

**Crynodeb o'r Arolwg
Bodddhad Aelodaeth 2026 |
Membership Satisfaction
Survey Summary 2026**





TROSOLWG

Cynhaliwyd yr Arolwg Boddhad Aelodaeth rhwng Ionawr a Mawrth 2026 i gasglu adborth gan aelodau Clybiau Plant Cymru Kids' Clubs am y gefnogaeth a'r gwasanaethau a dderbyniwyd yn ystod y flwyddyn 2025–2026.

Ar adeg yr arolwg roedd yna 596 o aelodau. Nod y sefydliad oedd cael 25% o ymatebion gan aelodau, a rhagorom ar y targed hwn—gyda 196 o ymatebion wedi'u derbyn.

Mae'r canlyniadau'n dangos lefelau uchel iawn o foddhad ar draws pob maes gwasanaeth, sy'n dangos gwerth parhaus y gefnogaeth a ddarperir i aelodau ledled Cymru.

OVERVIEW

The Membership Satisfaction Survey was conducted between January and March 2026 to gather feedback from members of Clybiau Plant Cymru Kids' Clubs about the support and services received during the 2025–2026 year.

At the time of the survey there were 596 members. The organisation aimed to receive responses from 25% of members, and this target was exceeded with 196 responses received.

The results show very high levels of satisfaction across all areas of service, demonstrating the continued value of the support provided to members across Wales.





HYD YR AELODAETH

Gofynnwyd i'r ymatebwyr pa mor hir yr oeddent wedi bod yn aelodau i Clybiau Plant Cymru Kids' Clubs.

Mae'r canlyniadau'n tynnu sylw at lefel gref o ymgysylltiad hirdymor â'r sefydliad. **Mae 57% o'r aelodau a ymatebodd wedi bod yn rhan o'r sefydliad ers dros 5 mlynedd** sy'n dangos ymddiriedaeth barhaus yn y gwasanaethau a'r gefnogaeth a ddarperir.

Nododd aelodau'n aml ar werth y gefnogaeth barhaus sydd ar gael gan y Swyddogion Datblygu Busnes Gofal Plant a Swyddogion Hyfforddi a'r sicrwydd o gael gafael ar gyngor arbenigol wrth reoli eu lleoliadau gofal plant.

Roedd rhan fwyaf o adborth yn cynnwys:

- Clybiau yn canmol y **gefnogaeth ymatebol a chymwynasgar a gafwyd gan staff**, trwy e-bost ac ar y ffôn.
- Sylwadau cadarnhaol am yr **ystod o hyfforddiant ac arweiniad** sydd ar gael.
- Aelodau yn dweud eu bod yn **hapus gyda'r gwasanaeth yn gyffredinol ac na fyddent yn newid unrhyw beth**.
- Mae rhai clybiau yn gofyn **am gyswllt neu sesiynau dal i fyny mwy rheolaidd**, fel ambell i "brawf iechyd busnes" gyda Swyddogion Datblygu.

LENGTH OF MEMBERSHIP

Respondents were asked how long they had been members of Clybiau Plant Cymru Kids' Clubs.

The results highlight a strong level of long-term engagement with the organisation. **57% of responding members have been part of the organisation for over 5 years**, indicating sustained trust in the services and support provided.

Members frequently commented on the value of the ongoing support available from Childcare Business Development Officers and Training Officers and the reassurance of having access to expert advice when managing their childcare settings.

Typical feedback included:

- Clubs praising the **responsive and helpful support received** from staff, both via email and telephone.
- Positive comments about the **range of training and guidance available**.
- Members stating they were **happy with the service overall and would not change anything**.
- Some clubs requesting **more regular contact or check-ins**, such as occasional "business health checks" with Development Officers.



BODDHAD GYDA CHYMORTH A GWASANAETHAU

Mae boddhad cyffredinol gyda gwasanaethau yn parhau i fod yn uchel iawn ym mhob maes o'r gwasanaeth.

ROEDD 99% O'R AELODAU

yn fodlon â'r gefnogaeth a'r gwasanaethau a dderbyniwyd, sy'n cynrychioli cynnydd o 1% o'r flwyddyn flaenorol.



CYTUNODD 99% O'R AELODAU

a dderbyniodd hyfforddiant ei fod o ansawdd uchel ac yn hygyrch.



ROEDD 99% O'R AELODAU

a fynychodd weminarau Clwb Hwb yn cytuno eu bod yn addysgiadol ac yn ddefnyddiol.



CYTUNODD 100% O'R AELODAU

fod staff wedi bod yn gwrtais, yn broffesiynol ac yn ymatebol, gan ddarparu cymorth gwybodus mewn amser da.



ROEDD 99% O'R AELODAU

a dderbyniodd gyngor ar sefydlu neu redeg eu busnes gofal plant yn teimlo bod y cyngor yn briodol ac yn effeithiol.



SATISFACTION WITH SUPPORT AND SERVICES

Overall satisfaction with services remains extremely high across all areas of service.

99 % OF MEMBERS

were satisfied with the support and services received, representing a 1% increase from the previous year.



99 % OF MEMBERS

who received training agreed that it was high quality and accessible.



99 % OF MEMBERS

who attended Clwb Hwb webinars agreed they were informative and helpful.



100 % OF MEMBERS

agreed that staff have been polite, professional and responsive, providing timely and knowledgeable support.



99 % OF MEMBERS

who received advice on setting up or running their childcare business felt the advice was appropriate and effective.



Tynnodd adborth aelodau sylw at broffesiynoldeb, ymateboldeb ac arbenigedd staff fel cryfder allweddol y sefydliad ac amlygodd rhai clybiau fod y gefnogaeth a gynigir wedi bod yn **hanfodol iddyn nhw helpu i reoli heriau yn eu lleoliadau.**

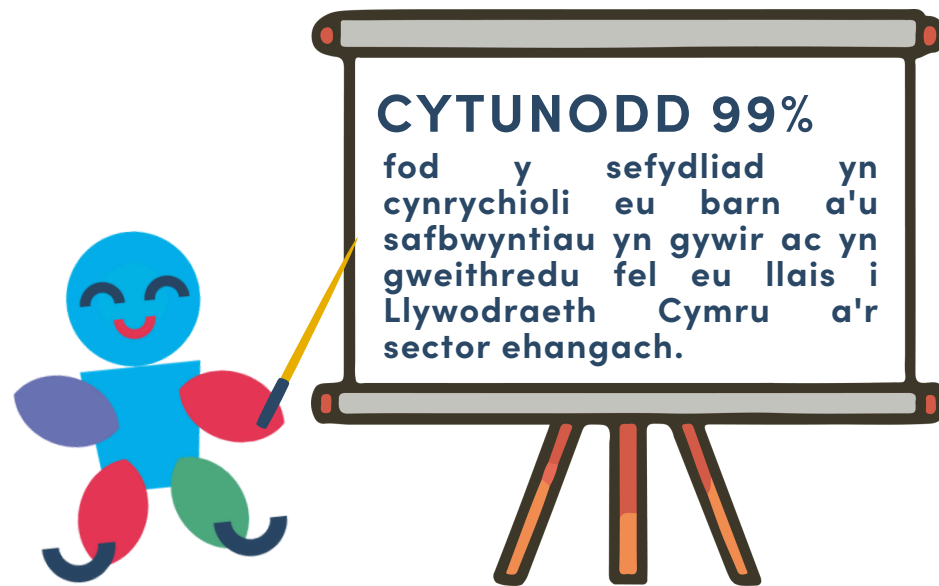


Member feedback consistently highlighted the professionalism, responsiveness and expertise of staff as a key strength of the organisation and some clubs highlighted that the support offered has been **essential in helping them manage challenges within their settings.**



CYNRYCHIO LAETH O'R SECTOR

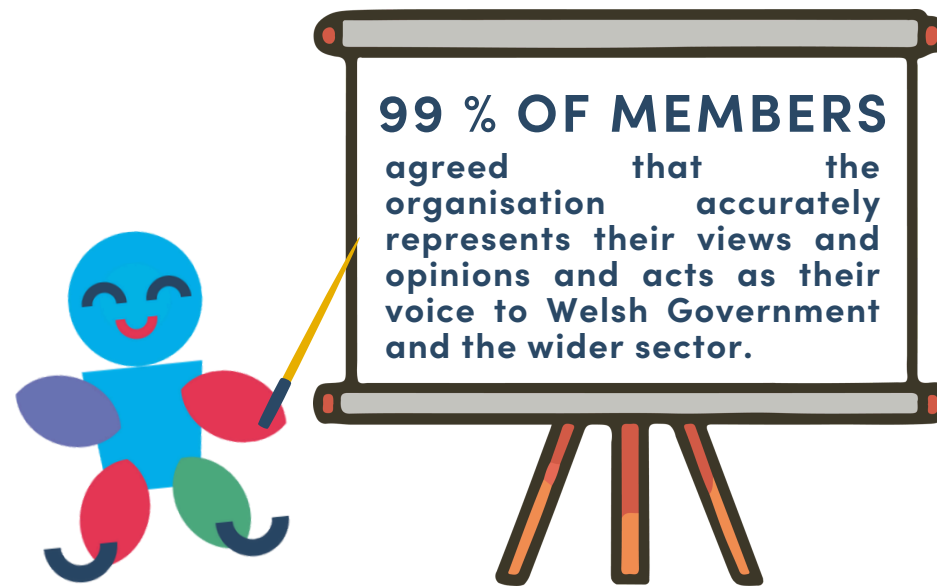
Mae Clybiau Plant Cymru Kids' Clubs yn chwarae rhan bwysig wrth gynrychioli'r Sector Gofal Plant All-Ysgol.



Mae'r canlyniad hwn yn dangos yr ymddiriedaeth sydd gan yr aelodau yn y sefydliad i gynrychioli buddiannau'r **sector Gofal Plant All- Ysgol ledled Cymru**, gan sicrhau bod eu lleisiau yn cael eu clywed ar lefel genedlaethol.

REPRESENTATION OF THE SECTOR

Clybiau Plant Cymru Kids' Clubs plays an important role in representing the Out of School Childcare Sector.



This result demonstrates the trust members place in the organisation to represent the interests of **the Out of School Childcare sector across Wales**, ensuring that their voices are heard at a national level.



ADNODDAU SY'N CAEL MYNEDIAD GAN AELODAU

Gofynnwyd i'r aelodau pa adnoddau yr oeddent wedi cael mynediad iddynt ac wedi elwa ohonynt yn ystod y flwyddyn. Mae'r canlyniadau'n dangos ymgysylltiad cryf ag ystod o sianeli cyfathrebu a deunyddiau cymorth.

Yr adnoddau a gyrchiad yn amlach oedd:



83 %

E-byst Bwletin Wythnosol



73 %

Ardal adnoddau aelodau'r wefan



60 %

Templedi polisi a gweithdrefnau Camu Allan



58 %

Llwyfannau cyfryngau cymdeithasol



52 %

Cylchgrawn chwarterol Y Bont



32 %

Porth Clwb

Mae'r e-bost bwletin wythnosol yn parhau i fod yn brif ffynhonnell o wybodaeth i aelodau, tra bod y llyfrgell adnoddau ar-lein yn parhau i fod yn offeryn cymorth pwysig i glybiau.

RESOURCES ACCESSED BY MEMBERS

Members were asked which resources they had accessed and benefited from during the year. The results show strong engagement with a range of communication channels and support materials.

The most commonly accessed resources were:



83 %

Weekly Bulletin emails



73 %

Members' resources area of the website



60 %

Stepping Out policy and procedure templates



58 %

Social media platforms



52 %

Quarterly magazine Y Bont



32 %

Club Portal

The weekly bulletin email continues to be the primary source of information for members, while the online resource library remains an important support tool for clubs.



ADBORTH ALLWEDDOL GAN YR AELODAU

Roedd sylwadau gan aelodau yn hynod gadarnhaol, gyda llawer o glybiau yn tynnu sylw at werth y gefnogaeth maen nhw'n ei dderbyn.

Roedd y themâu cyffredin yn cynnwys:

- Gwerthfawrogiad am staff cyfeillgar, ymatebol a gwybodus
- Adborth cadarnhaol am ansawdd hyfforddiant a gweminarau
- Cydnabyddiaeth o rôl y sefydliad wrth gefnogi clybiau i weithredu'n effeithiol
- Gwerthfawrogiad am ganllawiau clir a thempledi polisi

Rhoddodd yr aelodau awgrymiadau hefyd ar gyfer gwelliannau yn y dyfodol.

KEY FEEDBACK FROM MEMBERS

Comments from members were overwhelmingly positive, with many clubs highlighting the value of the support they receive.

Common themes included:

- Appreciation for friendly, responsive and knowledgeable staff
- Positive feedback about the quality of training and webinars
- Recognition of the organisation's role in supporting clubs to operate effectively
- Appreciation for clear guidance and policy templates

Members also provided suggestions for future improvements.





CYFLEOEDD AR GYFER DATBLYGU

Er bod lefelau boddhad yn parhau i fod yn uchel iawn, nododd adborth arolwg nifer fach o feysydd lle gallai datblygu pellach gryfhau cefnogaeth aelodau.

Hyfforddiant a Datblygiad Proffesiynol

Gofynnodd rhai clybiau am gyfleoedd hyfforddi ychwanegol, yn enwedig o gwmpas:

- Rheoli ymddygiad heriol
- Cefnogi plant ag anghenion dysgu ychwanegol, ADHD ac awtistiaeth
- Strategaethau ar gyfer cefnogi rheoleiddio emosiynol

Roedd awgrymiadau hefyd i gynyddu'r nifer o **sesiynau hyfforddi hyblyg neu wedi'u recordio** er mwyn darparu ar gyfer clybiau sy'n gweithredu yn ystod oriau hyfforddi arferol.

OPPORTUNITIES FOR DEVELOPMENT

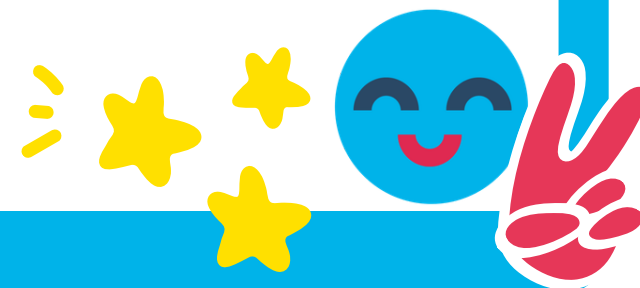
While satisfaction levels remain extremely high, survey feedback identified a small number of areas where further development could strengthen member support.

Training and Professional Development

Some clubs requested additional training opportunities, particularly around:

- Managing challenging behaviour
- Supporting children with additional learning needs, ADHD and autism
- Strategies for supporting emotional regulation

There were also suggestions to increase the availability of **flexible or recorded training sessions** to accommodate clubs that operate during typical training hours.





CAMAU GWEITHREDU A DATBLYGIAD YN Y DYFODOL

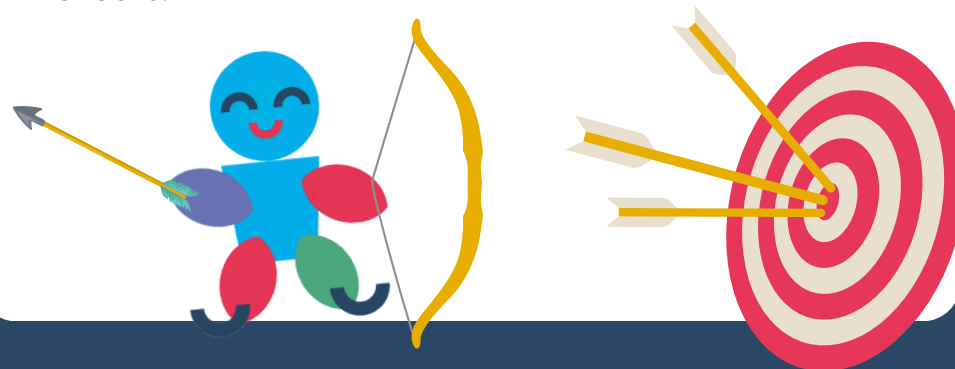
Yn seiliedig ar yr adborth a dderbyniwyd, bydd sawl cam yn cael ei ystyried i wella gwasanaethau i aelodau ymhellach:

- Ehangu cyfleoedd hyfforddi, yn enwedig ynghylch **rheoli ymddygiad ac anghenion dysgu ychwanegol**
- Cynyddu'r nifer o **sesiynau hyfforddi ar-lein a recordiwyd**
- Parhau i hyrwyddo a gwella **adnoddau digidol a'r Porth Clwb**
- Tynnu sylw at adnoddau allweddol trwy gyfathrebu rheolaidd i wella ymwybyddiaeth
- Archwilio cyllid ar gyfer **ymgysylltu ychwanegol ag aelodau**, megis ymweliadau â chlybiau a phrawf iechyd busnes.

ACTIONS AND FUTURE DEVELOPMENT

Based on the feedback received, several actions will be considered to further enhance services for members:

- Expanding training opportunities, particularly around **behaviour management and additional learning needs**.
- Increasing the availability of **online and recorded training sessions**
- Continuing to promote and improve **digital resources and the Club Portal**
- Highlighting key resources through regular communications to improve awareness
- Exploring funding for **additional engagement with members**, such as club visits and business health checks.





99%



Pan ofynnwyd i aelodau 2025/26 a fyddent yn argymhell aelodaeth gyda ni i Glybiau Gofal Plant All-Ysgol eraill dywedodd 99% y byddent!



99%



When 2025/26 members were asked if they would recommend membership with us to other Out of School Childcare Clubs 99% say they would!





CASGLIAD

Mae'r **Arolwg Boddhad Aelodaeth 2026** yn cadarnhau bod Clybiau Plant Cymru Kids' Clubs yn parhau i ddarparu **cefnogaeth o ansawdd uchel sy'n cael ei werthfawrogi gan ein haelodau.**

Gyda **99% o foddhad cyffredinol**, mae'r canlyniadau'n adlewyrchu:

- Hyder cryf yr aelodau yn y sefydliad
- Lefelau uchel o foddhad gyda chefnogaeth a hyfforddiant staff
- Ymddiriedaeth barhaus yn rôl y sefydliad i gynrychioli'r sector.

Bydd yr adborth a gasglwyd drwy'r arolwg yn cefnogi'r sefydliad i barhau i fireinio a chryfhau ei wasanaethau i ddiwallu anghenion esblygol Clybiau Gofal Plant All-Ysgol ledled Cymru.

CONCLUSION

The 2026 Membership Satisfaction Survey confirms that Clybiau Plant Cymru Kids' Clubs continues to deliver **high-quality support valued by its members.**

With **99% overall satisfaction**, the results reflect:

- Strong member confidence in the organisation
- High levels of satisfaction with staff support and training
- Continued trust in the organisation's role representing the sector.

The feedback gathered through the survey will support the organisation in continuing to refine and strengthen its services to meet the evolving needs of Out of School Childcare Clubs across Wales.



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Clybiau Plant Cymru Kids' Clubs

Cwmni cyfyngedig drwy warrant / Company limited by guarantee 4296436
Elusen Gofrestredig / Registered charity 1093260

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Clybiau Plant Cymru Kids' Clubs, Bridge House, Station Road, Llanishen, Cardiff, CF14 5UW



Social Links
Dolenni Cymdeithasol