



Social Research Number: 57/2019

Publication date: 19/12/2019

Evaluation of the early implementation of the Childcare Offer for Wales: year two

Executive summary

1. Introduction

- 1.1 The Childcare Offer provides 30 hours a week of funded childcare and Foundation Phase Nursery (FPN) early education for eligible working parents of three and four-year-olds for up to 48 weeks of the year.
- 1.2 The Welsh Government began the initial implementation of the Offer in September 2017 within six Early Implementation Local Authority Areas. Then, from September 2018 the Offer was introduced, in rolled out phases to the rest of Wales. This summary presents an overview of the evaluation of year 2 of the early implementation of the Offer prepared by Arad Research.

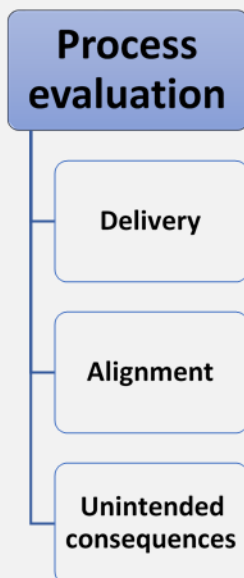
2. Methodology

- 2.1 The main aims of the year 2 evaluation were to assess how effectively the Offer is being delivered to children and parents; provide lessons to inform future delivery; explore the impact that the Offer is having on parental employability, wellbeing and disposable income and the impact of the Offer on the childcare sector.
- 2.2 The evaluation also sought to gain a better understanding of processes relating to the delivery and alignment between childcare and FPN and identify any unintended consequences resulting from implementing the Offer.
- 2.3 A mixed-methods approach was adopted for the evaluation, which involved several research strands, as set out below.

Methodology - summary

The evaluation

A mixed-methods approach:



Parents accessing the childcare element of the Offer;

3,890

online survey responses

18 interviewed



Childcare providers delivering the childcare element of the Offer;

46 interviewed

869 survey responses



Local Authority Childcare Offer Partnerships;

2 interviews with each of the 22 local authority partnerships (March - May 2019, September - October 2019)

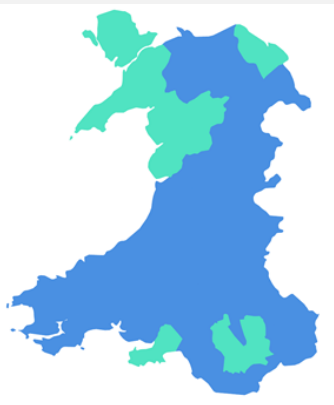


Analysis of local authority monitoring data

3. Implementing the Childcare Offer.

Implementing the Childcare Offer - Key findings

Local authority Offer Partnerships



7 local authorities - phased roll out September 2017 to August 2018 (Year 1).

15 local authorities - phased rollout September 2018 to August 2019 (Year 2).

Local authorities worked in partnerships – with one delivery authority supporting one or more engagement authorities



£670,000

Additional Support (SEN) Grant was made available by the Welsh Government.

Child providers and parents

82%

Of childcare providers **actively promoted** the Offer to parents



90%

Of parents reported the **application process was straightforward**



Submitting evidence of employment was a challenge particularly for **self-employed parents**



Source: Childcare Provider Survey 2019. N=869

Childcare Parent Survey 2019. N=3890

Implementation

- 3.1 The continued rollout of the Offer in year two has been relatively smooth with no major issues. Local authority representatives in areas where the Offer was rolled out for the first-time during year two praised the work of the year one early implementer authorities for the information and support they offered new authorities.
- 3.2 The process of working as partnerships comprising one delivery authority supporting one or more engagement authorities also appears to be working well in most cases. Some initial minor problems with regards to compatibility of data sharing systems' and arrangements were initially encountered, but these appear to have been largely overcome. There were, however, some examples of a lack of clarity as to where the boundary between the tasks and responsibilities of engagement and delivery authorities lie.
- 3.3 Most delivery authorities have not invested significantly in any new systems to deliver the Offer and in many cases, there is still an element of 'making do' with the current system until further information becomes available about a planned centralised system.
- 3.4 Each local authority is responsible for **promoting the Offer to childcare providers** in their area and overall, local authorities reported no significant problems in engaging with providers. This was a key task for both delivery and engagement authorities and they were building on long-standing working relationships they had developed with the sector. Interviewees reported that as a result of network meetings with providers and dealing with general queries providers have about the Offer and the small grants available, they were now in regular contact with a greater number of childcare providers in their area.
- 3.5 Local authorities reported that a minority of childcare settings were reluctant to sign up at the pre-Offer stage for one of two reasons; either because the reimbursement of £4.50 per hour for the childcare element of the Offer was lower than their normal hourly fee and / or, especially in the case of childminders, they were deterred by the idea of formal administration and funding arrangements. Local authorities liaised with these providers during the pre-Offer period, helping them with paperwork or providing business support. Following the rollout of the Offer across all areas, none of the local authorities noted that they were aware of any childcare settings with eligible children that had chosen not to take funded childcare places. Local authorities also reported that most of the childcare settings in their area are satisfied with the childcare rate of £4.50 an hour. However, they also noted that there is an expectation that the rate will increase soon, and that some providers will choose to stop taking part in the Offer if not.
- 3.6 Queries from parents and providers often arose on the topic of fee structures including additional charges. Delivery local authorities explained that they had needed to seek clarifications from the Welsh Government on several aspects relating to charges and fees.
- 3.7 Responding to parents' queries, **communicating the Offer to parents**, and supporting the childcare settings to do raise parents' awareness of the Offer, are further key tasks undertaken by all local authorities. Initial queries about the Offer, such as eligibility or availability, are usually dealt with by the Family Information Service within the local authority where the parent resides. More detailed queries relating to the actual applications are then passed on to the Childcare Offer delivery team which may or may not be located within the local authority where the parent resides – depending on the structure of the local partnership.
- 3.8 A large number of these general and more detailed queries received relate to eligibility, in particular eligibility of self-employed parents, family businesses or parents who have not

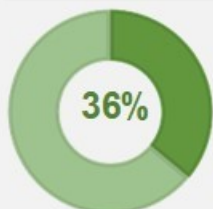
received payslips. **Eligibility checking of parents during year 2 continues to be as time-consuming as it was in year one.** Welsh Government have provided guidance on eligibility, but even more guidance and training would be welcomed by local authorities and parents.

- 3.9 Once in receipt of the Offer, the biggest area of confusion for parents (and some providers) has been the entitlement to childcare during school holidays. This confusion around holiday entitlement can result in incorrect claims and bookings which add to local authorities' administrative tasks. Local authorities have refined their correspondence to parents to clarify how and when to use the holiday weeks. However, almost all authorities noted that parents and providers continue to find it difficult to understand and plan their childcare needs around the funded childcare available to them during school holidays.
- 3.10 The Welsh Government has made available a £670,000 **Additional Support (SEN) Grant** for local authorities to ensure the childcare element of the Offer is inclusive to eligible children with SEN. It is to be used by local authorities to remove the potential barriers preventing parents with children they believe have, or have been identified with SEN. Many local authorities reported that they had underspent or were likely to underspend on this grant (although that is not the case everywhere), and some were cautious and unsure how the budget should be used. Where the SEN grant has been claimed it has been used to support one to one provision and some associated training. Increasingly, the approach by local authorities is to mirror the SEN arrangements already in place for Flying Start and early education.
- 3.11 Many local authorities observed that the Offer has been positive for the **Welsh-medium provision** in their area and most of the authorities reported that some of their Cylchoedd (Welsh-medium playgroups) had increased their hours of provision. Some local authorities have used their capital grants to invest in Welsh-medium early years provision, seeing it as an opportunity to respond to gaps identified in the Childcare Sufficiency Assessments and link with their Welsh in Education Strategic Plans.
- 3.12 The Offer consists of a combination of the pre-existing **Foundation Phase Nursery (FPN)** provision open to all three and four-year-olds from the term after their third birthday, and additional funded childcare. The introduction of the Offer has highlighted several issues affecting the alignment of FPN and Childcare. Issues include the lower payment rate for FPN compared to childcare and the variation in FPN provision, with respect to both the number of hours offered and the different dates and ages when children become eligible for the provision.
- 3.13 Other than isolated examples, there was no evidence from local authorities of parents choosing to take childcare hours and foregoing the FPN hours. However, local authorities continue to voice concerns that non-maintained providers who are currently contracted by them to deliver FPN will discontinue with this provision in the future. Some non-maintained providers have already discontinued their provision of FPN due to, what they consider to be the more onerous workload, higher scrutiny and in many cases, lower funding rates received for delivering this in comparison to delivering the funded childcare element of the Offer.

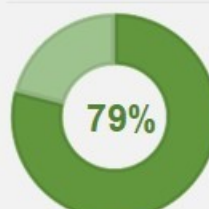
4. The Offer's influence on providers

The Offer's influence on providers - Key findings

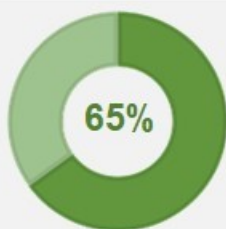
Childcare providers



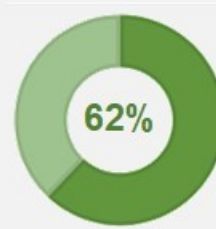
Reported an **increase** in the number of children since the previous year



Agreed **£4.50** an hour is commercially viable



Reported improved **profitability**



Reported improved **sustainability**

Also

20%

Introduced **additional charges** for food and transport



£

Relatively low use of the **Additional Support Grant**

No marked change in provision of childcare during **school holidays**



Source: Childcare Provider Survey 2019. N=869

- 4.1 This section outlines how, if at all, the Offer has influenced the delivery of childcare provision in Wales.
- 4.2 In terms of the **demand for childcare**, almost half of the providers surveyed during the second year noted that they had experienced at least some increase in demand for childcare within their settings since the Offer was introduced - mostly as a combined result of an increase in the number of children in some settings and / or an increase in the number of hours taken up by existing children. Overall, the findings indicate that the Offer has generated modest increases in demand for formal childcare
- 4.3 Most providers surveyed (81 per cent) and interviewed (35 out of 46) noted that **they had not changed their opening hours or childcare delivery approaches** as a result of the Offer. Those that had introduced changes were offering more hours of childcare each day, either by opening earlier in the day and / or later in the afternoon. Other changes included offering wraparound care during lunch times and opening during school holidays. Providers

who had introduced or were planning to introduce these changes were mainly sessional childcare settings (playgroups and Cylchoedd Meithrin) which had the capacity (physical space and members of staff) to increase or change the nature of their provision.

- 4.4 A small minority of providers surveyed also noted that they had either made or planned to make changes to their business delivery model in order to increase provision for some age groups by reducing provision for others.
- 4.5 Over three quarters of providers surveyed (78 per cent) offer some form of **wraparound** care as part of their childcare provision. This includes breakfast and after school clubs and the transfer of children to and from different childcare and FPN settings. The majority of providers (88 per cent) who provided this service noted that they found it very or at least relatively easy to deliver. Other providers reported challenges related to maintaining staff ratios within their settings while also releasing staff to escort children to another setting.
- 4.6 Almost two thirds (62 per cent) of providers surveyed during the second year, noted that the Offer had a **positive impact on their profitability**, with two thirds also noting that the Offer had a positive effect on the sustainability of their setting. For almost one in ten (8 per cent) of the providers surveyed however, the Offer was reported to have had a negative effect on profitability and reasons noted for this were similar to those identified in relation to reasons given by providers who did not consider the Offer to be commercially viable – i.e. that the rate is lower than their usual commercial rate.
- 4.7 One in five providers (20 per cent) who responded to the survey noted that they had **introduced additional charges** within their settings since the Offer was introduced; mainly for snacks and meals. A number of the respondents who had introduced additional charges also noted that these additional charges had been introduced in order to recoup some of the revenue they had lost as a result of the Offer rate being lower than their usual rate. It is not clear in all cases whether these charges are applied in accordance with Welsh Government guidance or whether they apply only to children supported by the Offer.
- 4.8 Almost 17 per cent of providers noted that they had increased their childcare **fees** since the introduction of the Offer in Wales; however only 3 per cent of respondents noted that this increase was as a direct result of the Offer. Some of these providers who also noted that they previously charged less than the £4.50 / hour rate available through the Offer, decided to increase their rates for all parents to be in line with this rate. It was noted that this was often done to ensure that charging rates were transparent and consistent to all parents. Other providers noted however, that they had increased their rates for all children to make up for the shortfall in income they incurred as a result of the Offer. This may raise some concerns about the possible knock on effect that the Offer is having on the childcare costs of some parents who are not eligible for the Offer. Although it should also be noted that these examples appear to relate to a relatively small number of settings.
- 4.9 Providers noted that any additional costs associated with delivering childcare funded by the Offer stemmed mainly from the additional administration work required.
- 4.10 The amount of time spent on **administrative tasks** varies according to the number of children supported by the Offer within each setting and the number of delivery authorities each setting is engaged with. Some providers have children from many different local authorities at their setting. This can result in some providers having to provide information (often in differing formats) to a number of different delivery authorities.
- 4.11 Very few providers interviewed or surveyed noted any change in the demand for, or delivery of, childcare for children with **special education needs**.
- 4.12 Almost one in five (17 per cent) of the providers who responded to the survey described the main language used within their childcare setting to be **Welsh-medium**; a further 9 per cent

described themselves as a bilingual setting where Welsh and English were used side by side. Over a third of the Welsh-medium providers surveyed also noted that they had or were planning to extend their opening hours following the introduction of the Offer. This compares to 16 per cent of all providers (including Welsh medium providers) surveyed. This supports the views expressed by a number of the local authority representatives consulted who also noted that they have seen an increase in the number of Welsh-medium settings, especially sessional *Cylchoedd Meithrin*, that have extended their opening hours since the Offer was introduced.

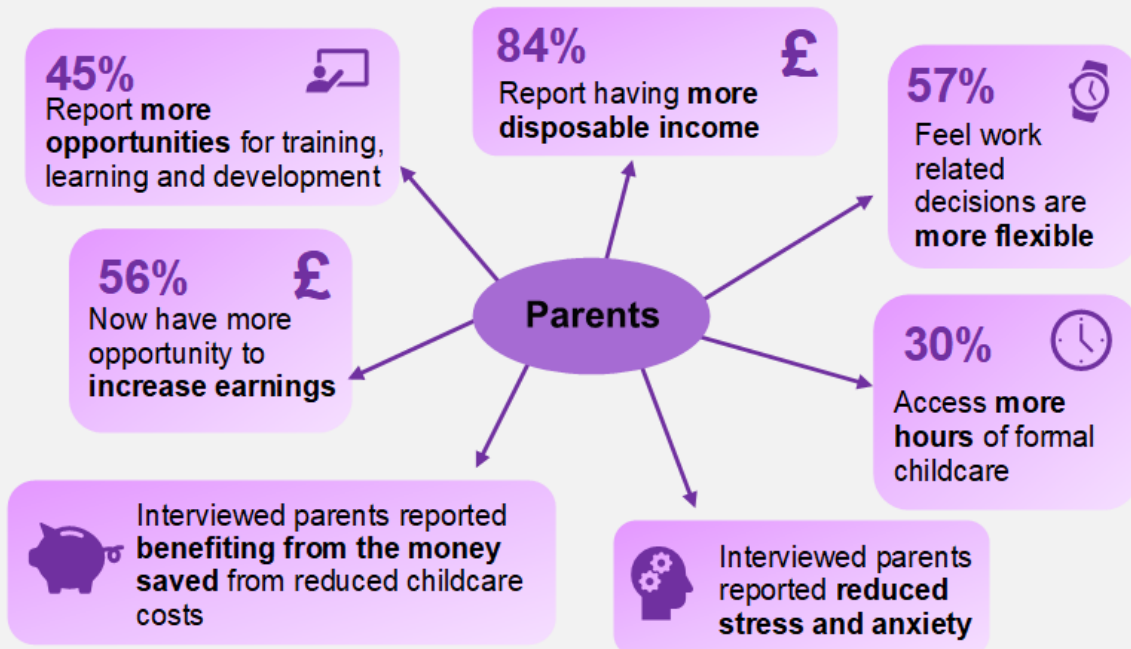
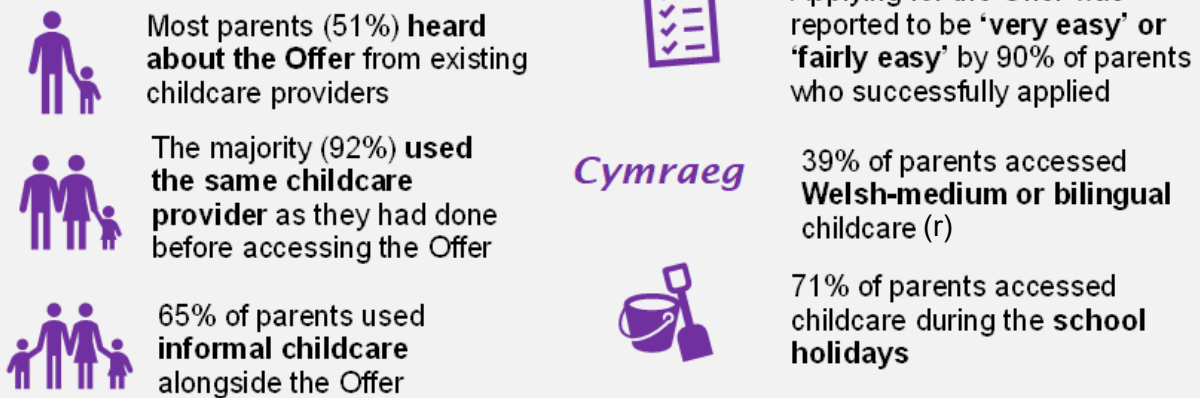
- 4.13 Just over a quarter (28 per cent) of the 791 providers who responded to the survey, noted that they are funded to deliver **FPN** education. Twelve of the 223 providers surveyed (5 per cent) who had been delivering FPN, noted that they either recently had or were planning on ceasing their delivery of FPN. Those who gave a reason as to why they were doing this cited relatively low funding rates as well as the time and staff pressure associated with FPN. With such small numbers, these findings do not indicate a significant shift away from FPN provision – especially as there were a handful of providers who explained that they were planning to register to start delivering FPN within their setting as this would enable them to keep three- and four-year olds at their setting all day. However, they do lend support to concerns expressed by local authority representatives that some non-maintained FPN providers have or are considering decreasing their delivery of FPN.
- 4.14 Three quarters of providers surveyed noted that they offer **provision during school holidays**. Most of the additional demand for childcare generated by the Offer appears to be for provision during school holidays. Over a third (38 per cent) of providers surveyed anticipated an increase in demand for places during school holidays as a result of the Offer. However, most were also of the view that they could accommodate this increase in demand.
- 4.15 A common issue noted by providers (and parents and local authority representatives) is the continued confusion and lack of understanding of the process as well as the terms and conditions associated with accessing Offer funded provision during school holidays.
- 4.16 The evaluation findings of the second year of the Offer in Wales indicate a modest increase in the demand for childcare places. Most of this increase in demand has stemmed from children eligible for the Offer taking up more hours of childcare with their current providers as well as more hours of provision during school holidays. The majority of childcare providers who responded to the survey (71 per cent) were of the view that their setting had **enough qualified staff** to meet the childcare demands created by the Offer.

5. The Offer's influence on parents

5.1 This section explores the impact the Offer has had, to date, on the employability and attitudes to work of parents who have accessed the Offer, whether families have more disposable income as a result of the Offer and whether parents had been able to access Welsh-medium provision through the Offer.

The Offer's influence on parents - Key findings

Accessing the Offer



Source: Childcare Parent Survey 2019. N=3890

(r) Text amended on 07 February 2020

- 5.2 Just over half of the parents surveyed reported that they were made **aware of the Offer** through their current childcare provider. Parents had received verbal and written information regarding the Offer from childcare providers, with many parents receiving this during pick-ups and drop-offs.
- 5.3 Parents wishing to access the Offer are required to apply for it through their local authority, and most parents felt that the application process was very easy or at least fairly easy. However, during interviews, parents explained that they found the various schemes such as tax-free childcare or universal credit difficult to understand especially in relation to how they were influenced by the Offer and how different schemes worked together. As such these parents noted that they would welcome more information on these issues.
- 5.4 The parents' survey conducted in July 2019 found that around three-quarters of parents (71 per cent) had used or were planning on using **childcare during the school holidays**. A smaller proportion, (20 per cent) of parents stated that they did not want to access childcare during the school holidays. A small minority of parents (6 per cent) stated that they weren't currently using childcare during the school holidays, as it was not available to them. The parent interviews revealed a mixed picture regarding the availability and take-up of childcare outside of term-time: many felt that the information regarding school holidays was unclear; others didn't fully understand how many weeks they would be entitled to and some of the parents interviewed had not been aware that the Offer was available outside of school term time.
- 5.5 Data on the **salary bands** of participating parents is gathered from the termly monitoring data returns provided to the Welsh Government by all local authorities. Some caution is required when interpreting these figures as some local authorities have not returned completed data sets¹, but based on partial data the median salary level of parents supported by the Offer is approximately £21,000 per annum which is lower than the national average annual salary level of £25,896 per annum (as recorded by the Annual Survey of Hours and Earnings). The data also indicates that two thirds (66 per cent) of parents accessing the Offer during the summer term of 2019 earn equivalent or below the national average annual salary level. Of the parents for whom salary data was available, a minority of individual parents accessing the Offer (4 per cent) earn annual salaries in excess of £52,000; while almost a quarter (22 per cent) of the parents for whom salary data was available, earn less than £10,400 per annum.
- 5.6 The vast majority of parents (89 per cent) stated that they had **used formal childcare prior** to the Offer. Parents were also accessing more hours of formal childcare, with 30 per cent of parents noting that they were now using more formal childcare hours than they had previously done. A minority of respondents (eight per cent) stated that they would not be using formal childcare if they did not have access to the Offer, stating affordability as the main reason for this. Some of these parents explained that without the Offer they would have to rely on family members for childcare and others explained that they would have to reduce their work hours to look after their child because they could not afford the cost of formal childcare.
- 5.7 The evaluation explored whether current **Welsh-medium or bilingual** provision funded by the Offer met parental demand. Of those who wanted Welsh-medium or bilingual childcare, 11 per cent were not able to access it, rising to a fifth or more of parents in four local

¹ Data from Rhondda Cynon Taff, Merthyr Tydfil and Bridgend is not included in this analysis due to problems retrieving data from the Local Authority computer system. Figures must be treated with caution as returns from Cardiff, Flintshire, Denbighshire, Anglesey and Gwynedd, Neath Port Talbot, Swansea and Wrexham were estimated to be missing in excess of 100 child records from their summer 2019 termly datasets.

authority areas who wanted to access Welsh-medium or bilingual childcare but were not able to do so.

- 5.8 The evaluation explored whether childcare providers have been able to give the support that children with special educational needs require through the Offer. A quarter (20 out of 79) parents responding to the survey who stated that their child / children had special educational needs, noted that their childcare provider had *not* been able to give the support that their child needed.

6. Conclusions

- 6.1 During the second year of its continued implementation, the Offer has been extended beyond the initial seven pilot authorities to all 22 local authorities in Wales as part of a phased rollout.

Delivering the Offer

- 6.2 The second year of the Offer saw the introduction of a new delivery model, whereby two or more local authorities work together to form a Childcare delivery area that spans across local authority boundaries. This process has worked well in most cases, especially once the initial teething problems of sharing systems and data were resolved.
- 6.3 A common challenge encountered in delivering the Offer has been accommodating the differences in FPN policies and process across areas in terms of number of hours delivered by providers and the dates during each academic year when three-year-old children first become eligible for FPN funding.
- 6.4 Many of the challenges associated with evidencing the eligibility of parents, identified during the year 1 evaluation, have continued during the second year. These are mainly challenges associated with demonstrating the employment eligibility of self-employed individuals as well as those employed on zero-hour contracts. They are also linked with ensuring that parents and providers understand the guidance around the holiday or non-term time childcare entitlement also continues to be a challenge.

Impact on childcare providers

- 6.5 Most providers (over 62 percent of those responding to the survey) believed the Offer had a net positive effect on the profitability of their setting while 65 per cent were of the view that the Offer had improved the sustainability of their setting.
- 6.6 Most providers (79 percent of those surveyed) consider the flat rate of £4.50 / hour for childcare included in the Offer to be commercially viable at present. However, for others the rate was lower than the rate they usually charge, and some providers noted that they felt obliged to sign up to deliver the Offer at this lower rate or risk losing customers. In these cases, the Offer had often had a negative effective on the profitability and sustainability of the settings.
- 6.7 One in five providers had introduced additional charges for parents – often to make up for the reduced childcare rate received by the Offer. In most cases these charges have been introduced in line with Welsh Government guidelines however, there have been some isolated examples of discriminatory charges and top up fees aimed at parents supported by the Offer.

Impact on parents

- 6.8 The vast majority of parents surveyed and interviewed welcomed the Offer and reported that they had benefited as result of either by being financially better off, being able to afford more formal childcare and / or improving their employment prospects.
- 6.9 Over half of the parents responding to the survey were of the view that the Offer had increased the flexibility of their working arrangements and almost a half reported that the Offer had enabled them to access more work-related training. For some parents (14 per cent) the Offer had already enabled them to work more hours each week. Employability and income benefits generated by the Offer are highest amongst lower-earning parents.

Foundation Phase Nursery provision

- 6.10 The second year of the Offer has further highlighted differences between the level of FPN provision available across settings and differences in how FPN is administered across local authorities, particularly with respect to different dates and ages when children become eligible for the provision. This has caused some administrative challenges for delivery local authorities and a call for more consistency across local authority areas. However, attempts by some local authorities to introduce more consistency in the delivery of FPN across settings has, in a few cases, led to a net reduction in the total hours of FPN provision delivered to each child.

Holiday provision

- 6.11 The majority of the increased demand for childcare generated by the Offer appears to have been during school holidays, and on the whole has been met with adequate supply.
- 6.12 The main challenge associated with holiday provision is the level of understanding and awareness amongst parents as well as some providers as to the number of weeks of provision Offer funded children are entitled to.

Welsh -medium provision

- 6.13 The majority of parents surveyed who noted that they wanted to access Welsh-medium or bilingual provision, were able to access it. However, 11 per cent of survey respondents who wanted this type of childcare provision were not able to access it; rising to a quarter of parents unable to access their choice of Welsh-medium or bilingual childcare in one local authority area. Although the fieldwork with providers and local authority staff has shown that there has been an increase in the number of hours available in many welsh medium settings and a continued investment in the Welsh medium childcare sector, there remain pockets of areas across Wales where the demand for Welsh medium and bilingual childcare is not met.

Special Educational Needs (SEN) provision

- 6.14 A general underspend in the available additional support (SEN) grant budget was reported during this second year, reflecting both the relatively low take-up of childcare funded by the Offer amongst parents of children that require SEN support and continued uncertainty among some local authorities as to how this funding should be used. 20 per cent of surveyed parents who answered that their child had special educational needs did not think that their provider had been able to give the support their child needed.

7. Recommendations

7.1 The following recommendations are informed by findings that have emerged from the evaluation of the second year of early implementation of the Childcare Offer for Wales.

- The Welsh Government and local authorities should consider encouraging further consistency in early years education policies across Wales to ensure the sustainability and viability of the wider Childcare Offer. This should be considered in relation to both the funding rates for the FPN and childcare, as well as the start dates for part-time and full-time FPN provision, with a view to enabling further alignment between both elements of the Offer.
- In considering future policies around the provision of the Offer, and the development of the vision for an integrated Early Childhood Education and Care (ECEC) system, the Welsh Government should look at ways to simplify the delivery of the Offer. This could include standardising the number of hours of one or both elements of the Offer, taking into consideration the developmental needs of those children not entitled to the full Offer. In looking at this, consideration should be given as to how any changes could provide greater clarity to parents and providers and reduce the administration tasks of local authorities.
- There is confusion about the number of weeks of funded provision children are entitled to during school holidays. Further information, guidance and example scenarios should be made available to parents and providers relating to the availability of Offer funded childcare during school holidays.
- The Welsh Government may need to give further consideration to the way in which funded childcare during school holidays is included within the Offer; particularly in relation to the number of funded childcare weeks available, the way these weeks are allocated to parents and the way in which information relating to provision during school holidays is shared.
- The current funding rate paid to providers delivering Offer funded childcare should be reviewed in the near future with a view to possibly increasing this.
- Further information and guidance should be made available to local authorities and providers to enable better understanding of how the additional support grant can or should be used; particularly in relation to what it should be used for and who would be eligible for it.
- In light of isolated examples of providers introducing discriminatory charges and top up fees for children within their setting supported by the Offer, further information and guidance relating to additional charges may be required for local authorities as well as providers. Alongside this, examples of sample contracts and invoices could be made available, possibly alongside information relating to frequently asked questions, so that parents can better understand how charges and fees are formulated.
- There should be a continued focus on more and clearer information for parents on the range of funding options available to help with childcare costs, including child tax credits,

and how they interact with one another, so that parents can make an informed choice to help them work out childcare costs taking into account child tax credit.

- All local authorities gather Childcare Offer monitoring data which they share with the Welsh Government. However, the quality and availability of data provided is inconsistent across local authority areas and has resulted in a lack of clear monitoring information for the second year of early implementation. As such consideration should be given to implementing a national central administration system as soon as possible. In the meantime, further support and guidance may be required to support and encourage local authorities to gather and submit good quality and consistent monitoring data.
- There should be continued information guidance and support for local authorities in relation to identifying and checking the employment eligibility of some self-employed parents.



Full Research Report: Glyn, E., Harries, S., Lane, J., Lewis, S. (2019) *Evaluation of the early implementation of the Childcare Offer for Wales: year two*. Cardiff: Welsh Government, GSR report number 57/2019. Available at: <https://gov.wales/evaluation-childcare-offer-wales-year-2>

Views expressed in this report are those of the researchers and not necessarily those of the Welsh Government

For further information please contact:

Katrina Morrison
Social Research and Information Division
Knowledge and Analytical Services
Welsh Government, Cathays Park
Cardiff, CF10 3NQ

Email: katrina.morrison@gov.wales

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

OGL © Crown Copyright Digital ISBN 978-1-83933-674-4