

# 2010 Annual Membership Survey

For the National Childminding Association (NCMA)

March 2010



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## Contents

1. Executive Summary.....	4
2. Background and Objective.....	7
3. Methodology .....	7
4. Demographic Profile.....	8
4.1 Region.....	8
4.2 Age and Gender .....	9
4.3 Disability and Ethnicity.....	9
4.4 Other Languages .....	10
5. Childminding Business.....	11
5.1 Length of Time as a Childminder .....	11
5.1.1 Childminding in the Future .....	12
5.2 Most Recent Ofsted/CSSIW Inspection .....	12
5.3 Number and Age of Children Cared For.....	13
5.4 Early Years Education Provision.....	17
5.5 Vacancies.....	18
5.6 Childcare Provision .....	20
6. Pay and Conditions.....	21
6.1 Hours Worked.....	21
6.2 Fees and Charges .....	22
6.3 Holidays and Retainers .....	23
6.4 Annual Turnover and Profit .....	25
7. Childminding for Children with Additional Needs .....	26
7.1 Caring for Disabled/SEN Children.....	26
7.2 Training.....	26
8. Community Childminding .....	28
9. Links with Children’s Centres/ Integrated Children’s Centres .....	30
10. Childminding Networks and Quality Improvement Schemes .....	30
11. Qualifications and Training.....	33
11.1 Childcare Related Qualifications .....	33
11.2 Non-Childcare Qualifications .....	34
11.3 Childcare Training.....	35
12. NCMA Membership.....	37
12.1 Key Benefits of Membership .....	37
12.2 Interest in Potential ‘add on’ Services.....	39
12.3 Satisfaction with NCMA Telephone Service .....	39
12.4 Likelihood to Recommend NCMA.....	40
13. Internet Use.....	41
14. Conclusions and Recommendations .....	42
14.1 Income and Profitability.....	42
14.2 Vacancies.....	42
14.3 Childminding Disabled Children.....	42
14.4 Childminding Networks and Other Quality Improvement Schemes.....	43
14.5 Qualifications and Training .....	43
14.6 NCMA as a Membership Organisation.....	43
Appendix .....	45

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This research has been carried out in compliance with the MRQSA international standard (ISO20:252)

## I. Executive Summary

The overall aim of the research was to:

***Better understand the make-up of NCMA's membership to inform its work for and on behalf of members.***

A random sample was drawn from the full list of NCMA membership. The sample was stratified by region to reflect the NCMA membership in England and Wales. All interviews were conducted using CATI (computer aided telephone interviewing). A total of 1001 calls were completed.

### **Demographic profile**

As in previous years, over a third of respondents were based in Greater London and the South East. A total of 99% of members were female and 79% aged over 35 years.

Just over one in 10 childminders reported being from a minority ethnic background. Childminders from Asian Indian and mixed backgrounds are still under-represented within the NCMA membership. 2% of members considered themselves to be disabled.

Over half of childminders based in Wales did not speak Welsh at all, while one in 10 reported speaking Welsh fluently. The vast majority of Welsh speakers (92%) used the language with the children they cared for. In addition to Welsh speakers, just over a quarter of members (27%) reported speaking a language other than English. Most of these respondents also used their other language skills with the children they cared for.

### **Childminding business**

Almost half of respondents had been registered for six years or more and were registered to care for six children aged under 8. A few childminders were registered to care for more than six children at any one time, but these generally reported that they worked with another childminder and/or assistants.

The average number of children cared for by childminders was 5.9, an increase from 5.7 in 2009. While a greater proportion of childminders are caring for 1- and 2-year-olds than in 2009, smaller proportions are caring for all other age groups. Just over a third of childminders care for children from a BME background, while 16% care for a disabled child or a child with additional needs.

More than two-thirds had undergone an Ofsted or CSSIW inspection within the last two years. There was an improvement in grades overall, with almost three-quarters (72%) receiving a "good" or "outstanding" grade, compared with 66% in 2009.

17% of respondents reported providing Early Years Education entitlement (EYE) to 3- and 4-year-olds – a slight increase on the 2009 figure of 15%. Childminders with level 3 qualifications were significantly more likely to be offering this provision. 8% of members in England provided free early years education for 2-year-olds, while 10% of childminders in Wales provided similar care for 2-year-olds under the "Flying Start" scheme.

Overall, just over a third (35%) of childminders reported having "unwanted vacancies". The periods of "unwanted" vacancies are commensurate with 2009 findings and childminders were more likely to try to fill these vacancies via links with Extended School provision than by "word of mouth" or "personal contacts".

Nine out of 10 members were providing, or willing to provide, care for pre-school and school-aged children during holidays. A lower proportion reported the provision of “overnight” or weekend care, with 31% providing, or willing to provide, weekend care, and 18% overnight care.

### **Pay and conditions**

Just over half of childminders (55%) reported working 40 hours or more, an increase from 46% in 2009. On average, members work 37.5 hours per week, compared with 36.4 in 2009.

The mean hourly charge per child was reported to be £3.84, £0.23 higher than in 2009. As in 2009, members in the West Midlands had the lowest hourly rate, at £3.38 per hour, while childminders in Greater London charged the most at £5.02 per hour. Childminders who were not members of a childminding network were significantly more likely to charge lower fees.

The majority of members (78%) charged retainers for the holiday periods of the children they cared for, but only 26% charged a retainer for their own annual leave.

Fewer members than in 2009 reported a turnover of less than £7,000 (30% in 2010, compared with 41% in 2009). Reports of childminding businesses with a turnover of £20,000 or more doubled in 2010, showing a year-on-year improvement trend. Likewise, profit and loss reports showed a slight improvement in 2010. There was a strong correlation between possession of level 3 qualifications and higher turnover, but this did not apply to membership of a childminding network.

### **Community childminding**

15% of members were providing care on behalf of their local authority, an increase from 12% in 2009. This type of provision attracted a higher fee than regular childminding – £4.57 per hour on average – which was generally paid directly by social care services.

The vast majority of childminders (95%) reported that they did not provide services to children’s centres or integrated children’s centres. Of those who did, the greatest proportion (63%) were providing care on behalf of the centre, but in their home.

### **Childminding networks and quality improvement schemes**

The NCMA Children Come First network was used by one in five of childminders; however, just over half of respondents were not part of a “quality improvement scheme”. Just over a quarter of these childminders (27%) said they had “never heard of” such schemes. Membership of the NCMA Quality First Scheme had also experienced a slight decrease in reporting since 2009.

Respondents who were members of a childminding network or “quality improvement scheme” were more than twice as likely to report an “outstanding” Ofsted grade than those who were not members, with 15% of network members doing so, compared with 6% of non-members of networks.

### **Qualifications and training**

Half of respondents reported having a childcare qualification at level 3 or above, an increase from 45% in 2009. These childminders were significantly more likely to report “outstanding” Ofsted grades. Childminders aged 55 or over were significantly less likely to report level 3 qualifications than younger colleagues.

Just over three quarters of members had undertaken some form of childcare training within the past 12 months. Almost two-thirds of these had been provided with training by their local authority. None of the respondents reported not being able to access network training.

Just over three-quarters of members had received specific child protection training within the past two years; again, most of this had been provided by a local authority.

### **NCMA membership**

The most valued benefit of NCMA membership was reported to be public liability insurance. Ratings for the usefulness of the telephone helpline decreased in 2010, although satisfaction with the service was still extremely high and there was a marked improvement in satisfaction with connection time.

Overall the likelihood of NCMA being recommended has increased since 2009; 82% of members said that they would be “very likely” to recommend NCMA, up from 79% in 2009. A further 13% would be “quite likely” to recommend NCMA.

## 2. Background and Objective

NCMA has a clear vision that underpins all its work, that “every child reaches their full potential.” Therefore the mission set out to achieve this vision is “to ensure that families in every community have access to high quality, home-based childcare, play, learning and family support.” Achieving both this vision and mission relies upon NCMA’s approach of working in partnership – be this with children and families, Government and organisations that influence the delivery of children’s services, or registered childminders and nannies.

This research focussed on the crucial partnership that NCMA holds with registered childminders. By talking to a representative sample of current members it aimed to provide insight into the daily circumstances of childminding work. This information helps to inform NCMA’s work to ensure that members receive the information, support and training they need to provide the high quality childcare pivotal to NCMA’s vision. In conducting the research, NCMA was also adhering to its core value of “membership involvement.”

The overall aim of the research was to:

***Better understand the make-up of NCMA’s membership to inform its work for and on behalf of members.***

The research has provided NCMA with a detailed breakdown of its membership base and a clear understanding of the circumstances under which members carry out their childminding duties.

## 3. Methodology

In order to be inclusive, a random sample was drawn from the full list of NCMA membership. The sample was stratified by region to reflect NCMA’s membership in England and Wales.

As in previous years all interviews were conducted using CATI (computer aided telephone interviewing), by staff trained to MRQSA/ISO 20252 standards.

A total of 1001 calls were completed between 26 January and 8 February 2010.

As the questionnaire tool had been tried and tested in previous years it was not felt necessary to undertake a full pilot phase. Instead, additional questions were monitored for suitability over the first two days of calls. NCMA and Qa Research were then able to discuss these during a debrief session. No substantial difficulties with the new content were encountered during this period and all responses were included in the analysis. The results are referred to as “significant” when they are statistically valid – e.g. when you would expect to find the same result if the questionnaire was repeated with different samples of members, rather than the response being down to chance.

A copy of the CATI script can be found in Appendix I.

## 4. Demographic Profile

### 4.1 Region

It can be seen from Table I that the sample of respondents is representative of the NCMA membership overall.

**Table I Regional Breakdown of Respondents**

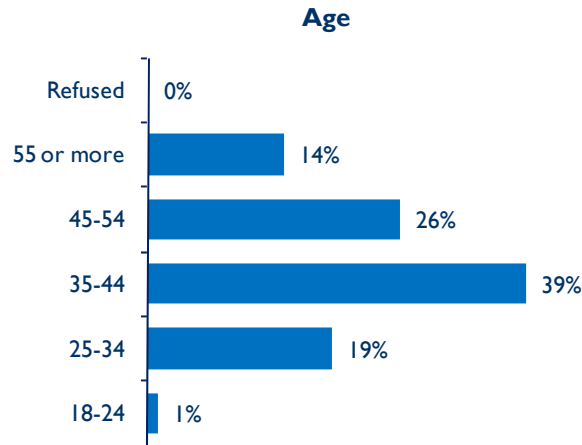
Item	Count	Sample %	Membership %
East Midlands	85	8%	8.4
East of England	121	12%	12.0
Greater London	150	15%	14.8
North East	37	4%	3.6
North West	99	10%	9.8
South East	199	20%	19.8
South West	83	8%	8.2
Wales	51	5%	5.0
West Midlands	80	8%	7.8
Yorkshire/Humberside	96	10%	9.5
<b>Base</b>	<b>1001</b>		

Table I shows that over a third (35%, n=349) of respondents were based in Greater London and the South East, which is where NCMA has most members.

## 4.2 Age and Gender

As in previous years the vast majority of respondents (99%, n=990) were female, with the greatest proportion aged over 35 years (79%, n=795). Figure 1 shows a breakdown of age.

**Figure 1**



Source: QA Research 2010 Base: 2001 (all respondents)

It can be seen from Figure 1 that only a small proportion of childminders are aged under 25, with the largest proportion being aged 35-44.

## 4.3 Disability and Ethnicity

The vast majority (98%, n=982) of respondents did not consider themselves to be disabled. Table 2 lists the type of impairment that respondents reported.

**Table 2 Impairments**

Disability	Count	Percentage
Physical impairment	11	61%
Hearing impairment	1	6%
Visual impairment	-	-
Special educational needs	-	-
Multiple impairments/disabilities	1	6%
Don't know	1	6%
Refused	-	-
Other	4	22%
<b>Base</b>	<b>18</b>	



As can be seen from Table 2, physical impairments were most frequently reported by members who considered themselves to be disabled.

Just over one in 10 respondents reported being from a minority ethnic background. The greatest proportion (3%, n=35) were from “white other” backgrounds, whilst 2% (n=18) were of Black African heritage. A breakdown of ethnicity compared to the 2001 census data is shown in Table 3.

**Table 3 Ethnicity**

<b>Ethnicity</b>	<b>Count</b>	<b>Sample %</b>	<b>UK %</b>
White British	878	88%	88
White Irish	9	1%	1
White Other	35	3%	3
Asian Indian	11	1%	2
Asian Bangladeshi	6	1%	1
Asian Pakistani	9	1%	1
Asian Chinese	1	0%	0
Asian Other	5	0%	1
Black African	18	2%	1
Black Caribbean	6	1%	1
Black Other	5	0%	0
Mixed race	4	0%	1
Refused	5	0%	
Other	9	1%	0
<b>Base</b>	<b>1001</b>		

It can be seen from Table 3 that people from Asian Indian and mixed heritage backgrounds are still under-represented within the NCMA membership. However, responses to this year’s survey suggest that, overall, NCMA’s membership has become more representative of the general population than in previous years.

#### **4.4 Other Languages**

A total of 51 respondents were based in Wales. These respondents were asked if they spoke Welsh and if so, whether they spoke Welsh with the children they looked after.

Just over half of the respondents based in Wales did not speak Welsh (53%, n=27). Over a third (37%, n=19) reported that they spoke some Welsh, while one in 10 (10%, n=5) reported speaking Welsh “fluently”.

The vast majority (92%, n=22) of respondents who reported speaking Welsh to some degree also reported that they spoke Welsh with the children they looked after, either “sometimes” or “always”.

In addition to the respondents who spoke Welsh, just over a quarter (27%, n=267) reported speaking a language other than English. Almost half (46%, n=122) of these respondents were reportedly “fluent” and 71% (n=190) spoke another language with the children they looked after, either “sometimes” or “always”. French, German and Spanish were the most frequently mentioned languages, followed by Urdu, Hindi and Punjabi.

## 5. Childminding Business

### 5.1 Length of Time as a Childminder

Figure 2 shows the reported length of time as a registered childminder.

**Figure 2**



Source: QA Research 2010 Base: 996

It can be seen from Figure 2 that almost half (46%, n=466) of respondents had been registered as childminders for over six years, with almost a quarter (24%, n=242) having been in business for over 10 years.

Respondents in the South West were significantly more likely to report being registered for more than 10 years compared with colleagues in most other regions.

Overall, the proportion of registrations within the past 12 months remains consistent with 2009 at 14% (n=136).

The South West, Wales and the West Midlands have the lowest proportions of new registrations at 8% whilst the South East has the highest at 20%.

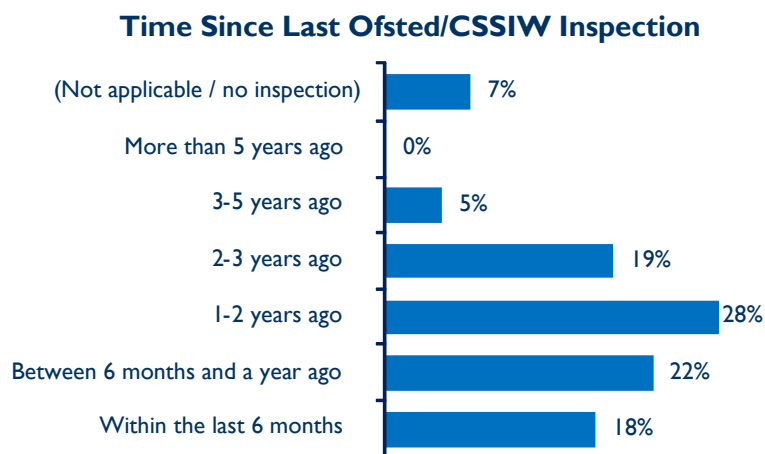
### 5.1.1 Childminding in the Future

The vast majority of respondents (89%, n=892) expect to be childminding in 12 months' time. 4% (n=44) did not plan to continue as a childminder, while 6% (n=65) were unsure. Of those who did not expect to continue childminding, 27% (n=12) reported that the new registration and inspection requirements would cause them to leave the profession, while 20% (n=9) were planning to retire.

### 5.2 Most Recent Ofsted/CSSIW Inspection

Figure 3 shows when the last Ofsted inspection (or CSSIW inspection in the case of Wales-based members) was conducted.

Figure 3

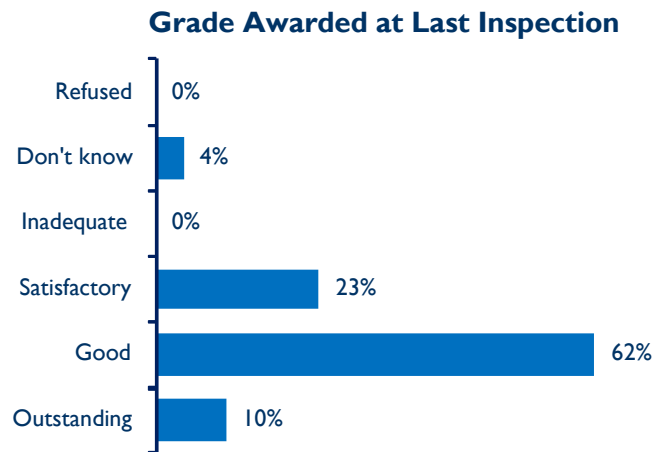


Source: QA Research 2010 Base: 1001 (all respondents)

It can be seen from Figure 3 that over two-thirds (68%, n=682) of respondents had been inspected within the past two years. 5% (n=50) reported that their last inspection was over three years ago and 7% (n=72) reported that they had had not been inspected. 88% of respondents in the latter group had been registered two years or less, with others being registered to care only for children over 8.

The grades awarded to Ofsted inspections are shown in Figure 4.

**Figure 4**



Source: QA Research 2010 Base: 880

It can be seen from Figure 4 that there has been a slight improvement in grades overall, with almost three quarters (72%, n=630) of respondents reporting either a “good” or “outstanding” grade, compared with 66% in 2009.<sup>1</sup> Respondents who had been childminding for at least six years were significantly more likely to report receiving an “outstanding” grade.

### 5.3 Number and Age of Children Cared For

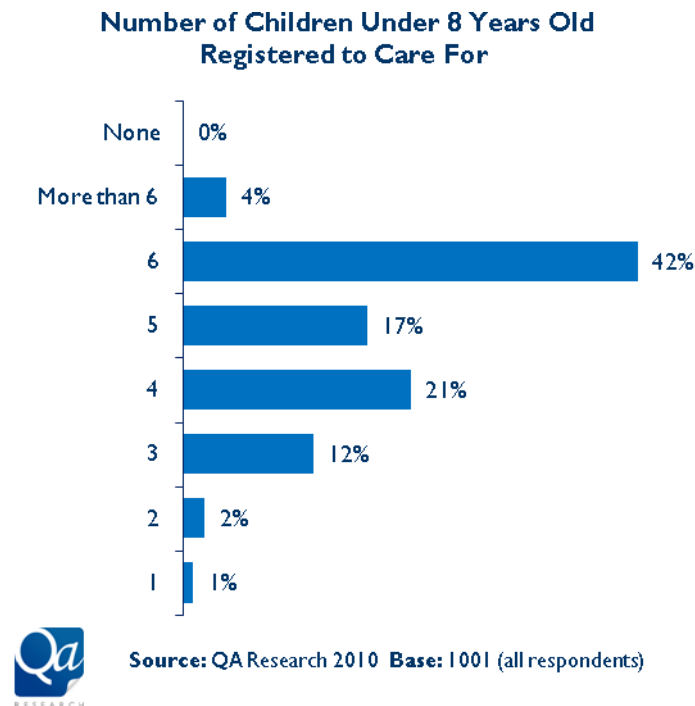
Almost half of respondents (42%, n=421) were registered to care for six children aged under 8-years-old at any one time. A breakdown of the number of children aged under-8 that respondents were registered to care for is shown in Figure 5.

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<sup>1</sup> This figure differs from that reported in the 2009 membership survey report as it has been recalculated to reflect only the proportion of members who had reported undergoing an inspection, rather than the membership as a whole.



Figure 5



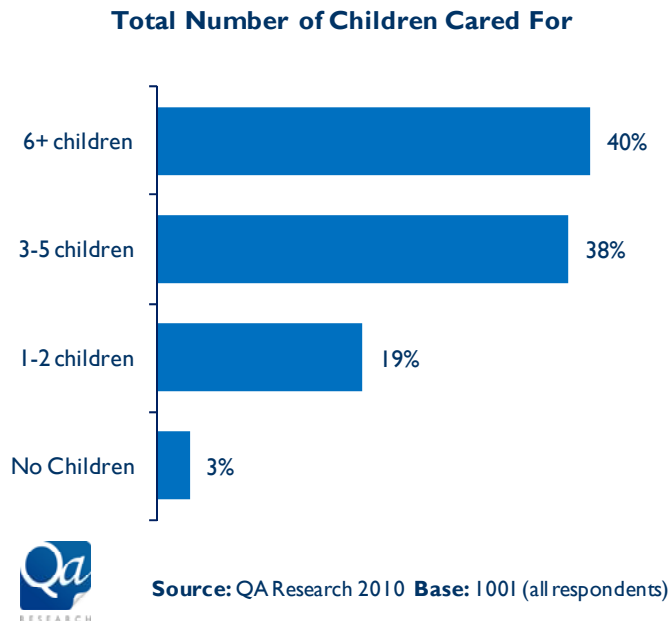
As Figure 5 demonstrates, 4% (n=45) of respondents reported being registered to care for more than six children aged under 8-years-old.

Of these respondents, 39 (87%) stated that there were special circumstances permitting this. The vast majority of these related to working with other people: “My husband and I work together and we have an assistant”; “I have co-childminder and another worker to allow us to have 12”.

Older respondents were significantly more likely to report being registered for six children, with those aged over 45 being the most likely. Likewise, those respondents registered as a childminder for more than 10 years were significantly more likely to report being registered to care for six children than their peers. Further analysis revealed that respondents from Greater London and the South East appear to have a propensity towards registration of three or four children when compared with other regions.

A breakdown of how many children respondents cared for *in total* i.e. how many are “on the books” is shown in Figure 6.

**Figure 6**



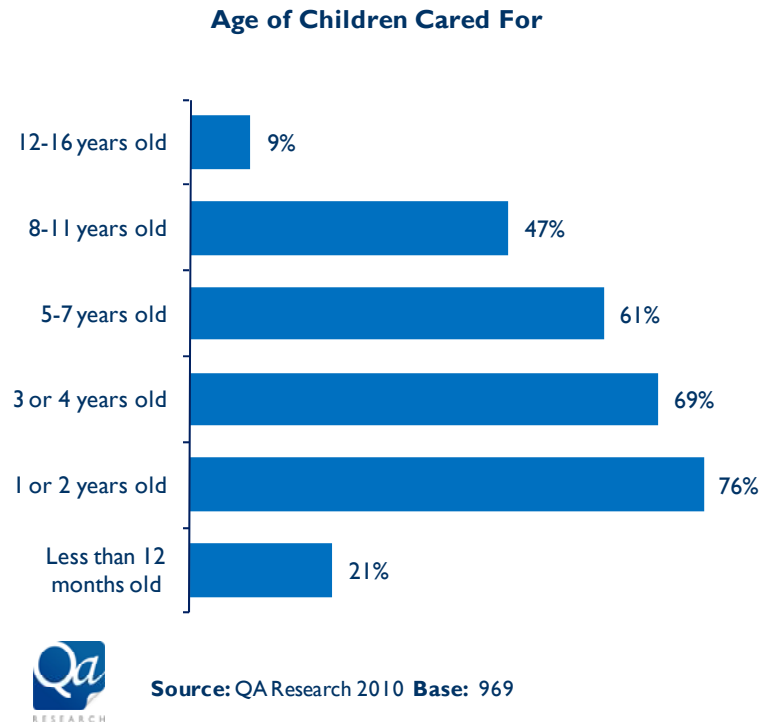
It can be seen from Figure 6 that 3% (n=32) stated that they currently did not care for *any* children, whilst almost a fifth (19%, n=189) reported caring for “one or two” children in total.

Figure 6 also shows that respondents most commonly had six or more children on their books, although further analysis revealed that this was significantly less likely to be the case for members who had been registered for two years or less. 16 respondents reported having more than 20 children on their books, with the highest number being 42 children. The majority of these members were registered to care for more than 6 children at any one time, due to working with other childminders and assistants.

The average number of children cared for by each respondent (excluding those caring for “none”) was 5.9, an increase from 5.7 in 2009.

Figure 7 details the age of children being cared for by respondents. It should be noted that only one child per age band was recorded for each respondent.

Figure 7



It can be seen from Figure 7 that a fifth (21%) of respondents reported caring for *at least* one child under one year of age. This is a reduction from last year's report of 24%. Likewise the proportion of respondents caring for children aged 8-11 has also decreased from 50% in 2009 to 47% in 2010. There are decreases in all other age bands except 1- and 2-year-olds, which has seen slight increase from 71% in 2009 to 76% in 2010.

A breakdown of the number of respondents caring for children from BME backgrounds can be seen in Figure 8.

Figure 8

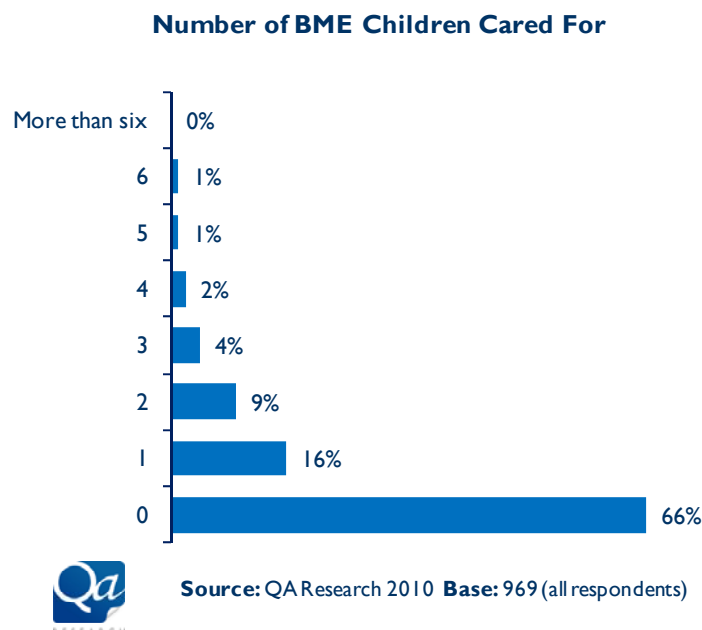


Figure 8 shows similar results to the 2009 Survey with approximately a third of respondents reporting care for at least one child from a BME background. As before, the region with the highest proportion of respondents reporting care for a child with a BME background was Greater London (67%, n=100) followed by the West Midlands (42%, n=34). The lowest proportion of care for children with a BME background was cited in Wales (12%, n=6).

Further analysis showed that respondents from a BME background were no more likely to care for children from BME backgrounds.

#### 5.4 Early Years Education Provision

The Department for Education (DfE) promotes the free early learning and childcare offer for the under-5s, “to be provided by a diverse range of providers.”<sup>2</sup> From September 2010 this free entitlement will be increased from 12.5 to 15 hours per week.

Respondents reporting care for *at least* one 3- or 4-year-old were asked if they provided the free entitlement for Early Years Education (EYE). 17% of respondents stated that they provided free EYE, an increase from 15% in 2009.

Compared to 2009, slightly more respondents did report the provision of free EYE (15% in 2009, compared with 17% in 2010). The profile of these respondents revealed that they tended to be more experienced with over 10 years’ registration, based in Greater London and operating for more than 50 hours a week.

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<sup>2</sup> Her Majesty’s Government (2010). *The Coalition: Our Programme for Government*. London: The Cabinet Office.

Respondents not providing free EYE provision were asked why they were not doing so. The stated reasons are shown in Table 4.

**Table 4**

Reasons for not providing free EYE	Count	Percentage
You are not accredited to provide it	214	40%
Nobody has asked you to provide it	181	34%
The fees paid by your Local Authority are too low	6	1%
Your Local Authority does not promote childminders as providers of the free entitlement	16	3%
You've never heard of it	51	9%
Children receive free entitlement elsewhere	28	5%
In process of becoming accredited/obtaining funding	10	2%
Don't know	15	3%
Other	19	4%
<b>Base</b>	<b>540</b>	

It can be seen from Table 4 that 40% were not accredited to provide EYE, whilst almost one in ten (9%, n=49) had not heard of the entitlement, as in 2009.

28 (5%) of the respondents stated that the children in their care accessed the free EYE elsewhere, usually at a nursery. 16 (3%) of the respondents felt that their local authority did not do enough to promote accreditation amongst childminders in their area.

Of those who stated that they were not accredited to provide the free entitlement, the largest proportion – 38% – said that this was because they did not wish to become accredited. A further 16% said that they were on their way to becoming accredited.

In addition to the free entitlement for 3- and 4-year-olds, the government fund up to 10 hours' free childcare per week for 2-year-olds from disadvantaged backgrounds. Respondents reporting care for *at least* one 2 year-old were asked if they provided this free entitlement for Early Years Education (EYE) (or "Flying Start" provision in Wales) to any 2-year-olds in their care. Again, the vast majority (92% (90%) n=614 (37)) of respondents *did not* provide this entitlement.

## 5.5 Vacancies

Respondents were asked whether they had any childcare vacancies (i.e. were caring for fewer children than they were registered for); if so, they were asked whether, ideally, they would like to fill these vacancies.

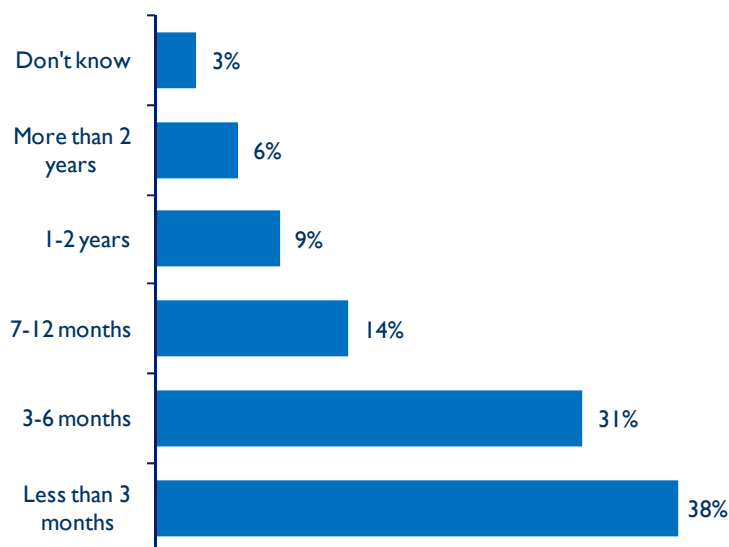
Just over half of respondents (59% n=594) reported having vacancies, slightly fewer than in 2009 (63%). Of those childminders with vacancies, 58% (n=347) stated a wish to fill at least "some of them". This is equivalent to 35% of all respondents, similar to the 36% in 2009 and the same as in 2008. Furthermore, almost a third (31%, n=106) reported having had unwanted vacancies for periods of between 3 and 6 months and one in 10 (9%, n=30) for between 1 and 2 years.

Respondents who reported using extended schools, children's centres, Family Information Services and childminding networks to fill places were no less likely to report having vacancies (either wanted or not) than those who did not make use of these partner organisations.

Figure 9 shows a breakdown of the periods of unwanted vacancies. These figures are commensurate with the 2009 findings.

**Figure 9**

**Periods of Unwanted Vacancies**



Source: QA Research 2010 Base: 347

Further analysis reveals that respondents aged over 55 tend to have fewer unwanted vacancies, as do those who have been childminding for more than ten years. Recently registered childminders appeared more likely to have unwanted vacancies than more established childminders, but this variation was not statistically significant.

Also in contrast to the 2009 findings, Wales, the South West and Greater London all showed significantly more unwanted vacancies than some other regions, although the numbers of respondents in Wales and the South West are relatively small.

Those respondents who wished to fill unwanted vacancies were more likely to seek to fill vacancies through links with Extended Schools than by word-of-mouth or personal contacts.

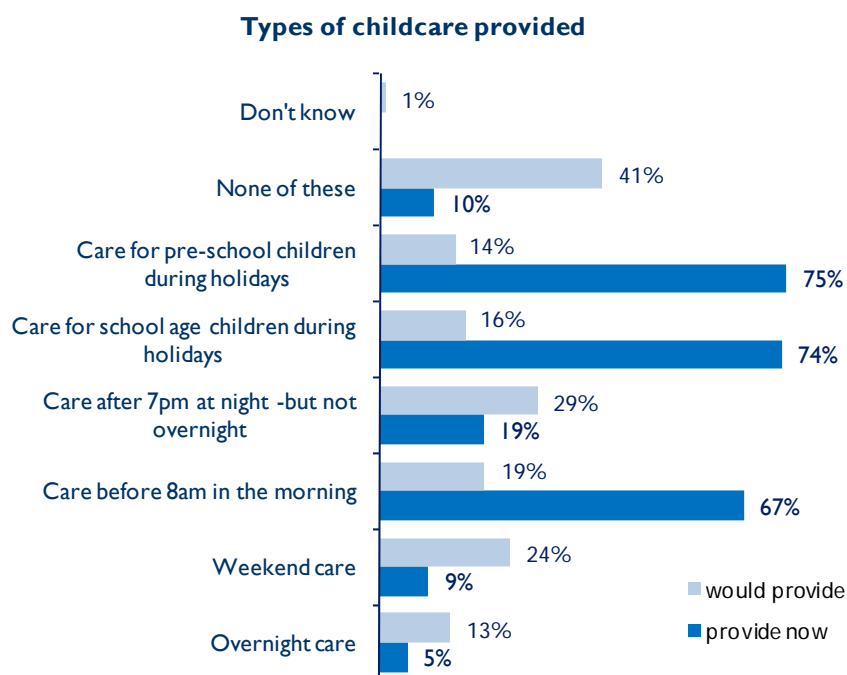
**Table 5 Unwanted Vacancies by How Vacancies are Filled**

Ideally, do you want to fill these vacancies?	Do you fill vacancies through the following methods?					
	Extended Schools	Children's Centres	FIS	Personal Contacts	Childminding Network	Personal Website
Yes	61%	56%	57%	51%	56%	55%
No	31%	36%	34%	42%	35%	31%
Some of them	6%	4%	6%	6%	6%	8%
Don't know	2%	4%	2%	2%	3%	6%
<b>Base 594</b>						

## 5.6 Childcare Provision

Figure 10 shows the type of care that respondents reported currently providing and the type of care they would be willing to provide if asked.

**Figure 10**



Source: QA Research 2010 Base: 1001



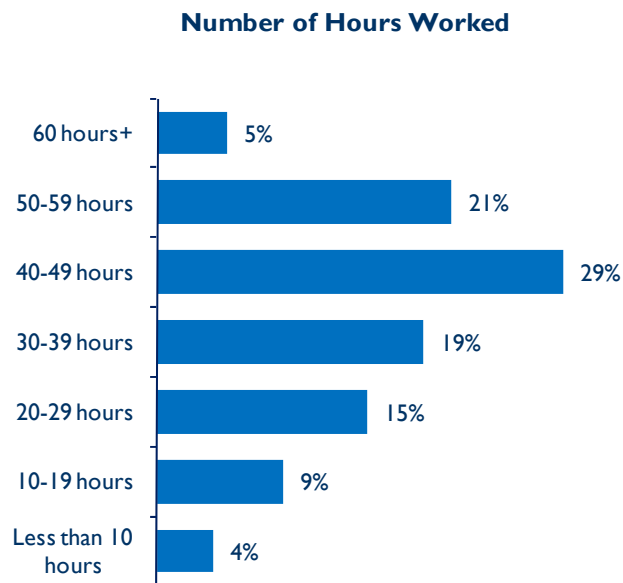
It can be seen from Figure 10 that in 2010 the vast majority of respondents reported providing and being willing to provide care for pre-school and school aged children during holidays (89% and 90% respectively). Also, as before, a lower proportion of respondents reported providing overnight or weekend care: in 2009, 15% had stated they had provided, or would provide, overnight care, while 40% had provided, or been willing to provide, weekend care.

## 6. Pay and Conditions

### 6.1 Hours Worked

The 2010 Survey revealed that on average childminders are working slightly longer hours than in 2009: 37.5 hours per week in 2010 compared with 36.4 per week in 2009. Figure 11 shows the breakdown of hours worked.

Figure 11



Source: QA Research 2010 Base: 969

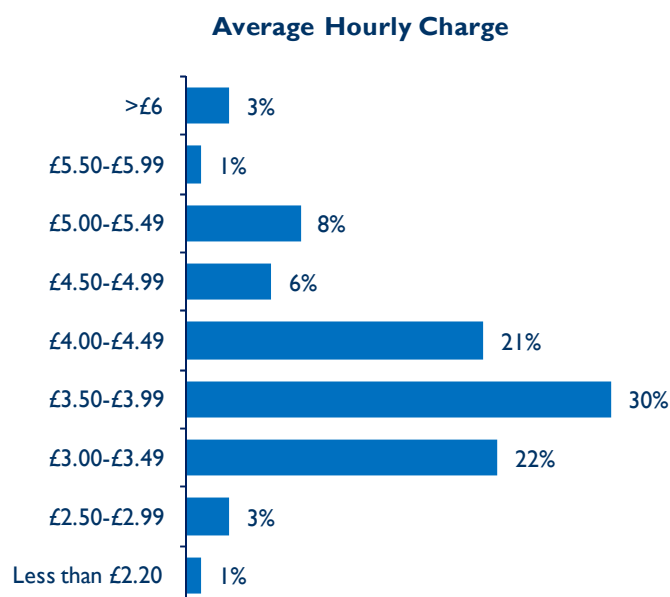
As Figure 11 demonstrates, just over half of respondents reported working 40 hours or more (55%, n=534) in 2010, compared with 46% in 2009.

Those childminders with greater experience were significantly more likely to report working longer hours, as were those with level 3 qualifications or above. Childminders caring for children with special educational needs were also substantially more likely to be working “60+ hours” than those who were not (18% compared with 3%).

## 6.2 Fees and Charges

Respondents were asked to indicate the average fee they charge for childminding per child. All responses were converted to an hourly rate to facilitate consistent analysis.<sup>3</sup> The mean hourly charge report for 2010 was £3.84 per child, an increase of £0.23 (6%) since 2009. A breakdown of hourly charges can be seen in Figure 12.

**Figure 12**



Source: QA Research 2010 Base: 1001

It can be seen from Figure 12 that the majority (83%, n=841) of respondents reported charging £5 per hour or less. Fewer respondents than last year reported charging £3 or less (3% compared with 7%) and more reported charging over £5 (12% compared with 10%).

The table below provides regional analysis of the average fees charged, along with comparative data from the 2009 survey.

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<sup>3</sup> Alternative pay rates have been converted to an hourly rate using an assumed 8-hour day, 40-hour week and 172-hour month.

**Table 6**

Region	2009	2010	Change	% Change
Greater London	4.64	5.02	0.38	8.2
South East	3.9	3.95	0.05	1.3
East of England	3.61	3.81	0.2	5.5
Wales	3.55	3.61	0.06	1.7
South West	3.53	3.52	-0.01	-0.3
North East	3.38	3.52	0.14	4.1
North West	3.32	3.53	0.21	6.3
Yorks & Humber	3.27	3.45	0.18	5.5
East Midlands	3.14	3.4	0.26	8.3
West Midlands	3.1	3.38	0.28	9.0
<b>NCMA Total</b>	<b>£3.61</b>	<b>£3.84</b>	<b>£0.23</b>	<b>6%</b>

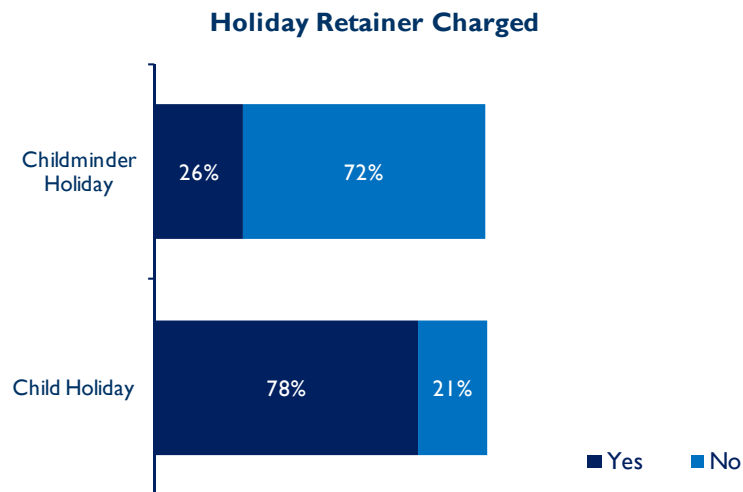
Table 6 shows that, with the exception of the South West, all regions have experienced an increase in the hourly rates of childminders since 2009, with the Midlands and Greater London showing the most substantial increases. It remains the case, however, that Greater London and the South East have the highest hourly rates and most regions have an average below that of NCMA members as a whole, i.e. £3.84.

Further analysis revealed that respondents who were not members of a childminding network were significantly more likely to charge lower fees – between £2.50 and £3.99 per hour. For example, almost a third (32%, n=167) of non-members were charging £3.50–£3.99 compared with just over a quarter (26%, n=111) of network members.

### 6.3 Holidays and Retainers

Respondents were asked if they charged parents to keep places open when they took their child/ren on holiday or when they went on holiday themselves. The results are shown in Figure 13.

Figure 13



Source: QA Research 2010 Base: 1001

It is apparent from Figure 13 that over three quarters (78%, n=777) charged retainers when parents took their children on holiday, while just over a quarter (26%, n=264) charged a retainer when they themselves took annual leave. This is consistent with 2009 figures, which were 79% and 25% respectively.

Respondents based in Greater London were significantly more likely than those in most other regions to charge for their own annual leave (43%, n=65) whilst those in the East Midlands were least likely (11%, n=9). Those working more than 30 hours were also more likely to charge for their own holidays.

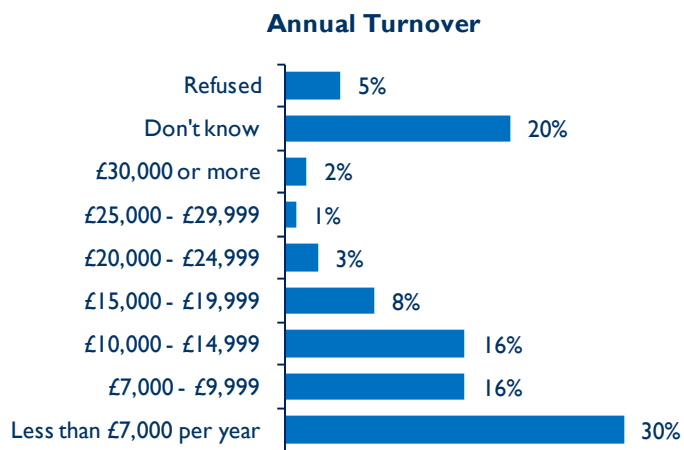
Respondents reporting a turnover of less than £7,000 were significantly more likely *not* to charge a retainer when a child was taken on holiday. Likewise these respondents were highly unlikely to charge retainers for their own annual leave.

## 6.4 Annual Turnover and Profit

Respondents were asked to give the “approximate annual turnover” of their childminding business.

A quarter of respondents (25%, n=244) were either unwilling or unable to supply this information. However, there was no significant difference in this missing data by region, so the distribution of income has not been recalculated excluding these responses. Figure 14 shows approximate annual turnover from childminding.

**Figure 14**



Source: QA Research 2010 Base: 1001 (all respondents)

It can be seen from Figure 14 that almost half (46%, n=454) of the respondents reported an annual turnover of less than £10,000. However, there appears to be a slight improvement in turnover, with 30% (n=297) reporting less than £7,000 per year compared to 41% in 2009. Furthermore, while 3% had a turnover of £20,000 or more in 2009 this figure has doubled to 6% (n=64) in 2010 showing a year on year improvement trend.

Further analysis revealed some significant regional variations in reporting. Respondents in the East Midlands and North West were more likely to report earnings of £7,000 to £9,999 than respondents from Greater London. Those in the South West were also more inclined to report turnover of £15,000 to £19,999 than those in the North West.

Respondents working more hours per week with larger numbers of children were, understandably, reporting higher incomes, as in 2009. While there was, again, no significant association between “turnover” and “membership of a professional network”, there was a strong link between professional development and income. Childminders reporting level 3 qualifications

or above were three times (12% compared to 4%) more likely to report incomes of £20,000 or more than those without level 3 qualifications.<sup>4</sup>

With regard to profit and loss, reports showed a slight improvement when compared with the 2009 findings, in that 64% (n=631) (57%, 2009) of respondents reported making a profit after “tax and costs”. 6% (n=57) (9%, 2009) reported a loss and 19% (n=188) (20%, 2009) reported “breaking even”.<sup>5</sup>

## 7. Childminding for Children with Additional Needs

### 7.1 Caring for Disabled/SEN Children

16% (n=160) of respondents did report caring for a disabled child or a child with additional needs. Those with more than five years of registration were significantly more likely to be caring for these children than those who had been registered for two years or less, thus the childminders also tended to be older.

The specific needs of these children are detailed in Table 7.

**Table 7 Disability and Additional Needs**

Disability/Additional Need	Count	Percentage
Multiple impairments	27	17%
Physical impairments	16	10%
Hearing impairments	7	4%
Visual impairments	6	4%
Special educational needs	72	46%
Autistic spectrum disorders	9	6%
Refused	1	1%
Any other types of disability or impairment	20	13%
<b>Base</b>	<b>158</b>	

Table 7 shows that special educational needs are the most frequent additional needs among children in childminders’ care, although almost one in five (17%, n=27) care for a child or children with “multiple impairments”.

### 7.2 Training

Over a third (37%, n=368) of all respondents had undertaken specific training about caring for disabled children and those with additional needs. For approximately a third of these respondents (69%, n=255) the training had taken place within the last three years. Respondents caring for at least one child with SEN or an impairment were significantly more likely to have undergone training (56% compared with 33%), as can be seen from Table 8.

<sup>4</sup> Base =757, excludes ‘refused’ and ‘don’t know’

<sup>5</sup> Base=876, excludes ‘refused’ and ‘don’t know’

**Table 8 Caring for a Child with SEN/Disability and Uptake of Specific Training**

Have you taken up specific disability training?	No Child/ren with SEN/Disability		At least one Child with SEN/Disability	
	Count	Percentage	Count	Percentage
Yes	278	33%	89	56%
No	555	66%	71	44%
Don't know	2	0%	-	-
Refused	-	-	-	-

The type of training undertaken to look after disabled and children with SEN is detailed in Table 9.

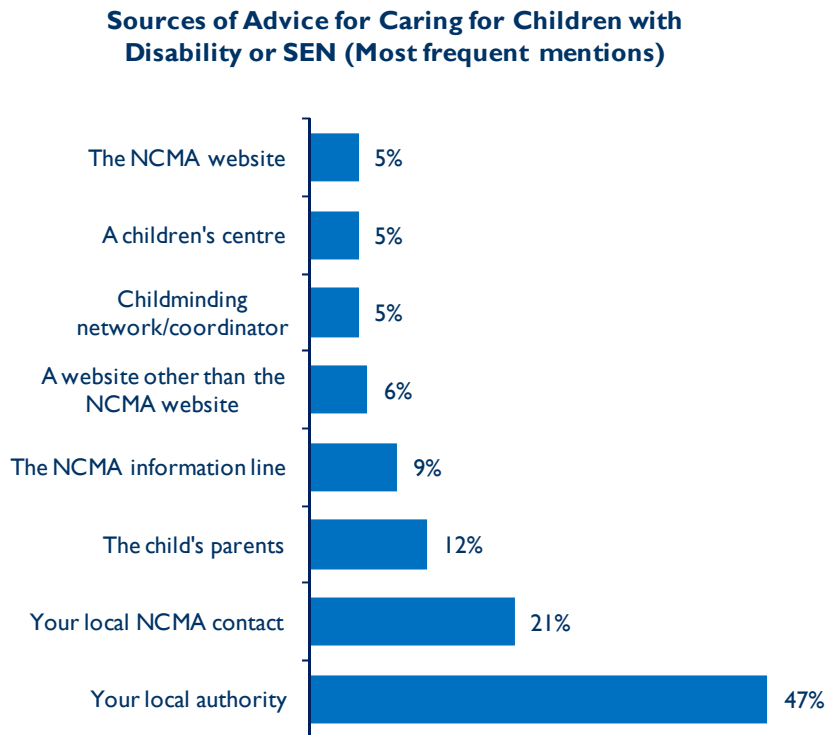
**Table 9 Disability/SEN Training Undertaken**

Type of Disability/SEN Training	Count	Percentage
A generic course about working with disabled children or those with special educational needs	215	58%
A course aimed at helping you work with a particular child or children	43	12%
A specialist course but with no particular child in mind (e.g. looking at one particular impairment or need, such as autism)	102	28%
<b>Base</b>	<b>360</b>	

It can be seen from Table 9 that over half of the training reported was generic, while just over a quarter of the training was through specialist courses with no particular child in mind. This compares with 56% undertaking generic courses and 36% specialist courses in 2009.

Respondents were also asked which individual or organisation they would approach for advice on caring for disabled children and those with additional needs. Responses are shown in Figure 15.

Figure 15



Source: QA Research 2010 Base: 1001

It can be seen from Figure 15 that almost half of respondents would seek advice from their “local authority” (47%, n=471, down from 67% in 2009), while 21% would seek advice from their local NCMA contact (up from 19% in 2009) and 9% from the NCMA information line (as in 2009). One in 10 (12%, n=117) would ask the child/ren’s parents.

## 8. Community Childminding

15% (n=148) of overall respondents reported that they offered childcare on behalf of their local authority, up from 12% in 2009 and consistent with the 16% reported in 2008. Almost two-thirds of these (63%, n=93) offer “emergency childcare”. Other types of provision offered through social care services are detailed in Table 10.



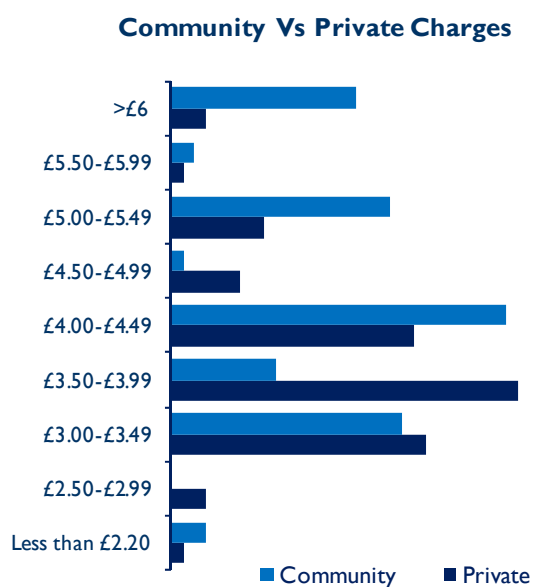
**Table 10 The Types of Provision offered through social care services**

Types of Community Childcare	Count	Percentage
Care for children of teen parents	69	47%
Care for children excluded from school	40	27%
Care for children of court attendees	62	42%
Offer emergency childcare	93	63%
Offer respite childcare	80	54%
Offer family support social services	77	52%
Care for children waiting for a foster parent to be found	50	34%
Don't know	4	3%
Refused	1	1%
Other	16	11%
<b>Base</b>	<b>148</b>	

*Multiple response*

Over three-quarters (78%, n=115) of those providing community childcare are paid directly by social care services. The mean fee for community childcare overall was reported to be £4.57 – compared with the mean of £3.84 for “private childcare”, i.e. arranged by parents and carers. This figure represents a 14% increase on 2009 when the figure was £4.00, and an increase also on the 2008 figure of £4.12. A comparison of hourly fees can be seen in Figure 16.

**Figure 16**



Source: QA Research 2010 Base: 1001; 86



Figure 16 indicates that community childminding generally attracts a higher fee, although the base numbers for this are relatively small and should be viewed with caution.

Around one in 10 respondents (11%, n=17) reported that they kept places available so that social care could place children at short notice. This is a return to the 2008 level and an increase on 2009. Of these respondents, four (24%) reported being paid a retainer to do so.

## 9. Links with Children’s Centres/ Integrated Children’s Centres

The vast majority of respondents reported that they did not provide services for children’s centres or integrated children’s centres (95%, n=901 and 98%, n=50 respectively). A breakdown of the type of provision offered is shown in Table 11.

**Table 11 Provision Offered to Children’s Centres / Integrated Children’s Centres**

Provision to Children’s Centres / Integrated Children’s Centres	Count	Percentage
Providing childcare on behalf of the centre, but at your home	29	63%
Providing childcare at the centre (e.g. working in the crèche)	18	39%
Running groups or activities at the centre	19	41%
Serving on the centre’s management committee	4	9%
Other	2	4%
<b>Base</b>	<b>46</b>	

*Multiple response*

Table 11 shows that most of the provision on behalf of Children’s Centres and Integrated Children’s Centres is regular activity for childminders, i.e. caring for children within the childminder’s own home.

## 10. Childminding Networks and Quality Improvement Schemes

As in 2009, just under half of respondents (44%) reported that they were part of a “quality improvement scheme”, while 52% stated that they were not. When asked why they had not joined a quality improvement scheme, more than a quarter (27%, n=138) of these respondents reported that they had “never heard of these schemes and networks”. Other reasons for not being part of a network or scheme are shown in Table 12.

**Table 12**

Reason not part of a formal Quality Improvement scheme or childminding network	Count	Percentage
Don't see the benefit	76	15%
Not available in area	58	11%
Too expensive	7	1%
No time/too busy	104	20%
Not interested	42	8%
Never heard of these schemes/networks	138	27%
New to childminding	19	4%
Don't know	26	5%
Refused	1	0%
Other	73	14%
<b>Base</b>	<b>516</b>	

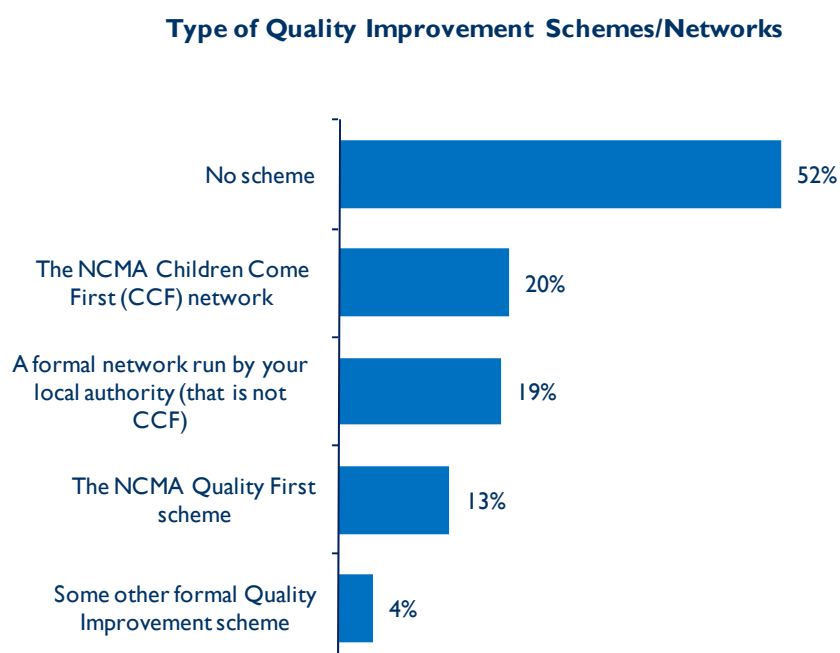
It can be seen from Table 12 that one in five respondents (20%, n=104) felt they did not have the time or were too busy to be part of a network or scheme, and 15% did not see the benefit.

“Other” responses given included: “I don’t run it as a business”, “I am retiring”, “I have never thought about it”, “I don’t need the extra paperwork”, “just finding our feet”, “I am on their waiting list,” and “it is not geared towards older children who go to school”.

Analysis of network membership by Ofsted grade shows that those respondents who are members of networks were significantly more likely to report “outstanding” grades than those who are not (15% compared to 6%).

The type of quality improvement schemes that respondents were members of are shown in Figure 17.

**Figure 17**



Source: QA Research 2010 Base: 1001

Figure 17 illustrates that the NCMA Children Come First (CCF) network is used by one in five (20%, n=202) respondents. In addition, 13% (n=132) reported that they were members of the NCMA Quality First Scheme, a slight drop of 3% on the finding in 2009. Those with below level 3 qualifications were significantly less likely to report being a member of these schemes, reflecting the fact that many networks require childminders to have a level 3 qualification or to make a commitment to achieving one.

Respondents who had been registered for 6-10 years had a greater tendency to be a member of the NCMA Quality First Scheme compared with newer registrations and those registered for over 10 years.

Respondents based in Greater London were also significantly more likely to be members of the Quality First or local authority run scheme than those based in many of the other regions, although the numbers are small and should be treated as indicative. Likewise, respondents caring for at least one disabled child or SEN were significantly more inclined to be members of these schemes than their peers who were not caring for these types of children (45% compared to 30%).



The number of hours worked by childminders did not appear to have a significant impact on membership of quality improvement schemes.

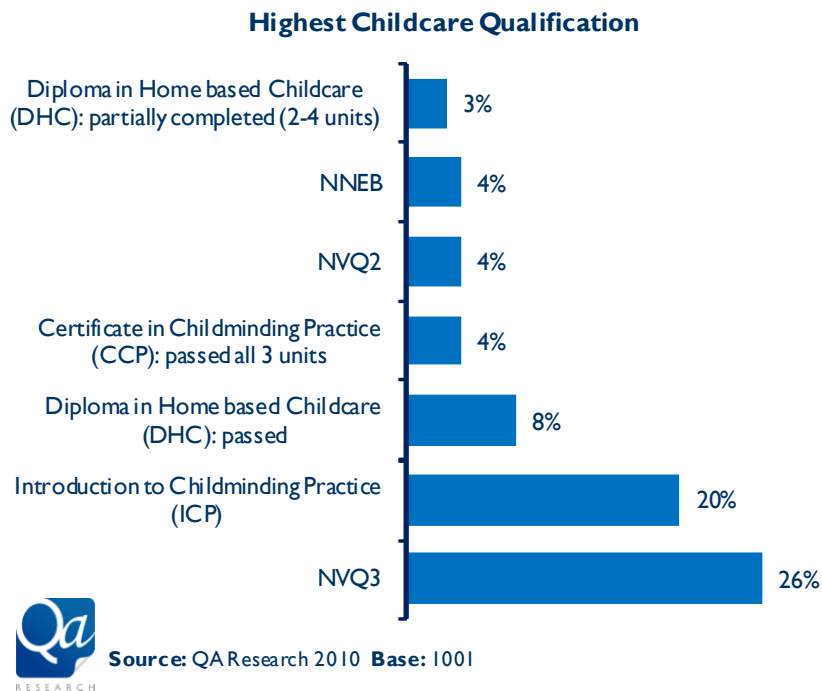
## II. Qualifications and Training

### II.1 Childcare Related Qualifications

All registered childminders are required to take an introductory course as part of their registration.<sup>6</sup> In addition to this, NCMA encourages further professional development among its members, and in 2006 launched the Diploma in Home-Based Childcare (DHC), to replace the Certificate in Childminding Practice (CCP).

Half of the respondents (50%, n=504) reported having childcare qualifications of level 3 or above, a 5% increase on reports in 2009. A further 46% (n= 456) had qualifications below level 3. The childcare qualifications most frequently reported by respondents are shown in Figure 18.

**Figure 18**



It can be seen from Figure 18 that there has also been a 5% increase in reports of NVQ3 qualifications since 2009, while fewer childminders report that the introductory course, ICP, is their highest qualification (20% in 2010, compared with 24% in 2009).

<sup>6</sup> NCMA – Become a Registered Childminder

Respondents reporting level 3 or above qualifications were significantly more likely to have achieved an “outstanding” grade in their most recent Ofsted inspection than those not qualified to this level (15%, n=68, compared to 3% n=12)

Respondents from the West Midlands were more likely to report having level 3 or above qualifications than those in other areas. Respondents working 40 hours or more per week were also more likely to report having level 3 or above qualifications, as were those caring for three or more children.

Conversely, childminders aged 55 or over were significantly less likely to report qualifications at level 3 or above than younger colleagues.

## 11.2 Non-Childcare Qualifications

Respondents were also asked about non-childcare related qualifications.

One in five respondents (19%, n=194) claimed to have “no” other non-childcare qualifications, but one in 10 (10%, n=99) reported having a higher education qualification such as a Bachelors degree, Masters degree or PhD.

A breakdown of non-childcare qualifications can be seen in Table 13.

**Table 13 Highest Non-Childcare Qualification**

Highest Qualification	Count	Percentage
PhD	1	0%
Masters	12	1%
Degree	86	9%
Foundation degree	9	1%
A Level (including AS Levels)	122	12%
City and Guilds	27	3%
NVQ	87	9%
GCSE (including O Levels)	327	33%
Other (Specify)	108	11%
No qualifications	194	19%
Don't know/can't remember	25	2%
Refused	3	0%
<b>Base</b>	<b>1001</b>	

Just over a quarter of respondents (28%, n=279) reported non-childcare qualifications at level 3 or above, slightly lower than the 32% reported in 2009.

### 11.3 Childcare Training

Just over three-quarters of respondents reported undertaking some form of childcare training within the last 12 months (79%, n=788). This represents a decrease since 2009 (86%), but a slight increase on 2008 (73%). The peak in the year to February 2009 reflected the high numbers of childminders undertaking training in preparation for the introduction of the Early Years Foundation Stage in 2008-9.

There were strong correlations between the uptake of childcare training and a number of other factors i.e. respondents were significantly more likely to report training if: they had been registered for 12 months or less; they worked more than 40 hours per week; they were qualified to level 3 or above; or they cared for more than six children.

Two-thirds (67%, n=529) of respondents who reported uptake had been provided with training by their local authority.<sup>7</sup> A breakdown of training providers can be seen in Table 14.

**Table 14 Childcare Training Providers**

Childcare Training Provider	Count	Percentage
NCMA	105	13%
A childminding network	50	6%
A Children's or Integrated Children's Centre	50	6%
An Extended or Community Focussed School	5	1%
A local college	52	7%
Your local authority or council	529	67%
Don't know/can't remember	20	3%
Refused	-	
Other	86	11%
<b>Base</b>	<b>788</b>	

*Multiple response*

Table 13 shows that just over one in ten respondents (13%, n=105) had received childcare training from NCMA in the previous 12 months. 7% of respondents had received childcare training from a local college, while 6% had received training from a childminding network and 6% from a children's centre or integrated children's centre.

Just over one in 10 (11%, n=86) reported receiving training from 'other' sources, including charities with specialist knowledge of first aid, children's charities and childcare organisations.

Of those respondents who did not report attending childcare training in the past 12 months, around one in 10 (11%, n=23) were simply "not interested". The others described various access issues, as detailed in Table 15.

<sup>7</sup> It should be noted that NCMA delivers a substantial number of training courses funded by the local authority, thus it may not always be apparent that NCMA, rather than the local authority, is the training provider.

**Table 15 Reasons for Not Attending Childcare Training in the Past 12 Months**

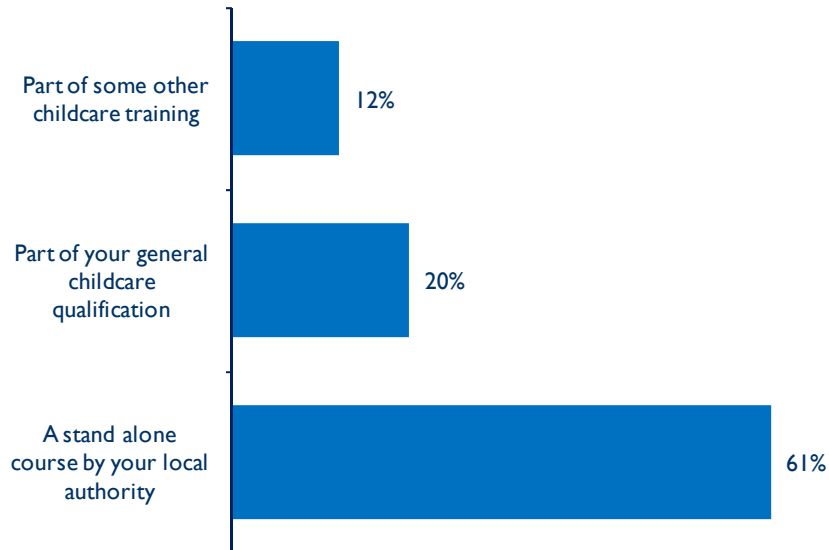
Reasons for not attending childcare training in the last 12 months	Count	Percentage
I am not interested	23	11%
Training is not available locally	20	10%
Training is not available at convenient times	39	18%
I am too busy	68	33%
I have completed all training available locally	19	9%
I have completed sufficient training for my needs	14	5%
Cannot access network training	-	
Don't know	8	4%
Refused	1	0%
Other	42	20%
<b>Base</b>	<b>209</b>	

Reassuringly, Figure 20 shows that no one reported not being able to access network training. Approximately a third (33%, n=68) felt they were simply too busy, lower than the 51% who gave this answer in 2009. However, almost than one in five respondents (18%, n=39) reported that training was not available at convenient times, while one in 10 stated that training was not available locally, up from 7% in 2009. Other reasons for not attending training were: “Winding down the business”, “Starting new course this year”, “Maternity leave”, and “Waiting to see how it goes because business has been slow”.

Respondents were also asked specifically about child protection training. The vast majority of respondents (85%, n=852) had undergone such training as in 2009. Just over three-quarters (79%, n= 679) had received this type of training within the past two years. A breakdown of child protection training provision is shown in Figure 21.

**Figure 19**

**Most Recent Child Protection Training**



Source: QA Research 2010 Base: 852

Most respondents had received child protection training via their local authority, as in 2009, when the proportion was 62%.

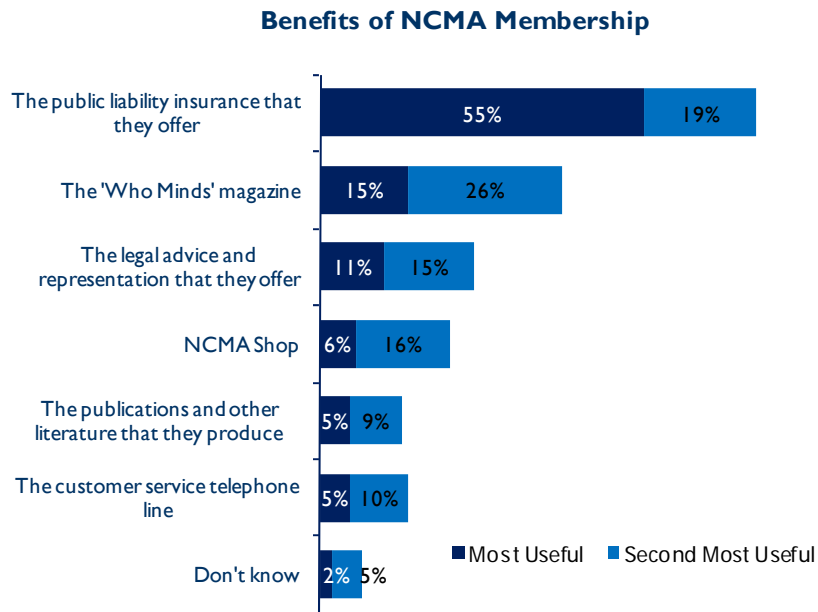
## **12. NCMA Membership**

### **12.1 Key Benefits of Membership**

There are numerous benefits to NCMA membership and respondents were asked to report the two that they rated “most useful” and “second most useful”. Figure 20 shows how respondents rated the NCMA benefits.



Figure 20



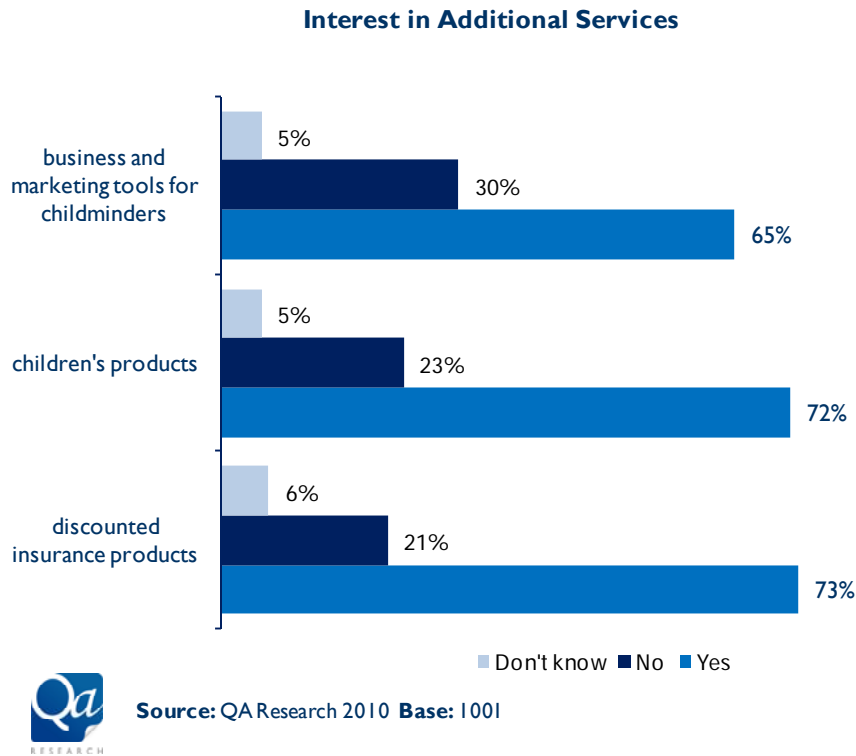
Source: QA Research 2010 Base: 1001

It can be seen from Figure 20 that the most valued benefit was reported to be public liability insurance, with almost three-quarters (74%, n=742) rating this the most or second most useful, as in 2009. Publications and the telephone helpline were viewed as the least beneficial benefits, with ratings for the latter dropping from 17% in 2009 to 15% in 2010. Conversely, the ratings for legal advice and representation rose from 20% in 2009 to 26% in 2010. It should be noted that an extra option, the NCMA Shop, was added to 2010's survey; this was rated as "most" or "second most useful" by 22% of respondents.

## 12.2 Interest in Potential “add on” Services

Figure 21 shows the potential interest in additional services that may be offered by the NCMA.

**Figure 21**



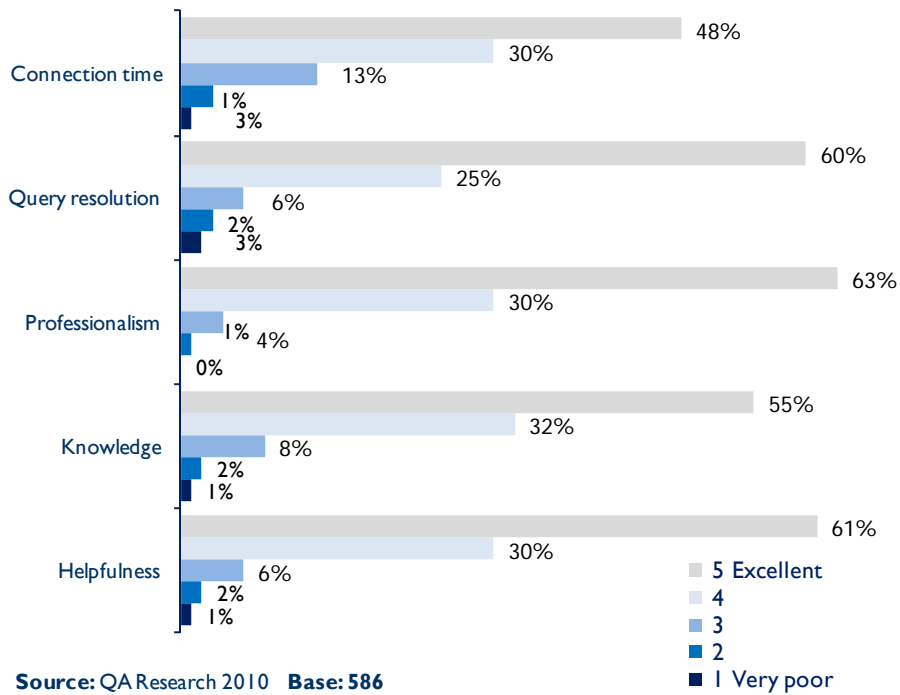
It can be seen from Figure 21 that almost three-quarters of respondents would be interested in “discounted insurance” and “children’s products” (n=726 and 722 respectively). In addition, almost two-thirds (65%, n=648) would be interested in “business and marketing tools for childminders”.

## 12.3 Satisfaction with NCMA Telephone Service

Over half of respondents (59%, n=586) had contacted the NCMA by telephone in the past year. Satisfaction with telephone services is shown in Figure 22.

**Figure 22**

**Satisfaction with NCMA Telephone Service**

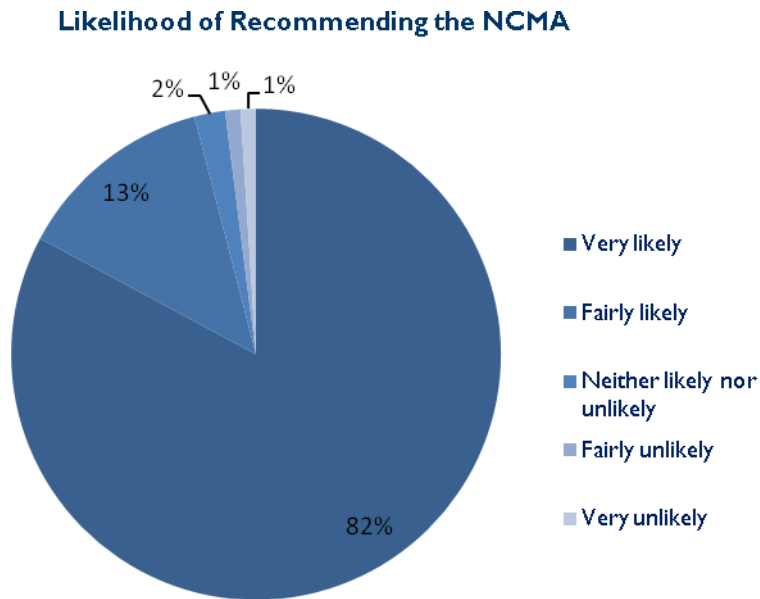


It can be seen from Figure 22 that the vast majority of respondents were extremely satisfied with every aspect of the NCMA telephone service and that there was a reported marked improvement in satisfaction with connection time, with 48% (n=279), rating this as “excellent” compared with 33% in 2009.

**12.4 Likelihood to Recommend NCMA**

The majority of respondents (82%, n=817) reported that they would be “very likely” to recommend NCMA to a colleague as is shown in Figure 23. This represents a 3% increase on the 2009 figure.

Figure 23



Source: QA Research 2010 Base: 1001

### 13. Internet Use

In 2010 respondents were specifically asked about their access to and use of the internet. Over three-quarters of respondents (77%, n=772) reported using the internet several times a week or more often. The majority of these respondents accessed the internet on a PC or laptop at home with 3% (n=28) using a computer outside the home and 5% (n=45) using a mobile phone.

The vast majority (90%, n=826) reported having an active email address which they checked at least once a fortnight.

Almost one in 10 respondents (8%, n=80) stated that they never used the internet. These respondents were significantly more likely to be aged 45 or over and to have been childminding for more than 10 years.



## **14. Conclusions and Recommendations**

### **14.1 Income and Profitability**

Despite the economic recession of recent months, there has been a year-on-year improvement trend in the annual turnover of childminders. In conjunction with this, there are also slight improvements in the reports of profit and loss since 2009, with the average hourly fee rising.

This ability to sustain and develop a business in the recent economic climate may be in part due to the flexibility of childminding services.

### **14.2 Vacancies**

One in 3 childminders reported unwanted vacancies and there was also significant interest in filling these through Extended School provision. Another avenue open to childminders would be to link with children's centres or integrated children's centres, yet there is little evidence that these links have been made.

Consideration should be given to providing more support to childminders in making the appropriate links with extended services, children's centres and integrated children's centres.

### **14.3 Childminding Disabled Children**

Childcare for disabled children and those with additional needs was identified as an important gap in many parts of the country in the recent review of Childcare Sufficiency Assessments undertaken by OPM.<sup>8</sup>

Under the Disability Discrimination Act, childcare providers must make "reasonable adjustments" for disabled children and are not allowed to discriminate against them.

It would appear that the majority of childminders (along with other types of providers) still do not provide services to disabled children or their families. The reasons for this were not within the scope of this research, but it was apparent that there may be an opportunity for the NCMA to offer more support and advice in this regard.

Being more skilled and confident in accommodating disabled children or those with additional needs could position childminders to be able to support local authorities in delivering the Aiming High for Disabled Children pilot programme, "Disabled Children's Access to Childcare" (DCATCH), and increase the potential for delivering community childminding.

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<sup>8</sup> OPM (2008), *Reviewing Childcare Sufficiency Assessments*, London: DCSF.

## 14.4 Childminding Networks and Other Quality Improvement Schemes

Ofsted figures underline that childminders who are part of a quality improvement network achieve better results than those who are not; this research has also provided evidence of this finding. Network membership affords childminders the opportunity to become accredited to deliver the Early Years Entitlement (EYE), thus contributing to the DfE's aim to support delivery of EYE by a diverse range of providers.<sup>9</sup> As the Early Years Entitlement is funded by the local authority, accreditation to deliver EYE could also provide childminders with an important source of revenue.

This year has shown a reduction in the proportion of 3- and 4-year-olds and 8–11 year olds being cared for by childminders. This could be a result of increased extended services and piloting of more flexibility in the funding of free EYE places.

As there has been no increase in membership of quality improvement schemes since last year, the research has shown that there is still work to be done in raising awareness and encouraging membership of such schemes.

## 14.5 Qualifications and Training

NCMA has a commitment to supporting childminders to achieve at least level 3 qualifications, in line with the resolution approved at its annual conference in 2005.

The benefits of level 3 qualifications are already apparent with enhanced Ofsted grades being reported. In addition, the new free entitlement (EYE) code of practice will state that childminders should be part of a recognised quality network and have at least a level 3 qualification if they wish to be funded to deliver free places.

There has been a year-on-year increase in the number of respondents holding a childcare qualification of level 3 or above since 2008. This is a welcome trend which should be encouraged further, particularly amongst older members who may not see it as relevant to their practice.

## 14.6 NCMA as a Membership Organisation

It is clear throughout the report that the NCMA has provided support in the form of advice and training to many of its members. The propensity to recommend the organisation to colleagues shows that this advice and support is rated highly.

As childminding becomes more “professional” and new regulation and inspection comes into force, it is perhaps not surprising that members are finding services such as “legal advice and representation” more useful. Although satisfaction with the NCMA telephone service was very good, given the potential future demands of members it should strive to achieve “excellent” ratings for “knowledge” and “query resolution” in particular.

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<sup>9</sup> Her Majesty's Government (2010). *The Coalition: Our Programme for Government*. London: The Cabinet Office.



## Appendix

Imports

### RegionDB

- East Midlands
- East of England
- Greater London
- North East
- North West
- South East
- South West
- Wales
- West Midlands
- Yorkshire/Humberside

### LocalAuthority

### MembershipNumber

QAID: QAID

### QAID

### Name

### Telephone

**Q1 First of all, can I just check that you are still working as a childminder?**

- Yes
- No

*If = 2, goto 'NotInTarget' (and do not keep the questionnaire)*

**Q2 And are you still a member of the NCMA?**

- Yes
- No

*If = 2, goto 'NotInTarget' (and do not keep the questionnaire)*

**CHILDMINDING BUSINESS**

**S1 Can I just check the region that you live in? [Region from database: RegionDB]**

- East Midlands
- East of England
- Greater London
- North East
- North West
- South East
- South West
- Wales
- West Midlands
- Yorkshire/Humberside

*If = 8, set '2' to question 'S1WalesRouting' else set '1'*

**S1WalesRouting**

- Not Wales
- Wales

*If = 1, Only ask 'Q6'*

*If = 1, Only ask 'Q5'*

*If = 2, Only ask 'Q5a'*

*If = 2, Only ask 'Q35'*

*If = 1, set '1' to question 'Q7Hidden' else set '-1'*

*If = 2, set '1' to question 'Q36Hidden' else set '-1'*

*If = 2, Only ask 'Q13w'*

*If = 1, Only ask 'Q13'*

*If = 2, Only ask 'Q23a'*

*If = 1, Only ask 'Q18'*

*If = 1, Only ask 'Q23'*

*If = 2, Only ask 'Q18a'*

*If = 2, Only ask 'Q35'*

**Q3DK**

(1 maximum responses)

- Don't know
- Refused

**Q3 What is your local authority? [Local Authority from database: LocalAuthority]**

**Q4 How long have you been registered as a childminder? (PROMPT IF NECESSARY)**

- Less than 6 months
- Between 6 months and a year ago
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years
- Don't know
- Refused

**Q5 When was your last Ofsted Inspection?**

- Within the last 6 months
- Between 6 months and a year ago
- 1-2 years ago
- 2-3 years ago
- 3-5 years ago
- More than 5 years ago
- (Not applicable / no inspection)
- (Don't know/can't remember)
- (Refused)

**Q5a When was your last CSSIW inspection? (Interviewer Note: CSSIW is the 'Care & Social Services Inspectorate Wales')**

- Within the last 6 months
- Between 6 months and a year ago
- 1-2 years ago
- 2-3 years ago
- 3-5 years ago
- More than 5 years ago
- (Not applicable / no inspection)
- (Don't know/can't remember)
- (Refused)

**Q6 And what grading were you awarded at this inspection?**

- Outstanding
- Good

- Satisfactory
- Unsatisfactory
- Don't know
- Refused

**Q7 How many children under 8 years old are you registered to care for at any one time? (READ OUT IF NECESSARY This will be listed on your registration certificate) Q7Hidden**

- 1
- 2
- 3
- 4
- 5
- 6
- More than 6
- None
- Don't know
- Refused

*If = 7, Only ask 'Q7a'*

**Q7a Is this a special circumstance?**

- Yes
- No

*If = 1, Only ask 'Q7Yes'*

**Please specify**

**Q8DK**

(1 maximum responses)

- Don't know
- Refused

**Q8 And in total, how many children (of any age) do you currently provide childcare for? Please exclude any of your own children.**

**Q9 Thinking about all the children that you currently provide childcare for, excluding your own, are any of them...? (tick all that apply)**

(8 maximum responses)

- Less than 12 months old
- 1 or 2 years old
- 3 or 4 years old
- 5-7 years old
- 8-11 years old
- 12-16 years old
- Don't know
- Refused

If = 3, Only ask 'Q17'

If = 2, Only ask 'SubSec1'

**Q10 How many of the children that you care for are from a black or minority ethnic background?**

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- More than six
- Don't know
- Refused

**Q11 Do you currently have any unfilled vacancies, and by this I mean are you caring for fewer children than you are registered for?**

- Yes
- No
- Don't know
- Refused

If = 1, Only ask 'Q11a'

**Q11a Ideally, do you want to fill these vacancies?**

- Yes
- No
- Some of them
- Don't know
- Refused

If = 1, 3, Only ask 'Q11b'

**Q11b How long have you had unwanted vacancies**

- Less than 3 months
- 3-6 months

- 7-12 months
- 1-2 years
- More than 2 years
- Don't know
- Refused

**Q12 In the last year, which of the following types of childcare have you provided? (tick all that apply)**

(8 maximum responses)

- Overnight care
- Weekend care
- Care before 8am in the morning
- Care after 7pm at night -but not overnight
- Care for school age children during holidays
- Care for pre-school children during holidays
- None of these
- Don't know

**Q12a And which of these types of childcare would you offer if parents requested it? (tick all that apply)**

(8 maximum responses)

- Overnight care
- Weekend care
- Care before 8am in the morning
- Care after 7pm at night -but not overnight
- Care for school age children during holidays
- Care for pre-school children during holidays
- None of these
- Don't know

**Q13 Do you fill vacancies through any of the following methods?  
Partnerships with/referrals from: (tick all that apply)**

(8 maximum responses)

- Extended Schools
- Children's Centres
- Family Information Services in your Local Authority
- Through personal contacts/word-of-mouth
- Through a childminding network
- Through a personal website maintained by you
- None of these
- Don't know

**Q13w Do you fill vacancies through any of the following methods?  
Partnerships with/referrals from: (tick all that apply)**

(8 maximum responses)

- Community Focused Schools
- Integrated Centres
- Family Information Services in your Local Authority
- Through personal contacts/word-of-mouth
- Through a childminding network
- Through a personal website maintained by you
- None of these
- Don't know

**FEEs, PAY AND CONDITIONS**

**Q14 Others**

(1 maximum responses)

- Don't know
- Refused
- Prefer to give daily/weekly/monthly fee

**Q14 What is the average fee you charge per child per hour? (PROMPT:  
Please just give me your best estimate)**

**Q14 Others**

(1 maximum responses)

- Don't know
- Refused
- Prefer to give daily/weekly/monthly fee

*If = (and no other)3, Only ask 'Q14aLoop'*

**Q14 What is the average fee you charge per child per hour? (PROMPT:  
Please just give me your best estimate) (Please write in decimal even if  
whole number e.g. 3.51 DO NOT round up)**

**Q15 Do you charge parents to keep places open when they take their children on holiday?**

- Yes
- No
- Don't know
- Refused

**Q16 And do you charge parents a retainer for your own annual holidays?**

- Yes
- No
- Don't know
- Refused

**Q17 Do you provide the free entitlement for Early Years Education (EYE) for any of the 3 or 4 year olds that you care for?(PROMPT: In England, the government provides up to 15 hours childcare per week and in Wales there is 2½ hours per day free entitlement for every 3-4 year old, with childminders providing these services reimbursed by their Local Authority for these hours.)**

- Yes
- No
- Don't know
- Refused

*If = 2, Only ask 'Q17a'*

**Q17a Why are you not providing the free entitlement for Early Years Education? Is it because...?**

- You are not accredited to provide it
- Nobody has asked you to provide it
- The fees paid by your Local Authority are too low
- Your Local Authority does not promote childminders as providers of the free entitlement
- You've never heard of it
- Don't know
- Refused
- Other (specify)

*If = 1, Only ask 'Q17b'*

**Q17b Is the main reason that you are not accredited to provide this because...?**

- There is no network in your area so you can't become accredited
- You sought accreditation but did not get it
- You are en route to accreditation
- You don't want to get accredited
- Don't know

- Refused  
 Other (specify)

**Q18 Do you provide any free entitlement for Early Years Education for any 2 year olds that you care for? (PROMPT: From September 2009, all local authorities in England can offer up to 15 hours childcare per week for the most disadvantaged 15 per cent of 2-year-olds, with childminders reimbursed by their Local Authority for providing these hours of care.)**

- Yes  
 No  
 Do not care for any 2 year olds  
 Don't know  
 Refused

**Q18a Do you provide any childcare under the Flying Start programme for any 2 year olds that you care for?**

- Yes  
 No  
 Do not care for any 2 year olds  
 Don't know  
 Refused

#### CHILDMINDING DISABLED CHILDREN

**Q19 Excluding your own children, how many of the children you currently care for are disabled or have special educational needs?**

- 0  
 1  
 2  
 3  
 4  
 5  
 6  
 More than six  
 Don't know  
 Refused

*If = 1, 9, 10, do not ask 'Q19a'*

**Q19a Does this child/ do any of these children have...? (INTERVIEWER NOTE: If a child has several different impairments (e.g. physical and hearing) they should just be classed as multiple impairments' and not put in any of the other categories)**

- Multiple impairments (e.g. a physical impairment and a hearing impairment)
- Physical impairments
- Hearing impairments
- Visual impairments
- Special educational needs
- Don't know
- Refused
- Any other types of disability or impairment (specify)

If = 8, Only ask 'Q19aOther'

### Q19aOther

### Q20 Have you undertaken any specific training about caring for disabled children or those with special educational needs?

- Yes
- No
- Don't know
- Refused

If = 1, Only ask 'Q20a'

### Q20a Was the training you undertook...? (INTERVIEWER NOTE: If done more than one course ask for most recent.)

- A generic course about working with disabled children or those with special educational needs
- A course aimed at helping you work with a particular child or children
- A specialist course but with no particular child in mind (e.g. looking at one particular impairment or need, such as autism)
- Don't know
- Refused

### Q20b How long ago did you undertake this training, was it...? (INTERVIEWER NOTE: If done more than one course ask for most recent.)

- Within the last 6 months
- Within the last year
- 1-2 years ago
- 2-3 years ago
- More than 3 years ago
- Don't know/can't remember

**Q21 If you needed advice about caring for disabled children or those with special educational needs, where would you go? (DO NOT PROMPT) (Tick all that apply)**

(9 maximum responses)

- Your local NCMA contact
- The NCMA Information line
- The NCMA website
- The child's parent(s)
- A GP
- Your Local Authority
- A related charity
- A website other than the NCMA website
- Don't know
- Other (specify)

**COMMUNITY CHILDMINDING**

**Q22 Do you provide or offer any childcare on behalf of Social Services?**

- Yes
- No
- Don't know
- Refused

*If = 1, Only ask 'Q22a'*

**Q22a Which of the following do you offer on behalf of Social Services? (Tick all that apply)**

(9 maximum responses)

- Care for children of teen parents
- Care for children excluded from school
- Care for children of court attendees
- Offer emergency childcare
- Offer respite childcare
- Offer family support social services
- Care for children waiting for a foster parent to be found
- Don't know
- Refused
- Other (specify)

**Q22b And do Social Services pay you directly for these services?**

**(INTERVIEWER NOTE: If they offer these services but have not actually done them yet, please ask them to answer based on what they believe Social Services will do)**

- Yes
- No

- Don't know
- Refused

If = 1, Only ask 'Q22cLoop'

**Q22d Do Social Services ask that you keep places available so that they can place a child with you at short notice?**

- Yes
- No
- Don't know

If = 1, Only ask 'Q22e'

**Q22e And do Social Services pay you a retainer to keep these places available?**

- Yes
- No
- Don't know
- Refused

EXTENDED SCHOOLS & CHILDREN'S CENTRES

**EXTENDED SCHOOLS & CHILDREN'S CENTRES**

**Q23 Are you currently providing any services for Children's Centres?**

- Yes
- No
- Don't know

**Q23a Are you currently providing any services for Integrated Children's Centres**

- Yes
- No
- Don't know

**Q24 Which of the following does this involve? (Tick all that apply)**

(5 maximum responses)

- Providing childcare on behalf of the centre, but at your home
- Providing childcare at the centre (e.g. working in the crèche)
- Running groups or activities at the centre
- Serving on the centre's management committee
- Other (specify)

QUALIFICATIONS

**Q25 What is the highest childcare qualification that you hold? Please only include qualifications that are specific to childcare.(INTERVIEWER NOTE: CCP was replaced by DHC, but they are the same level of qualification ICP is the first unit of DHC/CCP)**

- Diploma in Home based Childcare (DHC): passed
- Diploma in Home based Childcare (DHC): partially completed (2-4 units)
- Certificate in Childminding Practice (CCP): passed all 3 units
- Certificate in Childminding Practice (CCP): partially completed (2 units)
- Introduction to Childminding Practice (ICP): this is the first unit of DHC/CCP
- NVQ3
- NVQ2
- Foundation degree
- No childcare qualifications
- Don't know/can't remember
- Refused
- Other (specify)

**Q26 And what is the highest non-childcare related qualification you hold, such as a degree, A-levels, NVQ, etc? (PROMPT: Please do not include training courses that did not result in qualifications, such as First Aid).**

- PhD
- Masters
- Degree
- Foundation degree
- A Level (including AS Levels)
- City and Guilds
- NVQ
- GCSE (including O Levels)
- Other (Specify)
- No qualifications
- Don't know/can't remember
- Refused

*If = 7, Only ask 'Q26a'*

**Q26a And what level is this NVQ?**

- NVQ level 1
- NVQ level 2
- NVQ level 3
- NVQ level 4
- NVQ level 5
- Don't know/can't remember
- Refused

**Q27 Have you done any childcare training in the last 12 months? Please include any relevant training even if it did not result in a qualification. (INTERVIEWER NOTE: This can include any sort of childcare training, including first aid courses, etc )**

- Yes
- No
- Don't know
- Refused

If = 1, Only ask 'Q27a'

If = 2, Only ask 'Q27b'

If = 1, Only ask 'Q27a'

**Q27a Who provided this training? (Tick all that apply)**

(8 maximum responses)

- NCMA
- A childminding network
- A Children's or Integrated Children's Centre
- An Extended or Community Focussed School
- A local college
- Your local authority or council
- Don't know/can't remember
- Refused
- Other (specify)

**Q27b Is there any particular reason why you haven't done any childcare training in the last 12 months? (Tick all that apply)**

(8 maximum responses)

- I am not interested
- Training is not available locally
- Training is not available at convenient times
- I am too busy
- I have completed all training available locally
- Cannot access network training
- Don't know
- Refused
- Other (specify)

**Q28 Have you ever undertaken any child protection training?(PROMPT: By this I mean basic awareness training aimed at helping you identify signs of abuse and knowing what action to take if you have any concerns.)**

- Yes
- No
- Don't know
- Refused

If = 1, Only ask 'Q28a'

**Q28a How long ago did you do this training? (INTERVIEWER NOTE: If done child protection training on more than one occasion ask for most recent.)**

- Within the last year
- 1-2 years ago
- 3-5 years ago
- More than 5 years ago
- (Don't know)

**Q28b Which of the following best describes this most recent child protection training you undertook? Was it...? (INTERVIEWER NOTE: If done child protection training on more than one occasion ask about the most recent.)**

- A stand alone course by your local authority
- Part of your general childcare qualification
- Or, part of some other childcare training
- Don't know/can't remember
- Refused
- Other (specify)

#### QUALITY ASSURANCE SCHEMES

**Q29 I'd now like to ask you about Quality Improvement schemes and childminding networks, and by this I mean formal schemes and networks that are structured to improve the quality of the childcare you offer. Are you currently part of any of the following...? (Tick all that apply)**

(7 maximum responses)

- The NCMA Children Come First (CCF) network
- A formal network run by your local authority (that is not CCF)
- The NCMA Quality First scheme
- Or, none of these
- Don't know
- Refused
- Some other formal Quality Improvement scheme

*If = 7, Only ask 'Q29Other'*  
*If = 4, Only ask 'Q29a'*

**Some other formal Quality Improvement scheme - please specify**

**Q29a May I ask why you are not part of a formal Quality Improvement scheme or childminding network? (Tick all that apply)**

(8 maximum responses)

- Don't see the benefit
- Not available in area
- Too expensive
- No time/too busy
- Not interested
- Never heard of these schemes/networks
- Don't know
- Refused
- Other (specify)

YOU AND NCMA Finally, I'd like to finish by asking a few questions about NCMA and the services they provide.

**Q30 Which of the following NCMA services would you say is the most useful and the second most useful?**

	The legal advice and representation that they offer	The public liability insurance that they offer	The customer service telephone line	The 'Who Minds' magazine	The publications and other literature that they produce	NCMA Shop	Don't know
a First choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b Second choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q31 And would you like to see NCMA offer any of the following?**

	a Yes	b No	c Don't know
1 More discounted insurance products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Children's products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Business and marketing tools for childminders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q32 Have you heard of NCMA's 'Recommend A Friend' promotion?**

- Yes
- No
- Don't know

If = 1, Only ask 'Q32a'

**Q32a Have you used NCMA's 'Recommend A Friend' promotion?**

- Yes
- No

**Q33 Have you contacted NCMA by telephone for any reason in the last year?**

- Yes



- No
- Don't know
- Refused

If = 1, Only ask 'Q33a'

**Q33a Thinking about your experiences of calling NCMA, how would you rate them for the following? Please answer on a scale of 1 to 5, where 5 means 'excellent' and 1 means 'very poor'. (Interviewer Note: If the respondent has contacted NCMA on a number of occasions, please ask them to provide an overall rating based on their experiences across all of these contacts.)**

	1 Very poor	2	3	4	5 Excellent	Don't know	Refused
The helpfulness of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The knowledge of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The professionalism of the staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff member being able to resolve your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to get through to someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q34 How likely would you be to recommend NCMA to a colleague? Would you say you are...?**

- Very likely
- Fairly likely
- Neither likely nor unlikely
- Fairly unlikely
- Very unlikely
- Don't know

#### LANGUAGE USE

#### LANGUAGE USE

**Q35 Do you speak Welsh?**

- Yes - fluently
- Yes - but not fluently
- No
- Don't know
- Refused

If = 1, 2, Only ask 'Q35a'

**Q35a And do you speak Welsh to the children that you are looking after?**

- Always
- Sometimes
- Never
- Don't know
- Refused

**Q36Hidden**

- or Welsh

**Q36 Do you speak any other language apart from EnglishQ38Hidden?**

- Yes  
 No  
 Don't know  
 Refused

*If = 1, Only ask 'Q36a'*

**Q36a Which language(s) do you speak?**

**Q36b Do you speak this language fluently**

- Yes  
 No

**Q37 And do you use this language/these languages with the children that you are looking after?**

- Always  
 Sometimes  
 Never  
 Don't know  
 Refused

**Q38 How often do you use the internet**

- More than once a day  
 Once a day  
 Several times a week  
 Once a week  
 Once a fortnight  
 Once a month or less  
 Don't know  
 Refused  
 Never

*If = 1, 2, 3, 4, 5, 6, Only ask 'Q39'*

**Q39 How do you access the internet? (Tick all that apply)**

(6 maximum responses)

- On a PC (at home)
- On a PC (outside the home)
- On a laptop computer
- On a mobile phone
- Don't know
- Refused

**Q40 Do you have an active email address by that I mean an email address that you check AT LEAST once a fortnight**

- Yes
- No
- Don't know
- Refused

CHILDMINDING FUTURE

**Q41 Do you plan to be childminding in 12 months time?**

- Yes
- No
- Don't know
- Refused

*If = 2, Only ask 'Q41a'*

**Q41a What do you think would cause you to leave childminding within the next 12 months? (Tick 3 only)**

(3 maximum responses)

- Lack of demand for places
- Inadequate pay
- New registration and inspection requirements
- Taking alternative work (in childcare and/or education)
- Taking alternative work (outside childcare and/or education)
- Returning to full-time education
- Retirement
- To spend more time with family
- Don't know
- Refused
- Other (specify)

PERSONAL INFORMATION I'd now like to ask a few questions about you and your childminding business, just to classify your answers for analysis purposes.

**(DO NOT ASK, INTERVIEWER TO CODE) Q42 Gender?**

- Male
- Female

**Q43 Which of the following age bands do you fall into?**

- 18-24
- 25-34
- 35-44
- 45-54
- 55 or more
- Refused

**Q44DK**

(1 maximum responses)

- Don't know
- Refused

**Q44 On average, how many hours a week do you work as a childminder?**

**Q45 What is the approximate annual turnover of your childminding business? Would you say it is...? (PROMPT: By this I mean your total childminding income before tax and costs) (PROMPT: Please just give me your best estimate)**

- Less than £7,000 per year
- £7,000 - £9,999
- £10,000 - £14,999
- £15,000 - £19,999
- £20,000 - £24,999
- £25,000 - £29,999
- £30,000 or more
- Don't know
- Refused

**Q46 And, after tax and costs, is your childminding business currently making an annual profit or loss?**

- Profit
- Loss
- Breaking even
- Don't know
- Refused

**Q47 May I ask, what is your ethnic background?**

- White British
- White Irish
- White Other
- Asian Indian
- Asian Bangladeshi
- Asian Pakistani
- Asian Chinese
- Asian Other
- Black African
- Black Caribbean
- Black Other
- Mixed race
- Don't know
- Refused
- Other (specify)

**Q48 Do you consider yourself to be disabled?**

- Yes
- No
- Don't know
- Refused

*If = 1, Only ask 'Q48a'*

**Q48a Which of the following types of disability do you have?**

- Physical impairment
- Hearing impairment
- Visual impairment
- Special educational needs
- Or do you have multiple impairments/disabilities
- Don't know
- Refused
- Other (specify)

That completes the interview, thank you very much for your time. Before we finish, NCMA has an Information Line and email, through which you can contact someone to deal with any specific problems or issues that you may have. Would you like me to give you the number and email address? The Information Line number is 0800 169 4486. The email address is [info@ncma.org.uk](mailto:info@ncma.org.uk)