www.playwales.org.uk) 029 20486050  
Promotes high quality play provision for all children, provides support for all aspects of staffed playwork, playground development, playwork education and training.

### **Tamba Twinline**

[www.tamba.org.uk/html/home.htm](http://www.tamba.org.uk/html/home.htm) 01732 868000  
The twins and multiple births Association offers support and information for families.

### **Tax credits**

[www.hmrc.gov.uk/menus/credits](http://www.hmrc.gov.uk/menus/credits) 0845 300 3900  
A link to the HM Revenue and Customs Tax Credit site which explains tax credits and has a calculator to help you work out your entitlement.

### **Wales Pre-School Playgroups Association**

[www.walesppa.org](http://www.walesppa.org) 01686 624573  
The Wales Pre-school Playgroups Association provides information, resources and support to parents and early years settings.

### **Welsh Assembly Government**

[www.wales.gov.uk](http://www.wales.gov.uk)  
The official website for the National Assembly for Wales and the Welsh Assembly Government.

### **Working Families**

[www.workingfamilies.org.uk](http://www.workingfamilies.org.uk) 020 7253 7243  
Working Families helps parents find a better balance between responsibilities at home and work.

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## children's information services (CIS)

Here is a list of all 22 Children's Information Services in Wales. For many people these local CIS offices are the starting point for finding out about local childcare, what they are entitled to and answering any other questions they may have.

### **Anglesey**

Children and Young People's Information Service,  
Llangefni Library, Lon y Felin,  
Ynys Mon, LL77 7RT  
01248 752 699  
[cis@anglesey.gov.uk](mailto:cis@anglesey.gov.uk)  
[www.younganglesey.org.uk](http://www.younganglesey.org.uk)  
[www.monifanc.org.uk](http://www.monifanc.org.uk)

### **Blaenau Gwent**

Blaenau Gwent Children's Information Service,  
Old Blaina Infant School,  
High Street, Blaina,  
Blaenau Gwent, NP13 3BN  
08000 32 33 39  
[cis@blaenau-gwent.gov.uk](mailto:cis@blaenau-gwent.gov.uk)  
[www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

### **Bridgend**

Bridgend Children's Information Service, 3RD Floor, Derwen House, Court Rd, Bridgend, CF31 1BN  
0800 1804320  
[childrensinfo@bridgend.gov.uk](mailto:childrensinfo@bridgend.gov.uk)  
[www.bridgend.gov.uk](http://www.bridgend.gov.uk)

### **Caerphilly**

Caerphilly County Borough Children's Information Service,  
Ystrad Fawr, Caerphilly Road,  
Hengoed, Caerphilly, CF82 7SF  
01443 863232  
[cis@caerphilly.gov.uk](mailto:cis@caerphilly.gov.uk)  
[www.caerphilly.gov.uk/cis](http://www.caerphilly.gov.uk/cis)

### **Cardiff**

Cardiff Children and Young People's Information Service,  
2nd Floor, Alexander House,  
Excelsior Rd, Western Ave,  
Cardiff, CF14 3AT  
029 2052 0100  
[CYIS@cardiff.gov.uk](mailto:CYIS@cardiff.gov.uk)  
[www.ifanc.org.uk](http://www.ifanc.org.uk)



### **Carmarthenshire**

Carmarthenshire Children's Information Service,  
Limegrove House, Limegrove Avenue, Carmarthen,  
Carmarthenshire, SA31 1SW  
01267 224 224  
childreninfo@carmarthenshire.gov.uk  
www.carmarthenshirechildrenpartnership.org.uk

### **Ceredigion**

Ceredigion Children's Information Service,  
Childcare, Children and Young People, London House,  
Aberaeron, Ceredigion, SA46 0AJ  
01545 572 636  
cis@ceredigion.gov.uk  
http://cis.ceredigion.gov.uk

### **Conwy**

Conwy Children's Information Exchange,  
Old School Lane Centre, Church Works,  
Llandudno, Conwy, LL30 2HL  
01492 876260  
plant.children@conwy.gov.uk  
www.conwy.gov.uk/children

### **Denbighshire**

Gwsanaeth Gwybodaeth Plant Sir Ddinbych,  
Denbighshire Children's Information Service,  
Yr Hen Garchar, 46 Clwyd Street, Ruthin,  
Denbighshire, LL15 1HP  
01824 708 220  
childrensinformation@denbighshire.gov.uk  
www.denbighshire.gov.uk/childrensinformation

### **Flintshire**

Flintshire Children's Information Service, The Westwood  
Centre, Tabernacle Street, Buckley, Flintshire, CH7 2JT  
01244 547 017  
cis@flintshire.gov.uk  
www.flintshire.gov.uk/childrens\_information

### **Gwynedd**

Gwasanaeth Gwybodaeth Gofal Plant Gwynedd  
(Gwynedd Childcare Information Service),  
Room 7, 19 Bangor Street, Caernarfon,  
Gwynedd, LL55 1AT  
01286 675 570  
Gwybodaethplant@gwynedd.gov.uk  
www.gwynedd.gov.uk

### **Merthyr Tydfil**

Merthyr Tydfil Children's Information Service,  
Integrated Children's Centre, Duffryn Rd,  
Pentrebach, Merthyr Tydfil, CF48 4BJ  
01443 694700  
cis@merthyr.gov.uk  
www.merthyr.gov.uk

### **Monmouthshire**

Monmouthshire Children's Information Service,  
Early Years Section, 5th Floor, County Hall, Cwmbran,  
Monmouthshire, NP44 2XH  
01633 644 527  
info@monmouthshirecis.org.uk  
www.monmouthshirecis.org.uk

### **Newport**

Newport Children's Information Service,  
10 Commercial Road, Newport, NP20 2PA  
0800 328 8483  
childrensinformation@newport.gov.uk  
www.newport.gov.uk/childcare

### **Neath Port Talbot**

EYDCP Unit – Neath Port Talbot  
9 High Street, Pontardawe, Swansea, SA8 4HU  
01792 865 914  
l.cole@neath-porttalbot.gov.uk  
www.npteydcp.org.uk

### **Pembrokeshire**

Pembrokeshire Children's Information Service,  
36/38 High Street, Haverfordwest, SA61 2DA  
01437 763 344  
childcareinfo@pembrokeshire.gov.uk  
www.childrensinformation.org

### **Powys**

Powys Children's Information Service, The Gwalia,  
Ithon Road, Llandrindod Wells, Powys, LD1 6AA  
0845 130 3637 (english)  
0845 130 3839 (welsh)  
cis@powys.gov.uk  
www.cis.powys.gov.uk



### **Rhondda Cynon Taf**

Rhondda Cynon Taf Children's Information Service,  
Early Years and Family Support Services, Ty Trevithick,  
Abercynon, Mountain Ash, Rhondda Cynon Taf, CF42 4UQ  
0800 180 4151

[Childinfoserv@rhondda-cynon-taf.gov.uk](mailto:Childinfoserv@rhondda-cynon-taf.gov.uk)

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

### **Swansea**

Swansea Children's Information Service, Unit B3,  
Lakeside Technology Park, Phoenix Way,  
Llansamlet, Swansea, SA7 9FL  
0179 251 7222

[cis@swansea.gov.uk](mailto:cis@swansea.gov.uk)

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

### **Torfaen**

Torfaen Children's Information Service,  
Torfaen County Borough Council,  
Education Department,  
County Hall, Cwmbran,  
Torfaen, NP44 2WN  
0800 0196 330

[cis@torfaen.gov.uk](mailto:cis@torfaen.gov.uk)

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

### **Vale of Glamorgan**

Vale of Glamorgan Children & Young People's Information  
Service (CYPIS), Vale of Glamorgan Council,  
Community Services, Dock Offices, Subway Road,  
Barry, Vale of Glamorgan, CF63 4RT  
01446 704 704

[cypis@valeofglamorgan.gov.uk](mailto:cypis@valeofglamorgan.gov.uk)

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

### **Wrexham**

Children's Information Bureau  
Wrexham Library and Arts Centre, Rhosddu Road,  
Wrexham, LL11 1AU  
01978 292 094

[cib@wrexham.gov.uk](mailto:cib@wrexham.gov.uk)

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

