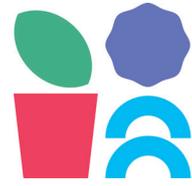


# Y BONT

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Clybiau  
Plant Cymru  
Kids' Clubs

[www.clybiauplantcymru.org](http://www.clybiauplantcymru.org)

## Top tips for successful interviews

Recruiting  
Welsh Language  
Staff for your  
Setting

The Power  
of Reviews

Apprenticeship  
Programme

Summer of Fun!

# RECRUITMENT & RETENTION

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Llywodraeth Cymru  
Welsh Government

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# Dear Out of School Childcare Club Member...



At a time where a major topic of conversation is how to attract, recruit and retain staff, this issue is dedicated to help you on all aspects of this process. You may have seen our recent news coverage on the topic. I am not sure if it is comforting to know that you are not alone in this dilemma, however we will be doing all we can to support you our members to attract the intrinsically motivated staff, that we need to help our sector prosper. We will be working alongside our CWLWM partners, Welsh Government and Social Care Wales, to promote and highlight Playwork as a career; work has already begun on this with our video.

As we look back to a Summer of Fun, where we showed that #Playmatters and #anyonecanplay, we celebrate our own events where families came together to have great fun Playing with the elements, building a Cardboard city building and playing with loose parts. The eternal favourite Arts and crafts a Slip and Slide and a Bouncy Castle all made appearances and the days were enjoyed by all children – big and small – and even some of the parents!

During the summer I attended Nant Gwrtheyrn and immersed myself in Welsh for a week, to try and have more confidence in my ability.

I would highly recommend the Work Welsh courses; see how we can support your staff with the Camau Playworker course and look out for our Welsh Club promise which will support your club to improve its Welsh.

It is time to look forward, a new school year and new opportunities lay in wait. It is as important as ever to ensure that Governance is as robust as it can be, we will be recruiting to our Board of Trustees and hope that you will welcome this opportunity to put yourself forward. We are undertaking a skills audit of our Board, maybe now is the time for your club to undertake an OSCA (Out of School Childcare Assessment) which will help you understand your strengths and where you might need our support to improve in certain areas, contact your regional office for more details.

Good luck for the autumn term.



Jane O'Toole  
Chief Executive Officer



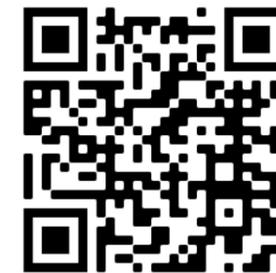
# Clybiau Plant Cymru Kids' Clubs needs YOU



Can you help us make a difference? With our new branding to reflect our updated vision and mission, we are continuing to grow and your experience and knowledge will help us reach our goals and make a real difference to the Out of School sector in Wales. We are recruiting Trustees to represent clubs across Wales and for the roles of Marketing and Communications Trustee and Charity Treasurer/Financial Overseer.

Hear why our Trustee Sam volunteers on our Board of Trustees: [News | Clybiau Plant Cymru Kids' Clubs](https://www.clybiauplantcymru.org/news/sam)

If you would like to find out more about being a Trustee for Clybiau Plant Cymru Kids' Clubs, please get in touch with Jane O'Toole (Chief Executive Officer) at [janeo@clybiauplantcymru.org](mailto:janeo@clybiauplantcymru.org)



*Want to know more about what Clybiau Plant Cymru Kids' Clubs has to offer? Watch our 'About Us' video here!*

## Become a Playworker

To support recruitment of Playworkers into the sector, we launched a new video in the summer focusing on the benefits of becoming a Playworker. We hear from Playworkers themselves about why they do what they do. Recruitment of staff is a huge challenge for the sector at the moment, and we would love you to share this video far and wide and use it within your own recruitment campaigns.



## Annual General Meeting: Save the date

Tuesday, October the 18th  
10:30am - 12:30am  
Online

We look forward to sharing our successes and impacts, along with a glimpse of what's to come in the coming year.



# West Wales



**Jane Anderton**  
Tots 2 Teens,  
Pembrokeshire

## Playworker of the Year 2022!

We recently had the pleasure of meeting with Jane Anderton of Tots 2 Teens in Pembrokeshire, to deliver her Playworker of the Year 2022 award, and little goodie bag as a thank you for her services to the childcare and play sector over the last many years.

It's not hard to see how Jane came to win this award, as well as her incredible work within the childcare and play sector. Jane has also been a foster carer for many years and delivers signalong courses to schools and settings throughout Pembrokeshire. She is always looking for new and innovative ways to support children and promote inclusivity and children's rights and is a tireless advocate for fostering services within her community.

Jane works tirelessly, dedicating her life to improving outcomes for the children in Pembrokeshire, it really was an incredible honour to be able to give her just a little bit of that recognition back. Diolch eto Jane, thank you for everything you have done, and continue to do for the children in your community! It was a real honour to have the pleasure of meeting you and giving you this award.

*“ A highly motivated individual who has worked incredibly hard over the last 2 years to promote and support children's rights to play, showing empathy and passion. They specialise in supporting children and young people who have additional learning needs and/or disabilities. They have developed a strong, effective team, and undertaken a lot of extra training to ensure the safety of staff and children throughout the Pandemic. ”*



## Camau

New Cohort of learners enrolls on the Camau Play Learn Welsh Course in West Wales.

Several Playworkers from Out of School Childcare Clubs across West Wales are doing their part for Cymraeg 2050 by enrolling on the NEW Camau Play Learn Welsh Course.

Since June we have been busy recruiting our new cohort of Camau Play learners, and a total of 8 Playworkers from 5 settings across West Wales have begun their self-study Welsh Language learning journey through the National Centre of Learning Welsh, along with the support of Clybiau Plant Cymru Kids' Clubs Welsh Language Support Officer.

Camau Play is a great opportunity for staff who have no Welsh language skills or for staff that would like to increase their Welsh language confidence. The Camau course is

free and tailored for childcare practitioners. It consists of key Welsh vocabulary and phrases that are used day to day in Childcare and Play settings.

Through the course staff have also had access to a range of tailor-made printable resources for their setting to ensure that the training influences practice.

Why don't you check out our Projects page on our website <https://www.clybiauplantcymru.org/> and our Facebook page [www.facebook.com/clybiau/](https://www.facebook.com/clybiau/) to find out more?

### Need to contact us?

You can contact the West Wales team by phone on 01269 831010, by email: [info-ww@clybiauplantcymru.org](mailto:info-ww@clybiauplantcymru.org) or by post: Unit 2 Clos Gelliwerdd, Cross Hands, Carmarthenshire. SA14 6RX.

# Summer of Fun West Wales at the National Botanic Garden of Wales

We couldn't have ordered a more beautiful day on Saturday the 9th of July for West Wales' Summer of Fun event at the prestigious Garden. The sun was shining, flowers were in bloom and our event had sold out within 24 hours. The second of 3 big Play Day Events this summer, with play activities aimed at children aged between 3-12 years, these events aim to promote awareness of the benefits of play and playwork in Out of School Childcare Clubs for children, as well as showcasing playwork as a career choice.

All events - including entry to the Garden, activities, a packed lunch and goodie bag for all children - were free of charge, thanks to funding from Welsh Government through the 'Summer of Fun'.

So much fun was had by the children and parents/carers, all facilitated by Clybiau Plant Cymru Kids' Clubs' staff and our wonderful volunteers. The power of play was fully evident.

All of our activities were so well received, showing that play can be low cost or no cost. Some of these activities were:

- Playing with the elements - water, fire, earth, air. The children had a great time making smores, roasting bananas and playing in the mud!!
- Cardboard city building and playing with loose parts to spark imaginations- we saw everything from cars, boats, pirates, knights and even some Starwars characters.
- Arts and crafts- From poms poms to sun catchers the craft area was a hive of play, mess and colour.
- Slip and Slide- With our future playworker Ryan on the hosepipe, the slip and slide was the place to be, the laughter and screams of joy from both children and their parents could be heard from everywhere.
- Bouncy Castle- Who doesn't love a bouncy castle? This was enjoyed by all children big and small and even some of the parents!

This is what one of the parents said about the day:

*“We attended the event at the Botanic Garden today and it was absolutely great. The children had the best time. It was all very well organised and so much to do in a beautiful setting. The staff were brilliant and Kim on the bouncy castle was amazing with the children. Thanks very much for a wonderful time, all of it was excellent, even the packed lunch. It was so lovely to see children playing outdoors and having fun. Diolch”*

If you would like to find out more about the play benefits and opportunities offered by Out of School Childcare Clubs or are interested in Playwork as a career, visit our website at [www.clybiauplantcymru.org](http://www.clybiauplantcymru.org).

A huge thank you to Marion, Jasmine (Age 14), Ryan (Age 6), Harry (11) and Aubrey (9), Reuben (9) and Romy (5) for the incredible support they provided the Clybiau Plant Cymru Kids' Clubs' team for this event. Supporting us to deliver play opportunities and promote the value of play to children and families across Carmarthenshire.

*“I wasn't expecting to enjoy it at much as I did!”*

Jasmine

*“I had a great day, when will we be doing another event at the Botanic Garden?”*

Ryan

Feedback from families at the event included asking if they could take our volunteers home! Absolutely not! We are incredibly grateful for the support they provided us for this event and hope we get the pleasure of working with them all again in the future.



## Clybiau Plant Cymru Kids' Clubs

Special thanks to the companies who supported our event:

The National Botanic Garden of Wales for helping our event run smoothly.

Dainton Storage Swansea for providing large boxes for our cardboard city.

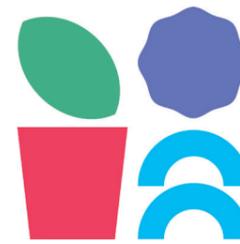
Dunelm Carmarthen for our cardboard tubes.

Wynnstay Carmarthen, Crosshands branches for cardboard for our cardboard city.

Cawdor Castles for providing the bouncy castle.



# North Wales



## Clybiau Plant Cymru Kids' Clubs

### Need to contact us?

You can contact the North Wales team by phone on 01492 536318, by email: [info-nw@clybiauplantcymru.org](mailto:info-nw@clybiauplantcymru.org) by post: 19, Princes Drive, Colwyn Bay LL29 8HT

## Staff retention into practice

It can be really challenging to recruit and retain staff, but Little Lambs, Kimmell Bay, Conwy North Wales have some great ways to show staff appreciation and support retention of current staff. Owner Sam Maitland-Price ensures that her Out of School Club feels like a family. The staff team are frequently gifted with tasty treats such as cakes and biscuits from the local shop and they are treated to staff appreciation days out where they are able to let their hair down and enjoy fun activities.

Appreciating employees as individuals can build their sense of belonging in the workplace, because you acknowledge they are an integral part of your team and the organisation. Peer-to-peer recognition can play an important role in building that sense of belonging at work.

Here are a few ideas for you to use within your Out of school club to make sure your staff feel appreciated too;

- See the good.
- Seek employee input.
- Be specific.
- Encourage effort.
- Reward results.
- Celebrate careers.
- Help employees be seen and grow.
- Show you value them for who they are.

These simple steps may help you make your team feel more appreciated, and encourage a longer standing team.

## Congratulations

Congratulations to Cylch Meithrin Y Felinheli / Clwb Gofal Y Felinheli who have reviewed the needs of their community and have, through support from Mudiad Meithrin and Clybiau Plant Cymru Kids' Clubs, attained Charitable Incorporated Organisation status and CIW registration to extend their provision.

They now offer full day care provision including an After School Club for children aged 2 – 12 through the medium of Welsh.

We wish you every success!

## New Clubs

The North Wales Childcare Business Development Officers have been working with a number of schools across county to support the development of new Out of School Childcare Clubs. Clybiau Plant Cymru Kids' Clubs would like to extend a warm welcome to Ysgol Talahairn, Llanfair Talaharn, Conwy, Ysgol St.Marys, Flint, Flintshire and Ysgol Llanddoged, Llanddoged, Conwy, who will all be offering 16 new places from September.

We look forward to working with you to develop your clubs further.

## Collaboration working to support expansion in North Wales

In collaboration with Mudiad Meithrin, Clybiau Plant Cymru Kids' Clubs has been working with several Welsh medium settings in North Wales.

A number of Cylchoedd and Out of School Childcare Clubs have been supported to extend their provision to be able to offer full day care for children aged 2 – 12, supporting the needs of their local community. As part of this work, voluntary management committees have been supported to review their legal structure, gain Charitable Incorporated Organisation status and re-register with Care Inspectorate Wales (CIW).

If you would like support to expand your provision, review your governance or register with CIW please contact your regional office;

[info@clybiauplantcymru.org](mailto:info@clybiauplantcymru.org)  
[info-ww@clybiauplantcymru.org](mailto:info-ww@clybiauplantcymru.org)  
[info-nw@clybiauplantcymru.org](mailto:info-nw@clybiauplantcymru.org)

# Free Training for Conwy members

Conwy County's annual training plan is ready to take bookings; our Playworker workshops have been tailored to suit the requests and needs of Out of School Childcare Clubs in Conwy for your staff to enjoy. We have Childrens Rights and Participation and Developing own Playwork and Team Practice courses.

These courses commence from September 2022. If you or your staff would like to book onto any of our courses then head over to our website, [www.clybiauplantcymru.org](http://www.clybiauplantcymru.org) and book now.

All courses will be held in our Colwyn Bay Training Room, 19 Princes Drive, Colwyn Bay, Conwy, LL29 8HT and will include cuppas and biscuits.

### Childrens Rights and Participation

Tuesday 8th November  
& Tuesday 15th November 2022  
18.30 – 20.30

### Participation and Developing own Playwork and team practice

Tuesday 4th October  
& Tuesday 11th October 2022,  
18.30 – 20.30

If you require any further information on any of our courses available, please contact Rachel Tustin, Childcare Business Development Officer Conwy on 01492 536318 or at [info-nw@clybiauplantcymru.org](mailto:info-nw@clybiauplantcymru.org).

# Staff Development

Playworkers continually attend training to ensure they are delivering a quality service and to support continued professional development. In North Wales, Playworkers are also developing their skills and taking a more active role in the running of their settings.

Supporting and allowing Playworkers to develop their planning and management skills enables settings to promote from within. All too often when the Senior Playworker leaves a setting through another job opportunity or retirement, it leaves the management committee in a race to employ a new Senior Playworker. Unfortunately, the recruitment process is not quick. Enabling staff members to gain their Level 3 Playwork qualification and work alongside the Senior Playworker gives them greater knowledge, supports team working and allows for career progression and succession planning.

When everyone working in a setting knows the work that goes on behind the scenes, and can support and input new ideas, everyone begins to have a sense of belonging, supporting staff retention.

North Wales Out of School Childcare Clubs have used this to their advantage and have been able to promote Playworkers to Senior Playworkers, reducing recruitment costs and challenges and enabling continuation of service.





# South East Wales

## Summer of Fun South East Wales



This year, we were successful in receiving a Summer of Fun grant from Welsh Government. We wanted to provide 3 events across Wales to promote the importance of play and the use of Out of School Childcare as well as promoting Playwork as a career choice. In South East Wales, we held our event on Saturday 2nd July. 29th Cardiff Scout group (Pontcanna fields) were kind enough to provide their venue which had lovely outdoor space as well as plenty of indoor space with a very handy annex that acted as a cwtch for our carboard city.

This was a family event that offered a host of play opportunities, from a bouncy castle and fire pits where we made smores and banana boats, to messy play including gloop, compost and spaghetti; den building, lots of craft materials and loose parts and a slip and slide. In the morning we also had a great visit from the crew at Ely fire station who brought along their fire engine, and the children (as well as our CEO!) loved dressing up as fire officers.

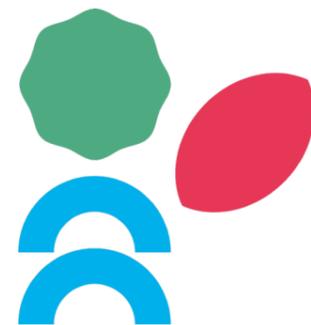
Places were fully booked within hours of going live and despite the huge downpour of rain we had in the morning, we had many

families arrive – in their rain gear! It was a huge success. As predicted, the fire pit was a big draw and the children (and parents!) loved roasting marshmallows and making the banana boats. Carboard city was very popular, and the dens children were making out of the carboard were out of this world! No child left clean and they were all soaking wet - not from the rain, from the abundance of laughs the children had playing on the slip and slide!

We were able to provide quality healthy pack lunches for the children thanks to Moo Moos catering in Cardiff, as well as bottles of water provided by Newbridge McDonalds. We received high praise and lovely comments from the parents and children, with one child commenting that "this is the best day I've ever had!"

Within the 'goody bags' that went home with every family, we shared a booklet full of QR codes with resources/messaging. This included a link to our video (new for 2022) 'The Benefits of Out of School Childcare', a link to the benefits of using Care Inspectorate Wales registered childcare, a 10 Ways to 'press play' on your career in Playwork', activity resources, a link to the 2022 Parents Survey on childcare choices and more!

Overall, it was a great success with fun had by all. The pictures speak for themselves!



### Need to contact us?

You can contact the South East Wales team by phone on 029 2074 1000, by email: [info@clybiauplantcymru.org](mailto:info@clybiauplantcymru.org) by post: Bridge House, Station Road, Llanishen, Cardiff. CF14 5UW

### A Stronger Management Structure

In January 2020, Clybiau Plant Cymru Kids' Clubs secured three years funding through the National Lottery to support and strengthen the Out of School Childcare Sector. Part of the objectives of our project was to promote the importance and necessity of strong governance as well as to give direct support to clubs to achieve this. Then a pandemic hit, and priorities changed. It became more about supporting settings to survive, before they could thrive. All the while, we continued to promote the need to strengthen governance for long term sustainability, with particular focus on committee run clubs becoming Charitable Incorporated Organisations (CIO).

In our Winter edition of Y Bont we reported that two clubs in South East Wales achieved this in 2021, Raglan Rascals in Monmouthshire and The Hollies RCT. Coming out of the pandemic, there has been a noticeable increase in Voluntary Managed Committees and schools now wanting to ensure they have a solid structure to protect their liability with more now wanting to become a CIO. Our Childcare Business Development Officers are working with these settings and hoping to achieve this by September.

The benefits of becoming a CIO go beyond the protection of personal liability. It gives greater opportunity to access funding which in turn can allow you to become more sustainable and look at ways you could offer more to your staff. It also demonstrates a professional management structure giving a greater sense of security for recruitment and retention.

If you would like support with your governance, please contact your Childcare Business Development Officer.

Email: [info-sew@clybiauplantcymru.org](mailto:info-sew@clybiauplantcymru.org)

## Meet the club South East Wales

Barnaby's is a long standing Out of School and Wrap Around Club run by the school committee in Newport. The club is based within and operates for the children of Malpas Court Primary School aged 3-12 years. Children are also collected from Malpas Park Primary School and the wider community for Holiday Club. The club caters for 24 children for After School Club and 16 children for Wrap around childcare. The club offers a child centred environment meeting the social physical, intellectual, creative and emotional needs of each individual child.

Since March 2022, following an expression of interest being sent out to all Newport Clubs, a new provider has been working closely with the Head Teacher of Malpas Court Primary School to enable Barnaby's to transition to a new provider and management structure and work towards being registered with Care Inspectorate Wales (CIW) under the new provider Stay & Play. The new owner Nicola Speight operates as a private provider and has other clubs across the County. The transition between both clubs needed to be smooth to ensure the Childcare Offer can consistently be provided to the families who access this provision.

What has been the biggest challenge during the transition from Barnaby's to Stay & Play? The transition between the clubs has run very smoothly due to the positive working relationship between the existing provider and the new provider. Care Inspectorate Wales (CIW) has worked with the new provider to ensure the registration date has been flexible and the club will be taken over as Stay & Play from September 2022. Challenges with staff recruitment and retention following the pandemic have caused complexities, however these have been overcome and the new staff are having a positive impact upon the club.

What support have you received from Clybiau Plant Cymru Kids' Clubs? Both clubs have been independently supported by the Childcare Business Development Officer at Clybiau Plant Cymru Kids' Clubs funded through Newport Local Authority. Support with guidance and resources for registration has been provided. Individual meetings with each provider to ensure financial arrangements and support regarding the legal obligations have been carried out. Joint meetings have also taken place, enabling the transition for all providers to be open, transparent and seamless. This has been a journey for all parties and demonstrated positive partnership working.

*"I would like to thank Clare Dare for all her support with the transition from start to finish. Clare has always supported me not only with the transition from Barnaby's to Stay & Play but with my other clubs I have, she is a great asset to Clybiau Plant Cymru Kids' Clubs"*

N Speight, Stay & Play

### Oak Hill ASD Newport Update

Oak Hill ASD Newport are well on their way through the Summer Club this year. With "Key Create" activities and Tennis sessions the children have a great time at the club. Claire Hawkins has been employed as the Development Worker and is doing a fantastic job liaising with parents and running the club. They have an ongoing recruitment process for candidates to apply for positions as they require a flexible team of support workers as well as Playwork qualified managers and deputy staff to run Oak Hill. If you are interested in working in the ASD provision and have the skills and knowledge to support the children and young persons, please contact [oakhillasdchildcare@gmail.com](mailto:oakhillasdchildcare@gmail.com) for an application form. There is potential for the club to grow, and the committee is working tirelessly on funding applications to secure the necessary finances to ensure that the provision can be delivered as much as possible in as many of the holidays that they can. If you have skills with finances, charity committees and complex needs then they are keen to add some more enthusiastic volunteers to join them on this journey. Please contact Oak Hill ASD Childcare to find out more.

### Hello and Goodbye!

We have been very sad this summer to say goodbye to Becky Hall, our South East Wales Childcare Business Development Officer and Training Officer. Becky has been a fantastic asset to our team and will be sorely missed not just by us at Clybiau Plant Cymru Kids' Clubs but also by all of the clubs that she has worked so hard to support over the last 2 and a half years. Becky is moving on to an exciting new role supporting play development and so she will still be doing what she loves – supporting children's right to play!

With the end of one chapter comes the beginning of another! We are happy to welcome Paula Carter-Clare to our team. Paula will be getting in touch with clubs in the region shortly to introduce herself properly and brings with her the experience of setting up her own registered Out of School Childcare Club. Paula is passionate about supporting Managers, committees and Playworkers and a champion of the benefits of registration and play. Welcome to the team Paula!

# Childcare Offer for Wales: National Digital Service

The national digital Childcare Offer for Wales service is coming this autumn! This will enable every parent and childcare provider to use one single service to access the Childcare Offer for Wales. Not only will this bring consistency of experience for parents across Wales, this could significantly improve the experience of childcare providers delivering care funded by the Childcare Offer. One of the key benefits of the new service for childcare providers is that they will be able to move towards working with just one system and one payment schedule, no matter which local authority area the children in their care live in.

Providers who wish to deliver the Childcare Offer for Wales will need to register on the national digital service. Welsh Government will be opening registrations for providers from September and will let providers know the exact dates on which they can begin

to register. These messages will come via the provider's local authority team, Cwlmw partners, as well as Care Inspectorate Wales (CIW), so keep an eye on your emails!

For any providers who are not as confident using digital services, Welsh Government is providing free basic digital skills training to help. Virtual training sessions will be offered in early September but pre-recorded training is already available at [Essential Digital Skills for childcare providers \(gov.wales\)](#)

Bespoke training on using the new national digital service will also be available from September. Please look out for emails from your local authority team and CIW.

Further information on the new national digital service can be found here [Childcare Offer for Wales: National Digital Service | GOV.WALES](#)

## Key Dates

**September – October 2022:**  
Childcare providers across Wales will be invited on a phased basis to register on the new Childcare Offer for Wales national digital service

**November 2022:**  
Parents applying for funded childcare from January 2023 will begin applying via the national digital service

**January 2023:**  
Parents begin receiving their funded childcare hours and providers begin claiming for payment through the national digital service

# Health & Wellbeing

When thinking about recruitment and staff retention it is important to consider how you support your staff's Health and Wellbeing. As an employer and responsible person/individual you have a duty of care to ensure all staff are mentally and physically capable of caring for children 13.5(DC) (National Minimum Standards for Childcare in Wales (NMS)).

Within your advertisement for the position think about how you reward staff for their hard work and let prospective candidates know. Do you have social events or team building? This may encourage new staff to apply. Do you hold regular supervisions and appraisals that provide opportunities for staff to talk openly and confidentially? Knowing individuals are supported within their role will help retain staff within the employment at your club. If staff feel they can talk openly and are supported with their mental health and wellbeing this can lead to less absenteeism from work due to ill health and also may support staff morale for individuals and team members.

As employers your duty of care is to do all you reasonably can to support staff's health, safety and wellbeing. You should ensure the environment is safe, protect staff from

discrimination and ensuring you have relevant risk assessments in place.

Some organisations have employee assistance programs accessible for their staff. This can be costly, however having robust internal systems in place to ensure staff are able to work at their maximum potential will have a positive impact upon your team, which in turn will have a positive impact upon the children.

Through one-to-one supervision, it is important to ask about your staff wellbeing, how are they feeling. Is there anything that you should know about their health that may impact upon their ability to carry out their role? Providing these opportunities is a positive way to support individuals so that they know they are valued.

You may also have a suitable person that can be the Mental Health Champion within your club or organisation. They may access training and develop skills to support the team as well as providing staff with a person that can listen and help signpost to further support if required. Some people may not realise that they have mental health problems, and this can affect a person's decision making and thinking within their role. Having staff

trained as a Mental Health First Aider with an awareness of anxiety, depression, substance abuse or eating disorders, may support a member of staff to seek out support through the GP or other support agencies.

Having a list of contact details in the staff room/staff handbook will enable staff to reach out for Mental Health and Wellbeing support also.

- [www.mind.org.uk](http://www.mind.org.uk)
- The Samaritans have a text service to support individuals who may find text to be a helpful way to reach out for support: SHOUT85258 for adults YM85258 for young people
- C.A.L.L. Mental Health Helpline for Wales Freephone 0800 132737 or text 'help' to 81066
- [the-mental-health-wales-measure-2010.pdf \(gov.wales\)](#)

Introducing new staff to the team and providing them with a buddy will also reassure and support your staff to integrate with the team and have someone they can talk to if they are finding anything overwhelming. If you feel that you or your staff team need support it is important to reach out to the GP in the first instance or contact NHS direct 111 Wales.

# Strengthening the Glue

You often hear that you don't work in Childcare for the money! With overheads so high and the need to keep fees affordable for parents, the salary that staff deserve is often out of reach. As a sector, we are skilled at thinking outside of the box and this can be applied to ensuring staff, the glue that holds clubs together, feel valued.

## Research your competition

When we create our business plans, we do our market research to establish what other services offer care for children within our area. From here we look at how we can compete with these and find our unique selling point but have you ever considered doing this for staff recruitment and retention? It has been noted as a result of the pandemic that a lot of staff began working in retail. We know that this came about from a need to earn an income as a result of club closures but so many didn't return. Why was that? We know anecdotally that some felt that for the same salary they had less responsibility, but could we think about something we can offer that the competition doesn't. What do other local employers offer in the way of perks? What holiday entitlement do they get? Do they have any access to additional health care? If your cashflow forecast allows, can you look at schemes such as Simply Health? For as little as around £10 per month

per employee they can claim costs to cover dental care, eye care, private physiotherapy to name just a few. They can also add their children for free and pay to have partners added. This could be something that appeals to staff with the cost of living so high, a £100 dental bill is the last thing they need!

## Getting the best out of supervision

Sometimes the need to complete supervision can feel like a tick box exercise that we are obliged to complete but supervisions can be extremely beneficial. It provides you an opportunity to really see how your staff are feeling and what they may need to support them, not to just complete their role but to support their wellbeing. Supervisions can support a culture of openness and understanding and allow staff to feel valued in their role. Money is important but having job satisfaction and working in an environment that makes you feel welcomed and respected can go a long way to trumping the urge for a higher salary.

## Continued Professional Development

Within supervision you can discuss any training needs, not just for the benefit of the company but also for the staff themselves. Research has highlighted that learning new skills has positive effects on people's mental wellbeing. It provides opportunities to build confidence and to gain a sense of achievement.

Completing relevant qualifications is a priority for Childcare businesses but training doesn't have to just be about achieving qualifications. Training can be fun and thought provoking. Clybiau Plant Cymru Kids' Club has recently held a training day for their own staff. The day was all about

continued professional development but also sharing of experiences and activities that we could pass onto clubs. It was all done inhouse so no cost

to buying in external trainers and we spent time making s'mores around a campfire and experimenting with loose parts. All things we can use within our roles, but we all felt very uplifted by the end of the day. This could be something you could provide once or twice a year. It will involve some planning and there would be some cost involved but the long-term benefits could justify those costs.

## The Children

At the start of this article, it stated that everyone says you don't work in childcare for the money, so why do people choose this sector for their career? The children. The relationships that you build with the children you care for are some of the best relationships you can have. The sense of wellbeing you feel when you see a child develop and overcome challenges is like no other. This profession provides children with the opportunities to become the best versions of themselves, it makes a difference to their lives and their happiness. It supports families, you become an important person in so many families' life's and you have an impact, so remind the staff of that. Try a memory jar. Ask staff at regular intervals throughout the year to add a note on an incident that made them feel proud of the children, individually or as a family or as a club. Did they have a child who shied away from messy play and one day they painted their hands and felt proud of themselves? Put it in the jar. Take photos throughout the year of the staff with the children. At the end of the year collate these memories and photos, quotes from parents, anything that shows their impact and put them into a scrap book and present to the staff. It would be a beautiful reminder of why they do the job they do and the difference they are making to the lives of the children.

## Networking

These are just a few ideas you could use to support retaining your staff but there are many more, for example, developing relationships with other Childcare businesses because it doesn't always need to be a competition. We all do this because we have the same goal-to provide quality experiences for children so draw upon others' ideas and share your good practice with others. Attend Clybiau Plant Cymru's Kids' Clubs network evenings online where you can talk informally with others in the sector and draw on your experiences.

**2022 is the year of playing, working and being together so remember we are all in this, Together.**



# Projects

## Cymraeg

### Camau Play Learn Welsh

Do you want to improve your knowledge and confidence in utilising the Welsh language or to increase the use of the Welsh Language within your playwork setting?

Camau Play is a new fully funded, online self-study Welsh language course at entry level, tailored for practitioners within the play sector.

- The Entry 1 course consists of the following:
- 10 Units (approximately 20 hours of independent learning);
  - Learn Welsh to use with children in your playwork settings;
  - Tailored printable resources to use in your setting.

- Learning Outcomes:
- Introduce yourself and say where you live;
  - Pronounce the alphabet, colours and days of the week
  - Masculine and feminine numbering
  - Simple greetings: Who are you? Who is she/ he? Who are they?
  - Discuss the weather
  - Discuss feelings.
  - Simple questions, e.g.
    - How are you today?
    - What are you doing?
    - What is it? It is a triangle
  - Singular and plural commands,
  - Introducing the formal and informal 'your'
  - Introducing prepositions
  - Mutating after numbers

Our Welsh Language Support Officer will be on hand to support you on your journey and beyond with bespoke, practical, online support sessions, tailored for you.

For further information please contact our Welsh Language Support Officer: [sianej@clybiauplantcymru.org](mailto:sianej@clybiauplantcymru.org)



## Welsh Club Promise

Clybiau Plant Cymru Kids' Clubs new resource to support the increased use of the Welsh language receives The Welsh Language Commissioners Office endorsement.

"The Welsh Language Commissioner's Hybu Team is glad to support Clybiau Plant Cymru Kids' Clubs Welsh Promise. It's a way for your members to set clear, ambitious and fun steps to share the Welsh language with their attendees, staff and wider family. In committing to the Promise, the clubs will be able to develop their use of Welsh, and create an environment where the language is a natural part of the club's offer to the children. The bronze, silver and gold levels allow each club to use Welsh in a way that is appropriate for them. Once they've achieved one level, they can move to the next and do more with the plentiful help available from Clybiau Plant Cymru Kids' Clubs. The resources available through Clybiau Plant Cymru Kids' Clubs provides practical support and wider assistance e.g. through the Camau scheme which means there's a genuine opportunity to increase the use of Welsh in the sector.

The Hybu team will be glad to provide further assistance to any company or organisation that wishes to create a Welsh Language Development Plan and try for the Cynnig Cymraeg, in addition to the Promise.

"We look forward to hearing about the successes and enjoyment in the Clubs as they take these steps."



# Grow Your Own Feast

Free, fun ideas for children to enjoy the outdoors and keep well, growing and cooking their own feast – visit [www.clybiauplantcymru.org/projects.asp](http://www.clybiauplantcymru.org/projects.asp)

Autumn is a season of celebrating nature with seasonal heart-warming feasts with families and friends, all of which help boost our mental resilience and physical health. Celebrate with our great range of autumn foraging ideas and recipes – including those you can cook outside on an open fire – in our Grow Your Own Feast pack. Autumn is a perfect time for gathering fruits, sharing recipes and cooking together with older, experienced family members/people in your community, sharing lifelong skills and improving the quality of life for all.

Download our Grow Your Own Feast pack on the members area of our website [www.clybiauplantcymru.org](http://www.clybiauplantcymru.org)

[clybiauplantcymru.org](http://clybiauplantcymru.org) or check the sample Grow Your Own Feast activity cards on our projects' page. Pizza rolls, orange muffins and popcorn, all of which can all be cooked on a campfire, are a real outdoor treat to make and eat, washed down with some home-made spiced elderberry cordial.

### Spiced Elderberry Cordial

If you made any elderflower cordial from the blossoms of the Elder tree, revisit this wonderful tree to collect its glittering clusters of dark purply-black berries. They are incredibly rich in substances called anthocyanin which

help boost your immune system and keep germs away, helping us stay healthy during the colder weather. Make some delicious, spiced elderberry cordial with the children to stay healthy. You can also freeze the berries for use later in the year, but always remember to take only what you need, as animals, insects and birds also need elderberries too.

Check out 'Grow Your Own Feast': Foraging Berries on the projects' page of our website for top tips from our foraging expert Adele Nozedar.

## Grow Your Own Feast

### Foraging

#### Delicious Elderberry Elixir

Elderberries ripen between August and October, replacing the elderflower clusters seen in earlier in the year in late spring in country hedgerows and city parks/gardens.



#### What you need

- 20 bunches of elderberries, stripped from the stalks
- Juice of one orange
- Juice of one lemon
- 250g sugar of your choice (or honey if preferred)
- 1 cinnamon stick
- 4cm chunk of fresh ginger
- A few cloves
- 1 star anise
- 1 green cardamom pod

#### What you need to do

- 1 Put the berries into a heavy pan with a lid. Add the orange and lemon juice then enough water to cover the berries by about 3-4 cms. Add all the rest of the ingredients.
- 2 Bring to a boil. Cover, and let boil for just a couple of minutes. Lower the heat and simmer for 15-20 mins. Then set aside overnight.
- 3 Fish out the larger ingredients, such as the fruits and the cinnamon etc. Strain the liquid through a fine sieve – don't worry if some bits and pieces make it through. The ginger, spices etc. can be used to make a chutney or pickle. Allow the liquid to drip through the
- 4 sieve until you think there's no more juice left, then press out even more with the back of a spoon!
- 5 Using a ladle and a funnel, decant the liquid into 500 ml water bottles, leaving a space for expansion as you can freeze the elixir until needed. You could also store in ice cube trays.
- 6 Not only is this spiced syrup good for you, you can pour it over your porridge or yoghurt or dilute with water or warm milk into a delicious hot drink!

#### Health and safety tips

- Adults should supervise boiling the mixture.
- Take your elderberry cuttings from a variety of trees as they are needed by birds and animals in the autumn.

#### Fun fact/top tips

Elderberries were discovered by scientists to be very rich in substances called anthocyanins which help boost your immune system and also keep nasty germs away. This means that the berries will help you stay healthy during the colder weather.

**TESCO** Bags of Help

**Clybiau Plant Cymru Kids' Clubs**

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Bridge House, Station Road, Llanishen, Cardiff CF14 5UW  
T: 029 2074 1000 F: 029 2074 1047 E: [info@clybiauplantcymru.org](mailto:info@clybiauplantcymru.org)  
Company limited by guarantee 4296436  
Registered charity 1093260

# Recruiting Welsh Language Staff for your Setting

## Do you want to improve your Welsh language services?

By increasing the use of the Welsh language in your setting you will:

- Increase opportunities for Welsh language children to hear and speak Welsh
- Improve the Welsh language service you provide to Welsh language families
- Provide opportunities for your staff to learn and use Welsh at work
- Promote the Welsh language within your community

The challenge for settings to begin to provide some of their provision in Welsh is the number of its staff with Welsh language skills and the most effective way to do this is to recruit or train staff with the necessary Welsh language skills.

When recruiting new staff, you could assess whether Welsh language skills are needed.

## Do Welsh language children attend your setting?

## Do you provide wrap around services from Welsh language schools?

Then consider placing the post into one of the following categories:

- Welsh language skills are essential
- Welsh language skills need to be learnt after being appointed to the post
- Welsh language skills are desirable
- The category should be stated when the post is advertised and the post must then be advertised through the medium of Welsh. Clybiau Plant Cymru Kids' Clubs has all the bilingual recruitment templates that you will need in Stepping Out in our members area of the website.

## Where can you advertise?

Advertising your jobs online is still by far the most effective and successful option in today's fight to find the best people. You can advertise jobs through Clybiau Plant Cymru Kids' Clubs by simply visiting our website and completing a simple form with all the details you require for the post including the desirable Welsh language level. This can be advertised bilingually on our Facebook page also. As well as:

- Other Social Media
- Lleol.cymru Golwg360
- WeCare.wales
- Local Welsh language schools
- Family Information Services

## Welsh Language Level

When recruiting for Welsh speakers you will need to consider what level of Welsh they need. The National Centre for Learning Welsh's (NCLW) Welsh Language Welsh Level Checker can be used to give an indication of the employee's level in Welsh for all skills/levels. Welsh language level checker You could use the skills levels to provide a practical picture of the Welsh language skills needed for the post. A high level of proficiency in Welsh may not be required and Welsh language skills at Entry level or the Entry level to be learnt after being appointed may be sufficient for the post.

Recruiting the best staff who have the right Playwork qualifications can be challenging enough, without specifying additional language skills. But **did you know** that your current staff can achieve the full Entry Level to Welsh through the fully funded, self-study Camau course?

If you have any questions about recruiting Welsh language staff, or would like further information regarding the Entry Level Camau course please get in touch with our Welsh Language Support Officer [sianej@clybiauplantcymru.org](mailto:sianej@clybiauplantcymru.org).

# Top Tips for Successful Interviews

Making sure you employ the right person is the primary focus within an interview process. Whilst interview candidates obviously have to prepare for interviews, it is also important that as an interviewer you take the time to prepare too, to ensure the process is as efficient and effective as possible.

1. Review the Person Specification and Job Description. What are the main requirements of the role? What are the best ways of finding out how well the candidates meet these? If there is anything you need them to bring with them (e.g. certificates), make sure you let them know about this ahead of time. What are the best questions to ask to find out what you need to know?
2. Skills gap analysis – outside of the Job Description, what other skills would be useful for the new employee to have? Do you have a skills analysis of your current staff team? Reflecting on this and where there might be gaps or areas to improve (e.g. IT skills, qualifications, or interests e.g. sports, music, art) can help you to focus on what to ask each candidate and what to prioritise.
3. Review the application information/ CV. Take the time to re-read over the application/CV prior to each interview, making a note of areas that you might want to query/request they expand upon.
4. Prepare for their questions. It is typical to end each interview by asking if the candidate has any questions for you. Think about what they might ask ahead of time and how you want to answer.
5. Make eye contact and smile. While it is helpful to write notes to remind you of answers given, it can be quite off putting to interviewees if you are looking down at paper for the majority of the time. Try to get plenty of eye contact which will help to create a positive, friendly atmosphere

and put them at ease. Be an active listener!

6. Be specific. People will sometimes stretch the truth in relation to their experience/ skills. Being specific in your questions and teasing out additional details when vague answers are given will help to ensure each candidate is suitably experienced (and also not selling themselves short). Ask for specific examples.
7. Ask about any short-term jobs they have had. There can be lots of reasons for people leaving jobs after a short space of time, but if it is a common trend this could be cause for concern. Inducting staff can take time and energy and you want to ensure as best as possible that the successful candidate is going to stick around!
8. Ask about their future plans. It can be good to find out where they see themselves in 6 months, a year and 2 years time. This can help you understand their expectations for progression and how you can best support them if they are successful in obtaining the role.
9. Provide structure without rigidity. It is good to have a list of questions to ensure you are being fair to each candidate and that you are covering things you need to. The consistency also makes it easier to compare interviewees. However, it is also good to be flexible in your approach. Listen to the answers given and ask follow up questions or requests for additional clarification where needed.
10. Make sure you are familiar with Discrimination Laws and ensure your recruitment process as a whole is equitable and accessible to all. Avoid discussing areas such as status, gender, religion, ethnicity, age or disability during the interview.

## Play-full interviews

No, we don't mean joking around with candidates or rugby tackling them as they come through the door... but do you currently conduct your interviews in a play-full way? It can be really difficult to tell what a Playworker is going to be like from a formal interview. You might have a candidate that is very good at answering interview questions, but is less au fait with putting the Playwork Principles into practice. Or someone that stumbles through an interview and gets tongue tied may actually be full of passion and magic when it comes to facilitating play opportunities for the children at your club.

If possible, it is great to invite candidates into a session so that they can be observed interacting with the children and facilitating activities. Even if this isn't possible, you can still introduce play within your interview practice. You could:

- Fill the table with loose parts and get them to create something
- Ask them to teach you their favourite game
- Ask them to bring a selection of loose parts with them and ask them in the interview what they think children might make with them
- Give them one loose part (e.g. a stick) and ask them to think of as many things it could 'be' (or as many ways it could be used) as possible (symbolic play)
- Have children from the club ask some questions – either in person, or ask them to write questions ahead of time.

We would love to hear about how you have incorporated play into your interview process!



# Training

All apprenticeship signups are completed using secure platforms and which platform is used changes depending on which contractor you are being signed up with. For learners signed up through Cambrian Training the system that is used for signing apprenticeships up is IPEGS and using this will allow us to complete the following:

- Learner Start Pack,
- Employer Health and Safety Appraisal
- Employer/Placement Health and Safety Monitoring Document
- As well as PAR (Progress Achievement Record) which are your monthly reviews

ACT Training use a similar system called etrack where apprentices will be sent a link to complete information for start up and from August 2022 all paperwork, reviews and ILPs (Individual Learning Plans) will be completed electronically using Signable.

Prior to signing you up, and to meet funding requirements, all apprentices will be asked for documents to prove where they live, where they work, right to live and work in the UK as well as identity. Apprentices will need to have documents such as passport, birth certificate, payslip, signed contract of employment, utility bill to upload as proof.

It is vital as apprentices have these documents ready and sent to their Training Officer prior to sign up to make the process as smooth as possible. For those learners being signed up through iPEGS, the form that is filled in is a live document and you are unable to leave the form once you have started to fill this in, so it is essential that when the Training Officer asks for the required documents all these are sent so they can be uploaded without any issues.

## Qualifications Flowchart: which qualification is right for you?

What qualifications do your staff need to work at your setting? Here is a useful [flowchart](#) to help you in seeking the suitable qualification.

## Apprenticeship Contractors

If you are undertaking an apprenticeship with Clybiau Plant Cymru Kids' Clubs it is important to know that we subcontract through other larger apprenticeship providers, and they are: ACT Training, Cambrian Training (CTC), Pembrokeshire College (B-wbl)

What this means is that whilst a Training Officer will sign you up to undertake the course through Clybiau Plant Cymru Kids' Clubs the paperwork as well as some of the contact made with you to provide feedback will come through the individual providers, but the training and delivery as well as the team working to deliver the qualifications through Clybiau Plant Cymru Kids' Clubs will be the same.

# Apprenticeships: Getting you signed up

## E-Portfolios: what are they?

As part of any qualification that you undertake with Clybiau Plant Cymru Kids' Clubs you will be expected to produce a portfolio of evidence that shows both your knowledge and understanding of playwork; this is now done through ecordia which is a secure online e-portfolio.

When you sign up for a course you will be sent log in details to your own ecordia account that both yourself and your assessor will have access to. This will enable you to upload, submit and accept evidence and also allows you to see progress through percentage achieved and can also provide you with gap reports that shows you what is left to complete in units.

Ecordia is one of the simpler e-portfolios available to be used and you can't break it, but we understand that the thought of using an e-portfolio can be daunting which is why your Training Officer will be there to talk you through and support the process.

## Apprenticeship Programme

The apprenticeship programme is a mixture of both work based and taught sessions, with an assessor visiting the learner in their setting.

This will lead to the following qualifications

Foundation Apprenticeship	Apprenticeship
CACHE Level 2 Diploma in Playwork (QCF) (NVQ)	CACHE Level 3 Diploma in Playwork (QCF) (NVQ)
City & Guilds Essential Skills Wales Level 1 in Communication**	City & Guilds Essential Skills Wales Level 2 in Communication**
City & Guilds Essential Skills Wales Level 1 in Application of Number**	City & Guilds Essential Skills Wales Level 2 in Application of Number**

\*\*dependent on learners' existing qualifications. If you already have these qualifications, you must provide scanned copies of certificates prior to sign up session and you will then be exempt from undertaking these qualifications.

Learners will need to meet with their assessor every 4 weeks over a period of up to 12 -18 months in the workplace for review and assessments of occupational competence.

As learners, you will be required to:

1. Work an average 16 hours a week (this can include attendance of training sessions).
2. Attend training sessions (these are currently being delivered through Zoom sessions).
3. Complete work set by deadlines given.



# Fundraising

## Put the Fun into Fundraising

- Bake sale - Who doesn't love a classic bake sale? Ask the staff and children to make some goodies at home and enjoy a bake sale. The children can also get involved in the selling and promoting of the sale!
- Fancy-dress days - A great way to raise money any time of year. Ask the children to come to club in fancy-dress and to pay a small donation for the day. Top tip: why not let the children cast votes on their favourite costumes to decide a winner?
- Halloween party - The only thing better than fancy-dress for fundraising is dressing up at Halloween. So get your invites out and charge guests an entry fee to spend the night apple bobbing to 'Thriller'.
- Karaoke night - Time to stretch the vocal cords and get ready for a night of karaoke. Love it or hate it, it's a great way to raise money. If you're on the lookout for a karaoke machine, reach out to friends on social media to save money on renting one.



## Moondance Foundation

We are pleased to announce that we are collaborating again with the Moondance Foundation to support our sector to survive and thrive in Wales after the Pandemic. Through the money received from the Moondance organisation, we can now offer grants to support/maintain existing clubs and to develop new clubs and places, specifically tailored for Out of School Childcare locations all over Wales.

We currently have a limited number of grants worth £1,500 each, available to support the sustainability of venues, and £3,500 to assist new clubs in their development.

Grants are awarded on a recurring basis until funding has been allocated. For more details contact [membership@clybiauplantcymru.org](mailto:membership@clybiauplantcymru.org)

## Support us while we support you!

Onlineshoppingthrough[www.easyfundraising.org.uk/clybiauplantcymrukidsclubs](http://www.easyfundraising.org.uk/clybiauplantcymrukidsclubs) doesn't cost you any extra, but allows us to receive up to 15% of all purchases made from the 400+ stores listed, meaning we have more funds available to continue supporting clubs like yours.

## e-news

As a member club you can access past editions of our e-news funding bulletins in the members' area of our website at [www.clybiauplantcymru.org](http://www.clybiauplantcymru.org) and, if we have an email address for you, future editions will be sent to you directly. Send your email details to [membership@clybiauplantcymru.org](mailto:membership@clybiauplantcymru.org) to ensure you receive your electronic copy.

# WeCare Wales

## Advertise your vacancies for free

Do you have vacancies to fill? If so, why not advertise them for free on the WeCare Wales jobs portal?

The portal, which helps you find the right people, with the right values, allows you to publish and manage your job vacancies in one place, along with your list of applicants.

If you'd like to advertise your job vacancy on the portal, you'll need to register and create a profile on the WeCare Wales website.

## Why should you offer an apprenticeship programme?

WeCare Wales has been speaking to employers across Wales to help understand the benefits of recruiting apprentices into the sector. <https://www.youtube.com/watch?v=aCU22fEdajg>

## Support WeCare Wales

WeCare Wales aims to raise awareness and understanding of social care, early years, childcare and play, and attract more people with the right skills and values to work in caring roles with children and adults.

To support WeCare Wales on social media, tag [#WeCareWales](https://twitter.com/WeCareWales) or [#GofalwnCymru](https://twitter.com/GofalwnCymru) in your messages:

Facebook: [@WeCareWales](https://www.facebook.com/WeCareWales)  
Twitter: [@GofalwnCymru](https://twitter.com/GofalwnCymru) [@WeCareWales](https://twitter.com/WeCareWales)  
Instagram: [@gofalwncymrucares](https://www.instagram.com/gofalwncymrucares)

To access our stakeholder toolkit, where you can download WeCare Wales materials you may find useful, you will need to enter the following username and password:

- [www.WeCare.wales/stakeholder-toolkit/](http://www.WeCare.wales/stakeholder-toolkit/)
1. Username: Stakeholders
  2. Password: Toolkit\_WeCare!

Gofalwn  
.cymru

WeCare  
.wales

# The Power of Reviews

Covid-19 has changed the working culture across the world significantly and it is likely that certain changes are going to persist long after the virus itself subsides. Where previously the primary reason for using Breakfast Clubs, After School Clubs and Holiday Clubs was to allow parents/carers to go to their place of work, the shift to working from home or more agile approaches to work means that many childcare businesses are having to revise their approaches to marketing their business and appeal to not only those parents going out to work, but also to those parents who could perhaps get by without using a club but who might choose to use it if they see the benefits offered to their children.

In a world with an increasingly 'busy' market offering goods and services, it is essential that you can stand out from the crowd. Most consumers today, whilst occasionally making spur of the moment spending decisions, will often turn to the opinions and experiences of others to help guide their buying behaviour. While historically, reviews were given in passing on the street or at pick up times from school, the rise in popularity of social media along with online shops where items/services can be rated and reviewed has meant that

people have far more information readily at their fingertips. Research has found that 72% of people trust online reviews as much as personal recommendations from 'real' people, 68% use social media reviews and 90% of people say positive online reviews impact their buying decisions.

If a parent can spend hours trawling through reviews on Amazon when looking for a new microwave so that they have reassurance that they are making a good decision, it is likely that having easily accessible information about childcare choices or play opportunities for their children would also support decision making. Reviews build trust, often offer additional information and reduce perceived risk of making a 'bad' decision.

So, how can you make the most of the power of reviews?

- Make sure your Facebook page allows reviews to be made.
- Grow your social media presence. Use a QR code on your parents notice board / newsletter / door to take parents straight to your social media pages so that they can follow you and hopefully leave some reviews themselves

- Ask for reviews. If a parent/carer provides some positive feedback verbally, ask them to fill out a feedback survey / online review.
- Utilise positive quotes left on social media sites / satisfaction questionnaires. You can use a short quote to create a social media asset via Canva, or simply use it as a quote within your marketing.

As great as positive reviews can be for your business, negative reviews can do a lot of damage. Consequently, it is important to keep a close eye on reviews being given. If there are areas for constructive improvement identified within reviews, engage with this and show how you are using feedback to continually improve your business. You can also set up options via social media to 'review your reviews' and comments before they are posted.

# Staff Retention

## - creating an inclusive and diverse workforce

An inclusive workplace is one in which all staff feel welcomed, respected and valued. Ensuring that your staff are working together effectively, that they are motivated and that they feel valued is therefore essential to the quality of your provision, to staff retention, and to the benefit of families accessing your services. How can you foster an inclusive and diverse workforce?

- Support all staff to develop and progress. Development Plans form an essential discussion point within supervisions and all staff at all experience levels should have the opportunity to access training and CPD opportunities
- Ensure policies are understood by all management and all staff, and are embedded within your practice relating to equality, fair recruitment and working conditions
- Anticipate, identify and address any potential tensions in the workplace, or bullying behaviours, immediately. You are likely to have an Anti-bullying policy in place, but may consider this more in terms of the children you support than your staff. Any reports of bullying should be taken seriously and treated with respect, even if your experience of the member of staff accused of bullying behaviour is different. It can be difficult to recognise workplace bullying. Signs may include persistent mistreatment (belittling/humiliation/ inappropriate jokes), abuse of hierarchies to disadvantage certain individuals, or exclusion behaviours. Ensure you have a clear procedure in place for how

bullying behaviour is dealt with and do not turn a blind eye.

- Ensure that team building / outside of work activities are inclusive and consider the varying preferences, abilities and beliefs of all staff. Activities outside of the working day can be a great way of developing positive working relationships, supporting wellbeing and boosting morale. Whilst it can be difficult to find one activity that will suit all staff, you can try to ensure that if one activity does not meet the preferences of a particular member of staff/group, the next activity that is organised does.
- Inclusive strategies are fully supported and promoted by senior staff, who lead by example
- Give all staff opportunities to feedback verbally and in writing through surveys and supervisions. Take all feedback relating to inclusion, bullying or discrimination seriously, keep track of common trends and take action.
- Reflect on the diversity within your team. Teams that are diverse in their makeup and reflect the community that the club serves are able to come up with a wider range of solutions to problems, innovative ideas to develop the provision and ultimately are better able to meet the needs of local

families and children.

- Undertake an inclusion review. This might involve reviewing the demographics of your staff (e.g. age, gender, sexual orientation, ethnic group, religion, disability) against job role, retention rates and salary. It could also involve staff consultation, e.g. using a questionnaire to gain an insight into perceptions around: - fair treatment, - trust, - belonging, - diversity - psychological safety. Armed with this data, Managers can then reflect on trends or causes for concern and utilise this to enact process changes (e.g. relating to recruitment, progression, staff management)
- Market in the right places. If your workforce is not currently reflective of the diversity within your community, review your advertising process for new roles. Are there other places you could be sharing your adverts? Are there other local groups/businesses/education institutions you could link up with?

### Further information

Inclusion and Diversity in the workplace: <https://www.cipd.co.uk/knowledge/fundamentals/relations/diversity/factsheet#ref>  
 Ways to promote inclusion and diversity in the workplace: <https://www.forbes.com/sites/theyec/2021/01/25/eight-important-ways-to-promote-inclusion-and-diversity-in-your-workplace/?sh=1a0531e76da1>



# Activities

## Glass Sculptures

### What you need:

- 1 x long piece of thin gauge wire.
- Lot of pieces of scraps of bright tissue paper – already cut.
- 1 x piece of clear contact paper (sticky back plastic)

### What you need to do:

1. Cut one long piece of thin gauge wire and bend it into a hoop shape.
2. Lay the hoop down onto a large piece of clear sticky back plastic, place the wire 2 to 3cm from the edge of the plastic.
3. Sprinkle bits of tissue paper scraps on top of the sticky back plastic, and lightly press down.
4. Fold the edges of the plastic back over the wire, on top of the tissue paper area.
5. When the sheet is covered in tissue paper and stand the circle up, bending it into different shapes so that it will stand by itself.
6. Place the sculpture either in the window to let the light through or place a torch on the other side to light it up



## Autumn mobile

### What you need:

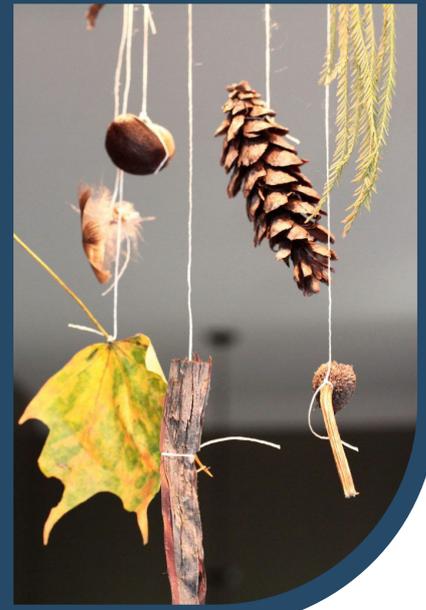
- String or wool
- Skewer (preferably metal /bradawl)
- Scissors
- Tapestry needles
- Stick

### Natural materials safety tips:

- Check materials that are collected are not poisonous.
- Supervise children when using the skewer / bradawl.

### What you need to do:

1. Start by foraging for autumn treasures such as pinecones, leaves, conkers, acorns, sycamore seeds, bark, rosehip and berries.
2. Use the skewer or bradawl to make holes through the seeds and nuts, adult supervision required.
3. Tie a knot at the end of a piece of string / wool that is as long as their arms. Use the tapestry needle to thread the natural materials (autumn treasures) on to the string.
4. Tie the strings to the stick to create a natural autumnal forest mobile



## Terrarium

### You will need:

- Fishbowl or glass jar of any size
- Small stones
- Horticultural charcoal
- Potting soil
- Plants of your choice
- Scissors
- Water
- Decorative rocks and figurines

### What to do:

1. Wash the glass container in hot, soapy water. Rinse and dry completely.
2. Create a one-inch (2.5-centimeter) layer of stones on the bottom of the jar.
3. Add a half-inch (1.3-centimeter) of charcoal.
4. Spoon in a two- to three-inch (5.1- to 7.6-centimeter) layer of potting soil. (Pile soil higher on one side to make plants visible from a side view.) Dig small holes for the roots.
5. Take plants out of their pots, remove extra soil from the roots, and trim damaged leaves. While the roots are still moist, place the plants in the holes and pat soil over the roots. Place taller plants in the back. Dampen the soil. Do not overwater.
6. Decorate with pretty rocks, animal figurines, or a garden gnome. Place in indirect sunlight. Add water when your terrarium gets dry



## Holiday Club Memory Box

### What you need:

- Appropriate size boxes e.g. shoe or cereal boxes
- Items to decorate the box e.g. sequins, glitter, paints etc.
- Glue

### What to do:

1. Make sure that your appropriately sized box has an opening for placing 'finds' and 'memories' in.
2. Get the children to decorate them with whatever craft materials you have available
3. They will then add their name on the top.
4. Encourage the children to collect things throughout their time at Holiday Club, such as shells and pebbles, or to write/ draw special memories they gather and then place them inside their box.
5. At the end of the holiday, set aside some time to share the memories they have and perhaps discuss what was the most special to them.

