

Appendix 1

(Updated September 2007)

Tax Credits and Childcare Vouchers

What are Tax Credits?

Tax credits are payments from the government to help with everyday costs. If you are responsible for at least one child or young person who normally lives with you, you may be eligible for Child Tax Credit. If you work, but earn low wages, you may be eligible for Working Tax Credit.

A tax credit is not a tax; it is money that you receive regularly. It is not deducted from your tax bill either; in fact you can get it even if you do not pay tax. Tax credits are paid directly into your bank, building society, Post Office or National Savings account.

Tax credits can help families with children or those who need help with paying for childcare. It is estimated that nine out of 10 families are eligible, so it really is worth putting a claim in.

Child tax credit is paid into the bank account of the person who is mainly responsible for looking after the children. Families on incomes of up to £58,000 a year (or £66,000 a year, if there is at least one child who is less than a year old) can benefit from Child Tax Credit, whether they are working or not. This money acknowledges and supports the cost of bringing up children.

Childcare element of Working Tax Credit

Working Tax Credit is an in-work tax credit for families, and includes an element to support the costs of registered or approved childcare for working parents.

To qualify for support, the childcare must be provided by:

- registered childminders, nurseries, play schemes or out of school clubs
- schools or other establishments that are exempt from registration
- providers of childcare for children aged eight or over, who are approved by accredited organisations
- approved home carers

How will I know if I am eligible to claim?

To apply for the childcare element of Working Tax Credit:

- Lone parents must work at least 16 hours a week.
- Both members of a couple must work 16 hours a week or more.
- One member of a couple must work 16 hours a week or more and the other member must be incapacitated.

How much could I be entitled to?

The amount received depends on income. The childcare element can help with up to 80% of your childcare costs. There is a current limit of £175 per week for one child and £300 for two or more. This means that the most you can get in your childcare element is £140 per week for one child and £240 if you have two or more children. Parents with a baby under one year old, and those caring for a disabled child, will receive a higher payment.

The Child Tax Credit and the childcare element of the Working Tax Credit are both paid into the same bank account.

What if my child receives Early Education Funding?

You can claim both Tax Credits and Early Education Funding. However, the childcare costs you declare on your tax credit form should be the total that you actually pay. You do not claim for the part of your fees that are already covered by the Early Education Funding. Please see the factsheet on *Early Education Funding* for further information.

What if I am a student?

There is good news for student parents, as they are eligible for Child Tax Credit. Most students will not be eligible for the Working Tax Credit, unless they work for 16hrs or more per week.

How do I get a claim pack or find out if I am eligible?

Tel: 0845 300 3900

Text phone: 0845 300 3909 (for the hard of hearing)

Web: www.taxcredits.inlandrevenue.gov.uk/homenew.aspx

Childcare Vouchers

What are childcare vouchers?

Childcare vouchers are used to pay for registered and approved childcare. They can be used to pay for the care of children up to the age of 15 years, or 16 years if they are disabled.

Childcare vouchers are exempt from tax and national insurance contributions for up to a maximum of £55 per week, enabling you to save up to £1,195 per year. These savings could be doubled, if both you and your partner take the full allowance.

How do childcare vouchers work?

Your employer can help you to save money on your childcare costs by implementing a childcare voucher scheme.

Childcare vouchers can be given in several ways:

- Most schemes are run as salary sacrifice. This means that you receive an agreed part of your salary in childcare vouchers, every pay period for as long as you remain in the scheme.
- Some employers will offer childcare vouchers as an additional benefit. This is called salary plus and means that you receive childcare vouchers in an amount over and above your standard salary.

Potential annual savings per household

Individual Parent* (basic rate Taxpayer)	£962
Two Parents* (both basic rate Taxpayers)	£1,924
Individual Parent* (higher rate Taxpayer)	£1,195
Two Parents* (both higher rate taxpayers)	£2,390

* The exact amount you can save depends on individual circumstances, in terms of how much tax you currently pay and how much you spend on childcare.

If you feel that as a parent or carer you could benefit from childcare vouchers, speak to your employer about setting up a scheme.

Items to consider alongside childcare vouchers

Pensions

You will need to contact your HR department to confirm that your pension is not affected by joining a childcare voucher scheme.

Tax Credits

The childcare element of Working Tax Credit may be affected by taking childcare vouchers. As every family's situation is different, it is important that you seek advice on this before making a decision regarding childcare vouchers.

The HM Revenue & Customs have a Working Tax Credits Helpline, Tel: 0845 300 3900
You may wish to contact them prior to applying for childcare vouchers.

Earnings-related benefits

If you take a salary sacrifice, it can have an effect on earnings-related benefits such as state pension, statutory maternity pay and statutory sick pay. It is always worth checking this prior to accepting childcare vouchers as opposed to pay.

For employers

Are you a family-friendly employer?

As an employer, flexible working patterns along with childcare vouchers say a lot about an organisation's commitment to work and family life. They help demonstrate that you are a caring employer and one that is sensitive to the issues parents face in balancing their working lives with concern for their children's welfare.

By introducing a childcare voucher scheme, you will also save your company or organisation money. Employers do not pay national insurance on the value of the childcare vouchers chosen by staff. This means an annual saving of around £300 per employee who opts into the voucher scheme.

All employers can initiate and administer their own childcare voucher scheme. There are also many third-party suppliers who, for a fee, will administer a voucher scheme on your behalf.

For further information, please contact the
Bournemouth Children's Information Service
Dorset House
20 - 22 Christchurch Road
Bournemouth
BH1 3NL
Tel: 01202 456222
Email: cis@bournemouth.gov.uk
Web Site: www.bournemouth.gov.uk/earlyyears

Appendix 2 : A profile of Bournemouth for - Childcare Sufficiency Report

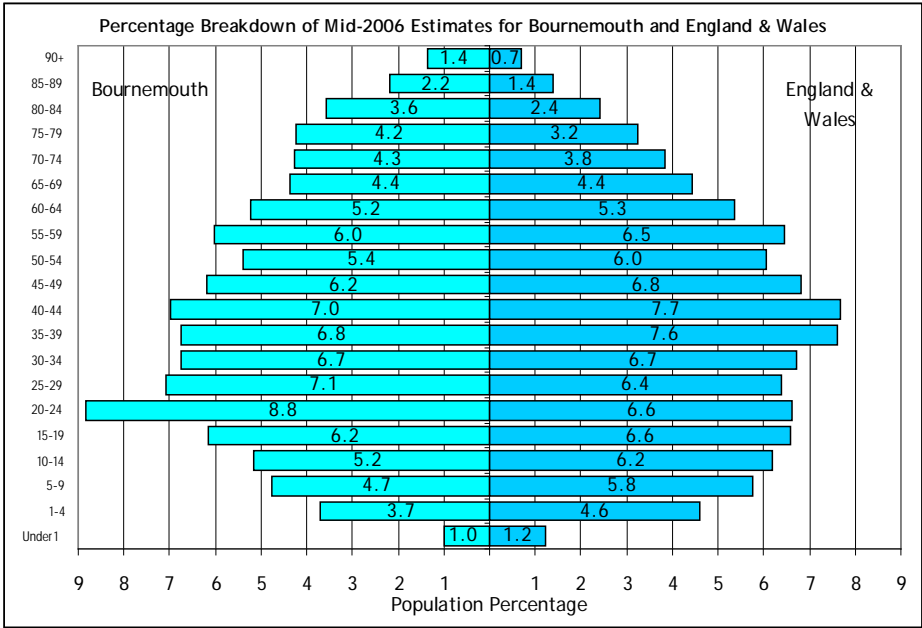
Introduction

Bournemouth is a relatively small borough of 17.83 square miles; situated on the south coast of England, bounded by the sea to the south, with neighbouring Christchurch and Poole boroughs to the east and west, and the river Stour to the north; the majority of the town, just under 70%, is built up¹. It is one of nine unitary authorities in the South West standard region.

Population

Bournemouth’s 2001 Census population was 164,444² while the latest official population estimate, at mid-2006, is 161,200³. These two statistics implies that the population has fallen by 1.5% while for the same period the population of England and Wales grew by 2.6%. The decline in the population has been attributed to changes in the methodology used by the Office for National Statistics (ONS) to distribute international migrants throughout England and Wales⁴ as anecdotal evidence would suggest that the population has grown.

Figure 1: Percentage breakdown of mid-2006 estimates for Bournemouth and England and Wales



Source: Mid- 2006 Population Estimates, ONS, Crown Copyright

Bournemouth has a significantly different age structure to England and Wales, illustrated in the population pyramid (Figure 1). While Bournemouth has a smaller proportion of under-20s, it has a larger proportion of student aged population and of those aged over 70. Table 1 below gives the actual population numbers and percentages for Bournemouth as at mid-2006.

¹ Generalised land use database statistics for England, CLG, 2007
² Census 2001, ONS, Crown Copyright
³ Mid- 2006 Population Estimates, ONS, Crown Copyright
⁴ Improved Methods for Population Statistics (IMPS) Revisions in 2007, ONS, 2007

Table 1: Mid year estimates for Bournemouth by age, 2006

	Males	%	Females	%	Total	%
All ages	78,400		82,800		161,200	
Under1	800	1.0	800	1.0	1,600	1.0
1-4	3,000	3.8	2,900	3.5	6,000	3.7
5-9	4,000	5.1	3,600	4.3	7,700	4.8
10-14	4,200	5.4	4,100	5.0	8,300	5.1
15-19	4,900	6.3	5,000	6.0	9,900	6.1
20-24	7,400	9.4	6,800	8.2	14,200	8.8
25-29	5,800	7.4	5,600	6.8	11,400	7.1
30-34	5,400	6.9	5,500	6.6	10,900	6.8
35-39	5,500	7.0	5,400	6.5	10,900	6.8
40-44	5,600	7.1	5,600	6.8	11,200	6.9
45-49	5,000	6.4	5,000	6.0	10,000	6.2
50-54	4,300	5.5	4,400	5.3	8,700	5.4
55-59	4,800	6.1	4,900	5.9	9,700	6.0
60-64	4,300	5.5	4,100	5.0	8,400	5.2
65-69	3,300	4.2	3,700	4.5	7,000	4.3
70-74	3,100	4.0	3,800	4.6	6,900	4.3
75-79	2,800	3.6	4,000	4.8	6,800	4.2
80-84	2,300	2.9	3,500	4.2	5,800	3.6
85-89	1,200	1.5	2,300	2.8	3,500	2.2
90+	500	0.6	1,700	2.1	2,200	1.4
	Males	%	Females	%	Total	%
All ages	78,400		82,800		161,200	
Under1	800	1.0	800	1.0	1,600	1.0
1-4	3,000	3.8	2,900	3.5	6,000	3.7
5-9	4,000	5.1	3,600	4.3	7,700	4.8
10-14	4,200	5.4	4,100	5.0	8,300	5.1
15-19	4,900	6.3	5,000	6.0	9,900	6.1
20-24	7,400	9.4	6,800	8.2	14,200	8.8
25-29	5,800	7.4	5,600	6.8	11,400	7.1
30-34	5,400	6.9	5,500	6.6	10,900	6.8
35-39	5,500	7.0	5,400	6.5	10,900	6.8
40-44	5,600	7.1	5,600	6.8	11,200	6.9
45-49	5,000	6.4	5,000	6.0	10,000	6.2
50-54	4,300	5.5	4,400	5.3	8,700	5.4
55-59	4,800	6.1	4,900	5.9	9,700	6.0
60-64	4,300	5.5	4,100	5.0	8,400	5.2
65-69	3,300	4.2	3,700	4.5	7,000	4.3
70-74	3,100	4.0	3,800	4.6	6,900	4.3
75-79	2,800	3.6	4,000	4.8	6,800	4.2
80-84	2,300	2.9	3,500	4.2	5,800	3.6
85-89	1,200	1.5	2,300	2.8	3,500	2.2
90+	500	0.6	1,700	2.1	2,200	1.4

Figures may not sum due to rounding.

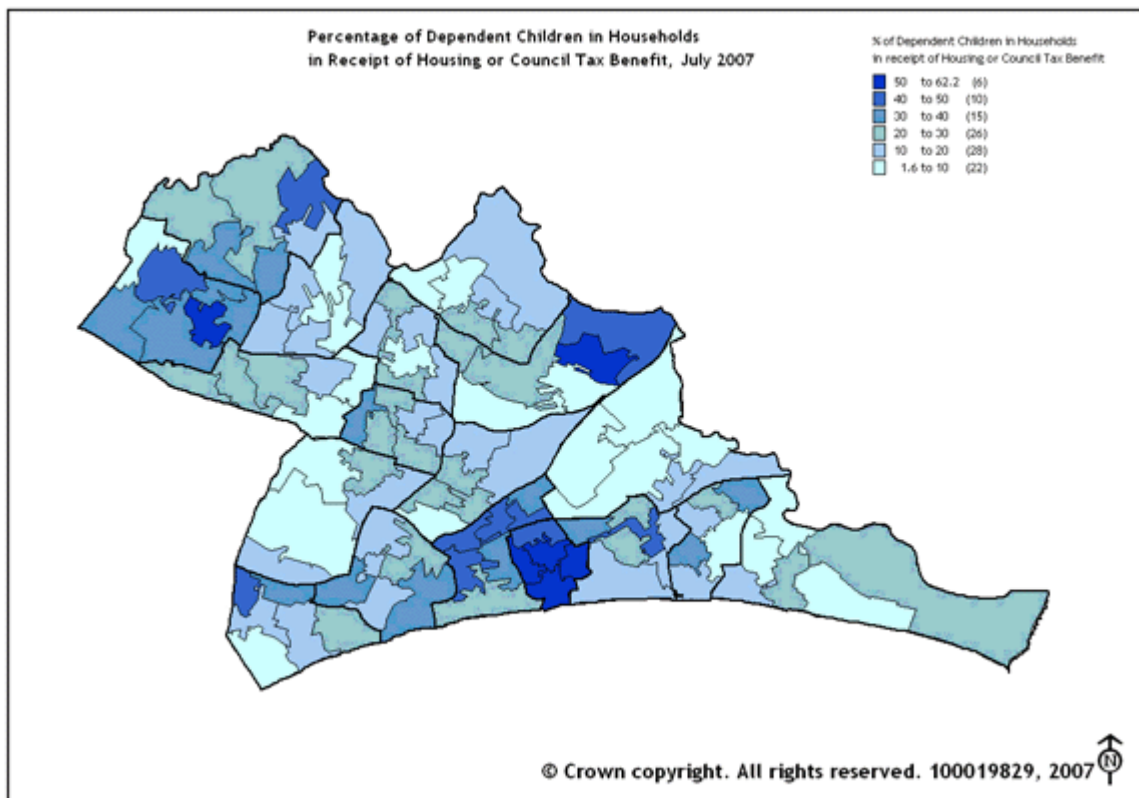
Source: Mid year estimate, ONS, Crown Copyright

Population of children aged 0-19

The 2006 mid year estimate shows there are 33,500 children and young people aged 0 to 19 in the borough, representing 20.7% of the population. There are slightly more males than females, 50.9% compared with 49.1%. In the south west region, the 23.2% of the population are 0 to 19 while in England and Wales, the proportion is significantly higher at 24.3%. The gender split is slightly wider with 51.3% males and 48.7% females for both the south west and England and Wales.

Figure 3, below, shows that in three areas of the borough, West Howe, Townsend and most of Boscombe West ward, over half of dependent children are in households in receipt of council tax or housing benefit. Areas where the proportion is over 40% include Springbourne, the Keeble Estate, and the western edge of Westbourne.

Figure 3: Percentage of dependent children in households in receipt of housing or council tax benefits



Population of children aged 0-4

The 0 to 4 population represents 4.7% of the total population. Of the 7,600 children, 51.0% are male and 49.0% female. In comparison, in the south west region the 0 to 4 population is 5.2% while in England and Wales it is only 1.1%. The figure for Bournemouth belies the image it has

of a retirement area. The birth rate increased significantly in 2006, as Figure 4 below shows. What is not known is if this is a single year blip or the start of a longer term trend. Evidence from ONS⁵, shows in the United Kingdom the annual number of births increased by just over 20,000 between 1996 and 2006.

Population of children aged 5 to 10

The 5 to 10 age group, which roughly equates to the primary school age range, represents 5.7% of the total population, which is smaller than the south west region figure of 6.7% and the England and Wales proportion of 7.0%.

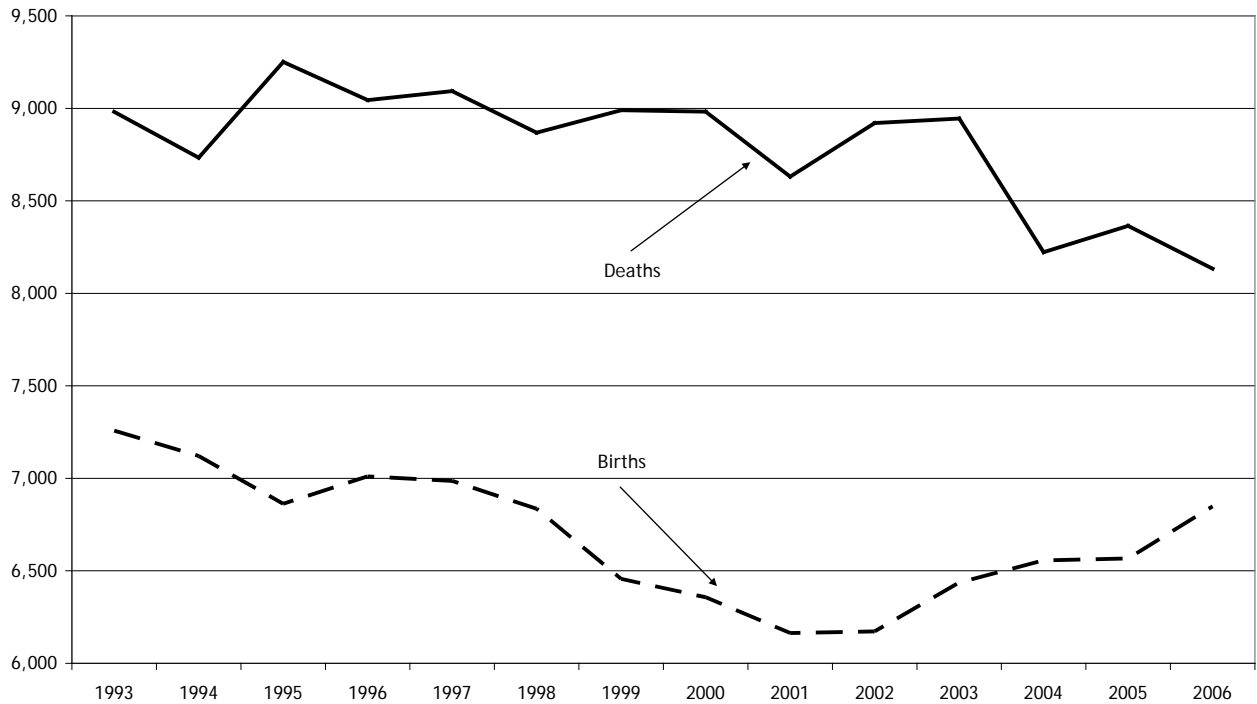
Population of children aged 11 to 19

The secondary age range, 11 to 19 year olds, represents 6.4% of Bournemouth's population. In the south west region the proportion is substantially higher at 11.41% while it is 7.6% in England and Wales.

The 2001 Census includes information relating to general health, whether someone considered their health to be good, fairly good or not good, and whether they had a limiting long-term illness. The proportion of children who considered themselves to be 'fairly good' was comparatively higher at 8.8%, to the south west region (7.9%) and England and Wales (8.1%). In terms of a limiting long-term illness, the proportion of Bournemouth children was 4.0%, with 4.2% in the south west region and 4.3% in England and Wales. So, while more children felt their health was not good, fewer have a limiting long-term illness.

Figure 4: Birth and death rates in Bournemouth, 1993 to 2006.

⁵ Birth statistics - Review of the Registrar General on births and patterns of family building in England and Wales, ONS, 2007



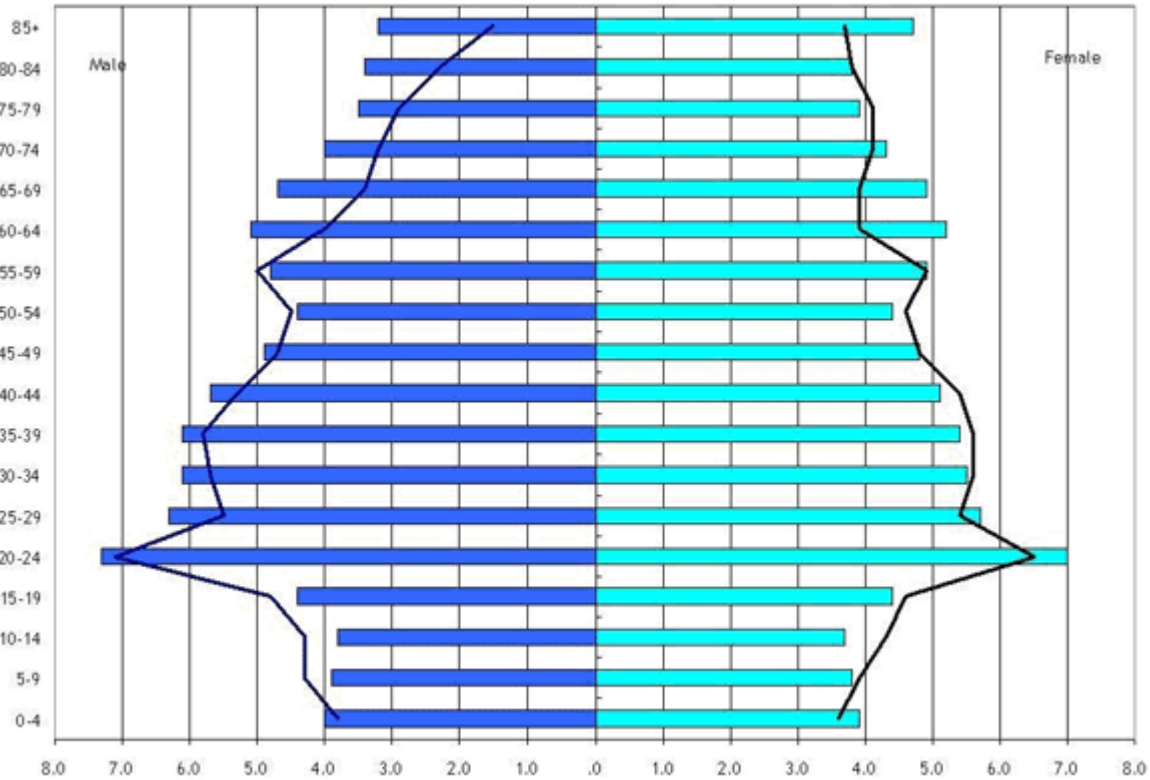
Source: Vital Statistics, ONS, Crown Copyright

General population trends

The population pyramid (Figure 5) helps show the change of growth in the population between 2004 and 2029. The chart illustrates that there are nearly as many age groups likely to experience a reduction as those expected to grow. In particular the 5-19 aged population is expected to experience a reduction in numbers. This reflects the lower numbers of births in these years. However, as reported above, in recent years there has been an increase in the numbers of births both nationally and locally and this is reflected in the larger numbers in the under 5s age group compared with those aged 5-14. The changes in population reflect both historical trends as well as more recent trends relating to mortality, fertility and migration. For example in 2004 there are a larger number within the 55-59 age group as a result of the post-war baby boom. There is a further smaller ripple effect in the chart when these baby-boomers themselves had children (shown mainly in the 30-34 and 35-39 age groups). This trend would be evident everywhere in England and Wales across the country.

The population spike within the 20-24 age group is peculiar to Bournemouth and other university towns reflecting the student population. Within the older population in 2004 the larger female population compared to males is due to longer life expectancy among females and within the very old age cohorts due to the number of men who died during the World War Two.

Figure 5: Bournemouth population at 2004 and 2029 (in thousands)



Key: 2004 Population based on Mid-Year Estimate

Population as at 2029

Source: Revised 2004-based sub-national population projections, ONS, Crown Copyright

As already mentioned, any population growth in the borough is principally due to people moving to the area. Migrants comprise internal migrants and international migrants. Internal migration is based on data from GP practices. The recent downward trend in net internal migration in Bournemouth has been reversed over the 2005/06 period with a small increase on net internal migration.

International migration is based on the International Passenger Survey. Although at national level the survey is fairly reliable, at the local authority level the sample size is quite small and therefore not particularly reliable. The 2006 mid-year estimates suggest that the net increase in international migrants to Bournemouth was 240, which is a reduction on previous years.

Dependency ratios are a useful tool in examining population trends. A "dependency ratio" can be used as a simple measure of the numbers of children, numbers of elderly or of both per 100 economically active aged persons.

The higher the ratio the fewer resources there are likely to be to support those who cannot support themselves. It is usually defined as the ratio of those aged under 16 or over state pension age, to those aged 16 to state pension age.

However older people are not necessarily dependant as many keep economically active beyond the traditional retirement age. It could also be argued that the definition of young people could be extended as a large proportion remain in education much longer and, therefore, are generally financially dependent on their family.

In Bournemouth in 2006 there were 25.4 children aged 15 or less per 100 people of working age, the ratio for the retired population is 36.6. The overall dependency ratio is 62.

The overall figure for England and Wales is 60.8. However the ratios for the young and retired are more evenly balanced in England and Wales than in Bournemouth. Another useful index is the ageing index (retirement aged population per hundred children aged 0 to 15).

In the past children outnumbered the elderly and would provide significant numbers to populate the working age population. However in recent years this pattern has changed. In England and Wales the ratio is 98.5 retired per 100 under 16s; in Bournemouth the ratio is much higher at 143.9.

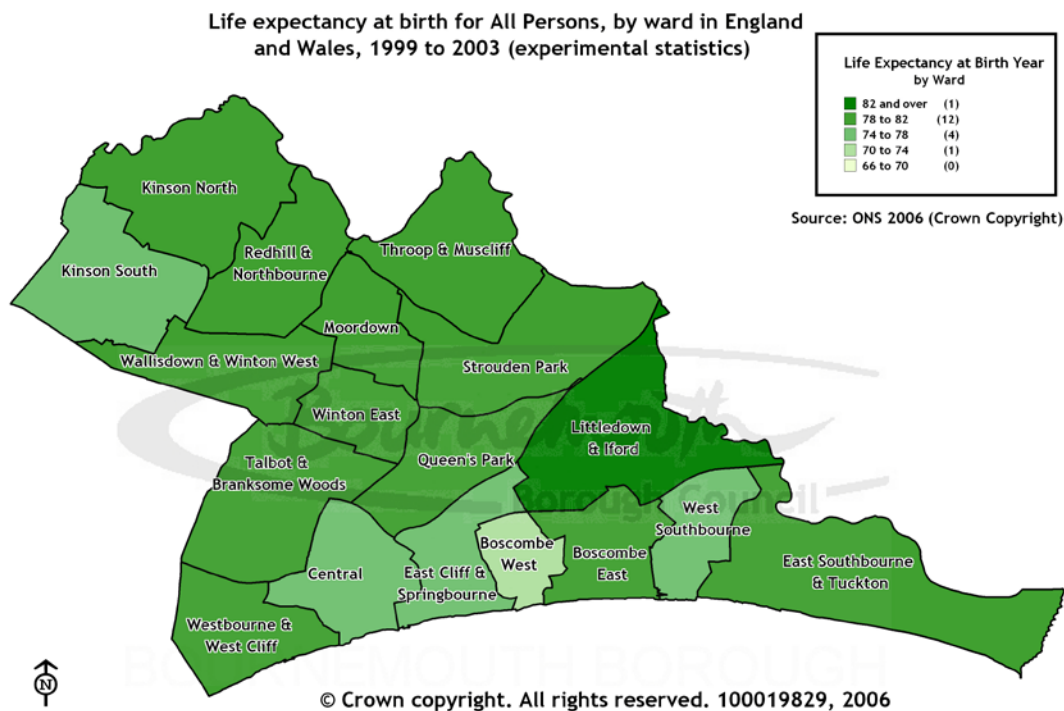
Life expectancy within Bournemouth

The South West PHO has estimated the life expectancy for wards within the region⁶. It is worth noting that because wards are so small they are liable to be affected by local variations. Within Bournemouth, the variations between wards can be quite dramatic.

The ward with the lowest life expectancy is Boscombe West (72.6 years) which contrasts with the highest, neighbouring Littledown and Iford ward with an expectancy of 82.5 years, a difference of just under nine years. The other sixteen wards in the borough have a life expectancy of between 76 and 81 years.

⁶ Life expectancy by ward, SWPHO/ONS, 2007

Figure 5: Life expectancy by ward



Housing

Bournemouth has approximately 82,000 dwellings⁷. At the time of the 2001 Census, 69.5% of households lived in owner occupied accommodation, 20% rented through the private sector and 10.5% rented from the local authority or housing associations.

Although the proportion of owner-occupiers is broadly in line with the figures for the south west and England and Wales, the proportion of households renting from the private sector is almost double that for England and Wales at 17.1% in Bournemouth and 8.7% in England and Wales.

The accommodation type in Bournemouth is also quite different to the regional and national picture. Bournemouth has a significantly larger proportion of detached houses (35.3%), but fewer semi-detached and terraced properties. The area has a very significant proportion of flats (43%) comprising: 22.7% purpose built flats, 17.5% flats in converted or shared houses; and 2.8% accommodation in flats in commercial buildings.

Affordable housing is a high priority and currently being addressed through a review of the local authority's housing strategy and planning policies. House prices in the borough are relatively high.

⁷ Bournemouth housing strategy statistical appendix, 2007, Bournemouth Borough Council

The average cost of dwellings in Bournemouth is £195,702⁸, although this is the lowest for the Dorset sub-region; our neighbours in Poole (£231,468) and Dorset (£243,838) are substantially higher. The average for the south west region is £196,062 and England and Wales £184,469. However, wage rates in the borough are low and therefore coupled with the relatively high house prices causes housing affordability problems for many, particularly those at the foot of the housing ladder.

A report from the National Housing Federation⁹ states that the south west already has one of the worst housing affordability problems in the country, and predicts that this will only get worse unless more housing is built. The report gives a house price affordability ratio of 12.0 to 1 for Bournemouth, comparing average house prices and average income in 2006.

Ethnicity

In terms of ethnicity, the majority of the population is white British (92.5%)¹⁰. There are significant groups of white other, white Irish and South East Asian with an increasing number of people from Eastern Europe, Poland in particular.

The Census asked respondents for their country of birth and 96 separate countries were recorded, the most frequent are listed in Table 2.

Table 2: Country of birth of Bournemouth residents

Country of birth	No.
Republic of Ireland	1238
Germany	1112
South Africa	676
Portugal	477
India	465
France	457
Italy	440
Spain	394
USA	332
Canada	314
Other Eastern Europe	307
Republic of Korea	307
Hong Kong	299
Iran	286
Australia	284
Zimbabwe	247
China	206

Source: 2001Census, ONS, Crown Copyright

⁸ Land Registry House Price Index, December 2007

⁹ Home Truths – the real cost of housing 2007-2012, South West, National Housing Federation

¹⁰ 2001Census, ONS, Crown Copyright

The Census asked respondents their religion. The majority who responded to this question stated they were Christian (70.4%). The next largest groups were 'none' and 'religion not stated' with 16.3% and 8.0% respectively. The fourth highest group were 'Jedi Knights' which reflected a suggestion which was circulated on the internet at the time of the Census. The main religions of the population within the borough can be seen in Table 3.

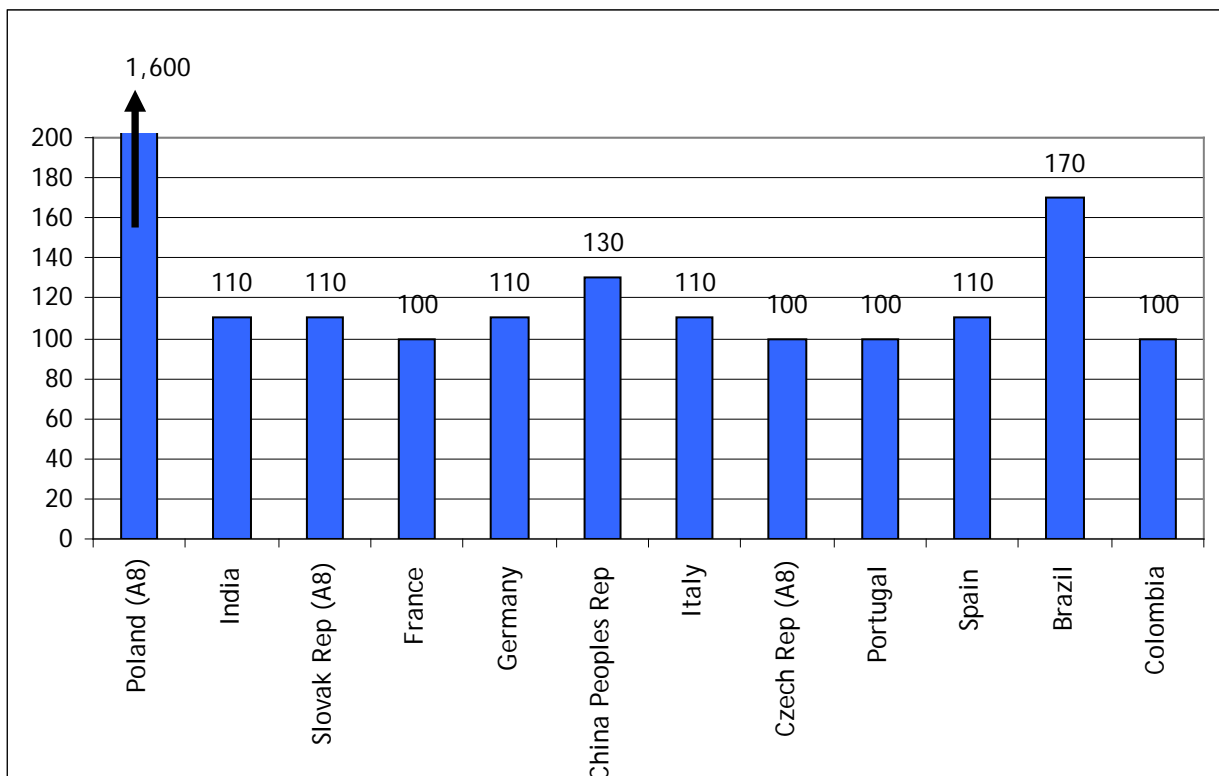
Table 3: Religious groups in Bournemouth

Religion	%
Christian	70.4
Jewish	1.0
Muslim (Islam)	0.9
Buddhist	0.4
Spiritualist	0.2
Hindu	0.2
Jehovah's Witness	0.2
Other Religions	0.2
Other Christian religions	0.1
Pagan	0.1
Roman Catholic	0.1
Sikh	0.1

Source: 2001 Census, ONS, Crown Copyright

Workers arriving in the UK require a national insurance number to enable them to work. Information is available on their country of birth and Figure 6 below shows where these migrant workers are arriving from. Note, the number of registrations from Polish migrant workers, 1,600, is almost ten times the next highest nationality.

Figure 6: NINO registrations 2006/07



Source: Department of Work and Pensions, 2007 **Households**

- The Borough has a smaller proportion of households with dependent children (23.3%) when compared with the south west (27.3%) and England and Wales (29.5%).
- Many more dependent children live in flats in the borough (16.3%) compared with the south west (5.5%) and England and Wales (7.9%).
- There is a higher proportion of dependent children in lone parent households (25.8%) compared with the south west (20.1%) and England and Wales (22.9%).
- Conversely there are a small proportion of children in couple households with 73.1% compared with 79.0% and 76.1% respectively.
- The Census reported that 22.3% of children lived with one adult whereas in the south west it was 17.3% and England and Wales 19.1%.
- CACI's Acorn is a consumer classification which helps to build a picture of the lifestyle characteristics of people by postcode. The data is arranged into five categories, from 'wealthy achievers' at the top end of the scale to 'hard-pressed' at the bottom.
- Within Bournemouth, each of the five main Acorn categories are represented in varying amounts, with the main ones present in Bournemouth being 'wealthy achievers' and 'comfortably off', accounting for around 33% of households each.
- Nearly 10% of households fit into the 'hard-pressed' category, located mainly in Kinson South ward around the areas of East and West Howe and in Strouden Park ward because of the Townsend estate.
- Kinson South is the most deprived ward in Bournemouth with 56% of its households classified within the 'hard-pressed' category, which is defined as 'people on low incomes, often on council estates, who struggle to get by'.
- The coastal wards are generally classed as 'urban prosperity' or 'comfortably off'.
- Redhill and Northbourne and Littledown and Iford wards are particularly affluent areas, with 'wealthy achievers' accounting for over 70% of the households in these two wards.
- Bournemouth compares favourably to the UK average, with higher percentages of households described as 'wealthy achievers', 33% compared to a UK average of 27% and much lower proportions of households fitting within the bottom two categories of 'moderate means' or 'hard-pressed', 12% compared to 37% in the UK (See Table 4 below).

Figure 7: Acorn Categories 2007 – Bournemouth

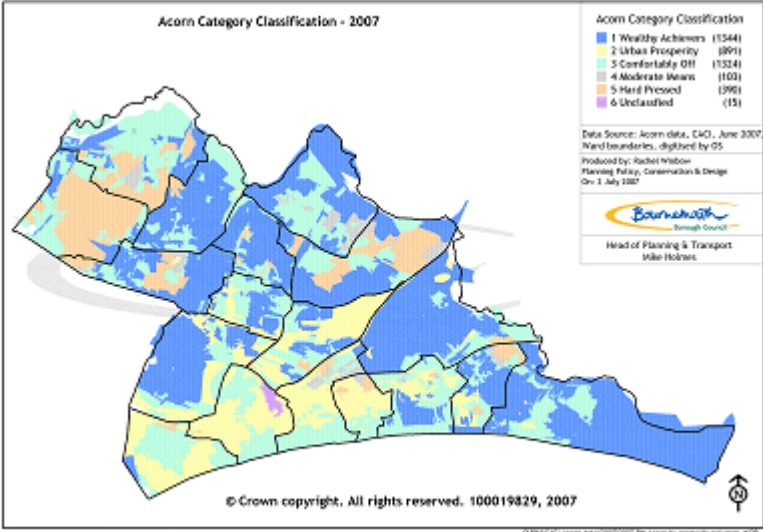


Table 4: Acorn Categories – Bournemouth and United Kingdom

	Bournemouth	UK
	Percentage of postcodes	
Wealthy Achievers	33.0	25.1
Urban Prosperity	21.9	10.7
Comfortably Off	32.6	26.6
Moderate Means	2.5	14.5
Hard-Pressed	9.6	22.4
Unclassified	0.4	0.3

Source CACI Acorn, 2007

Economic activity and earnings

The main employment sectors, in terms of wealth generation, are banking, finance and insurance although most of the working population is employed in the distribution, hotels and restaurants sector. High quality service-sector employment continues to expand utilising the skilled local workforce and building on the competitive advantage that comes from comparatively low wage rates (relative to national levels).

Many global financial services companies have a presence in the town including JP Morgan, Nationwide Building Society, UNISYS, RIAS, and Teachers Assurance. JP Morgan is one of the town’s major employers with over 4,000 employees. Other major employers are the local authority and the health service.

The number of claimants in Bournemouth at January 2008 stood at 1,608 and the unemployment rate is 1.6%. The rates for the south west and England and Wales are 1.2% and 2.1% respectively. The rate varies across the borough, with Boscombe West ward showing the highest ratio at 4.5%. Four other wards have rates at or above the national average. In four wards the rate is below 1%.

The Annual Survey of Hours and Earnings for 2007 shows that Bournemouth has low gross weekly pay with an average of £365 per week for those who work in Bournemouth and £403 per week for Bournemouth residents, compared with other areas. Table 5 shows the local, regional and national comparisons. The low wage rates when related to high house prices means that many struggle to purchase property.

Table 5: Weekly pay by workplace and residence

	Workplace		Residence	
	Mean	% of national average earnings	Mean	% of national average earnings
Bournemouth	365.2	80.0	403.0	88.0
Poole	405.9	88.9	417.5	91.2
Dorset	371.4	81.3	399.7	87.3
South west	408.2	89.4	414.5	90.5
South east	474.6	103.9	505.8	110.4
England and Wales	456.6		458.0	

Source: Annual Survey of Hours and Earnings, Office for National Statistics.

Research and Information
 Planning and Transport
 Bournemouth Borough Council
 February 2008

Appendix 3 - The role of Ofsted

- Ofsted registers applicants who want to provide childcare.
- For everyone who applies to register, Ofsted carry out a series of checks, or require employers to do so. These include a check against police records on the applicant and others who may have unsupervised contact with children.
- For those who **must** register, inspectors visit applicants to carry out an interview and to check the premises and equipment are suitable to be used for childcare.
- Inspectors must be sure that applicants can meet the national standards for under-eights day care and childminding. These are minimum standards set by the Government below which no provider registered under the Children Act 1998 may fall. You can find the national standards on the Sure Start Website, www.surestart.gov.uk.
- Those who choose to register on the voluntary part of the Childcare Register must agree to meet a set of requirements about: the people who have access to children; the premises where childcare is provided; and the provision of childcare, you can find the requirements for the Childcare Register on www.ofsted.gov.uk

Ofsted Registers

Currently early years providers offering childcare for 0 -8 years, will be registered on the Ofsted Childcare Register.

Providers who are currently exempt from being registered with Ofsted because they provide childcare only for children aged over 8 or provide a one off activity were from **April 2007** encouraged to join the new Voluntary part of the revised Childcare Register which comes into full effect from September 2008.

Providers on the existing Ofsted Register will be transferred to the relevant new compulsory registers from September 2008, as appropriate.

Ofsted Registers from September 2008

Registration on the Early Years Register is compulsory for providers who care for children aged from birth to the 31 August following their fifth birthday (school age), unless they are exempt from registration. The exemptions are set out in regulations www.ofsted.gov.uk . All those on the Early Years Register must deliver the Early Years Foundation Stage.

Registration on the compulsory part of the Childcare Register will be compulsory for providers who care for children from 1 September following their fifth birthday (the end of the foundation stage) up to the age of eight.

This is usually six and seven-year-olds, but could include some five-year-olds. Again, some providers may be exempt from registration.

Registration on the voluntary part of the Childcare Register is voluntary for:

home-based care for children aged from birth to 17 years

(nannies, au pairs, unless they look after the children of more than 2 families), care for disabled children

activity-based settings

(such as childminders or care provided in out-of-school clubs, holiday clubs, playschemes, play-centres and open access play provision)

short-term care from birth to under eight in provision that is exempt from compulsory registration

(sports coaching, drama language or arts clubs etc)

Appendix 4 - Early Education Funding

What is Early Education Funding?

Early Education Funding (EEF) is money provided by central government to ensure that all three- and four-year-olds have access to quality early years education.

The funding lasts for two years before your child reaches compulsory school age. All children are eligible from the term following their third birthday, as long as they attend a childcare setting that is registered to provide early years education. The Early Education Funding is paid directly to your childcare provider.

Birthdays on or between:	Term eligible
1 September-31 December	From the 1 st day of term after the Christmas holiday (January)
1 January - 31 March	From the 1 st day of term after the Easter holiday (April)
1 April - 31 August	From the 1 st day of term after the summer holiday (September)

What does the Early Education Funding pay for?

All three- and four-year-olds are entitled to attend up to a maximum of five, free sessions of early years education per week, for 38 weeks per year. A session is a period of time (minimum of two and a half hours, morning or afternoon) that a child attends a childcare setting. Your child may not attend more than two free sessions in any one day, and there must be a minimum of an hour's break between these two sessions.

If your child attends fewer than five sessions, you will only receive a percentage of the funding. Your childcare provider will be able to advise you of what this will be and how it will be allocated to you.

If your child attends more than five sessions, you will have to pay for any additional hours.

Which childcare settings provide early education?

Childcare settings can only access the Early Education Funding if they are working towards the Early Learning Goals. Ofsted carry out separate inspections of these settings to ensure that they are working towards these goals.

Any of the following can access the funding, if they offer early years education:

- day nursery
- pre-school or playgroup
- accredited network childminders
- a nursery attached to a primary school
- a reception class, for four-year-olds, in a primary, infant or first school

The type of childcare setting that your child attends is entirely your choice.

How do I claim Early Education Funding?

Each term, your childcare provider will give you a *Parent Declaration Form* on which you should confirm your child's details, which childcare setting they attend and how many sessions they attend each week. Your provider will then submit a claim, for funding, to the local authority.

Can I claim the funding when using more than one setting?

Yes, you can divide your five, free, two-and-a-half hour sessions between more than one childcare setting, as long as each of them is registered to offer early years education. The funding will be split between the settings, depending on the number of sessions your child attends at each one. If you wish to do divide your sessions, you should clearly indicate how you wish to split the funding.

Can a childcare provider charge me more than the amount of the funding?

A childcare provider cannot charge more for the core early years education period. This covers 38 weeks per year. However, they can make a charge to cover any extra care and additional services provided. At the beginning of each new term, the childcare provider must notify parents of any charges that may be incurred.

Can I claim the funding if I want to use a setting outside of the borough?

Yes, Bournemouth currently has a reciprocal arrangement with neighbouring authorities to ensure that all three- and four-year-olds can access the Early Education Funding.

What happens if I move my child to a different childcare setting?

If you find yourself needing to move your child from one childcare setting to another, you must make sure that you give the original setting the required notice, and that you inform the local authority immediately. Funding already paid to a childcare setting has to be re-claimed by the local authority before it can be re-allocated. This will not automatically be transferred from one childcare setting to another. Every effort will be made to ensure that your child obtains their full entitlement.

For further guidance, please contact the Early Education Funding Officer on Tel: 01202 456353.

How can I find a childcare setting where I can claim Early Education Funding?

The Bournemouth Children's Information Service gives advice and guidance on all forms of childcare. They can provide details of childcare settings within Bournemouth that are eligible to claim Early Education Funding.

Can I get any further help with my childcare costs?

The Child Tax Credit and Working Tax Credit contain money to help towards the cost of childcare. Nine out of ten families are eligible for some financial assistance through tax credits. Childcare vouchers can also be used to help towards childcare costs. Please see the factsheets on *Tax Credits and Childcare Vouchers* for further information.

When will my child start school?

Providing that your child reaches the age of five years old, on or before the 31st August, they will be offered a school place in September. When your child starts reception class at school, the Early Education Funding will be paid to the school, until the end of the term in which they reach their fifth birthday.

For further information, please contact the
Bournemouth Children's Information Service

Dorset House

20 - 22 Christchurch Road

Bournemouth

BH1 3NL

Tel: 01202 456222

Email: cis@bournemouth.gov.uk

Web Site: www.bournemouth.gov.uk/earlyyears

Appendix 5

Childcare Sufficiency Assessment 07/08 - Consultation with Parents

During summer 2007 we conducted two separate consultations with parents as part of the Childcare Sufficiency Assessment. We decided to use a mixture of both qualitative and quantitative research for this initial consultation, in order to gain as much relevant information as possible from local parents.

The qualitative part of the consultation took place in May 2007 and consisted of six focus groups held with local parents. The second part of the consultation consisted of a questionnaire which was designed following the qualitative research. This part of the consultation with parents ran from July to September 2007.

Focus Groups

These were facilitated by an external agency with a wealth of knowledge and experience in this field. We purposely kept the numbers of each focus group to a maximum of eight parents, due to the sensitive nature of discussing childcare. Three of the groups were made up of parents with children under the age of five and the remaining groups consisted of parents with school aged children.

We also split the focus groups according to specific areas within Bournemouth that the parents lived. For this task we used the Council's three locality team areas and then ran two focus groups within each locality area. These areas are shown in the chart below including school catchments:

Area A: East Southbourne, Tuckton, Boscombe, Pokesdown, etc	Area B North/Central Queens Part, Winton, Moordown, etc	Area C West Oakmead, Kinson, etc
School Catchment	School Catchment	School Catchment
St Michael's Bethany St Clements Kings Park St James Portchester Avonbourne Bicknell Pokesdown Corpus Christi Stourfield Infants and Juniors St Peters St Katherines	Malmesbury Park Linwood Queens Park Infants and Junior St Lukes Winton Boys Glenmoor St Marks Moordown Winton St Walburga's Bishop of Winchester Bournemouth School for Girls Bournemouth School for Boys The Epiphany Muscliff Townsend	Hill View Kingsleigh Kings High Healthlands Elmrise Oakmead Christ the King Kinson

We requested a mixture of parents take part in the focus groups, made up of those who work either part-time/full-time or are full time carers and also a mixture of those who use formal childcare and those who do not.

The following information was collated prior to the focus groups:

Family make-up
Number and age of children
Employment and training status
Income levels
Ethnicity
Disabled status

In total, 42 parents took part in the focus groups which featured the following topics:

- What types of childcare are used?
- Are these adequate in this area? Any problems?
- Any barriers that prevent you using childcare?
- What type of childcare is missing? What would be ideal?
- Is childcare available at the times you need it?
- Are there any problems with the location of current childcare?
- How do you feel about the cost of formal childcare?
- Are you aware of your entitlements, e.g. Tax credits, Early Education Funding?
- Are there adequate childcare facilities for those children with learning disabilities or those who are disabled?
- What other childcare do you use (i.e. informal, family, friends)?
- Are there any problems or issues with using informal childcare?

Main Findings from Focus Groups

Childcare provision for children under five years of age

- Parents generally feel that there is sufficient childcare available within Bournemouth for children in the under five age group.
- Parents would like to see more flexible hours and sessions being offered. This was particularly relevant when discussing sessional care provided by pre-schools.
- Pre-schools appear to be a favoured form of childcare for the two to five age range due to links with local schools and that children are able to mix with peers, prior to starting school.
- Waiting lists for particular childcare caused some concern. This was particularly relevant in the central area and for church pre-schools.
- Most parents prefer to make their choices about childcare based on personal recommendation.
- Parents would like to see more employers offering on-site childcare.

Childcare provision for children over five years of age

- For parents with children in primary school, childcare before and after school appeared to be well covered. Out of school clubs are becoming more common and many parents make use of these.
- Childcare appears to be very problematic for parents with children in secondary schools with a lack of breakfast and after-school care for this age group.
- School holidays were seen as a very problematic time for all parents. Especially for those with children aged between 11 and 14. Some holiday clubs are weather dependant which also causes concern for parents.
- Generally parents with children at primary school feel well informed about local clubs and activities. Once children attend secondary school the flow of information seems to stop and there is a clear gap with details regarding clubs and activities.

Common Themes

Most parents were aware of their entitlements, such as tax credits and Early Education Funding.

All of the parents who attended the focus groups relied on family and friends to help with their childcare. Many said that without this additional support it would not be possible for them to go back to work.

There is a great deal of variation between employers with some being very child friendly and others being very inflexible.

Parents raised concerns regarding the age of childcare workers. Most parents had concerns about leaving their children with very young staff.

Questionnaires

Following on from the qualitative research we carried out some quantitative research through the medium of a parent's questionnaire. The childcare questionnaire was designed using information gathered during the focus groups. Through a partnership with the local cinema, we were able to offer free tickets as an incentive to take part in the survey. The questionnaire was included as a centre page pull-out within Hand in Hand, a free Early Years Service magazine which is distributed to over 25,000 parents and careers within Bournemouth. We also placed the questionnaire on the Bournemouth Borough Council web site for a three month period.

During this initial consultation period, a total of 244 questionnaires were completed and analyzed.

Main Findings from the Childcare Questionnaires

86% of respondents use some form of childcare (both formal and informal)
23% of respondents rely on friends or relatives to help with childcare arrangements
88% of respondents found it easy to find their current childcare
89% of respondents feel that their childcare provides good value for money
78% of respondents have childcare that is flexible enough to meet their needs
96% of respondents are aware of working/child tax credits
82% of respondents are aware of Early Education Funding
69% of respondents are aware of childcare vouchers
72% of respondents are aware of the Children's Information Service

The main gaps in current childcare that were highlighted through the questionnaire responses are all day holiday clubs and childcare specifically for the 11+ age groups.

Although the majority of respondents felt that their childcare was good value for money, many stated that it is expensive when looking at the amount of their earnings that are spent on such.

Conclusion

The results from the questionnaires match the focus group findings and many of the comments made by parents reiterate the findings of the focus groups. This is a very positive conclusion in our two areas of research.

The questionnaire was mainly distributed through a specific magazine aimed at parents and the sample of respondents maybe more aware of topics relating to childcare, than those who do not read the magazine. Taking this into account, we will be conducting additional, on-going, research with harder to reach groups throughout Bournemouth. This research is currently in the process of being conducted and all new data collected will be used to enhance the picture that we have so far.

Appendix 6 - Extended Services Parent Survey December 2007

Background

Extended Services is part of the Every Child Matters (ECM) - Change for children programme. Local authorities are funded to ensure the achievement of the full core offer of extended services through schools by 2010. The core offer will be achieved when children, young people and families in Bournemouth have access through schools to

- A varied menu of activities including study support, play and childcare
- Parenting support including family learning
- Swift and easy access to targeted and specialist services
- Wider community access to ICT sports and arts facilities including adult learning

Delivery of the core offer of extended services directly links and supports progress towards the targets within the five ECM outcomes; being healthy, staying safe, enjoying and achieving, achieving economic wellbeing, making a positive contribution. Extended Services are also central to school improvement planning and school self-evaluation (SEF). School inspections by Ofsted review the evidence of need as identified in the SEF and report accordingly on how progress has been made.

Extended Services commissioned the survey to provide information on the direction of development of extended services in individual schools, clusters and across conurbation.

Summary

- Questionnaires were distributed and collected on an area basis through all schools during September to December 2007.
- Return rate was higher for primary than secondary, as expected, and highest through schools in the North area.
- Return rates were higher overall where completion of the questionnaire was incentivised by the school.
- Whilst significant for some secondary schools, there were insufficient returns from the secondary phase overall to allow conclusions to be made. Overall return rates for primary phase 25.6% are statistically significant for conclusions to be drawn.
- There was a wide range of return rate from 5.5% in one school to 66% in another. The variation in return rates is attributed to a number of factors:
 - School distribution plans - amount of time to plan distribution
 - Level of school engagement in extended services
 - Level of incentivisation
 - Level of school engagement with the distribution and collection process
 - Alternative approaches to committing parents of Secondary phase young people should be considered in the future

Overall Questionnaire Return Analysis			
	Questionnaires Despatched	Questionnaires Returned	Return Rate %
Bournemouth Wide	20014	4276	21.5
By School Phase			
Primary	10218	2617	25.6
Secondary	9796	1659	17
By Area Clusters			
South	7181	1273	18
Central East	4757	671	14
Central West	3986	830	21
North	4070	1502	37

Primary Phase Findings

Childcare

- 57% of parents said they have a need for childcare, most require it during the holidays (23%) and after school (22%).
- The main barriers to accessing childcare are cost (36%) and lack of knowledge on availability (17%).

Activities

- 40% of children use the school for activities out of school hours, highest in Central East (59%) and lowest in the South (33%).
- Out of school hours activities are predominantly sport based; after school (34%) and during the holidays (30%).
- Barriers to attending activities are cost (32%) and lack of knowledge on availability (19%).

Parenting Support including Family Learning

- 30% of parents are able to join their child for activities at school, highest in the South (35%) and lowest in Central West (22%).
- Activities parents would most like to do with their child are cookery (19%) learning a language (18%), art & craft (14%) reading & writing (14%).
- 47% of parents prefer to communicate between home and school via newsletter, followed by email (21%).
- The most helpful information available to parents in school would relate to after school activities (31%) advice on helping their child learn (27%) and childcare information (14%).

Swift & Easy Access

- 50% of parents don't know how to access help if they need it.
- 71% of parents would use general drop in facilities if available on school site.

- Areas of help that would be of most interest to parents relate to 'enjoying learning with your child' (18%), 'more smiles less tantrums' (17%) and 'happier confident children' (16%).

Community Access including Adult Education

- If adult classes are made available in school most popular with parents would be keep fit (21%), hobby classes (17%) and ICT (13%).
- 79% of parents would attend classes at another school.
- 37% of parents would need childcare if classes were during the school day.
- Most suitable times for classes are early evening (23%).

Key Recommendations for Primary Phase

- Providing opportunities for parents and children to learn together, particularly in areas such as cooking, learning a language and reading and writing.
- Finding ways to address possible tension between provision of and ability to pay for childcare provision, particularly in relation to after school activities and holiday schemes.
- Finding ways to further develop communication processes to ensure all parents/carers have greater awareness of how to access help when needed and of the range of extended services available.

Extended Services
6th Floor, Dorset House
20-22 Christchurch Road
Bournemouth
BH1 3NL
Tel: 01202 456388

Appendix 7

Bournemouth Accredited Childminding Network Parent and Child Consultation

The Bournemouth *Children Come First* Childminding Network is a quality-assured network promoting excellence in registered childminding. We have 55 Childminders within Bournemouth who belong to the network.

During November 2007, we ran a consultation with parents and children who use Network Childminders and in total 34 parents and 22 children took part.

The aim of the parent's consultation was to get feedback on the service that parents receive from their Childminder and also to feed this information into the Sufficiency Report.

The aim of the children's consultation was to find out how children feel about their Childminder. We asked parents to encourage their child to take part by drawing a picture, or writing their thoughts. Parents were also encouraged to write what their child had said, in order to include the views of very young children.

Parents Consultation

We consulted on the following:

- Why did you choose your Network Childminder?
- Have you found it difficult to find a childcare in your area?
- Has your child attended another childcare setting in the past? If so, please give your reasons for changing.
- Is your child currently attending another childcare setting?
- Did you attend the network outings during the summer holidays?
- Are you aware if your childminder has been Healthy Early Years (HEY) Validated?
- How does your childminder inform you of your child's progress and what activities they have been doing during the day?
- Are you aware of the Early Years Foundation Stage (EYFS) which will be introduced in September 2008?
- When the EYFS is introduced your Childminder will have to make observations and assessments of your child's learning and development. Your childminder will share and discuss these observations with you. How do you feel that this information will be of value to you?
- Would you like to make any comment about your childminder?

Main findings from the parent's consultation

Parents chose a Childminder above other forms of childcare because they preferred the child ratios as Childminders can only look after three children under the age of five. Other favorable comments were that Childminders are able to collect the child from school and also that they had a good reputation.

74% of parents found it easy to find childcare in their area.

One parent who had problems finding childcare said their child had specific needs and no one would have him. This parent is now using a Network Childminder

17% of parents had difficulty finding a Childminder. The main reasons being that the Childminder did not have compatible vacancies, or were unable to collect from the required school.

21% of parents had previously used other childcare for their child. The main reasons given for changing childcare were:

- That it no longer met the child's needs
- Parents had moved and the previous childcare was no longer suitable
- The nursery was too busy for my child
- The previous childminder had since stopped childminding.

50% of parents use only a childminder for their childcare.

The remaining 50% also use the following forms of childcare:

- School 26%
- Pre School 17%
- Nursery 5%
- Breakfast Club 1%
- Grandparents 1%

5% of parents were able to attend the childminding network trips held in the summer holidays. The remaining 95% of parents were unable to attend as they were working.

57% of parents are aware of the Healthy Early Years (HEY) scheme.

71% of parents had been informed of the Early Years Foundation Stage by their Childminder.

All parents are informed of their child's daily activities verbally by their Childminder. Also, daily diaries and photos are provided to parents to supplement this.

67% of parents felt that that observations and assessments of their child would be of value to them. They also commented that it was felt that their Childminder already achieves this through the daily diaries.

Other positive comments made by parents regarding their Childminders included:

- Professional
- Approachable
- Warm
- The children love her
- They provide a stimulating environment
- Family atmosphere
- My Childminder is a super star
- I am delighted I found my Childminder as my children are happy

Main findings from the children's consultation

- Children drew various pictures including smiley faces. There was also a picture of a dog and some colouring.
- One child wrote that her Childminder spoils her and gives her yummy puddings
- Parents wrote saying that their child enjoyed going to the park, painting and sticking, playing in the garden, playing with their friends and going out on trips.

We concluded that the children who responded to the consultation are happy and content with their current Childminder.

We plan to repeat a similar consultation with parents and children who use Network Childminders every six months.

Appendix 8 Children's Centre Childcare Sufficiency 2007-2008

During December 2007 and January 2008 we conducted two consultations in two different areas of Bournemouth. One was in Boscombe Children's Centre in the South of Bournemouth and the other was in North Bournemouth Children's Centre in the north.

A week was spent in each setting going to various groups in the centre talking parents about Early Year's services, Children's Information Service, Benefits and the Early Years Service Directory. During the outreach session we got parents to fill out questionnaires on the childcare sufficiency in Bournemouth

The areas in the questionnaire covered were

1. About you and your family
2. About their childcare needs
3. Awareness of childcare support
4. Conclusion

During the week we managed to get:

102 questionnaires filled out in Boscombe Children's Centre

82 questionnaires filled out in North Bournemouth Children's Centre

Main findings from the questionnaires in Boscombe

Comments from parents
Parents in Boscombe have no idea of the Children's Information Service
They did not know of the childcare voucher schemes employers may offer
They also did not know of the early years funding for three and four year olds
Parents from other nationalities found childcare in this country too confusing
Not enough advertising on childcare
Parents with children that are 14+yrs are bored in the Springbourne area more Youth Centres are needed
More local and flexible childcare is needed. Parents that work morning or evening shifts or going to college can not access childcare from 7am or 7pm families are finding it very difficult.
Crèches in Bournemouth town centre were suggested so parents could drop their children off for a few hours whilst they shopped.
Childminder's needed for weekends
No weekend activities
More help to choose schools in the area
Where do I find out childcare information
Cheaper places for families on low income
Parents tend to use their friends or relatives for childcare as it free.

Main findings from the questionnaires in North Bournemouth

Comments from parents
Lots of information and support for parents
Very happy with childcare
Not enough out of school clubs
Government funded crèches that could be subsidised by parents at a lower price than is available at the moment
More activities for children with special educational needs
There is too much regular change of staff in settings
More nurseries of a higher standard where you can book hourly sessions
More social childcare going out to places in the community rather than staying in doors all the time
Information from the children's information service took a while to come through
More people use their relatives to look after their children as they can not afford childcare it is too expensive
More flexible hours
More flexible nurseries
More day nurseries needed as too many children go to nurseries or more staff is needed.
More childcare during holidays

Positive outcomes from the comments above

- Work with families who already access childcare who may need further contact with Children's Information Service to find other childcare which is flexible in their day to day lives.
- Working with children centres, locality teams, and health visitors etc to raise awareness of Children's Information Service.
- Raise awareness of holiday activities booklet which is produced each year.
- Work with families and help them access and raise the awareness of benefits which they maybe entitled too, for example Tax credits, Childcare Voucher schemes.

These are some of the ways to reach out into the communities and make them aware of further services which are there for them.

There were a range of groups we attended at the Children Centres which took place during the week we were there for parent consultation these were:

- Stay and play
- Bumps and Babes – teenage mums
- Eastern European support group
- Dads group
- German speaking parent group
- Baby massage
- ESOL class – non English speaking group

- Rhythm and rhyme
- Childminder group
- Under 1's
- Breast friends
- Twins group
- Jolly babies
- New parents welcome tour
- Young parents group
- Wriggle and rhyme
- Early explorers

Appendix 9

A study of employers to inform the Childcare Sufficiency Assessment for Dorset

Extract from Full Report

(January 2008)



Prepared by the Market Research Group (MRG), Bournemouth University, on behalf
of
Dorset Sure Start

1: Executive Summary

The Childcare Act 2006 requires all local authorities to undertake a childcare sufficiency assessment, to identify gaps in childcare provision for parents who wish to work or undertake education or training leading to work.

As part of the Childcare Sufficiency Assessment for Dorset, Dorset Sure Start has sought:

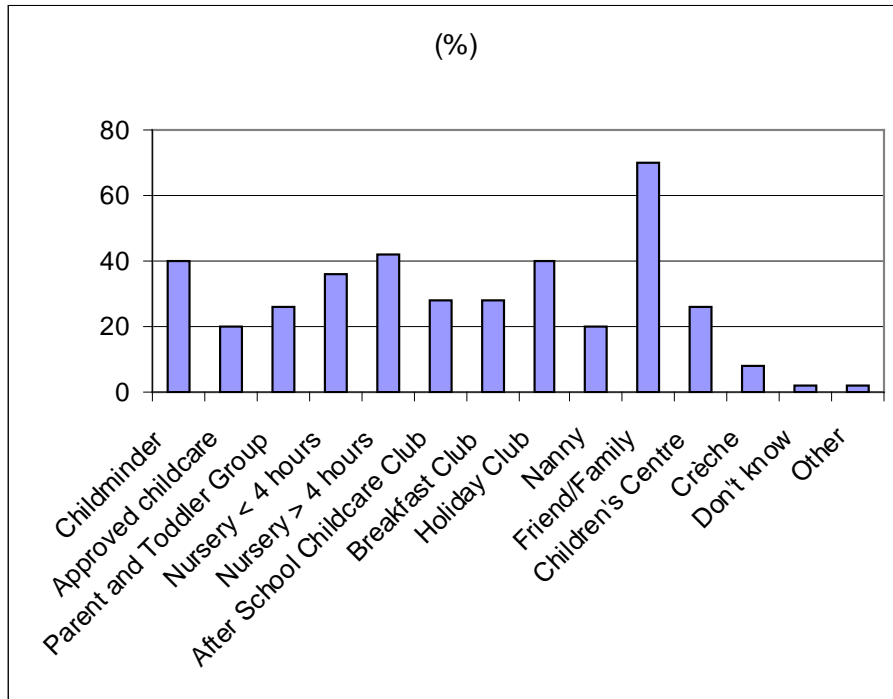
to find out employers' views of child care provision in Dorset and the impact that provision of child care has on recruitment and retention within their respective organisations.

The Market Research Group (MRG) based at Bournemouth University was commissioned by Dorset Sure Start to undertake a study of employers in the South East Dorset conurbation. This report refers to primary data obtained from structured interviews with 50 employers.

1.1 Key findings

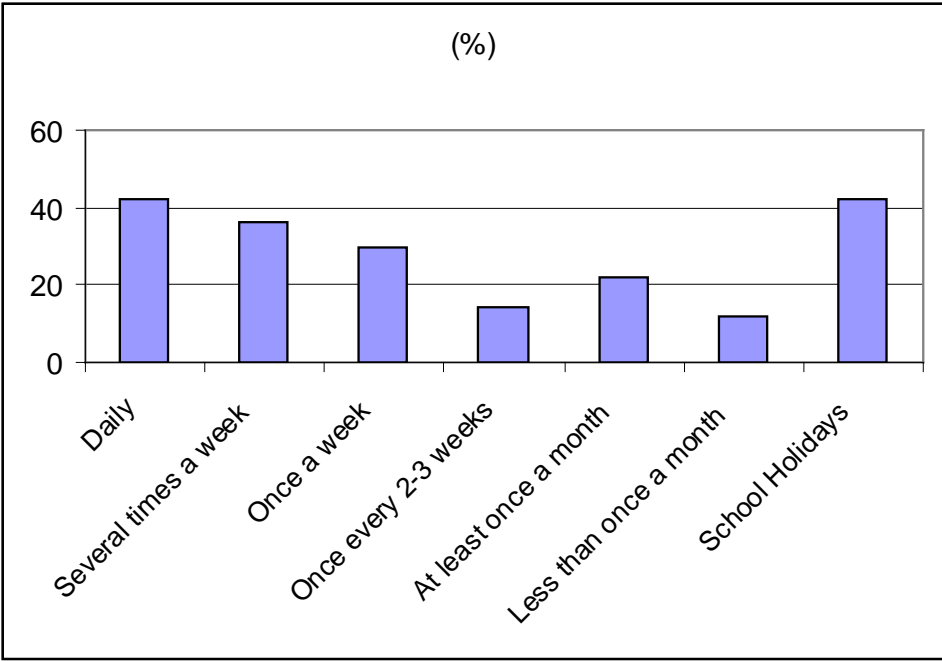
- Twelve per cent of organisations in the survey provide supervised child-care facilities.
- Respondents from 90% of the organisations do not believe that employers should collect information regarding employees' childcare arrangements.
- Nurseries/pre-schools or playgroups and the help of family or friends are used by staff in the majority of organisations.
- About two-thirds of respondents believe that the absence of childcare provision for staff would have a detrimental effect on the effectiveness of their organisation.

Figure 1 Type of childcare used by organisations' staff



In 42% of organisations, respondents believe that a member of staff uses childcare on a daily basis and the same percentage considers that it is used during school holidays (Figure 2). Slightly less think childcare is used weekly or a few times a week.

Figure 2 Frequency of use of childcare by organisations' staff



Appendix 10

What makes CIS different from other information Services?

- CIS is for **all** parents; to support them in making informed choices about childcare, education and family services. Information given helps families to balance work and family life or identify services which benefit the family
- CIS provides free, impartial information
- The close partnership between CIS and childcare providers within Bournemouth, ensures information given to parents is accurate and up-to-date
- Parents are able to discuss with CIS staff information they are seeking and concerns they may have. The service they receive enables parents to feel confident in making an informed decision

"Staff were all extremely friendly and knew everything I asked off the top of their head" Bournemouth CIS returned service evaluation form

How does CIS ensure the quality of information delivered?

- In 2004, staff within Bournemouth CIS took part in a select Government CIS pilot project to; undertake and contribute to the development of a City & Guilds qualification (minimum of Level 3), in Information Advise and Guidance (IAG)
- This qualification provided the team with the knowledge and understanding of the high quality and accessibility required of the service, and how to work within legislative constraints such as; Confidentiality, Race Equality, Equal Opportunities etc
- Parents who have used the service have commented on how they found Bournemouth CIS staff welcoming, friendly, knowledgeable and professional.

"Well trained staff, good fast track services and staff that have an understanding of the difficulties of single parents to gain employment and find sufficient caring child services" (Quote from university student parent's evaluation form)

How does CIS maintain accurate and up-to-date information?

- The vast knowledge and understanding held by CIS staff, across all areas, is continually updated through their day to day contact with other services such as; SEN, admissions, exclusions, further education, health, fostering etc. This personal knowledge base contributes to and is supported by robust

electronic management information systems which promote information sharing.

- Ofsted has a duty to provide CIS with regular accurate data of childcare providers registered with them
- CIS led in the development of the Early Years Service Directory, an on-line bank of information of children's services, which will form the basis of the Children's Service Directory
- Data held by CIS is secure and maintained under Data Protection Guidance and meets national standards set by Government Office
- As a member of the Early Years Service Team, CIS collects additional data from development officers and Early Years Providers. This information is used to enhance the Ofsted data with:
 - Outdoor play facilities
 - Dietary needs catered for
 - Pick ups from schools, Children's Centres
 - Additional languages spoken
 - Additional staff training that meets the additional needs of some children
 - Specific resources that cater for the child with additional needs
 - Faith
 - Links between various settings such as breakfast clubs, schools and after school clubs or Childminders with schools/clubs and early years provision
 - Hours and cost of provisions, including any cost reductions, school holiday opening
 - Quality Assurance Scheme achieved by a provision e.g. Bournemouth Quality Standards of Bournemouth Children Come First

How is CIS information available to parents?

Information is delivered through a variety of mediums, to be available at all times and for all members of the community, to try and reach those who otherwise may be excluded, such as families of children with additional needs (a physical disability, a medical condition, a learning difficulty, cognitive needs (mental) or sensory impairment), families with language or literacy barriers

"All inclusive!"

"Very good info pack sent out. I then went on to use website and access further nursery details. Really easy to use, very helpful!" both quotes taken from Bournemouth CIS evaluation forms

Contact with parents is held on a daily basis, through; face to face, outreach, telephone, marketing materials or electronic means such as email, web-based information or local radio.

*“ Found the information very useful, the information worker was very friendly and helpful and I would come back again for any other information that I need”
taken from Bournemouth CIS evaluation forms*

Drop In Centre:

- The CIS drop-in is based at 20-22 Christchurch Road, available Monday 9.00 am to 4.00 pm and Tuesday to Friday, 9.00 am -5.00 pm
- Parents can drop in without an appointment. A wide range of parents use this service for whom a number of which English is a second language
- To support the verbal information given, website information can be printed in a variety of languages, using Google translate, to act as supportive reference material. Appointments are available with the support of an interpreter.
- Many parents who do not have English as their first language, particularly parents who have just moved into the area from other countries, find the drop-in service invaluable
- CIS assists parents in understanding how to access childcare or school places, free school meals, transport, early education and funding for higher education
- Through personal interaction with CIS it has been found that parents gain in confidence and subsequently revisit for further information often resulting in being signposted to other local agencies in the surrounding area such as; Job Centre Plus, HM Revenue and Customs, benefit offices and Further and Higher Education establishments.

There is a year on year growth in the number of visitors to CIS, approximately 4,900 visitors during 2007.

CIS and ‘Every Disabled Child Matters’

- Every parent or child using the CIS is treated and respected as an individual with the same standards of service offered to all. It recognizes that disability can be as simple as a nut allergy to one which has a substantial (more than minor or trivial) and long term affect on the child’s ability to carry out normal day to day activities.
- Data collected by CIS supports parents across all levels to meet their child’s specific needs.
- To reach the maximum number of parents who have a disabled child CIS has sought to work with those agencies already in contact with the families such as; the Early Support Program, Early Years SEN team, Local Authority SEN team and the Childcare Family Support Brokerage team who work with registered disabled children

- Collaboratively with Parent Link CIS promotes childcare to those parents
- As a pilot, CIS has a member of staff working alongside the established brokerage team, for social workers who will support those families with a disabled child. This pilot is supported by the Local Authority to maximize expertise and provide a synergy of information delivery across all levels. Information on services used by professionals or commissioned through the brokerage team contributes to the Children's Service Directory development.

Electronic and Kiosk delivery of Information:

- Email and Website access to CIS has increased by 27% over the past 5 years. In meeting this demand CIS continues to expand its use of electronic delivery, to reach all communities in Bournemouth
- Written information available through CIS can be emailed to parents and young people, offering a fast and environmentally friendly form of communication
- As part of data maintenance CIS uses email to regularly obtain updates from childcare providers
- Easily accessible information encourages the take-up of childcare or family services such as; health and family support, leisure, cultural interests or activities within the diverse communities of Bournemouth, in an all inclusive manner
- In support of easily accessible information that meets the needs of everybody in the community; a discreet project was developed using Kiosk/touch screens. This innovative project was reported on by the local newspaper and the Cabinet Councillor for Children's Services, Mr Malcolm Davies, as a positive way forward in providing interactive web-based information
- The Kiosk project, being delivered in partnership with Children's Centres and Youth Services, aims to improve accessibility to information for parents and young people through familiar venues, breaking down barriers to information.
- A free phone attached to the kiosk provides direct telephone access to Job Centre Plus, HM Revenue and Customs, Parentline Plus, Contact a Family, Citizens Advice Bureau and Children's Information Service, for additional guidance.
- All information delivered through the existing Early Years Service Directory and kiosks can be translated into 7 commonly spoken languages within Bournemouth. Expansion of this range will continue in future developments.

- The Development Officer for the existing Early Years Service Directory and the kiosk project consults with parents and young people at each venue on a regular basis. This ensures the format and content of information obtained via the kiosk and the Service Directory meets the users' needs
- Future developments will be looking to include the use of Symbols and 'browsealoud...making websites talk' to support users with low literacy and reading skills, dyslexia or sight difficulties.

Outreach

- CIS outreach is aimed at particular audiences such as; parents of Year 5 children, where there is a particular need for them to have an understanding of the secondary school application process; young parents, in attendance at the Bumps and Babes group (a community youth group supported by Health Services)
- To reach those parents who may feel uncomfortable in the school environment where Y5 talks take place, CIS works with the local parents' support group, Parent Link, to help parents of children with additional needs or families who may have difficulty in understanding the transition process
- Working with Health colleagues, CIS has developed a holistic approach in providing information together. A CIS advert is rotationally displayed on the plasma screen at Bournemouth's Hospital anti-natal clinic
- Health Visitors' subsequently invite CIS to attend parents groups to offer new parents support to obtain relevant information and promote the benefit of childcare and financial support available that helps to afford the childcare
- Outreach presentations given at local meetings with Health Visitors retains familiarity of CIS services offered
- CIS offers to work with companies who are relocating to Bournemouth. Supporting staff to find childcare, school places and activities, including those outside of school hours. This has been achieved through attendance at company road shows and contributing to a promotional DVD in support of the company's staff retention, prior to its move to Bournemouth.
- One of Bournemouth's largest employers recently requested CIS information for their employees. This is seen as an area of on-going development for 2008 - 2009, an opportunity to expand the understanding of Childcare Voucher schemes and other funding in support of childcare.

Brokerage (*brokering partnerships with providers in difference sectors to enable parents to access a package of provision which meets their needs and the needs of their children*)

Bournemouth CIS offers 3 elements of brokerage:

- 1) CIS brokers childcare for parents accessing support groups or courses through the local parent support group, Parent Link. Childcare is provided by Network Childminders who have a special interest in caring for children with additional needs. Parent Link funds the childcare costs for the duration of the course on behalf of the parent.
- 2) Lead Professionals are key people working with looked after children or families who have identified a need to access specialist services, through the Common Assessment Framework (CAF).

A member of the CIS team provides professionals access to information on childcare, specialist medical services, therapy services, support services, including 'Early Support' approaches and materials. This member of staff works within the existing Northbourne Family Centre brokerage team, who were established in support of social workers.

- 3) Barriers to childcare which have been identified through returned service user evaluation forms are acted upon. CIS will make contact with the parents to offer additional support, which may be a wider search of childcare, assisting parents to navigate the information provided or for the information officer to act on behalf of the parents speaking to local provision to explain the needs of individual families and discuss how they might be met, to try and overcome any perceived barrier. For example: this could be because of family work patterns or the child has additional needs.

How does CIS work with childcare providers?

- CIS promotes local provision by identifying the individual services offered at each provision e.g.: school pick ups and drop-offs, additional hours offered, additional languages spoken etc. This ultimately supports the viability of local provision
- Data gathered by CIS is used for development officers and service areas such as; Early Years, Youth, Extended School etc. to analyse; training needs, diversity including disability, faith or particular community needs etc, market saturation or gaps in parental choice, quality assurance, registration status/outcome, etc
- The Recruitment Helpline maintained by CIS, offers guidance and support to prospective childcare providers, or those wishing to work in the childcare workforce and promotes the value and opportunities of working within this field
- Working with Dorset and Poole CIS in partnership with Job Centre plus, we aim to ensure consistency of information and opportunity throughout Dorset
- Local providers use the skills and experience of CIS staff to help their users understand the financial support available including; Early Education

Funding, Working Tax Credit and Employer Childcare Voucher Schemes. This supports the uptake of the childcare they offer.

- During transition periods, such as when a child moves from home into early education or into primary school, CIS supports providers to give parents accurate and timely information and guidance.

Financial Support for Childcare through: Early Education Funding, Working Tax Credit Information, Employer Childcare Voucher Schemes, Care to Learn for young parents

- Nationally and locally it is recognized that parents feel childcare is expensive. When parents use CIS or when CIS is undertaking outreach it explores if parents have taken up all possible entitlements to overcome the cost barriers to childcare.
- Promoting the take up of the free childcare entitlement through Early Education Funding. Accessing the free 12.5 hours of early entitlement, can build parents confidence in childcare. The CIS can provide details of childcare that will offer this 'stand alone' option such as maintained nursery classes
- Some accredited Childminders draw down the funding and CIS promote their services
- Through fact sheets and face to face contact CIS explains to parents the childcare element of Working Tax Credits which can provide help with up to 80% of costs, for the lower income parent, up to £175 per week for one child and £300 for two. To receive the childcare element parents must use Ofsted registered provision. According to HM Revenue and Customs the average help per family was £61.26 per week, claims can only be made for childcare paid out, a claim pack can be obtained by phoning 0845 300 3900
- HM Revenue and Customs state that employers must make a childcare voucher scheme available to all employees. CIS promotes the use of childcare vouchers and provides details of how the scheme works. If all the conditions are met, the first £55 per week or £243 per month is tax and National Insurance Contribution free.
- HMRC supports CIS in promoting formal/registered childcare to increase the take up of the childcare element of WTC. CIS signposts to HMRC website www.hmrc.gov.uk/childcare
- Drawing parents attention to those childcare providers on Voluntary Childcare register as 'qualifying childcare' for financial support, extends parental choice
- Care 2 Learn offers young parents, male or female, under 20 years of age an opportunity to return to learning. If eligible and using a registered childcare provider Care 2 Learn may pay for the following:
 - childcare cost while the young parents learns, including whilst on a placement
 - childcare costs for extra home/private study time
 - childcare deposit (up to £250) is one is charged
 - a childcare registration fee (up to £80) if one is charged
 - any necessary childcare fees payable during holidays in order to retain the childcare place, and

- the necessary travel cost to and from the childcare provider.

The way forward for CIS

Many changes will take place with regard to the way information is delivered to parents to meet their needs either: electronically, verbally, paper format or through a third party service.

- Bournemouth will continue to work with Central Government Office in its development of a central database for childcare provision and family services across the country.
- The synergy of information delivery will continue to be a key consideration within the partnership of Bournemouth, Poole and Dorset CIS.
- The Early Years Service Directory will be taken as the basis for the development of the Children's Services Directory
- A need for increased outreach has already been identified and this will be expanded upon in the forthcoming years
- CIS will contribute to locality working and the development of a consistent Information and Guidance strategy across the Local Authority. This will ensure a quality standard of information delivery.
- Agreed ways of working with partners and stakeholders will ensure a broader receipt of information through a wider range of service deliverers, acting on behalf of CIS.
- The broader delivery of information and feedback from parents will add value to future sufficiency audits and ultimately service developments.