

Scottish Childminding Association Membership Survey Results 2019

The following results are from our recent Membership Survey; distributed by email to 4321 SCMA members on Monday 21 January 2019. The survey received 736 responses, which is a response rate of 17%. In 2018 we collected 564 responses; therefore the 2019 survey has attracted more respondents and membership participation, with a significant increase of 30%.

Our annual Membership Survey provides SCMA with an overview of membership services, products, how we are rated by our members and the areas we can improve on. Feedback and results are divided into six sections: Membership, Learn with SCMA, SCMA Online, *Childminding Magazine*, Early Learning and Childcare and the Prize Draw.

Membership

Q1. Are you happy with your SCMA membership?

	Response Count	%
Yes	682	93
No	42	6
Not sure yet - I only joined within the last month or so	12	1

Additional comments, please see Appendix

Q2. Rate the following services from SCMA:

To track our performance, benchmarks have been set to guide to our progress and direct goal leaders and the Service Development team.

	Excellent (%)			Very Good (%)			Good (%)			Poor (%)			Have not used yet (%)
	'18	BM	'19	'18	BM	'19	'18	BM	'19	'18	BM	'19	
Helpline	40	50	37	29	45	23	5	5	8	1	0	1	30
Learn with SCMA	30	35	26	31	40	26	18	25	20	4	0	5	22
Business Aids	43	35	44	32	45	29	16	5	18	1	0	1	6
Pub. & Resources	37	45	35	40	45	30	16	10	18	1	0	2	14
News and Info.	43	50	40	40	45	36	16	5	19	1	0	3	1
Events	23	35	21	21	40	20	12	25	14	2	0	4	41

(BM = Benchmark)

Additional comments, please see Appendix

Q3. How well informed do you feel of SCMA's policy work?

	Response count	%
Very well informed	202	27
Well informed	304	41
Adequate	175	24
Not informed	49	7
I'm not interested	6	1

Q4. How long have you been childminding?

	Response count	%
Less than one year	58	8
1-2 years	62	8
3-4 years	98	13
5-6 years	60	8
7-8 years	62	8
9-10 years	49	7
more than 10 years	190	26
more than 20 years	132	18
more than 30 years	25	3

Q5. Thinking about childminding groups, how would you describe yourself:

	Response Count	%
I'm a member of a local childminding group	348	47
I'm not a member of a local childminding group – but I'd like to find/join one	77	11
I'm not a member of a local childminding group – as there are no groups in my area	116	16
I'm not a member of a local childminding group – and I'm not interested in groups	87	12
I'm not a member of a childminding group – because of another reason (please give details below)	105	14

Additional comments and details of other reasons, please see Appendix

Q6. Do you plan to cancel your registration with the Care Inspectorate this year?

	Response count
NO	700
YES – I'm due to retire	3
YES - due to changing circumstances	8
YES - due to families leaving as a result of funded 600 hours of Early Learning and Childcare	11
YES - due to another reason	14

Q7. Paying for your SCMA membership and insurance monthly by Direct Debit can help spread the cost. From less than £7 a month, this is a manageable and more affordable payment option for many childminders. Which of these statements best applies to you?

	Response count	%
I'm already paying monthly via Direct Debit	397	54
I've chosen not to use Direct Debit payments	227	31
I'm interested in paying monthly via Direct Debit	45	6
I didn't know about Direct Debit payments	67	9

Q8. How would you rate the SCMA Conference 2018 'Reach for the Stars'?

	Response count	%
Excellent	57	8
Very Good	23	3
Good	7	1
Poor	0	0
I did not attend the Conference	649	88

Q9. What was the highlight of the SCMA Conference 2018 for you?

	Response count	%
Networking	16	2
Workshops	26	3
Speakers	26	3
Exhibition	1	1
I didn't attend the SCMA Conference 2018	657	91

Learn with SCMA

Q10. How do you...Learn with SCMA? (Tick all that apply)

	Response count	%
Complete Childminding Learning Pathway – a Work Based Award	38	5
CPL (Continuous Professional Learning) - Interactive Learning	134	18
CPL (Continuous Professional Learning) - e-Learning	258	35
Network Meetings	193	26
Webinars	65	9
None of the above	278	38



Q11. Why do you not Learn with SCMA?

	Response count	%
Distance	72	29
Cost	124	50
I'm not interested	19	8
I don't have online access	4	2
I have access to funded courses	41	16

Additional comments and details of other reasons, please see Appendix

Q12. 'On Demand Training' is exclusive for SCMA members. We can arrange our Continuing Professional Learning (CPL) courses to come to you (anywhere in Scotland) at a date, time and place to suit you. Which of these statements best applies to you?

	Response count	%
I've already accessed On Demand Training	66	10
I've not accessed On Demand Training yet	308	47
I didn't know about On Demand Training	283	43

Q13. Would you be interested in co-ordinating an On Demand Training event in your local area with support from the Learn with SCMA team?

	Response Count	%
Yes	139	21
No	518	79

Q14. Which subject areas would you like Network Meetings from Learn with SCMA to cover?
(Rank them in order of preference)

	Rank and Number of Responses				
	1	2	3	4	5
Care Inspectorate and Inspections	217	108	111	85	62
Child Development (i.e. Child Observation)	259	189	89	29	15
Quality Improvement Methods	66	194	225	76	25
Business Practices	20	48	90	290	132
External Agencies (i.e. Bookbug, NHS Health Scotland)	24	46	67	101	346

Q15. Are you working towards (or considering) the Complete Childminding Learning Pathway – a Work Based Award with Learn with SCMA?

	Response Count	%
Yes	109	17
No	548	83

Q16. In 2017, SCMA introduced Accredited Open Badges to enable you to gain a digital certificate that recognises your learning, reflective practice and achievements. Which of these statements best applies to you?

	Response Count	%
I have achieved an Open Badge(s) to verify my knowledge and skills	43	7
I know about Open Badges, but I haven't accessed them as yet	455	69
I don't know about Open Badges	159	24

Q17. Did you know SCMA Accredited Open Badges could help you build Your Personal Portfolio towards completing the Complete Childminding Learning Pathway - Work Based Award?

	Response Count	%
Yes		
No		

Q18. Do you have any feedback or additional comments for Learn with SCMA?

- Wide variety of options available, I am interested once I obtain funding
- Good variety of training available and easily accessible
- Very happy - fantastic service
- Have accessed play training, first aid and compulsory child protection – struggling with what's next.
- The expense is often the main barrier to taking part in courses, even with an ITA account.

- Will possibly retire from childminding in near future, so will not be attending much training. Already hold SVQ III. I am fully qualified with a PDA in Level 8 childcare and have been told this is a higher qualification than the course that's being offered.
- As I said above, better quality training would be amazing, especially since we want to be at the same level and quality of nurseries. I'm sure they receive much better training than what's on offer to us.
- With 2020 approaching I am very confused about which qualifications I need. Although I have a degree, it is not in childcare. I am open to obtaining a relevant childcare qualification but I'm keen for this to be as straightforward as possible, given the demands of time and cost.
- I would like more information to help me choose suitable courses.
- Time is a huge factor, when working from home, there is a huge amount of cleaning and clearing up to do before normal family time and home life takes over which doesn't leave much time for paperwork, training and forum meetings.
- Courses led by industry professionals have been brilliant and exceptionally inspiring.
- Wide variety of options available, I am interested once I obtain funding.

Additional comments, please see Appendix

SCMA Online

Q19. How would you rate the SCMA website?

	Response count	%
Excellent	203	31
Very Good	266	42
Good	151	23
Poor	8	1
I haven't visited the website yet	21	3

Additional comments, please see Appendix

Q20. Our 'Membership Dashboard' at **childminding.org** is exclusive for SCMA members. How would you rate the Membership Dashboard?

	Response count	%
Excellent	165	25
Very Good	250	39
Good	134	21
Poor	9	1
I've not logged into the Membership Dashboard yet	91	14

The 91 members who responded with 'I've not logged into the Membership Dashboard yet' were directed to an additional question (see below):

Q21. Why have you not logged in the Membership Dashboard yet? (Tick all that apply)

	Response count	%
I don't have enough time	32	35
I don't have online access	2	2
I'm unable to login	2	2
I don't know about the Membership Dashboard	54	59
I'm not interested	6	7
Another reason	3	3

Other reasons given included:

- "I'm due to retire soon"
- I've just not got around to it"
- "I've have not tried yet"

Q22. When you login to the Membership Dashboard, what do you access? (Tick all that apply)

	Response count	%
Update my Childminder search Service profile to help parents find me	258	41
Access free resources, documents, FAQs and information	366	59
Access online learning resources from our Learning Library	178	29
Purchase from our range of SCMA business aids	346	56
Renew my SCMA membership (and Public Liability Insurance)	280	45
Read your <i>Childminding</i> magazine online	123	20
Catch-up with the latest news via our Social Wall	153	25
Track my on-going CPL with the Learning Log	86	14
None of the above	80	13

Q23. Do you follow SCMA on....

	Response count	%
Facebook	345	54
Twitter (@ScotChildmind)	35	5
Other social media	7	1
I don't follow SCMA on social media	254	40

Childminding Magazine

Q24. Your quarterly *Childminding* magazine is packed full of news, features and updates, including useful activities and stories from the world of childminding. How would you rate your Childminding magazine?

	Response count	%
Excellent	217	34
Very Good	271	43
Good	136	21
Poor	6	1
Don't Know	7	1

Additional comments, please see Appendix

Q25. Do you have any suggestions or further improvements for SCMA's *Childminding* magazine?

- Wide range of articles and useful info always - good sharing of practice from fellow minders too
- Full of useful information and great at helping keep myself updated on any changes or upcoming changes or information I need to know about.
- It's too long
- I loved seeing photos of events and activities of other child minders and their children but you have stopped this. I now follow the Facebook page more.
- I really love the questions and answers page
- I rarely get the chance to read it
- It's so up to date and explains new changes in a way I understand
- Always out of date
- Gives me job-specific information, tells me what's happening and what's coming next in terms of policy change in both SCMA and the Care Inspectorate, well laid out and something I'm proud to share with parents.
- I like getting the magazine but sometimes the 'news' is out of date by the time the magazine comes out.
- Don't feel there is much in it that is relevant
- Feel it's the same every time
- Good for catching up with changes
- Has a lot of information inside it

Additional comments, please see Appendix

Early Learning and Childcare

Q26. Does your local authority contract with childminders to deliver funded 600 hours of Early Learning and Childcare?

	Response Count	%
Yes	295	47
No	158	25
Don't Know	177	28

Q27. Do you currently provide funded places for eligible two-year-olds, as part of the 600 hours of Early Learning and Childcare?

	Response Count	%
Yes	73	12
No	557	88

Q28. Do you currently provide funded places for three and four-year-olds, as part of the 600 hours of Early Learning and Childcare?

	Response Count	%
Yes	47	7
No	583	93

Q29. Have families left your service, as a result of funded 600 hours of Early Learning and Childcare?

	Response Count	%
Yes	131	21
No	478	76
Don't Know	21	3

Q30. Would you be interested in delivering funded Early Learning and Childcare?

	Response Count	%
Yes	420	67
No	210	33

The 210 members who responded with 'No' were directed to an additional question (see below):

Q31. We're interested to know...why are you not interested in delivering funded Early Learning and Childcare? Which of these statements best applies to you? (Tick all that apply)

	Response Count	%
I don't have any spaces in my childminding service at the moment	89	63
I've heard that there's a lot of paperwork involved	31	36
I've heard that you need to have extra inspections	7	3
Childminding fees from the local authority are too low	35	17
I'm looking at leaving childminding soon	37	19

Prize Draw

A total of 387 members submitted their details and were entered into the prize draw to win one year's SCMA membership and Public Liability Insurance worth £83.

The winner was Pamela Paterson from Aberdeenshire - congratulations Pamela!

Appendix

Additional comments from Q1. Are you happy with your SCMA membership?

No hassle at all

Always working to promote childminding and keeping members up to date with all issues.

Always happy to help and advise you

Good training.

"I can access help or information on line or by phone

I wasn't aware until I tried to apply that the learning funding had a limited subscription."

Excellent training opportunities and very motivating and knowledgeable staff.

Staff have been very helpful when I've called, and answered and questions I've had, as a newly registered childminder I had a few!

Good support network with community childminding and ELC and network meetings - keeping us informed of relevant changes affecting us with the introduction of the free childcare hours. Fighting our corner with the local councils and government to support and include childminders in the whole process has been fantastic with great results - always good to know someone is fighting our corner and knowing you are at the end of a phone line always is a comfort.

Very satisfied with all the information, benefits and support provided with this membership

SCMA have been extremely helpful to me on many occasions

Been everything I've needed so far

Lots of information

All under one roof

I am during registration for a childminder

Any time I have phoned up they are always very helpful.

Great online service with wide range of information, support and training available for a more than reasonable membership fee.

Their help staff are helpful, and website is invaluable with great resources and courses

It's nice to know I have the right cover and someone to call for advice

Great service

Receive great help at the end of the phone or on the website.

Always there to help when needed

Website has loads of info on it, keeping us up to date with new legislation etc

Covers me for all needed

Great templates for business, good points of reference and training materials to support my business and learning.

Monthly direct debits are fab. Support there if needed, training is good

Keeps me up to date with all relevant information and training. Very good contracts/paperwork.

it gives me complete peace of mind. I can use it to ask for advice, I know they are my voice within child care issues and I know I can call them if I have any concerns or need advice.

I feel safe that I have the right insurance and can get legal help if required

I've always been with SCMA (9 years!) never had a problem. As we as childminders work alone, knowing they are there is like a security blanket

No qualms - does what it says there to help in hour of need, even the girls on the phone when you call for enquiry listen to your rants

It's suitable for my needs

Value for money and so easy to renew

Training opportunities are great & feedback is listened to on workshops we'd like.

Its simple to renew. The public liability insurance comes built in. Loads of information sent out from SCMA.

Loads of training on offer.

Always get up to date information and helpful advice at the end of the phone

Fantastic company really helpful and great resources and courses available

I'm happy with the service and support I receive when needed

SCMA are always keeping me up to date with relevant information relating to childminding

Pleased with the paperwork

Now that I am part of ELC Jacqueline Spence has been such a god send, she really makes you feel part of SCMA.

Always had good quick service and happy with what it offers me.

Yes whenever I have needed help with anything I have got a response straight away.

I have used the SCMA since I was registered in 2007.

I like that I can order contracts etc and how helpful you've been on the phone. Insurance was simple to set up.

Yes have had it for 10 years and it's a great informative service for me.

Always helpful when phoning for advice x lots of stuff on website

It's straight forward

Great information at hand. Regular updates

Didn't feel supported with GDPR, not enough being done to support training for funded entitlement. Didn't affect me but half a credit toward an SVQ is no use to anyone. Lastly what are the SCMA doing about the farce that is universal credit we should not be issuing receipts before payment, but most are as DWP advisers are telling us to do this, potentially leaving us with no insurance cover for non-payment

Always there if needed

I get a lot out of my membership, with training etc and paperwork, wouldn't go with anyone else.

There when I've needed help and advise

It's easy and effective

Been using SCMA for 12 years, never had any issues or concerns

I like the information I receive and feel safe with the knowledge that there is someone on the end of a phone to answer queries.

They've helped me to complete the childminder induction course

Lots of great useful advice and information

Feel could do a lot more for childminders e.g. free on line courses,

Love the emails and newsletters find it all very useful.

Although I only joined a few weeks ago it feels very reassuring to know Lorraine is there to offer support

Good paperwork & for the help provided to promote childminding

Always helpful

Yes you get up to date information, and the helpline is very helpful

The SCMA have not done enough for those of us who have been members for years. Most of us have undertaken numerous SCMA endorsed courses already and now we basically have to redo them all as open badges which will cost a considerable amount of time and money. I feel that the SCMA should have insisted that we had some value for the existing courses we have completed. I also think the new 'open badges' are not really being taken seriously. I think representation should have been made to the Scottish Government to fast track those of us who have been childminding for years and whose futures are now doubtful. I think I would be better off trying to get a job caring for children in a school as all the subsidies just go to afterschool clubs, breakfast clubs and those providing ridiculously cheap holiday cover (all at our expense).

helpful

courses should be cheaper to do. Conference/ AGM should move around Scotland more instead of staying in the same place for a few years, so that more members could attend.

good cover and reasonable price

Not actually sure what I get with my membership, as still have to pay for resources.

They give a lot of information through their website and magazine; however, I would appreciate more varied courses to be offered.

I love the fact I can go to website and have access to a wealth of information. Love the layout of the website - very user friendly.

Always extremely helpful. As I am self-employed it is good to know they can provide help and support if I need advice.

Value for money. There when needed help.

As a member I feel that I am well informed of their policy work and there is a helpline should I require help. I also like that I can spread the cost of my membership & insurance by paying monthly by Direct Debit
no rise in prices last year. good to be able to access training.

no issues with the service provided and always been helpful when I've needed to contact

It is easy and informative.

Don't think it's good value for money. Should include insurance for non-payment of fees etc like Morton Michel does for almost the same cost.

Provides me with what I need to run my business and keep me up to date with what's currently happening within childminding

Only people fighting for us re the extended hours

SCMA provide business aides, contracts etc, arrange training events and are there if we need help.

Like the courses that are available. I have my insurance through the SCMA. The magazine is excellent.

Good price. Good choice of e-learning courses

It's so good to know your fighting our corner and are there to speak to if need be also great for training and workshops

Not enough training in Highland region. Cost of training and cost of stationery

Very helpful

Never have any problems. Always very efficient if I need to contact.

They have always provided fantastic news, training and information on their web page. I often purchase childminding stationery and products from them. I have been childminding 12 years and I have always needed their professional support and services. I pay the membership fee via direct debit every month which makes it more affordable for me. I really think every childminder should become a SCMA member as they are a good guide and support to childminders who are self-employed.

Helpful advice on phone line

Very happy SCMA is always very helpful, and have the latest up to date information for childminders and are always happy to help with any enquiries

Been with you from beginning

Not had any problems

Understanding the work SCMA do. I do not know what we would do without them.

It is good for paperwork and online training but feel that the helpline doesn't always have the information needed.

Keeping you up to date with things you need.

lots of information available for childminders to read and keep updated on new regulations etc

Keeps me updated and great for cash register etc

There's always someone there to give advice when needed.

Adequate for my needs

lack of support / knowledge especially with new legislation re GDPR and lack of involvement for securing local authority support for 1140 hours using childminders

Never had any bad experiences at all

The staff are always helpful when you phone although I seem to have trouble logging in on their page. helpful

Gives support & professional reassurance

Don't really feel like we get much for our money since Fiona and Margaret left and no replacement.

GOOD INFORMATION ON A REG BASIS

you phone and are dealt with and are very pleasant

Really help with business side of childminding and I know the support is there if required.

The information we get is either out dated or just not enough information

They provide all the relevant paper work needed for childminding. Provide appropriate training. On the end of the telephone if you need any advice or support.

Don't get time to access the website as much as I would like to and find any additional training to be very expensive as well as the paper work that I use daily.

I feel confident knowing they are at the end of the phone if I need any help with a childminding issue. The staff are always polite and very helpful.

They are very helpful with any problems, training courses and keeping us up to date with new legislation

No issues and informative

Always on hand with advice if needed. Very reliable

Recently I was needing a bit of help regarding a payment issue from a parent. Ruth was very helpful

Any queries are always answered if I have to contact SCMA

"Very helpful and supportive

I know they are there if anything was to arise or if I need advice "

I feel that the SCMA have great communication with their members and keep us up to date with news or changes, particularly through social media.

It is good to have support when required

It's great value for money and love all the help and information provided.

Always helpful

Excellent resources and fantastic staff.

Always very supportive

Generally happy with all

Great website for info and ordering etc. Pleasant on the phone and very helpful.

I was until recently, I feel SCMA could help childminders more with funded hrs. I realise that councils are not very welcoming in including SCMA maybe a leaflet campaign or local advertising would help educate parents that they can use childminders for funded hrs.

The benefits of having a membership helped me to retrieve unpaid money from a parent

I am glad to have an organisation working on my behalf and in the best interests of childminders good value for money, good to be part of "one voice", it's great to have SCMA working on my behalf about aspects of childminding that directly affect me. Find conferences to be amazing, love the opportunity to learn, ask questions and network.

No problems so far...

Were able to supply all the paperwork that I needed and were very helpful when looking for insurance

It is value for money

SCMA helps us with a lot of resources.

I make one payment and have peace of mind with my insurance and stationery and training all in one place.

All under one roof what you need to know and support to run a healthy mind environment

Value for money and lots of support when needed.

I've use SCMA membership since I started childminding but now feel that it's not such good value for the money due to the cost of e-Learning training which I feel should be free to members like Morton Mitchell offer. A having to travel to Glasgow for other training i.e. first aid is too expensive.

Provides everything I need to run my business plus training and advice.

Helps keep me updated

I'm happy with the services you provide.

Yes but find it slightly expensive

Training is excellent

I always find SCMA very helpful & efficient when ordering any stationery etc.

I have not had to contact them in relation to anything other than this as I find the SCMA Magazine very helpful & informative."

Always very helpful if I have a query

SCMA are always at the end of the phone if you have a query or need help

I don't think SCMA are fighting hard enough for childminders.

Lots of helpful advice and resources

There when I need them. Provide lots of relevant training and keep me up to date through social media, the website and the magazine.

reasonable insurance, access to lots of info

I like you being available on the phone, and lots of information on line

Support phone line and online resources are very good. Also the campaigns to raise the profile of childminders.

Anytime I've phoned SCMA they have always been very helpful

Friendly helpful association

I like the fact I can pay my insurance monthly and it's automatically renewed for me and I also like to keep Up to date with info

there's not much done with SCMA up here

Like the security of being able to speak with someone if needed

I have your insurance and the folder with all the contracts

Regular magazines with info and if I need advice I k now I can call

Keeps me up to date with all things to do with childminding.

Always there for advice

There seems to be very little access to learning without an additional, substantial fee. At the moment I don't feel that I'm seeing any benefits from my membership at the moment

Great organisation with excellent informative website

SCMA are always there if needed

Hassle free and you pay direct debit

Feel supported and great training and resources.

Positive support, good information, friendly and welcoming!

Quarterly magazine and information available online through web page. Stationery available to purchase tailored to childminding needs plus public liability insurance at a reasonable price. Can be contacted by phone which is helpful if you want to talk.

Always helpful and supportive if I call for advice, great back up to have.

Always been very helpful and always able to answer any questions I have

Very helpful when you call office

Great magazine with brilliant articles.

I have used the helpline a lot for advice which has been a great support, and the membership access offers useful tools.

However, I have areas I am not

Helpful anytime when you phone

Always there to support me. I wouldn't be without them.
 Excellent service, the first people I turn to if I need any advice relating to my Childminding business
 On the whole they are there when you need them, legal services let them down
 Reliable, resourceful, helpful, peace of mind
 They are there to help at anytime
 Good service and always helpful.
 Yes as you keep us updated on all relevant issues, and government legislation, care inspectorate issues.
 Useful up to date information and ideas.
 Very efficient, very helpful if I have any queries - the paperwork that is available through the membership is very valuable to my service!
 I've always used the paperwork and been very pleased with it.
 Feel secure in the knowledge that I have good public liability insurance and can get help if needed. Access to training too.
 I've found support takes a little longer than hoped to get
 For the amount we pay don't feel there's too much going on. As I don't really hear from the SCMA from one year to the next.
 Covers everything I need for my job
 Communication is great. Updated information regularly
 The insurance is very useful and straightforward. I like the magazines. The stationery is very good.
 Always keeps us informed.
 Always keeps you updated with what's on and going on
 Don't feel there is enough help standardisation of paperwork free with membership. Feel they could work with inspectorate to work out basic required. Courses too expensive and nothing new
 Not had reason for much support as yet
 Very good and cheap all round beta this Care Commission
 We have no representation from SCMA in our area. You have a lot of products for further sale, but little on offer which is included within membership regarding CPD. The association was very late in instruction regarding GDPR & a lead policy early on would have been more helpful. The pathway learning was presented to me in a very misleading way, as it does not meet the level 7 training requirements on the points & indeed falls very short even after a huge cost & time commitment. They didn't stand by the curriculum of excellence, which could have been adjusted to suit (it did take 2yrs to complete). After having membership for many years, I have now cancelled (from April) & feel very let down.
 I have always had excellent help\advice whenever required.
 We have no area support and receive more updates from Aberdeenshire Council than SCMA. Training is few and far between. Don't see what I am getting for my money
 I don't have anything bad to say but I don't really know what benefit it gives me.
 we no longer have relevant network meetings, and very little support in the area
 I like all the help that is available to you when you need it.
 Complete package
 meet my needs as a childminder
 Have always been very helpful when I've had a query. Website also very informative.
 Yes when I've needed help they have been great.
 100% always there to help
 Don't feel as though membership offers much now. Very few courses, SCMA's response to GDPR was terrible.
 Gives me everything I need.
 Lots of advice and enjoy conference. Information I need is all in the site too
 Ruth is fantastic
 Full of useful info
 I have been member for some time . And they are nice team and very helpful with everything etc meeting advice and if don't get information straight away they get back to you.
 Fees are very reasonable for membership and insurance. there is support there if we need it
 I don't seem to get anything for my money
 Always helpful on the phone, quick delivery of stationery
 Haven't used much
 Members are always kept well informed of all new legislation
 Very helpful
 Always at the end of the phone
 Reliable and cost effective
 I get access to all the support, help, information and loads of other stuff to suit my needs

I am pleased with all aspects but particularly like the way SCMA is promoting the professionalism of
 childminders and raising awareness.
 Don't get very much for the money not planning to renew
 No local representatives now. No accessible network meetings.
 "Kept well informed
 Courses are reasonably priced so is the childminding care plans etc. It is so easy to keep a child's care plan
 following the SCMA's "
 It does the things I need
 My magazine keeps me up to date with what is going on
 Always there to help
 Helpful advice and good insurance cover
 It gives me peace of mind knowing that there is support there for me at anytime
 I'm unable to attend any courses run by you because of where I live. If the courses were online I would get
 more from my membership.
 No communication, change to SCMA courses (e-learning)
 I don't feel I get much for membership as no training up here, I only keep membership to try to stay up to
 date
 Not had to use you but like knowing you're there if I need advice/ help
 enjoyed conference and updates on legislation etc
 We don't get much for it
 Yes a little expensive though
 Don't feel it's as good value for money as it used to be and there is not as much training available any more
 either
 Lots of useful information
 happy with the insurance and like the membership dashboard
 Professional help and advice at the other end of the phone when you need it.
 Keeps me right with new legislation
 comprehensive support
 My membership covers my needs
 Lots of fantastic resources and information
 Good communication through newsletters etc keeping me up to date with what's going on in the
 Childminding world. Good range of on-line training and peace of mind with your service of legal advice should
 I ever need it
 Security
 I know that they are there if i need them. I can call or go online and know that i can find an answer.
 If i need help its easily available
 Always helpful n friendly. Been with them a number of years.
 I don't believe we receive enough communication and support
 Think the SCMA supporting the ones that's in community childminding with free training not all the members
 Good training and support on offer
 I don't even know who my local rep is.
 Great services
 Give out useful information and they stand up for childminders re the 1140 hours.
 Myself and a few other Dunblane Childminders are considering changing from SCMA
 GDPR could be included in the reg form or copies available online,
 If I need any help SCMA have always been available and have responded quickly. Also they are good at
 keeping members up to date with news.
 Always there for support if needed
 Courses offered are good
 Know they are there to assist
 It's fine but considering changing next year.
 Always very helpful when phoning to inquire about things and staff always cheery on the phone.
 Useful documents.
 Good e learning courses
 Great support
 Can't find way about to access courses to get my money worth
 Supply suitable paperwork last a great price
 Piece of mind knowing you're there.
 The advice and information is tailored specifically for Childminders
 Courses are expensive! Not sure exactly what's included in the membership?

Lorraine is amazing, she cares and always helps
Good access to relevant information
Reassuring to know support is available if I need it, and I also value the information and training passed on by SCMA
Every time I have called, they have been very helpful and informative
Always there when you need them
Always provide information of courses etc
Prompt and very professional approach to enquiries. Friendly and reliable personnel.
Cost of training is expensive and repetitive
Very helpful when I needed advice and when moving to a new house covers what I need
Staff are always able to help, very knowledgeable and friendly too
I thought it included courses as well, as SCMA courses are expensive, and the price of products also.
Help and advice at the end of the phone of needed staff are very helpful
I don't think it's value for money to be honest
I don't see the benefit of being a member despite having been one for over 18 years.
You get monthly news
Been with SCMA since I minded over 20 years ago, always a great service and best place for information and business supplies
I live in rural area so longer travel times and not always possible.
Don't always have kids on some days of events
Have found they have all the information and resources I require for.
I got more out of event such as Conference when practical, certifiable workshops were offered. Some workshops are available through SCMA website but the Learn with SCMA has a rigid structure, not always offering the extra workshops which are also useful - Mindmaps for example. I was disappointed to discover that there was a cap on the number of childminders able to access funding. Care Inspectorate workshop was disappointing.
Again knowing we can access excellent support via the phone and quality training, resources and support is well worth it
I have found everything very good quality
I haven't found the time to look into them.
Up to date with the information I receive, and events are great
Haven't got the chance to attend a SCMA event but look forward to it in the future.
Haven't been to an event as none near me to the best of my knowledge
Good conference and training
Always been on holiday
Due to above
The service is spot on.
Let's you know what going on
Not much in the way of events in or near Dundee
I've only attended training not any events so cannot comment
"Helpline staff are always so polite & helpful. News is always up to date & accurate. Could utilise the childminder page a bit more.
I always use the contracts and cashbook and register. Makes book keeping so easy "
I find the paperwork really good and easy to fill out.
I've attended many events and have enjoyed them all
The morning after a course on the SVQ being offered part funded by GCC, knew nothing about it.
Events: Conference and Blair Drummond was excellent. Other events can be patchy, especially with IT. "
Haven't been to many events but the ones I have been well organised.
I haven't used this myself but very well organised from what I can see
Loved the reduced tickets for Blair Drummond and Amazonia
I really like going into the SCMA web page looking at all the information and training courses.
No events held near me
I like all the information I would like to do more e-learning as I find that works for me as I work till 7 or 8 at night so can't attend courses as they always seem to start at 6 or 7.
Travelling!
I've only been registered a couple of weeks but so far I'm really impressed
Paperwork is very expensive
Due to my location
Useful information

The learning I will have to do is just a duplication of what I have already done and we get no credit for past SCMA courses and childcare experience gained at childminders. It is costly, time consuming and repetitive. Having been doing childminding for in excess of 7 years I feel that I have a lot of experience and completed all the relevant courses and yet have nothing to show for it.

I stay South Aberdeenshire so could attend events in Angus or Aberdeenshire, yet I keep getting events which are North Aberdeenshire (at least 2 hrs travelling). More events should be rotated so more members could attend.

We don't have much info locally so has all to be on line which I'm not great with.

Any events have always been to far away and at the weekends

I think as a member we should be given access to free learning, or cheaper courses

I think that the all about me forms really need an update. He conference was very good.

Always room for improvement.

Too busy to attend events, it's a challenge meeting local groups as it is and completing training, sorry.

Courses are a bit expensive and not keen on the bundles as it would be good to choose single courses. First aid and food hygiene courses at competitive rates would be good.

Always good, consistent, and friendly service.

"wrote poor for learn with because: Spend £200 precious ITA on Childminding course - didn't learn anything new - it covered the same things I had found out on internet during application for registration just before doing course.

First aid course needed - a highland member tried to get SCMA to lay on a course, I believe around 50 members keen to join - was quoted £140 each! Same lady organised it herself - £25 each and on a Saturday. Important when you are a new partnership start up!"

Business Aids....

Data Protection

Advice and assistance with documentation for Data Protection requirements would have been helpful. Info was very delayed & limited which left many childminders nervously waiting in the dark & spending many hours trying to find out what we should be doing and developing our own documents.

Also still think example of Childminding Policies Pack would be very helpful for all of us especially new childminders. Again, saving everyone a lot of time and would be great guidance for everyone to provide the best possible care and professional service."

Contracts need to be updated and include date of birth GP immunisation etc

Not many in Aberdeenshire

I have attended many Training events and completed e-learning through SCMA. I have found them all interesting and informative. I have used SCMA's business aides for years and find them easy to use. They keep us up to date with news and information.

Too far away.

They have always provided essential help and support throughout my twelve years as a childminder.

Keeps me well informed

Not many events in this area

very happy with all aspects relating to SCMA.

I have used all these services and get great feedback which is very helpful to me

Have what I require

In general the customer helpline and resources are good but this past year I feel the SCMA has let us down I have always been able to get all the paperwork required easily and we are always getting Facebook updates.

GDPR! You could have provided much more documentation and guidance!

Blair Drummond is too expensive to attend

Would be useful if contracts offered ability to use for families if care is same for all children ie before & after school care

Learning: I think is expensive for non-credited courses

Merchandise: Tee shirts have not been good quality i.e.: stitching and colour last, publications Good

We don't have representation in the area, however when we did unfortunately, she didn't know anything and the training was awful

So far I find the training to be very expensive and I have never had any enquires through this site for people looking for childminders.

The training courses I have been on have been of a very poor standard. I've yet to leave one feeling like I've learnt anything new. The trainers tend to stand and read off of a power point which wants to send me to sleep. The biggest disappointment was the Outdoor Play, which again took place in a classroom with someone reading off a PowerPoint instead of outdoors, in the woods learning practical skills and new ideas of what we can be doing in our settings. Would love it if there could be some good quality training on offer.

The SCMA gives the childminders back up as childminding can be an isolated job if you don't participate in courses etc

The only paperwork I regularly use are SCMA contracts. Account book I found works best for arrears when I bill in advance.

All info to hand

attendance register is coming apart at the rings so doesn't sit properly, not worth the money

It is always a pleasure to phone the helpline. Friendly and helpful staff.

Love childminding day, always a great day.

Additional comments from Q2. Rate the following services from SCMA: Helpline, Learn with SCMA, Business Aids, Pub. & Resources, News and Info. and Events

I've only used training workshops

I find the business aids excellent as they cover everything required to run my business

There are a great variety of events and courses made available.

Everything works for our businesses and we are kept informed without hours wasted trawling the internet individually.

I haven't been to an event

Always well informed

I would give learn with SCMA a fair rating, it is quite basic and always leaves me feeling I haven't learned much and still don't know what it is I've to do. Practical and written examples would be more beneficial.

I am happy with everything available to me and I have used the helpline and the person I dealt with was friendly, helpful and useful. I was impressed and felt at ease to use the service again, anytime I need.

I feel that the training modules offered are aimed mostly at new childminders and would welcome some more in-depth courses for the more experienced childminders.

Opening hours of 10 - 4 are not the best for childminders. Otherwise things ok.

SCMA is highly sting organisation that helps childminders to achieve their goals.

The service is easy and convenient.

Events are always warm and welcoming, educational. Recommended

As previous all service required for childminding business are provided. Help always available online and on the phone.

Out with my area

I attended the SCMA conference and it was very informative.

Everything is well covered and more

I find the SCMA Magazine very helpful & informative.

Have not attended any events

Always very helpful

Love Childminding week as it makes me feel very much included in the work of SCMA as we join in and our participation is shared with others.

I know it is there for reference if needed and to browse and see what's available
help is always at hand

Don't occur often enough

I went to the childminders day out years ago felt it was quite chaos went two years in a row and haven't been again. Didn't really feel it sold childminders as it was childminders and their minding families that were invited. I put the answers I did as it was ok but not necessarily good!

there are all too far away.

Business support is expensive - event locations are not practical for me

Everything I require to run my business successfully is available.

Love the SCMA week!

Too far away for conference and too expensive for people to go to. I believe it should be subsidised even more or even free.

All excellent informative, helpful etc

Covers all aspects on the highest level

Excellent service, friendly staff.

Conference can be difficult due to distance or holidays booked in advance of the date coming out

Enjoyed childminding days out.

I have only used the helpline once and got clear guidance. Contracts could be improved.

Few events in Highland area.

Helpful information always available. Good courses. All business aids etc readily available

Just not had time

Childminding day needs to be fresh change experience. Don't feel courses affordable

Very few events happen in our area. Weekend events which tend to be more in the West are costly & require time away from my family.

Paperwork is easy to order; the publications are good but often the information or 'news' is already available elsewhere prior to it. You used to be able to book eLearning straight online but can't now and can't even search for training courses in your area.

only interested in promoting your own training, which has proven to be irrelevant to the current needs of the new 1140 funded hours, it would take 6 years to complete the SCMA relevant training.

Apart from the introduction class in Turriff I haven't been to any SCMA events yet as I've been busy getting my childminding set up, plus I haven't seen any event's which are local to me!

I have insurance elsewhere so use their more detailed contracts. The rest of my paperwork I have made up myself. Learning, I prefer to do online so use my membership with childcare.co.uk for training as they have a vast range of choice.

Childminding week is always great

Living in Shetland, I am unable to get to events.

Great service from all aspects.

Discounts great

lots of information, not always sure when paperwork changes to update without buying whole new folder

I haven't needed to use some of the services on offer from the SCMA

Too far away and expenses

Childminding day is good

I have given them excellent on all the. Service. Because it's very true on what I say. Keep up good work

Events like the annual day out could be split into regions and thereby be more inclusive

Always explained well and informative

Recently registered, but since completing SCMA course haven't heard from organisation

I don't find the events useful to me - M&D's type places not my thing and Conferences have all been too far away/costly for overnight. I don't use any merchandise

I just haven't had the time

The services I have used have all been easy and the staff helpful and informed.

Courses expensive can get free elsewhere

Not the SCMA I joined 11 yrs ago, courses were free through your membership now it's costing you more money to do any courses too. bit disheartening.

Maybe more network meeting to share with other childminders

I'm not aware of any events in the Highland region.

Would be good if had training events closer to me rather than Dunfermline. It's a good 50 Min drive which is a lot when you have just finished work

I have used all SCMA services and have found them very reasonably priced and helpful. I wasn't very keen on last years conference venue but the childminders day out at Blair Drummond was fantastic

Living on an island makes it hard to take part in events

Expensive, no training nearby

None up here

I lived in Aberdeenshire previously. They were good. Have not heard of anything on with SCMA since I moved to Midlothian

not used

See comment above

Excellent courses and merchandise, relevant to our business needs.

never attended other than courses

Happy with what I've needed and used

Everything I need as a childcare provider

I only work Monday to Friday and events are usually in a weekend which is family time for me

Not often in my area

Everything is so well put together, i always feel like i am listened to and acknowledged

I can find everything I need in one place.

100% service

Not been to one as there focus is on community childminding

There never seems to be any events up here.

All my families love the childminder days at Blair Drummond and great that it brings us all together

Not been able to attend due to other commitments

Not local enough for us.

I am on the border between angus and Aberdeenshire. There are no events near me.
 I feel some of courses etc are slightly expensive
 Although there are a lot of courses on offer, I personally feel they are very pricey compared with other organisations.
 Always feel supported
 Never been at a convenient time or place for me when I have 3 children of my own
 The contracts are great and I have enjoyed the training events I attended.
 I am new to childminding I have completed a lot of training that suits my initial needs the now however it is a shame for them to not be transferred if I decide to get the recognised qualification which I have been advised therefore need to pay twice for the same module
 Also receive information on events or any changes
 As above
 I haven't used a lot of the services but from what I have used it's great
 happy with all I use
 Everything is at an additional cost
 Not many courses in Dundee

Additional comments from Q5. Thinking about childminding groups, how would you describe yourself:

I'm not aware of any
 Only work part time now
 Timings of children arriving/leaving doesn't fit with groups hours
 I like spending time with my CM kiddies chatting or whatever they want to do.
 Couldn't make meetings due to other commitments
 We have an unofficial group at our toddlers
 Don't really know to be honest. Have found childminding groups to be clique!
 Times don't suit for nursery collection as don't have own transport
 Not a member of the local one but am further afield.
 Not enough time after work and family commitments
 I run 2 toddlers groups
 I have a full schedule and have a good network of Childminding friends I see weekly
 Time
 We have an informal group . We share info and meet but we are not a formal group
 Not a member as such but in a group of friendly childminders who meet each week at local toddler groups and other local events and play areas .
 Only 3 childminders in the area so not financially viable.
 Personal situation
 Time constraints
 I was in a group but it didn't work for me, they did a lot of fundraising, etc. and I didn't feel I had the time to commit to it.
 We don't manage to get to arrange actual meetings that suit everyone, but catch up at school pick-ups & by phone
 I believe there are no groups in my area, though I am member of highland fb group
 the venue is too far away from my home for me to walk to and fit around nursery hours
 We don't have a set group or venue but meet at the park, on walks etc
 I need to take kids to school and nursery
 I have been a member of local group for years but have stopped going as the children I have at present are all at nursery during group times
 We are a group of girls who are all Childminders that regularly meet up 3/4 times a week but do not have a proper group. We all just get on great with each other
 I left the local group as I wasn't using their facilities and training arrangements weren't met.
 Although we keep in touch loosely- we rarely find time to meet as a group
 Just set up a group in Clarkston & Busby areas, extended to include Stamperland and Netherlee. Lynne Murray was extremely helpful in providing us with information about set up.
 I live in a village and rely on public transport plus the nursery hours changing to an 11.30am collection I just don't have the time to travel far
 We are all in contact most days and support each other
 I attend a toddlers group and meet a few childminders there but it's not a childminding group

Our local group is very out of touch with modern Childminding. Because it only meets quarterly, any questions take 3 months to reply to, much better info from SCMA Facebook page, and other Scottish and national Facebook pages.

I like to feel involved with my childminding job and the SCMA help with this

I was a member of a local group up until 2 years ago but there are only two childminders left and was too costly. We do still meet but not as a group

The days/location of the local group is not convenient for me.

I have not got the time to attend groups however I have good contact with the childminders in my area.

Don't drive. Children drop offs/pick ups at all different times

We have our own friendly group of 5 childminders and we organise our own events and meet ups which is great.

personal reasons

Certain childminders I feel where not appropriate to the job so I left there group . Now set up my own toddlers group in the local church feel there are certain people that are certainly not suited to childminding .

Great membership

There's no groups in cove. Though some of us meet at local run groups for parents

I am the only childminder on the island.

I go to my local group occasionally

Time of meetings don't suit.

There are plenty of toddler groups where I can meet other childminders

I don't have time to meet with them and they normally meet on a day when I have my other work commitment

Two in fact

My local group is unfriendly

we have an informal group made up of current and ex childminders!

I run a large childminding service with 3 assistants.

Don't like the gossiping and exclusion.

I am new to childminding and still finding out where the group's all are.

I am I founder of a local group

Sadly, i feel my local group very cliquey and don't agree with their level of professionalism

I have friends who are also childminders

I am a member of Facebook SCMA group

It's been tried and tested on more than 1 occasion and just does not work

not aware of any official although we do meet up at toddler groups

I run a mother and toddler group with two other childminders.

There was only one childminders group in my area which has never been of interest to me as they are not inclusive, and have been unwelcoming to new childminders starting up. Therefore I have no interest in being part of the group.

I haven't found this info

If there has been a group, it's difficult to get everyone together, due to commitments with child care children.

School, nursery, playgroup, singing groups etc

I meet up with another childminder.

timing issues

I used to be but due to circumstances at home I haven't really seen many childminders since may 2018

I meet with other childminders as and when we like to meet

Only work before and after school

Lack of time outside of working hours

However there are a group of childminders in Moffat and I join in with their things

All kids are at school

I was a member but it wasn't any good

It's not a welcoming environment

have informal meetings with other childminders in the village as group held elsewhere

I attend local mother & toddlers groups

No set group but meet with others often, toddler groups, out and about st school, at park etc

I am a childminder and a community childminder and I am always busy and because I have children in and out in a day I am restricted to go to minding groups in day but any childminding groups at night time yes I go especially community meeting

The group in Dumfries is run by people who need to hand reins over to younger members. Very cliquey and not welcoming to some

Been member in past.

Our group aren't meeting at the moment as there wasn't a day that we all had pre school children
 Currently have school / nursery age
 I'm in the process of doing care commission application
 Not needed at this point
 The group disbanded due to low numbers and childminders leaving the industry
 Used to be but it disbanded
 I am friends with most of the childminders in my area
 The childminder that runs it is not the best, likes to gossip rather than focusing on the children, I won't be part of it.
 I used to attend a local group but unsure if it still exists
 I have always worked on my own.
 Local one to me is a bit cliquey
 I am heading to retirement and mainly look after my grandchild
 attend another group that day
 before and after school children only
 Take the children to parents choice of activities
 Not yet got any mindees at group times.
 I don't know of any
 Previously there was a local support group (forum)
 They don't run in the afternoons when I have kids
 The group's were very clique and the other minders 'offered opinions on others and you were expected to follow their lead.
 I am not fully registered as a childminder at the moment
 I only have school kids just now.
 I ran a childminding group for many years, I now do not find them supportive at all.

Additional comments from Q11. Why do you not Learn with SCMA (additional comments)?

I am studying with OU and use free online courses for CPL
 Time
 Finding the time
 Most of the courses I've covered years ago
 I have been focused on other things at present.
 Our group usually arranges training courses
 I am fully qualified in childcare and been working with children for the last 14 years
 I've only started in October and haven't done any yet
 Time constraints
 Time limitations
 We're lucky & receive lots of training through Renfrewshire council
 I have various college childcare courses through working in a local primary school for 15 years. I have since completed some refresher courses funded by the local council as I don't earn enough through Childminding to pay the SCMA course fees .
 I will look into this
 Currently doing SVQ through local college
 Don't feel I learn much on line prefer courses to attend.
 Got HNC in child care already
 Don't feel that I benefit from the courses offered.
 I haven't looked at them yet
 I haven't had the time to look at this yet
 Have booked some through SCMA
 North Ayrshire provide an annual service list of training courses each year.
 I have been working on my SVQ3 over the past 10 months
 I am a training for SCMA
 Their courses are too expensive
 i only work a few hours a week, and renew any courses locally which i need to update.
 local council provides training
 Local council offer free courses

The courses don't provide childcare for childminders own children. I've enquired in the past to find out if I could get names of other childminder that could offer this but wasn't given any information. My local childminder that I know don't have spaces available

Time

I learn through the playgroup that I run

I did not know about them

I'm just starting up

I have been funded for SVQ 2 and 3

in the process of applying for SVQ3

I want to after I have completed a College course I am concentrating on right now.

I use other resources including my partner who is a registered childminder and nursery/primary teacher

This year while being a member of SCMA I. Don't think I have used it to its full potential, as I haven't had a great year, family & health wise, it will be something that I hope to look at this year

no been able due to family reason but I am now able and interested

Attending an HNC childhood practice course through college.

I am working on my SVQ3

Not yet looked into training as I am already studying for an open degree with the Open University

Deciding where to begin

i am not very good with computers

I attended the Induction Training Course and haven't needed any further courses since then.

It's been the same courses since I joined 4 years ago. I am, however, considering doing the work-based qualification.

I've just started

Better times and cheaper local training. We have set up our own local group with links to training studying for BA at home

I currently do not have time for learning or studying or doing courses. Maybe in the future but not right now.

I really need to start, but dislike phones, computers

not necessary

Poor range of local courses available

Always try to find a cheaper alternative.

The time of most of them don't suit

I have attended one of your courses & was not impressed with its content & delivery. I didn't feel it was fit for purpose.

The learning with SCMA is not as easy to book now. All courses tell you to call and register your interest rather than be able to search what you are looking for and dates and availability

I prefer the online courses and webinars via childcare.co.uk. More thorough.

I've been on several training courses and have always felt they fell short e.g. Staff just repeating verbatim from the screen or drifting off point.

I find them expensive when there are free options elsewhere.

Excellent courses provided in my area

Timings as I have another job

I've done courses in the past through SCMA and decided to try online training with someone else

We can access training through our local council. SCMA training has, in the past, been poor. Network meetings are held too far away and always on the same night which I can't attend due to work.

I'm at college in the evening to do my HNC. Don't have time for anything else just now.

I just haven't enquired about learning before but would like to now

Family commitments currently make this difficult to do

Just not seen any courses that I'm interested in.

I have my svq3

not looked into it yet

Only a new member.

I'm just starting out. Having no placements has lead to lack of funds at the moment.

Currently no spare time with small children of my own

I haven't found them yet

Additional comments from Q18. Do you have any feedback or additional comments for Learn with SCMA?

Wide variety of options available, I am interested once I obtain funding

Good variety of training available and easily accessible

Very happy.

Currently working towards SVQ

Going to look into it in more detail for the future

I already have SVQ 3 in children's care, learning and development and feel the work-based award SCMA offer would be repetitive however I would be interested if SCMA could offer training to further my qualifications.

I have always been a member and I feel that SCMA are a great except when it comes to the 1140 hours.

The information in my area comes from the NL childminders group and not from SCMA. SCMA have not been on the ball at all with this and very slow to out information out there (I get it from NL childminders 1st)

If it hadn't been for the NL childminders Facebook page then I would have very little or no information.

Courses led by Industry professionals have been brilliant and exceptionally inspiring

Fantastic association

Fantastic service

More discounts for places

Done SVQ level 3 in CCLD

Lorraine Duncan is a helpful team trainer

My feedback is in my previous comments. I think childminders who have been childminding for years and done the courses SCMA recommended should get some credit towards each of open badges. I want the SCMA to level the playing field and ask the Scottish Government to fund us with subsidies to try to ensure childminding actually pays. As it stands, I would be better off looking after a dog or cleaning and I think that says it all.

I would love to do the open badges but would like help at least with the first one

I'm not great with doing anything on line and haven't accessed the open badge as no idea how to use it.

I am at an age that by the time I completed Complete Childminding Learning Pathway, I would be retiring. I currently have no access to funding for training and at £200 unit it would take years.

Have accessed so many courses on my childminding journey, and I'm due to retire in the near future, so don't feel it necessary to do many more.

I am a retired health visitor with a 1st class honours degree in child development. and post graduate certificate in child protection

Have accessed play training first aid and compulsory child protection so struggle to know where to go next.

Would be good to achieve Open Badges without having to write about a course I have just done. Being dyslexic having to wrote 200 words can be quite intimidating. Also having spent time doing a course in our own time then having to spend more time writing 200 words I find it quite frustrating.

Yes I would have liked to have achieved the Work based Award and actually did not have that much more to do, but the way you blocked them together was not flexible for instance even though I may have completed all but one course and also completed the open badge it would cost me £200 to do that one missing course to complete a unit. When I can just buy the course separately from yourself at £25 and then go on and do the open badge. If I didn't already have my SVQ3 I would have been very upset regarding this issue.

Some of the courses North Ayrshire provide are far to travel to. Something closer to Largs or Saltcoats would be better for me to get to.

The expense is often the main barrier to taking part in courses, even with an ITA account

Please fight our case with local authorities, each one is telling/issuing different criteria and nobody is telling us!

I have used the on line training and attended training events in our area. As I am retiring at the end of June will not be using any future training opportunities.

Will possibly retire from childminding in near future, so will not be attending much training. Already hold SVQ III.

I am fully qualified with a PDA in level 8 child care and have been told this is a higher qualification than the course that's being offered.

As I said above, better quality training would be amazing, especially since we want to be at the same level and quality of nurseries. I'm sure they receive much better training than what's on offer to us. I find at the annual conference the best things about it are the outside agencies. I think we could do so much better.

I feel I have lots of experience working as a childminder for over 21 years. I have obtained my SVQ2 & SVQ3 in Early years childminding

I prefer face to face learning events as you get to hear others thoughts rather than just churning through internet pages ticking boxes.

I have been a member of SCMA now for 9 years and I'm very disappointed in the lack of help us childminders receive if any at all. In the last meeting we did have being told if we arrange enough people to make up 12 SCMA will then put on the course/s needed. However being told a first aid course will cost

£140.00 per person is not acceptable. I am looking at chanceing in time for my best renewal. Very disappointed in SCMA!!!!

Thank you for all your hard work all who work within the SCMA

With 2020 approaching I am very confused about which qualifications I should be considering. Although I have a degree, it is not in childcare. I am open to obtaining a relevant childcare qualification but am keen for this to be as straightforward as possible given the demands of time and cost. I struggle to find the time to consider all the qualification options never mind actually choose one path and complete it.

Some of the courses are more expensive than others online so financially I go with the cheaper but would prefer SCMA courses

Keep up the good work!

I'm currently doing my SVQ so haven't done much other training lately to gain badges.

I have just recently completed my SVQ 3 with 74 points only for now to hear that I need 75 points to allow me to provide funded hrs I would've liked to have this type of knowledge also I am unaware if WDC recognise the new SCMA qualification

I realise I have had little to do with the SCMA (see above) but I am now considering using your resources for my CPD etc. Watch this space...

Would really like a local first aid training course asap. More info on care plans.

Expensive

I would definitely like more information to help me choose suitable courses.

I am overall happy with SCMA but have marked you down as I am disappointed despite phoning twice a few months ago I am still waiting on a call back from training team re a test for my food hygiene course

Maybe more training on improving children's wellbeing/ building resilience and positive attitudes.

Plan on starting the childminding learning pathway in 2019

due to the distance of most training we don't bother with most SCMA training. It's also the cost. When we try to get SCMA up to highlands it's expensive but most times we can get others to cover the course more local for very little

Not sure about the cost of it all.

I would be interested in accessing on demand training, but don't know enough about how it works, or what my fellow, local childminders would be interested in

No

I would like to say I cannot praise Greg the gentleman Who heads the training department. He is a fantastic ambassador for the SCMA.

I have been at college studying and have now got a PDA in childhood practice and feel I need a break -

I did e learning courses by SCMA but not sure if that includes the open badges?

I feel the complete Learning Pathway would not suit me if I am to provide funded care, it would make more sense to start working towards gaining the SVQ3 required by the councils to become a partner provider.

I would love to do the open badges but would appreciate help at least with the first one.

It is very expensive for me as I have to pay for it.

I think you should go back to allowing you to book e-learning online and get emailed the access and be able to search what training is available in your area.

The complete childminding learning pathway is not available at the moment as it has been suspended as I had applied to do it and have not heard anything back!

Great service will continue to use this over my tears of childminding. Everything I need is online or just a phone call away.

Miss the old training courses, the new ones have been a bit of a non-start for my assistants

Yes. It is not made clear who such open learning badges are recognised by. Currently we are being asked for an SVQ3 in order to add to the tender. Where does the open learning pathway sit?

No. I have my svq3 and attended most courses. Haven't bothered to do essays about previous courses for an open badge

I would find templates of new paperwork requirements very useful so that I know I am not missing any important bits.

Lack of training in this area. Haven't had any SCMA training for a long time. Find Cala Highland far better. I think most in this area will leave SCMA. Any SCMA training here has always been well attended so if courses offered there would be a demand.

I'm finding it difficult filling out care commission application. And any time i call for help im left on hold or rings out. Help me!

Yes I would like to highlight the biggest concern that should be brought to attention, all Care inspectorates work in different ways and have different opinions to inspections we can all do amazing work developments and meeting the standards working with our mindees, and we all work hard to achieve this but depending on the CI inspector and how that inspector relates to the childminder they can grade you what they wish, please

can SCMA approach this matter surely if a childminder does everything and more that's required then they should be graded by the outcomes they have evidenced and not that the CI just couldn't be bothered to do the extra leg work this is becoming more of a concern to us all and very deflating to the point that Childminders are saying what is the point please can this be raised with the Care Inspectorate and suggest that they have a criteria for all CM to aim for and be rightfully credited for it, I have helped so many people out with paperwork, observations linking SHANARRI, building the ambition etc. helped the do GDPR documentations and yes they recurred 6's and yet my CI has graded me with 5's give her due she did not that she had never seen so much detail in observations even in a nursery and yet I was still graded 5's on the 24th December, this has to be approached to the CI as it's becoming a massive issue to CM.

Some free learning workshops/resources would be good

Not sure you can help but I offer funded spaces at the moment. After 2020 I will need svq3 (I got svq2 in 2000) but I can't afford to take time out to attend college or pay huge amount for the SVQ

Scma complete learning pathway is very expensive to complete and I'm not sure if it will need be enough to be able to count towards funded hours come 2020

Your course is not a SVQ level 3 so no use to offer funded care plus council pay towards SVQ not interested in open badges or the work-based award. I completed my SVQ this year.

Slow to pass info on to members i.e. GDPR

I believe we could have been given much more info on GDPR. It would have been good to receive paperwork prior to its enforcement.

Expensive to access, given that I have already completed all the relevant training that is encompassed within the Learning Pathway Award Qualification.

Given my age and hope to retire I have no interest in gaining access to this

I would need to look into more.

Time is a huge factor, when working from home, there is a huge amount of cleaning and clearing up to do before normal family time and home life takes over which doesn't leave much time for paperwork, training and forum meetings.

It frustrates me when I email an enquiry to be told to phone. Email is more convenient for me and surely most enquiries can be responded this way. Apart from my insurance I don't feel I get much from SCMA.

Bring costs down and give a variety of courses, it's the same ones over and over

Not a lot of courses near us, always more than an hour away in the winter time in the dark, icy roads, after working all day

Additional comments from Q19. How would you rate the SCMA website?

Easy to access

Lack of availability of training funding is an issue

Don't advertise themselves enough to parents seeking childcare. Advertising and an app like childcare.co.uk do would help engage both childminders and parents.

Very clear very easy to navigate and covers a wide range of topics. As a member it's good to have access to all my CPD and also our details are there for parent to access looking for childcare. I do feel this could be highlighted to parents more.

Easy to navigate with relevant and necessary information to hand

You can find what you are looking for

Could be better, but I still managed to navigate

It's easy to use and also for parents to find information.

Very easy to use

Easy to use.

Sometimes I find it difficult to navigate

I have found information I require and have found the website helpful

Think it could be improved

Easy to find things and good at up to date news

Lots of interesting information

Easy to utilise

All the info is there but I often find it tricky to locate and sometimes have had to call the helpline

Happy with the service

Full of great information

Very well laid out easy to navigate

I can't seem to find what I'm looking for half the time.

I like to access the information links and newsletters

Easy to use

I would like more communication with looking for new parents like childcare website does. Parents in your area etc

regular update

Not easy to access and find information

Well laid out and very user friendly.

ease of access & very informative

Easy to use

Would be great if Documents were easier to find. Search engine?

It's not the most user friendly.

Easily accessible

There is always room for improvement in the current evolving world

I don't have much experience of websites so I can't tell how good your one is.

Easy to use and get information

Always full of fab info

Sometimes click on something for further information but get error message

easy access to all topics and clear instructions to users

easy to access lots of interesting material etc

I can gain information when I need to.

Loads of information available if needed on every subject but you can speak to a member of staff if still needing information.

I haven't had time to access this all the time other childcare sites are easier as there are apps that you don't have to constantly log into

Gives you lots of information about courses and any new news that concerns my childminding

I miss the members forum, which I visited often if I had a query/worry as there would always be someone else having had the same and the answer/advice would be there. Or if I asked the question, there would usually be someone to answer it.

On the odd occasion that I have visited the site it has been very informative.

I can find everything I need easily, and it is colourful, interesting and appropriate.

No problems

It's easy to access and gives good information.

Easy to negotiate

easy access and lots of information on many topics

It has given me support where I have no support in my area

Well up to date

Usual managed to find what I'm looking for

loads of helpful and useful information

Easy to navigate.

Easy to navigate

there is a lot of info that is easily accessible

Very easy to navigate

I'm not too good at finding everything 9n it

Again it's ok I've not always found what I'm looking for.

Information is easy to understand.

Very informative

User friendly

Very user friendly

Easier than the HUB

Because everything you need is there for our support

I find it hard to find certain things on the website such as medication forms etc. Some items of paperwork you need to phone in to order because they're not on the website. Would be good if they could be added on.

Always managed to find what I'm looking for easily.

Don't have much time to look at it.

Can access all in information I need easily

Information is easy accessed

Can find everything easily and layout and colour is great.

Very informative.

Because it's Clear

Easy to access

Informative

Easy to Access

I often find it difficult to find what I'm looking for- as it has so much available!!

"I find it hard to navigate the website to find what I am looking for.

Found it helpful

SCMA website is Easy to access and keeps CM up to date with upcoming events and learning opportunities it a good tool to have to keep up to date with new legislation Lisa Mackay has been great with information on funded hours and courses available to do,

Don't see any way to communicate with other childminders and get help from like-minded people

I've only looked at it briefly

I always find what I am looking for

very good layout

Easy to use

Very well put together. Colourful, fun able to navigate very well

Very informative

Easy to navigate and informative

I have a lot of technical difficulties, internet in this area used to be terrible, it's a lot better but again time consuming.

I never have a problem finding what I'm looking for

Easy and clear access to all sections.

Sometimes I struggle to find what I'm looking for but always eventually do

I would like a better search facility, finding articles can be hard

Easily access

Additional comments from Q25. Do you have any suggestions or further improvements for SCMA's Childminding magazine?

Enjoy reading all articles

I've only had one copy so far

Wide range of articles and useful info always - good sharing of practice from fellow minders too

The features and updates information area are very supportive and provides a further insight to childminding

Like to sit down and have a good read full of good information

Full of useful information and great at helping keep myself updated on any changes or upcoming changes or information I need to know about.

Too long

I loved seeing photos of events and activities of other childminders and their children but you have stopped this. I now follow the Facebook page more.

Very informative

The children and I enjoy looking through this

It's good, I like the stories based on real childminders.

Love reading it. Full of ideas

Always lots of information and ideas.

Information is good

Full of information

I really love the questions and answers page

I love the magazine full of information

it covers a great variety of topics

Lots of information provided

It has useful information

good ideas and information on any changes coming in.

Gives good ideas for my business and keeps me up to date with Care Inspectorate news and what it means for childminders.

Good quality & informative

I find the activities useful & find the features & updates interesting

Love it when you keep us updated with important issues. Love the read to the children story page & craft corner too.

I'm sure a daily craft corner for younger and older children relating to cultural calendar, current events and children's interests on SCMA website would be greatly appreciated by most childminders and may get us all signing on daily for ideas!

I rarely get the chance to read it

Don't read it often. Sorry
 Interesting business tool. Kids like the crafty bit too
 very informative and interesting read
 Useful articles. Interesting profiles and I like the page with crafts that other childminders have done with their kids. I quite often use them myself.
 Easy to read and full of great information
 It's so up to date and explains new changes in a way I understand
 I love reading this and the questions other childminders ask.
 very informative and keeps you updated with members from other areas
 Keeps me updated some good ideas
 I Enjoy reading all the articles. Has lots of ideas to use with my childminding kids.
 Well informed and interesting.
 Comprehensive & informative
 Always out of date
 I some time get time to read this
 keeps me up to date with all news, courses
 Great ideas for good practice
 Straightforward read with concise useful information.
 I enjoy my magazine, to sit, relax and have a nice read.
 It's always full of great articles, news, ideas and information and lots of help and advice.
 gives job specific information, tells me what's happening and what's coming next in terms of policy change in both SCMA and care inspectorate, well laid out and something I'm proud to share with parents.
 Like to read news and suggestions on action the back of magazine
 It's very good and informative
 I like it
 I enjoy the stories about other childminders and their service and the ideas for child's play.
 Interesting topics
 Very good quality. More pages would be nice
 It keeps me up to date
 Good reading
 Informative
 All look forward to reading it. Love reading what other childminders have been doing and getting ideas.
 The magazine is a nice way to catch on everything that's happening in the world of childminding
 Find it very interesting and keeps me up to date
 I always enjoy looking through the magazine
 Interesting information and ideas, also nice to see what others have been up to.
 Informative and practical ideas.
 Such a good informative magazine packed full of good information and news from the childminding world.
 It lets us see what other childminding groups are doing in their areas.
 Sorry I don't get much chance to read them.
 I enjoy the magazine
 Always up to date information that could be helpful.
 lots of information
 Useful information in it
 Some are better than others
 I like getting the magazine but sometimes the 'news' is out of date by the time the magazine comes out.
 Used to have childminders page, but haven't seen this for a long time, we have submitted photos of our group activities in the past and they haven't always been printed. Also, some of the 'new news' isn't really that new. quite often we have already found out the details long before the magazine is issued.
 Parent's & I enjoy reading info in it
 My minded children made the front cover and they were delighted.
 Nice to be updated.
 Good craft ideas
 I collect them because they give out information that sometimes I have missed on line and they have dates on events when they come up and sometimes I show parents to so they kept up to date on some things to
 Bit of a waste of paper tbh.....go online only
 a lot of information but I do not always know exactly what I need to do to implement changes
 Always great tips
 Gives information for ideas for activities indoors or outdoors for the children
 Good to see what going on with other childminders and to keep up to date with things

Goes great with a cuppa
Its always got good tips
It's good to get some idea of what's going on
There are always interesting topics and good information
Don't feel there is much in it relevant
Keeps me up to date
Lots of new ideas and fun things to do
Lots of good relevant info and ideas
I like to read a paper magazine sometimes, and it is full of useful information.
It's bright, cheerful and purposeful. Focused on what matters to Childminders.
I love getting the magazine when it comes. Always good info and opportunities
Feel it's the same every time
good for catching up with changes
Has a lot of information