



## **CHILDREN, YOUNG PEOPLE AND EDUCATION SCRUTINY COMMITTEE**

**2.00 pm THURSDAY, 5 JANUARY 2017**

**COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE**

### **PART 1**

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Children, Young People and Education Scrutiny Committee held on 1 December 2016. (Pages 5 - 12)
3. To receive the Scrutiny Forward Work Programme 2016/17 (Pages 13 - 16)

**To scrutinise decisions, information and monitoring issues reported by:**

### **Report of the Head of Participation**

4. Play Service Report Card (Pages 17 - 38)
5. Flying Start Service Report Card (Pages 39 - 58)
6. Family Information Service Report Card (Pages 59 - 76)
7. Families First Service Report Card (Pages 77 - 92)
8. Early Years and Child Care Unit Service Report Card (Pages 93 - 106)

9. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members)
10. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

**S.Phillips**  
**Chief Executive**

**Civic Centre**  
**Port Talbot**

**Friday, 30 December 2016**

## **Committee Membership:**

**Chairperson:** Councillor A.R.Lockyer

**Vice Chairperson:** Councillor H.N.James

**Councillors:** R.Thomas, H.M.Bebell, Mrs.A.Chaves, M.Ellis, P.Greenaway, R.G.Jones, J.D.Morgan, Mrs.K.Pearson, M.Protheroe, A.L.Thomas, D.Whitelock, Mrs.L.G.Williams and Mrs C.Edwards

**\*Co-opted Voting Members** Mrs.M.Caddick, Ms.H.Dale and Ms.D.Vaughan

**\*Co-opted Non Voting Members** R.De Benedictis and A.Hughes

### **Notes:**

- (1) *If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) *If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) *For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) *The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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## CHILDREN, YOUNG PEOPLE AND EDUCATION SCRUTINY COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

**Members Present:** **1 December 2016**

**Chairperson:** Councillor A.R.Lockyer

**Vice Chairperson:** Councillor H.N.James

**Councillors:** Mrs C.Edwards, Mrs.K.Pearson, M.Protheroe,  
A.L.Thomas, Mrs.L.G.Williams .

**Officers In Attendance** A.Jarrett, A.Thomas, Ms.H.Lervy, A.Mundy,  
P.Walker, Mrs.A.Thomas, C.Millis, J.Hodges  
and Mrs.J.Woodman-Ralph

**Cabinet Invitees:** Councillors E.V.Latham and P.A.Rees

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1. **MINUTES OF THE CHILDREN, YOUNG PEOPLE AND  
EDUCATION SCRUTINY COMMITTEE HELD ON 3 NOVEMBER  
2016**

The minutes of the meeting held on the 3 November were noted with the following request.

That all information pertaining to Members questions be circulated to all members of the Children, Young People and Education Scrutiny Committee and Cabinet Board.

2. **SCRUTINY FORWARD WORK PROGRAMME 2016/17**

Members noted and agreed that due to the number of items being presented at the next meeting, the following items be deferred to the 26<sup>th</sup> January 2017 meeting:

- Data Unit Report Card,
- Skills and Training Report Card,
- Adult Community Learning Report Card.

3. **SAFER BRIGHTER FUTURES QUARTER TWO HIGHLIGHT REPORT**

Members received an overview of the Corporate Improvement Objective – Safer Brighter Futures – Highlight Report – Quarter 2 (1<sup>st</sup> April – 30<sup>th</sup> September) as detailed within the circulated report.

It was highlighted that Looked After Children numbers remain steady at 350 but work is continuing to reduce this number.

Members asked how was the figure of 67.3% of children who remain with families defined? Officers explained that at present work is on-going with the Welsh Government to try to establish a measure to enable this figure to be defined. The outcome will be brought back to Committee when finalised.

Following Scrutiny, the report was noted.

4. **BETTER SCHOOLS BRIGHTER PROSPECTS QUARTER TWO HIGHLIGHT REPORT**

Members received an overview of the Corporate Improvement Objective Better Schools, Brighter Prospects Highlight Report – Quarter 2 (April 2016 – September 2016, that provided a progress update for the first six months of 2016-17 as detailed in the circulated report.

It was highlighted that work is continuing on the Strategic School Improvement Programme (SSIP). Business Cases have been submitted to Welsh Government in regard to Ysgol Newydd Margam and Ysgol Ystalyfera responses are currently awaited.

Also, Officers reported that the new addition to Ysgol Gyfun Ystalyfera Comprehensive School is very impressive and Members asked that arrangements be made to convene a future meeting of Children, Young People and Education Scrutiny Committee on site.

In addition, plans are progressing on the new primary school build in Briton Ferry with tenders for construction being sought currently.

Members asked in the light of the economic climate and the effect on the housing market was there an impact on the development of the new school in Coed Darcy. Officers explained that contained within

the conditions of the planning consent was a Section 106 agreement which states that further housing development cannot take place without the provision of the new school and although the timescale of opening the new school has been delayed until 2019 discussion are taking place with the developer on the design of the school. Also, there are enough places within Crymlyn and Coedffranc Primary Schools to cater for any increase in school numbers at present.

Also, it was explained that although there are no designated family rooms within new school builds due to the accommodation criteria set by the Welsh Government there are flexible rooms that could accommodate a variety of uses.

Members noted that although school attendance in both primary and secondary schools has overall increased from previous years the latest figures show a very slight decrease but not all data has been collated. An update report will be submitted for consideration at the next meeting of Children, Young People and Education Scrutiny Committee on the 5<sup>th</sup> January 2017.

Members also queried whether schools are able to deal with children with special educational needs since the withdrawal of the Education Other than at School Service (EOTAS). Officers explained that schools have been provided with additional support and training which is ongoing and plans are in place to continue increasing the capacity within schools as part of the authority's long term plan. Also, continued monitoring is taking place with a review scheduled for a future date.

Members asked what plans are in place to raise the standards of the Welsh Language in schools where Welsh is a second language. Officers explained that work is ongoing but there is a lack of funding to enable additional teachers to be recruited. Education through Regional Working (ERW) is aware of the issues and the authority is looking at options for increasing the numbers of teachers that can teach Welsh. Also, Welsh Government targets do not always reflect the composition of the individual authorities that has an impact on the figures.

Following Scrutiny, the report was noted.

5. **EDUCATION PSYCHOLOGY SERVICE REPORT CARD**

Officers gave an overview of the Education Psychology Service Report Card as detailed in the circulated report.

It was highlighted that a pilot of Consultation Clinics had been completed in 23 schools within Neath Port Talbot which focuses on an improved early identification and intervention of pupils needs. As a consequence of the pilot there has been a reduction of referrals from 2012- 2015 levels and work is ongoing to cascade the Clinics to all schools within Neath Port Talbot.

Members queried whether there was a cost to the referrals to School Action Plus? Officers explained that there is cost to the service but the target was to reduce the numbers of referrals by August 2018 to 400 per annum. Also, there had been a reduction in referrals to services due to the preventative work carried out by the pilot Consultation Clinics which has had positive feedback from schools with increased links being developed.

Officers also confirmed that Staff Appraisals would be completed by March 2017.

Members were pleased with the development of the Consultation Clinics and that schools, teachers were being supported to identify and address, at an early stage the problems being experience by some children and remedial action put in place but asked if parents were involved in the process. Officers explained that work is on-going with schools to involve the parents and confirm the responsibilities.

Following Scrutiny, the report was noted.

6. **SCHOOL BASED COUNSELLING SERVICE REPORT CARD**

Members received an overview of the School Based Counselling Service Report Card as detailed within the circulated report.

Members asked whether primary school children can access the service. Officers explained that funding is only available to provide the statutory service as set out by the Welsh Government which provides for Year 6 pupils upwards. In addition, younger children



need different approaches such as alternative play therapies rather than the service provided for older children.

Officers also confirmed that referrals to the Counselling Services can be made via the website and that 65% of all referrals are self-referred.

Members also asked whether Counselling is provided in the medium of Welsh. Officers explained that the service is provided in Welsh schools delivered by a counsellor who has some Welsh language skills and is following a study programme to improve these skills and work in taking place to increase numbers within other schools.

Also, queried was the length of waiting times to receive the service. It was explained that the waiting times vary according to the time of year as there are identified seasonal fluctuations. The report card identified that data will be collected regarding waiting times and will be used to baseline future service targets as well as future service delivery such as with a review on-going looking at the similarity of issues presented by young people so that a variety of ways could be developed to deliver the service.

Following scrutiny, that the report was noted.

## 7. **PRE-SCRUTINY**

The Committee scrutinised the following matters:-

### Cabinet Board Proposals

#### 7.1 Children and Young People Services – 2<sup>nd</sup> Quarter (2016-17) Performance Report

Members received an overview of the Performance Management Information within Children's Services, for the 2<sup>nd</sup> Quarter April 2016 – September 2016 and the Monthly Key Priority Indicator Information for October 2016 and Complaints Data April 2016 – September 2016.

It was highlighted that comparative data is unavailable due to the recent introductions of a new set of statutory Welsh Government Indicators for Children and Young People's Services.

Members queried whether the current numbers for caseloads was sustainable at 11.6 per worker and whether there was a recommended number per worker. Officers explained that the support measures were in place to sustain this but there was no recommended number because the complexity of the case had to be taken into account with some Local Authorities in Wales having more than 15 – 20 cases per worker.

Following Scrutiny, the report was noted.

## 7.2 Quarterly Performance Management Data 2016-2017 – Quarter 2 Performance (1<sup>st</sup> April 2016 – 30<sup>th</sup> September 2016)

Members received an overview of the quarter 2 performance management data, complaints and compliments for the period 1 April to 30 September 2016 for Education, Leisure and Lifelong Learning Directorate.

Members were concerned that children can be removed from school for by parents for Home Tuition and the Authority has no statutory powers to monitor the standard of education received by the child or to prevent the child being removed from school. Officer also highlighted that ERW (Education through Regional Working) has also voiced concern over the pattern that is developing across Wales. Members noted that there are 100 children in Neath Port Talbot receiving Home Tuition. Members asked whether a contributing factor to the increase in parents opting for Home Tuition was the Fixed Penalty Notices for Non-school attendance and whether there was any data around this issue. Officers agreed to investigate.

Following Scrutiny, the report was noted.

## 7.3 Home to School Travel Policy Review and Consultation

Members received an overview of the consultation exercise to review the Home to School Travel Policy 2014 as detailed in the circulated report.

It was asked what was the reason for the review of the Policy. Officers explained that when the policy was adopted in 2014 there was an agreement to review in 2016. The consultation

will include the proposal of the new policy to be introduced in September 2017.

Members asked for clarification in regard to the Post 16 students who attends St Joseph's Roman Catholic School and 6<sup>th</sup> Form who pay £100 per academic year which states no change. Officers explained that the £100 cost was for post 16 students.

Members requested that on Page 99 of the Consultation Document clarification on the wording at Pupil D to read: *Attends YG Ystalyfera but it is not their nearest suitable secondary education provision but is their nearest suitable school for Welsh-medium secondary provision. Free home to school travel.*

Members also asked that at Page 100, Under Secondary pupil (Faith) 11- 16 age to be added.

Following Scrutiny, the Committee was supportive of the proposals to be considered by Cabinet Board subject to the provision of the amendments as above.

#### 7.4 Admission To Community Schools: 2018/2019

The Committee received an overview of the consultation on the admission arrangements for community schools in relation to the 2018/2019 academic year.

Members asked what was the reason for the change in the policy. Officers explained that it was to enable better management of school numbers and future planning.

Members also asked for clarification on the oversubscription criteria secondary phase education. It was proposed that the wording be amended to read. *Other Children and young people who live within the catchment area of the school for which the application is made but do not attend a partner primary.*

Following Scrutiny, the Committee was supportive of the proposals to be considered by Cabinet Board subject to the provision of the amendments as above.

**CHAIRPERSON**

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**Children, Young People and Education Scrutiny Committee  
Forward Work Programme 2016/17**

Date of Meeting	Agenda Item
2 June 2016	Children and Young People Services Monthly Key Priority Performance Indicators – 1, 2, 3, 4
	Pre-scrutiny of Cabinet Board Items
30 June 2016	Support for Learning Report Card
	School and Family Support Report Card
	Quarter 4 Performance Monitoring
	Pre-scrutiny of Cabinet Board Items
28 July 2016	Review of CYPS Monthly Key Priority Performance Indicators
	Pre-scrutiny of Cabinet Board Items
8 September 2016	Education Development - Challenge Advisors Report Card
	Review of CYPS Monthly Key Priority Performance Indicators

	Safer, Brighter Futures Highlight Report
	Better Schools, Brighter Prospects Highlight Report
	Quarter 1 Performance Monitoring
	Pre-scrutiny of Cabinet Board Items
6 October 2016	Education Development - Looked After Children Report Card
	Youth Service Report Card
	Hillside – Managing Incidents
17 October 2016	Special Budget Scrutiny
3 November 2016	Education Development – 14 -19 Report Card
	Education Development – Gypsy Travellers Report Card
	Pre-scrutiny of Cabinet Board Items
1 December 2016	Education Psychology (including school based counselling) Report Card
	Safer, Brighter Futures Highlight Report

	Better Schools, Brighter Prospects Highlight Report
	Quarter 2 Performance Monitoring
	Pre-scrutiny of Cabinet Board Items
5 January 2017	Play, Flying Start, Early Years, Family Information Service and Families First Report Cards <b>(5 individual Report Cards)</b>
	Pre-scrutiny of Cabinet Board Items
26 January 2017	Additional Learning Needs Support Team Report Card
	Strategic School Improvement Programme Report Card
	Data Unit Report Card
	Skills and Training Report Card
	Adult Community Learning Report Card
	Pre-scrutiny of Cabinet Board Items
2 March 2017	Well-being and Behaviour Report Card
	Safer, Brighter Futures Highlight Report

	Better Schools, Brighter Prospects Highlight Report
	Quarter 3 Performance Monitoring
	Pre-scrutiny of Cabinet Board Items
30 March 2017	Education Development - Minority Ethnic Achievement Support Report Card
	Education Development – Music Service Report Card
	Pre-scrutiny of Cabinet Board Items

Other possible topics

- Children and Young People Services Service Report Cards
- Home to School Transport – Cabinet & CYPE
- Possible School Sickness Task & Finish
- Funding Formula



**NEATH PORT TALBOT COUNTY BOROUGH  
COUNCIL**

**Children, Young People and Education Scrutiny  
Committee  
5th January 2017**

**Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected:** All

**Play Development Service Report Card 2016-2017**

**Purpose of the Report**

1. To inform Members of the progress of the Play Development Service in Neath Port Talbot.

**Background**

2. The Play Development Team (Play Works) sits within the Think Family Partnership. The team's primary purpose is to improve children and young people's access to play opportunities.
3. The team has been funded in its entirety through Welsh Government Families First funding for a number of years and the services delivered by the team form part of Neath Port Talbot's Families First plan, specifically:

Family play support – one to one and group support for parents needing to improve their understanding of children's play and how they can provide an environment for play at home and in their community.

Play training – a range of accredited and non-accredited training aimed at improving the quality opportunities available to children and young people. Training is aimed at those working directly with children, those making decisions that impact on children’s play, and parents/carers.

Opportunities for children’s participation – a structured programme aiming to encourage children’s participation in decisions affecting their play, through school based Play Heroes and community engagement/consultation to inform new play developments.

Provision of play resources (Play Takeaway) – a play resources scheme supporting parents to provide a range of play for their children, through the loaning of varied resources to encouraged stimulation and development.

4. The authority has a statutory duty to assess for and secure sufficiency of play opportunities for all children and young people aged 0-17 years. The responsibility to ensure that the assessment is completed and submitted to Welsh Government sits with the team manager, along with the monitoring and reporting of progress on identified action plans.
5. The team is made up of eight members of staff (7 fte) – manager, two development officers, four family play workers, play support worker.

### **Financial Impact**

6. There are no financial impacts in relation to this report but Members should note the source of the funding to implement this area of work. In 2016/17 a 13% reduction in funding was made by Welsh Government, however this shortfall was made up by the Council in order that the Families First plan, and associated services, could be delivered in full. Therefore, for 2016/17 the funding of the team is 87% Families First, 13% NPTCBC core funding.

## **Equality Impact Assessment**

7. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

## **Workforce Impacts**

8. There are no direct workforce or staffing issues in relation to this report.

## **Legal Impacts**

9. There is no legal impact in relation to this report.

## **Risk Management**

10. There is no identified risk to this report.

## **Consultation**

11. Not applicable.

## **Recommendations**

12. The report be noted.

## **Implementation of Decision**

13. Not applicable.

## **Appendices**

Appendix 1 - Play Development Service Report Card 2016-2017

Officer Contact

14. Chris Millis Head of Participation, Telephone 01639 763226 e-mail [c.d.millis@npt.gov.uk](mailto:c.d.millis@npt.gov.uk)

Neil Thomas Participation Co-Ordinator, Telephone 01639 686376  
e-mail [n.g.thomas@npt.gov.uk](mailto:n.g.thomas@npt.gov.uk)

Appendix 1 - Play Development Service Report Card 2016-2017

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# Service Report Card 2016-2017

## Play Development Service

### Quarters 1 and 2 – April – September 2016

#### Section 1: Brief description of the service

The Play Development Team (Play Works) sits within the Think Family Partnership. The team's primary purpose is to improve children and young people's access to play opportunities.

The team has been funded in its entirety through Welsh Government Families First funding for a number of years and the services delivered by the team form part of Neath Port Talbot's Families First plan, specifically:

- Family play support – one to one and group support for parents needing to improve their understanding of children's play and how they can provide an environment for play at home and in their community.
- Play training – a range of accredited and non-accredited training aimed at improving the quality opportunities available to children and young people. Training is aimed at those working directly with children, those making decisions that impact on children's play, and parents/carers.
- Opportunities for children's participation – a structured programme aiming to encourage children's participation in decisions affecting their play, through school based Play Heroes and community engagement/consultation to inform new play developments.
- Provision of play resources (Play Takeaway) – a play resources scheme supporting parents to provide a range of play for their children, through the loaning of varied resources to encouraged stimulation and development.

In 2016/17 a 13% reduction in funding was made by Welsh Government, however this shortfall was made up by the authority in order that the Families First plan and associated services could be delivered in full. Therefore, for 2016/17 the funding of the team is 87% Families First, 13% NPTCBC core funding.

The authority has a statutory duty to assess for and secure sufficiency of play opportunities for all children and young people aged 0-17 years. The responsibility to ensure that the assessment is completed and submitted to Welsh Government sits with the team manager, along with the monitoring and reporting of progress on identified action plans.

The team is made up of eight members of staff (7 fte) – manager, two development officers, four family play workers, play support worker.

## **Section 2: Overall Summary of Performance for 2015-16 Financial Year**

During 2015/16 the team performed well against its Families First targets and achieved 100% revenue expenditure - £222,966.

In addition to the work required within the Families First Plan, the team secured additional funding from the Out of School Hours grant (£10,000) for a summer holiday pilot scheme and from Communities First (£10,565) to deliver open access play sessions in deprived communities.

The team experienced the loss of a number of employees in the Family Play team at the end of Q3 and into Q4 – three out of a team of four – which disrupted the Family Play work. The fourth member of the team was on maternity leave, resulting in a new team being formed at the end of the year and moving into 2016-17.

Sickness through the year was good overall but repeat long term absence by a single employee as a result of an underlying condition increased the working days.

Progress on the final year of the 2013 Play Sufficiency Assessment (PSA) was monitored and reported to Welsh



Government. The undertaking of the 2016 (PSA) was initiated and co-ordinated with the completed assessment submitted to WG.

**Section 3:  
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: To ensure that the Local Authority fulfils its obligations under the duty relating to play in the Children & Families (Wales) Measure	Ensure annual action plan is in place and monitored for progress, and that submissions are made to Welsh Government in line with identified timetable.	Families First & Play Manager	2016-17	Improved partnership working, maximising use of resources.
2: To provide opportunities for learning through the delivery of accredited and non-accredited play training, aiming to improve the quality of play opportunities available to children and young people.	Delivery of a range of training courses aimed at those who work with, support, or make decisions in relation to children's play.	Play Dev. Officer – Training & Participation	2016-17	Participants report an improvement in skills/knowledge
3: To provide opportunities for children	Continue to engage with children through school based	Play Dev. Officer –	2016-17	No. children involved with the Play Hero project

<p>and young people to be involved in decisions affecting play.</p>	<p>Play Heroes to ensure that they can be involved in decisions around play and have a route to raise concerns and issues.</p> <p>To undertake community consultations to support applications for funding to improve children's play.</p>	<p>Training &amp; Participation</p> <p>Play Dev. Officer – Training &amp; Participation</p>	<p>2016-17</p>	
<p>4: To improve children and young people's access to outdoor play opportunities.</p>	<p>Promote 'Playing it Safe' messages to children.</p> <p>Delivery of annual event to celebration of national Playday, promoting importance of children's play and raising awareness of issues impacting on children access to play opportunities</p> <p>Encourage use of existing outdoor spaces</p>	<p>Play Dev. Officer – Training &amp; Participation</p> <p>Play Support Worker</p> <p>Play Dev. Off. – Family &amp; Community</p>	<p>July 2016</p> <p>August 2016</p> <p>2016-17</p>	<p>No. children reached.</p>
<p>5: To support families to provide for their children's play needs, promoting their healthy growth and development.</p>	<p>To deliver 1:1 and group sessions with parents and children to improve how children are supported to play.</p>	<p>Family Play Workers</p>	<p>2016-17</p>	<p>No. families reporting an improvement in how they play</p>

	To deliver a play resource lending service families, providing a range of play resources to enhance and enrich the range of play opportunities available to children at home.	Play Support Worker	2016-17	Improved range of play opportunities for children
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## Section 4: Service Performance Quadrant 2016-17

### Priority 1: To ensure that the Local Authority fulfils its obligations under the duty relating to play in the children & Families (Wales) Measure

A Play Sufficiency Assessment needs to be completed and submitted to Welsh Government every three years. In March 2016 the second PSA was submitted along with an action plan for 2016-17. Implementation of the action plan is through the Play Strategy Implementation Group (PSIG).

Good progress is being made against the 2016-17 action plan. The Supplementary Planning Guidance for Open Space, part of the Local Development Plan implementation, has been developed with feedback from the PSIG and supports the inclusion of quality open space and/or play provision as part of new developments.

Stronger links are developing with schools in order to improve school based play opportunities through the development of guidance to support schools, which will include the identification and sharing of good practice examples from across the county borough.

### Priority 2: To provide opportunities for learning through the delivery of accredited and non-accredited play training, aiming to improve the quality of play opportunities available to children and young people.

Eight courses have been delivered (six non-accredited, two accredited) attracting 67 participants. Courses have been included to target a range of audiences, including parents, young people, childcare providers, family support workers and for those responsible for playgrounds/play provision.

As part of pilot project with Afan Valley Communities First, a combination of non-accredited and accredited training was delivered to an identified group of participants, providing progression from a non-accredited workshop through to Level 1 and Level 2 OCN units in Playwork. 68% of the participants completed this and achieved accreditation. One of the participants has gone on to a paid lunchtime playwork post at Glyncorwg Primary, again funded jointly

between Play Works and Communities First to improve school based play.

Additional funding has been secured from Communities First to offer training to up to 60 school lunchtime supervisors, which will be delivered in Q4.

Priority 3: To provide opportunities for children and young people to be involved in decisions affecting play

The school based Play Heroes project has grown to include 13 schools, with 114 children being involved across Q1 and Q2 either as Play Heroes or as supporting Committee Members. Feedback from children has helped to address issues such as bullying, damage to playgrounds, littering and safety issues They have been supported by the Play Development Officer to address these, either through raising issues with relevant departments/agencies or working with the children to formulate solutions that they can implement themselves.

Use of iPads has been introduced this year to encourage use of digital technology to provide feedback; 90% of the feedback provided since the introduction of these has been received electronically. Ongoing engagement with the children through Play Heroes helps inform development work and provides a platform for children's voices to be heard as part of wider decisions and service development.

Community consultations are arranged in order to inform decisions around children's play developments, most often to support funding applications for the refurbishments of playgrounds. While no consultation activities have taken place through 2016/17, the results of earlier consultation has been realised with the opening of a newly refurbished playground at Caewern. Approximately £230k was secured by Blaenhonddan Community Council In order to improve the space. The Play Development Officer consulted with children and young people, parents and residents through playground observations, group work at schools and with the Youth Council, and through a community event. The views of 76 people were recorded. A report was provided to the Community Council with recommendations based on the consultation responses.

Priority 4: To improve children and young people's access to outdoor play opportunities.

The annual Playday event was delivered on Aberafan Seafront on 3dr August, supported by 26 partners and attended by approx. 600 people The day provided a range of free play activities and promoted open space in NPT, as feeling unable to use open space had been identified as an issue limiting children and young people's opportunities to play.

'Playing it Safe' messages were directly delivered to approx. 1600 children as part of Crucial Crew. Messages include stranger danger, safe routes and the importance of communicating with parents/guardians when out playing. Feedback from schools attending is that all or some of the information given will help children make sensible decisions when playing outdoors in their communities

As part of the partnership project with Communities First providing training opportunities in the Afan Valley, summer holiday play sessions were provided. These provided an opportunity for work based experience for the learning participants and also much needed supervised, open access play opportunities for children and young people 145 children attended the sessions, delivered over a two week period.

Priority 5: To support families to provide for their children's play needs, promoting their healthy growth and development.

Referrals to the Family Play team have been received from Team Around the Family, Children's Social Services, Health Visitors, from other organisations working with children, and from families themselves. 77 referrals have been received for 1:1 work and 27 for group based work.

More than 240 families are registered for the Play Takeaway (65 new registrations through Q1/Q2). The service, a free lending facility, provides a range of play resources to families through five themes – Creative, Imaginative, Explore, Games, Movement – and delivers to/collects from homes to encourage parents to provide as wide a variety of play opportunities as possible to support their children's development. 190 loans had been made to the end of Q2.

Information for 2014-15 is unavailable for some elements as work priorities changed from April 2015 in line with the new Families First plan.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Service Measure 1:</b> % Participants report an improvement in skills/knowledge (Priority 2)		96%	Not available	100%	83%
<b>Service Measure 2:</b> No. children involved with Play Heroes (Priority 3)		51	Not available	51	69
<b>Service measure 3:</b> No. children reached with Playing it Safe messages (Priority 4)		1200	Not available	1200	1600
<b>Service measure 4:</b> % families reporting an improvement in how they play (Priority 5)		79%	Not available	100%	100%
<b>Corporate measure (CM01):</b> <b>a)</b> Number of transactional services fully web enabled  <b>b)</b> Number of transactional services partially web enabled	None  One	None  Two	Not available	None  Two	None  Two



**Section 5:  
Financial Quadrant 2016-17:**

The service has achieved 100% revenue expenditure in 2014-15 and 2015-16, and is on track to do so in 2016-17. In addition to the revenue budgets below the service secured additional funds in 2015-16 and 2016-17 (£20,565 and £3,575 respectively) for specific projects, which were also 100% utilised.

At the end of 2014-15, £92k was lost to FFP.

FF = Families First

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
<b>Corporate Measure (CM02):</b> % revenue expenditure within budget	100%	100%	100%
Revenue Budget £	£200,539 (FF) £92,898 (RSG)	£222,966 (FF) £10,000 (Out of School Grant) £10,565 (Comm First)	£252,488 (FF) £3,575 (Comm First)
<b>Corporate Measure (CM03):</b>			£
Amount of FFP savings			0
Amount of FFP savings at risk			0

## Section 6: Employee Quadrant 2016-17

The sickness figures below relate to two service areas (Play and TFP) as information is not available at individual service level.

Sickness during 2014-15 and 2015-16 was higher than the directorate average due to a number of long term absences relating to underlying conditions with a small number of staff. We understand that the underlying condition has now been resolved and ongoing absence is not anticipated; another employee has retired on the grounds of ill health

Sickness absence is strictly managed in line with the Maximising Attendance at Work policy and meetings are held as required with employees, management and HR where appropriate.

There were three unplanned departures in 2015-16, which is proportionately high in such a small team. Reasons for departure included moving to a career with a clearer progression framework and also concerns regarding the uncertainty and insecurity associated with the grant funding.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 QTR. 2 (cumulative)	2016-17 QTR. 2 (cumulative)
<b>Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence</b>				
<b>Service: Play Development</b>	24.5 days	16.1 days	4.8 days	2.7 days
<b>Total Service FTE days lost in the period</b>	587	269	120	46
<b>Directorate: ELLL</b>	9.4 days	9.0 days	3.9 days	3.8 days

<b>Council:</b>	<b>9.4 Days</b>	<b>9.7 Days</b>	<b>4.2 Days</b>	<b>4.6 Days</b>
		<b>2015-16 Actual (Full Year)</b>	<b>2015-16 QTR. 2 (cumulative)</b>	<b>2016-17 QTR. 2 (cumulative)</b>
<b>Corporate Measure (CM11):</b> Staff engagement Measure		Not collected	Not collected	Not collected
<b>Corporate Measure (CM05):</b> % of staff who have received a performance appraisal during 2016-17 (Target 100%)  Number of staff who have received a performance appraisal during 2016-17		Employee Development Reviews completed	Employee Development Reviews completed	<b>0</b> 100% scheduled for Q3 and Q4  0
<b>Corporate Measure (CM06):</b> Number of employees left due to unplanned departures		<b>3</b>	0	0

## Section 7: Customer Quadrant 2016-17

The service has received one complaint in 2016-17 relating to staining from paint used at a play session. This was satisfactorily resolved with a telephone call from the service to the family involved.

The service seeks user feedback for all services, from users and also from referrers. This provides important information as part of funding requirements and helps to inform service development and delivery. Feedback can often be difficult to collect, particularly where it is frequently request, such as following each loan from the Play Takeaway service, and as such rates can be low against service user numbers.

Families are often complementary about the service they receive with almost all families saying that they enjoy the sessions. Some families say the intervention is welcomed and focuses them on family time rather than focusing on other things they have going on in their lives.

Complements are often verbal or added as part of service evaluation forms and are not always formally. This will be reviewed for 2017-18.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM07):</b> Total number of complaints			
Internal	0	0	0
External (from the public)			1

<b>Corporate Measure (CM08):</b> Total number of compliments			
	Internal	0	0
	External (members of the public)	0	0
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	100%	100%	

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**NEATH PORT TALBOT COUNTY BOROUGH  
COUNCIL**

**Children, Young People and Education Scrutiny  
Committee  
5th January 2017**

**Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected:** All

**Flying Start Report Card 2016-2017**

**Purpose of the Report**

1. To inform Members of the progress of the Flying Start Programme in Neath Port Talbot.

**Background**

2. Flying Start is the Welsh Government's flagship early years programme for families with children who are under 4 years of age. The programme aims to make a decisive difference to the life chances of eligible Flying Start children in identified areas of deprivation.
3. The Flying Start programme has been operating since 2006 and consists of four key elements:
  - Free quality, part-time childcare for 2-3 year olds
  - An enhanced Health Visiting service
  - Access to Parenting Programmes

- Speech, Language and Communication

4. The large team consists of both Council and Abertawe Bro Morgannwg University Health Board staff.
5. The Flying Start Manager is employed by the Council and manages a core team consisting of 4 Flying Start Administrators (3.89 whole time equivalents); two childcare support staff, a Transition and Training Officer, a Parenting Manager who manages a parenting team consisting of 7 parenting workers (one specific Dad's worker) and 2.5 whole time equivalent Educational Psychologists, one of which 1.5 of which are internal secondments managed by the County Psychologist. The team sits within the Think Family Partnership.
6. The wider Abertawe Bro Morgannwg University Health Board staff team consists of a Health Visiting Manager, a Health Visiting Deputy Manager, 18 Health Visitor's, 10 Community Nursery Nurses, two Midwives, a Safeguarding Nurse Specialist, a Liaison Health Visitor based within the Single Point of Contact team, and a Health Visiting Practice Teacher who supports students.
7. Eligibility and Coverage

The Phase 1 eligibility was based on school catchment areas with a free school meal take up of 45% and above. The Flying Start programme has since expanded to cover a larger area of Neath Port Talbot, with 25% coverage achieved Wales wide. Neath Port Talbot Flying Start have exceeding the target cap of 1845 children benefitting, with the number of actual children engaging with the programme during 2015/16 reaching 2408. The programme is operating within the allowed "10% over target number" but the teams and budget are coping within the current scope, and currently covering 32% of Neath Port Talbot.

## **Financial Impact**

8. There are no financial impacts in relation to this report but Members should note the source of the funding to implement this area of work. The programme is 100% funded from Welsh



Government, with £3.87 Million being awarded to the Council this financial year (2016/2017).

## **Equality Impact Assessment**

9. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

## **Workforce Impacts**

10. There are no direct workforce or staffing issues in relation to this report.

## **Legal Impacts**

11. There is no legal impact in relation to this report.

## **Risk Management**

12. There is no identified risk to this report.

## **Consultation**

13. Not applicable.

## **Recommendations**

14. The report be noted.

## **Implementation of Decision**

15. Not applicable.

## **Appendices**

Appendix 1 - The Neath Port Talbot Flying Start Report Card 2016 / 2017

## **Officer Contact**

16. Chris Millis Head of Participation, Telephone 01639 763226 e-mail [c.d.millis@npt.gov.uk](mailto:c.d.millis@npt.gov.uk)

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Appendix 1 - The Neath Port Talbot Flying Start Report Card 2016 / 2017

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# The Neath Port Talbot Flying Start Service Report Card 2016 / 2017

**April 2016 – End Dec 2016**

## Section 1: Brief description of the service

**Flying Start is the Welsh Government's flagship early years programme for families with children who are under 4 years of age. The programme aims to make a decisive difference to the life chances of eligible Flying Start children in identified areas of deprivation.**

The Flying Start programme has been operating since 2006 and consists of four key elements:

- ❖ Free quality, part-time childcare for 2-3 year olds
- ❖ An enhanced Health Visiting service
- ❖ Access to Parenting Programmes
- ❖ Speech, Language and Communication

The programme is 100% funded from Welsh Government, with £3.87 Million being awarded to Neath Port Talbot this financial year (2016/2017). The large team consists of both Council and Abertawe Bro Morgannwg University Health Board staff. The Flying Start Manager is employed by Neath Port Talbot, and manages a core team consisting of 4 Flying Start Administrators (3.89 whole time equivalents); two childcare support staff, a Transition and Training Officer, A Parenting Manager who manages a parenting team consisting of 7 parenting workers (one specific Dad's worker) and 2.5 whole time equivalent Educational Psychologists, one of which 1.5 of which are internal secondments managed by the County Psychologist. The team sits within the Think Family Partnership. The wider Abertawe Bro Morgannwg University Health Board staff team consists of a Health

Visiting Manager, a Health Visiting Deputy Manager, 18 Health Visitor's, 10 Community Nursery Nurses, two Midwives, a Safeguarding Nurse Specialist, a Liaison Health Visitor based within the Single Point of Contact team, and a Health Visiting Practice Teacher who supports students.

### **Eligibility and Coverage**

The Phase 1 eligibility was based on school catchment areas with a free school meal take up of 45% and above. The Flying Start programme has since expanded to cover a larger area of Neath Port Talbot, with 25% coverage achieved Wales wide. Neath Port Talbot Flying Start have exceeded the target cap of 1845 children benefitting, with the number of actual children engaging with the programme during 2015/16 reaching 2408. The programme is operating within the allowed "10% over target number" but the teams and budget are coping within the current scope, and currently covering 32% of Neath Port Talbot.

### **Key Elements**

#### **Health Visiting:**

The team consists of both Council and Abertawe Bro Morgannwg University Health Board staff. Health Visitors with a maximum caseload of 110 children provide an enhanced Health Visiting service to families, Community Nursery Nurses support these Health Visitors by providing 10 week programmes with families that include but are not limited to; weaning, healthy diet, toilet training, behaviour. A total of 2534 one to one contacts took place by the CNN's this year.

#### **Midwives:**

The small team of Midwives deliver a specific antenatal and postnatal service to vulnerable mothers, mainly aged 25 years and under. Work includes nurture group and face to face work, weight management, attachment, smoking cessation, initiation of breast feeding, contraception and early parenting advice. During 2015/16, 347 postnatal and 320 antenatal one to one contacts took place. So far this year, 220 one to one Ante Natal home visits have taken places, with a further 53 Ante Natal clients seen in clinic settings. 61 one to one Post Natal home visits have been completed.

#### **Parenting:**

The Parenting team has recently increased to nine staff and now includes a Dad's Worker, who has directly engaged with 50 Dad's to date, with 15 Dad's currently on his one to one caseload. The Team delivers parenting courses within Flying Start communities that include both ten and four week Family Link Nurture courses. 32 structured courses were successfully delivered this year.

The Parenting Team are also trained to deliver one to one sessions within the home and this helps to include harder to reach families. 967 one to one sessions took place this year by the parenting team. Ultimately the aim is to get these parents to attend a group as this allows them to interact with other parents, learn from them and realise other families have similar issues with parenting their children. The team run 12 Flying Start Parent and Toddler Groups aiming services at the under two's. 245 parenting drop-in sessions were incorporated into the groups this year, providing a wide range of support to parents and their families.

**Speech, language and Communication:**

The Speech and Language (SAL) element of the project is delivered by ABMU seconded Therapists and Assistants who attend Parent and Toddler Groups and the Flying Start Childcare settings. They identify very early any issues with children and encourage parents to help their children with speech development. 971 one to one sessions took place with families within the home this year, with a specific focus on improving children's SAL. The Team deliver Baby Massage sessions which are also a way to encourage communication between babies and parents.

**Childcare:**

Neath Port Talbot have taken the unique approach of supporting existing good quality childcare settings within Flying Start areas as much as possible to deliver the childcare element of the programme. This has supported local childcare businesses to thrive, and create jobs for local people. For 2015/2016, 34 childcare settings delivered Flying Start funded, high quality childcare to 999 children, for two and a half hours a day, 5 days a week, 42 weeks of the year. Children take up a place from the term following their second birthday until they start nursery school at three.

**Educational Psychology:**

Educational Psychologists work on early identification and intervention of additional needs and work closely with childcare settings to aid transition into nursery. They visit families at home when necessary to deliver intensive support and at present there are 2.5 full time equivalents operating within the programme. The Educational Psychologists currently work with childcare settings on strategies to assist development of children and can agree to provide the child with additional support from a dedicated childcare worker placed within the setting, and alongside the parenting team to enable early assessment and statementing where needed.

**Outreach:**

A small element of outreach provision is still available to high need families outside of the Flying Start areas. A strong policy and procedure is in place to support those in need, with an outreach panel to consider referrals. The main source of referrals come via generic Health Visiting, Social Services and Team around the Family

**During 2016/2017, the funded awarded by Welsh Government was at cash value, the same as 2015/16, effectively a cut for the programme at the point of delivery. The absence of any increase in funding put increasing pressure on the programme due wide spread staff incremental rises due for Health Board staff, National minimum wage increases, pension costs and cost of living rises for the childcare sector needed to be absorbed while delivering the same level of high quality service.**

## Section 2: Overall Summary of Performance for 2015-16 Financial Year

Overall, the Flying Start Team have achieved what was set out in the Welsh Government Flying Start Annual Plan, with the coverage of Neath Port Talbot exceeding the target and national average of 25% within budget. The uptake of Flying Start Childcare is on the increase, the number of Welsh Language childcare spaces at its highest point, and our attendance at playgroup is increasing year on year. The programme of staff training offered is growing with the introduction of a Training and Transition Officer, resulting in high quality staff and settings who are going on to achieve recognised awards such as Healthy Sustainable Pre-School Scheme Awards. The now increased parenting team are delivering more parenting courses resulting in more positive distance travelled recorded from parents who attend, with more parents engaging in the project over all.

The sickness level for the Flying Start Team in 2015 – 2016 was an average of 3.4 days lost per employee. The Quarter 2 average is a little higher than the directorate average, due to some staff having operations and recovery time off sick.

The Flying Start team carried out Employee Development reviews during 2015-16 and will be adopting the new staff performance appraisal scheme in 2016-17, 2 employees have completed their performance appraisal's to date.

The Flying Start page featured on the NPTFamily.com Family Information Service website had has 12427 page views between the period April 15 – March 16, and 8306 page views so for this year (since April 16).

Financial – During 15/16 we spent £3,835,827 with a 1% underspend.

## Section 3: Service Priorities 2016-17

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
<b>Priority 1:</b> To provide high	Provide a detailed and varied	Training and	2016-17	The implementation of



quality Flying Start childcare by providing high quality training to Flying Start childcare settings.	training programme for Flying Start Childcare staff, and encourage high attendance from childcare staff. Monitoring of childcare settings to ensure learning is imbedded within settings resulting in an increase in quality of provision.	Transitioning Officer		knowledge and skills from training will increase quality of the childcare setting by increasing staff skill level. Better provision creates better outcomes for Flying Start children attending the setting.
<b>Priority 2:</b> Provide health visiting services for all Flying Start eligible children under the age of 4	Allocate appropriate budget for correct ratio of Health Visitors to children, with maximum caseload of 110 children.	Flying Start Health Visiting Manager/Flying Start Manager	2016-17	Population of under 4 year olds covered by Flying Start Health Visiting Caseloads in Neath Port Talbot will be 25% or above, but at a maintainable level to ensure all eligible children are able to access all elements of the programme to achieve their full potential.
<b>Priority 3:</b> Increase uptake of Flying Start Childcare offer in Neath Port Talbot from Flying Start eligible children, with 100% being the target	Promotion of Flying Start childcare and the benefits of childcare to parents. A flexible approach to use of spaces including part time offers	Flying Start Manager	2016-17	Percentage of Flying Start eligible children taking up Flying Start Childcare offer in Neath Port Talbot should increase following positive promotion, resulting in children accessing their full entitlement.
<b>Priority 4:</b> Existing settings to complete Healthy Sustainable	Flying Start childcare support staff support and encourage	Training and Transitioning	2017/2018	Flying Start settings to complete Healthy Sustainable Pre School

Pre School Scheme in full by 2018. Flying Start currently has 33 settings	settings to progress through each aspect of the training using targeted support visits	Officer		Scheme in full, to achieve nationally recognised accreditation and quality mark, with good practice and learning imbedded within the setting.
<b>Priority 5:</b> Increase child attendance at Flying Start childcare by implementing a robust attendance policy with Flying Start Childcare provision and parents.	Implement and enforce the attendance policy and procedure with childcare settings and parents to encourage good attendance.	Flying Start Manager	2016/17	Good attendance results in childcare will contribute to better child development and school readiness for Flying Start children. Good attendance at childcare will result in good school attendance.
<b>Priority 6:</b> Narrow the developmental language gap for children within the Flying Start areas	Targeted home based advice sessions for referrals of high need, delivered by the Speech and Language Therapists	Speech and Language Lead	2016/17	Less language delay evident for Flying Start children in childcare and school across the Flying Start areas. Narrowing the gap for children living in disadvantaged areas.
<b>Priority 7:</b> Increase number of Flying Start children transitioning to Welsh Medium Primary school from FS childcare	Educating staff of the benefits of bilingualism Increasing spaces for Welsh Language childcare	Flying Start Manager	2016/17	Number of Flying Start children transitioning to Welsh Medium Primary school from Flying Start Childcare will increase, resulting in a higher number of children in Neath Port Talbot entering into Welsh Language Education.
<b>Priority 8:</b> Increase number of parents completing ELKLAN	Encouraging parents from all elements of the programme to	Speech and Language	2016/17	Parents will be more confident to encourage their child's speech,

“Let’s talk to under 5’s” to increase their knowledge of speech and language support for their children	engage in the accredited training with the speech and language team	Lead		resulting in parent confidence and better speech from children. Parent will achieve accredited training.
<b>Priority 9:</b> Increase the number of parents with positive distance travelled following attending Family Links Parent Nurture	Delivery of good quality, supportive training to parents from skilled and qualified parent group leaders	Parenting Manager	2016/17	More confident parents with increased self-esteem, additional behaviour management tools, and a deeper understanding of child development.
<b>Priority 10:</b> Increase the number of Family Links Parent Nurture groups (10 and 4 week programme) complete	Following the increase in trained Parent Group Leaders within the team, and an increase in team capacity due to additional staff, more courses will be offered.	Parenting Manager	2016/17	More courses offered result in more opportunity to promote positive parenting methods, and a positive distance travelled for Flying Start Parents.

**Section 4:  
Service Performance Quadrant 2016-17**

**Service Measure 1(Priority 1):**

Since the introduction of the Flying Start Training and Transition Officer post during 2016, a more proactive approach has been actioned regarding improving the quality and quantity of training provided to Flying Start childcare provisions resulting in 548 places on 35 courses being used. The Officer commissions, plans, coordinates and delivers a comprehensive programme of training, with the aim of increasing the quality of the Flying Start childcare by providing high quality training to Flying Start childcare settings. The number of courses and attendees has increased dramatically, with the number of courses on offer more than doubling in 2016/17.

**Service Measure 2 (Priority 2):**

The Welsh target (and average) for population of under 4 year olds covered by Flying Start Health Visiting Caseloads is 25%. In Neath Port Talbot, we currently cover 32%(2015/16) of all under 4 year olds, a rise of 2% since 2014/2015, therefore operating way above what is expected from Welsh Government. The programme does this within the existing budget.

**Service measure 3(Priority 3):**

During 2014/15, Neath Port Talbot were performing way below the Welsh average of 86%, with the percentage of Flying Start eligible children taking up Flying Start Childcare offer being only 77%. With this in mind, a new flexible approach to our childcare offer was developed. Parents are always encouraged to take up the full 5 days of childcare per week, but with a flexible approach, parents can now take up 3 or 4 sessions per week, with surplus days offered to children on the childcare waiting lists. This increases uptake figures, saves money, and enables flexible childcare for parents where other specialist childcare is needed for additional needs or grandparents help with childcare.

**Service measure 4 (Priority 4):**

With an aim for all Flying Start Childcare settings to complete their Health Sustainable Pre School Scheme Award in full by 2018, 4 have achieved it to date, with an additional 5 predicted to complete in full by quarter 3. The Health Sustainable Pre School Scheme Award is a pre-school version of Health Schools Award.

**Service Measure 5 (Priority 5):**

Childcare attendance has been increasing following a review of the attendance policy applied to our childcare settings. During 2014/2015, attendance was at 84%, it initially increased to 87.5% for 2015/16, and is now 91% for 2016/17. This is great first step for encouraging high attendance in early education. A childcare attendance policy and procedure was created and implemented to push an increase in attendance. Low attendance is not only a waste of money, but effects the developmental benefits a child gains from attending playgroup regularly.

**Service measure 6 (Priority 6):**

Flying Start is narrowing the developmental language gap for children within the Flying Start areas by actioning targeted home based advice sessions conducted by the Speech and Language Team. These sessions are with children identified as having a high need, with significant speech and language delay. An increase in the team capacity has resulted in more targeted visits being possible from highly skilled Speech and Language Therapists, with 45 sessions taking place in 2015/2016.

**Service measure 7 (Priority 7):**

The number of Flying Start children transitioning to Welsh Medium Primary school from Flying Start childcare has increased from 35 (2014/2015) to 42 (2015/16). Welsh childcare places have increased, and capacity is being worked on alongside demand. More work is needed to encourage families to consider Welsh medium provision, with training planned for the whole Flying Start team so that Staff understand the benefits of bilingualism and the Welsh Language in order to pass on messages to families. It is hoped that the figure continues to increase over time.

**Service measure 8 (Priority 8):**

The Number of ELKLAN “Let’s talk to under 5’s” Parenting courses delivered has not increased as yet this year, but there are plans in place to deliver more course during quarter 3 and 4 (term 2 and 3 for Flying Start). 10 parents completed the accredited ELKLAN training in 2015/16, and 13 have already completed the training this year to date (2016/17).

**Service measure 9 (Priority 9):**

Since 2014/15, 281 parents have recorded a positive distance travelled following attending Family Links Parent Nurture courses. Parents are asked to fill in a questionnaire before and after the training, and these results are recorded. The Parenting Manager aims to increase this number significantly each term, with 4 courses due to start in January 2017 currently being advertised to parents.

**Service Measure 10 (Priority 10):**

Since 2014/15, 50 Family Links Parent Nurture groups (10 and 4 week programmes) have been delivered by the Flying Start Parenting Team. All the parenting team are qualified Parent Group Leaders. 4 courses due to start in January 2017.

**Flying Start’s statistics are returned on a 3 Term basis and not 4 Quarters.**

**Therefore, we are unable to provide an accurate figure for Quarter 2. However, Term 1 for Flying Start runs from April – August and therefore is only one month short being inclusive of Term 1 (Apr-June) and Term 2 (July-Sept). Termly figures are in italic’s for ease of reference. Quarterly figures have been provided where possible.**

Performance figures are above the Welsh average in many areas. Flying Start is covering more than the targeted 25% of the local population, within budget, with the uptake of the childcare element of the project above the Welsh average.

Further web enabled corporate measures may be possible in the near future, due to the recent creation of Flying Start Facebook Page.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Service Measure 1(Priority 1):</b> Number of high quality training courses provided, with number of sessions attended by Flying Start childcare staff.	unknown	671 places 39 courses	Not available	355 17 courses	548 places 35 courses

<b>Service Measure 2 (Priority 2):</b> Population of under 4 year olds covered by Flying Start Health Visiting Caseloads in Neath Port Talbot as a percentage	30%	32%	Wales Average 15/16: 25%	Not Available	Not Available
<b>Service measure 3(Priority 3):</b> Percentage of Flying Start eligible children taking up Flying Start Childcare offer in Neath Port Talbot	77%	89%	Wales Average 15/16: 86%	Not Available	89%
<b>Service measure 4 (Priority 4):</b> Number of Flying Start settings to complete Healthy Sustainable Pre School Scheme in full	0	4	unknown	0	4
<b>Service Measure 5 (Priority 5):</b> Child Attendance at Flying Start childcare as a percentage.	84%	87.5%	unknown	91%	91%
<b>Service measure 6 (Priority 6):</b> Number of targeted home based advice sessions delivered by Speech and Language Team	Not recorded	45 sessions	unknown	Not available	12 sessions
<b>Service measure 7 (Priority 7):</b> Number of Flying Start children transitioning to Welsh Medium Primary school from FS childcare	35	42	unknown	Not available	Not available
<b>Service measure 8 (Priority 8):</b> Number of ELKLAN “Let’s talk to under 5’s” Parenting courses delivered and number of attendees.	1 (5 parents)	1 (10 parents)	unknown	1 (10 Parents)	1 (13 parents)
<b>Service measure 9 (Priority 9):</b> Number of parents with positive distance travelled following attending Family Links Parent Nurture	114	139	unknown	65	28
<b>Service Measure 10 (Priority 10):</b> Number of Family Links Parent Nurture groups (10 and 4 week programme) offered to families	14	32	unknown	12	4

<b>Corporate measure (CM01):</b> a) Number of transactional services fully web enabled	a) none	a) none	Not known	a) none	a) none
	b) Number of transactional services partially web enabled	b) none	b) none	b) none	b) none

**Section 5:  
Financial Quadrant 2016-17:**

- An underspend of 1% for 2015/2016 revenue was an unusual occurrence for the Flying Start programme. Past years show the budget is usually 100% spent without overspend. Use of the iproc online procurement system for the first time this financial year impacted on final spend figures provided to officers, something that will be avoided this financial year.
- A 1.5% underspend on capital was very minimal, and a result of quoted works being invoiced at a discount due to a late delivery, so unavoidable.
- Projected spend for 2016/2017 is 100% spend for both revenue and capital.

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Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
<b>Corporate Measure (CM02):</b> % revenue expenditure within budget	0% Over/underspent £3,576,654	1% underspend £3,835,827	0% Over/underspend £3,874,500
<b>Corporate Measure (CM03):</b> Amount of FFP savings at risk	n/a	n/a	n/a

<b>Capital</b>	£0 (No bids submitted)	1.5% underspend £70,348.18	0% Over/underspend £38,000
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**Section 6:  
Employee Quadrant 2016-17**

The sickness level for the Flying Start Team in 2015 – 2016 was an average of 3.4 days lost per employee. The Quarter 2 average is a little higher than the directorate average, due to some staff having operations and recovery time off sick.

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Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence</b>				
<b>Flying Start</b>	10.4 days	3.4 days	2.5 days	4.1 days
Total Service FTE days lost in the period	118	44	28	59
<b>ELLL Directorate</b>	9.4 days	9.0 days	3.9 days	3.8 days
<b>Council</b>	9.4 Days	9.7 Days	4.2 Days	4.6 Days



	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM11):</b> Staff engagement Measure	New	New	None
<b>Corporate Measure (CM05):</b> % of staff who have received a performance appraisal during 2016-17 (Target 100%)  Number of staff who have received a performance appraisal during 2016-17	All staff received Employee Development Reviews	All staff received Employee Development Reviews	19% to date  3
<b>Corporate Measure (CM06):</b> Number of employees left due to unplanned departures	none	none	none

## Section 7: Customer Quadrant 2016-17

Note 1: The Flying Start Programme is a public facing service where we receive a huge amount of compliments from the Families and partners that we work with.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM07):</b> Total number of complaints Internal External (from the public)	None	None	None
<b>Corporate Measure (CM08):</b> Total number of compliments Internal External (members of the public)	See Note 1	See Note 1	See Note 1
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	Not currently measured	Not currently measured	

**NEATH PORT TALBOT COUNTY BOROUGH  
COUNCIL**

**Children, Young People and Education Scrutiny  
Committee  
5th January 2017**

**Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected: All**

**The Neath Port Talbot Family Information Service  
Report Card 2016 / 2017**

**Purpose of the Report**

1. To inform Members of the progress of the Family Information Service in Neath Port Talbot.

**Background**

2. The Family Information Service (FIS) is based in Ffrwdwyllt House, Taibach, Port Talbot and sits closely with the Early Years and Childcare Unit (EYCU) in the same office. There are 2 staff within the FIS Team funded through the Revenue Support Grant (RSG). The FIS Web and Data Development Officer and FIS Support Assistant work 37 hours a week but part of the FIS Support Assistant role consists of supporting the administration of the EYCU. FIS has one additional Outreach post that is fixed term.
3. The Family Information Service aims to provide comprehensive, up to date and accurate information for children, young people, families and professionals with families on a wide range of topics

ensuring that the local authority meets its statutory duty as set out in the Childcare Act 2006.

4. Section 27 of the Childcare Act 2006 details that FISs must provide information on:
  - Childcare
  - Education and family learning services
  - Health and Wellbeing Services
  - Play, sport and other recreational facilities
  - Social care and family support services
  - Youth Services
  - Financial and Legal Services
  - Child Development
  - Staying Safe
  - Local and national services for disabled children and young people
  - Services promoting the use of the Welsh language
  - Other local information
5. The FIS also works in line with the Delivering Quality Information for Families Together: A Guidance Document for Family information Services set out by Welsh Government in 2014 which guides FISs in Wales to be well-equipped to meet new local, regional and national priorities surrounding child poverty, childcare and family support and are at the centre of delivering information on the key Welsh Government Tackling Poverty Programmes
6. The FIS plays a vital role in a number of local, regional and national strategies, policies and plans.

## **Financial Impact**

7. There are no financial impacts in relation to this report.

## **Equality Impact Assessment**

8. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

## **Workforce Impacts**

9. There are no direct workforce or staffing issues in relation to this report.

## **Legal Impacts**

10. There is no legal impact in relation to this report.

## **Risk Management**

11. There is no identified risk to this report.

## **Consultation**

12. Not applicable.

## **Recommendations**

13. The report be noted.

## **Implementation of Decision**

14. Not applicable.

## **Appendices**

Appendix 1 - The Neath Port Talbot Family Information Service  
Report Card 2016 / 2017

Officer Contact

15. Chris Millis Head of Participation, Telephone 01639 763226 e-mail [c.d.millis@npt.gov.uk](mailto:c.d.millis@npt.gov.uk)

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Appendix 1 - The Neath Port Talbot Family Information Service Report  
Card 2016 / 2017

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# The Neath Port Talbot Family Information Service Report Card 2016 / 2017

## April 16 – End of September

### Section 1: Brief description of the service

The Family Information Service (FIS) is based in Ffrwdwyllt House, Taibach, Port Talbot and sits closely with the Early Years and Childcare Unit (EYCU) in the same office. There are 2 staff within the FIS Team funded through the Revenue Support Grant (RSG). The FIS Web and Data Development Officer and FIS Support Assistant work 37 hours a week but part of the FIS Support Assistant role consists of supporting the administration of the EYCU. FIS has one additional Outreach post that is fixed term.

The Family Information Service aims to provide comprehensive, up to date and accurate information for children, young people, families and professionals with families on a wide range of topics ensuring that the local authority meets its statutory duty as set out in the Childcare Act 2006.

Section 27 of the Childcare Act 2006 details that FISs must provide information on:

- Childcare
- Education and family learning services
- Health and Wellbeing Services
- Play, sport and other recreational facilities

- Social care and family support services
- Youth Services
- Financial and Legal Services
- Child Development
- Staying Safe
- Local and national services for disabled children and young people
- Services promoting the use of the Welsh language
- Other local information

The FIS also works in line with *the Delivering Quality Information for Families Together: A Guidance Document for Family information Services* set out by Welsh Government in 2014 which guides FISs in Wales are well-equipped to meet new local, regional and national priorities surrounding child poverty, childcare and family support and are at the centre of delivering information on the key Welsh Government Tackling Poverty Programmes

The FIS plays a vital role in a number of local, regional and national strategies, policies and plans including:

- Childcare Act 2006
- Childcare Strategy for Wales (2005)
- Childcare Policy Statement (2011)
- Building a Brighter Futures Plan for Early Years and Childcare (2013)
- NPT Childcare Sufficiency Assessment
- NPT Play Sufficiency Assessment
- NPT Single Integrated Plan
- Child Poverty Strategy (2011)
- Children and Families (Wales) Measure
- Nurturing Children, Supporting Families
- Social Services and Well-being (Wales) Act 2014
- UNCRC: Article 17

## Section 2: Overall Summary of Performance for 2015-16 Financial Year

In 2015/16 the FIS answered 568 enquiries via telephone, e-mail and social media. The NPT Family website received 60,005 page visits. The number of visits to the 'Services Search' Feature rose by 23% compared to the previous year to 6017 visits. NPT Family's Social media following also saw an increase by 844 'likes' on facebook and 313 'Follows' on Twitter. In 2015/16 the number of parents engaged with was 572 and 168 professionals who work with families.

53 new services signed up to the NPT Family 'Services Search', 7 E-Newsletters were provided and the e-newsletter gained 143 new subscribers. In 2015/16, the FIS team incorporated additional search criteria selections to the NPT Family website which has improved accessibility and information for visitors to the site.

The NPT family Website also incorporates a map where users can search for services on a map on NPT allowing them to see what is closest to them. In 2015/16, the FIS team were asked to co-ordinate the establishment of a accommodation database for social services staff to be able to search for accommodation for young people in need and rate the service they received from the provider. This went live in July 2016.

Summary of the quadrants –

**Service** – The Family Information Service team continue to provide comprehensive, up to date and accurate information for children, young people, families and professionals working with families on a wide range of topics ensuring that the local authority meets its statutory duty.

**Financial** –Family information Service is Core funded and has a small budget. The budget was slightly overspent due to staff costs @ 0.5% - £41,625 utilised in total.

**Employee-** Sickness levels are higher than the corporate average however managers are working hard to address the issues supporting staff to return to work as early as physically possible. The quarter 2 data for this year is better than last year with a

lower percentage of days lost.

Customer – complaints and complements are satisfactory to date. Systems have to be created to capture data regarding complements and customer satisfaction data. The team ask for feedback on every part of the service from users, however the feedback rate is low and there have been technical difficulties with the current feedback system.

**Section 3:  
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Providing up to date instant information through social media portals and being flexible in delivering the information informal and informative manner.	Increase social media following.	FIS Web & Data Development Officer	16/17	Increase of 'likes' on facebook.
2: Utilising a range of marketing techniques at one time and throughout the year to ensure that awareness of the Family Information Service is seen and reinforced through multiple media platforms and strategies.	Promote website and increase the number of visitors on the NPT Family website.	FIS Web & Data Development Officer	16/17	Increase of visitors to NPT Family Website.
3: Effective partnership working to maximise resources and to	Engaging with a minimum of 200 professionals who work	FIS Web & Data	16/17	Increase of professionals engaged with.

promote positive, co-ordinating messages to communities.	with families per annum.	Development Officer		
4: Working with schools on the 'Family Information Service Friendly' award and with childcare settings on the 'Family Information Friendly Childcare' Award.	Engaging with schools and childcare settings in NPT.	FIS Support Assistant	16/17	Minimum of 5 schools achieving the award by March 2017.  Minimum of 5 childcare settings achieving the award by March 2017.

**Section 4:  
Service Performance Quadrant 2016-17**

**Priority 1: Providing up to date instant information through social media portals and being flexible in delivering the information in a formal and informative manner.**

Continuing to post on social media 2 – 3 times a day making sure we post between popular times in mornings, lunch times, evenings and weekends. Currently using Hootsuite to schedule posts on social media out of hours to reach families. Sharing information, services and activities suitable for families, children, childcare providers and professionals working with families.

**Priority 2: Utilising a range of marketing techniques at one time and throughout the year to ensure that awareness of the Family Information Service is seen and reinforced through multiple media platforms and strategies.**

The service ensures the NPT Family website is up to date. We link from our social media pages to website pages to share information and promote the website. Continuing to promote FIS and website around NPT county when attending with information stands. Good progress is being made attending parent & toddler classes, family fun days, shopping centres, super markets, libraries and leisure centres to promote service to families. FIS now has information on information screens in Civic

Centres.

FIS Launched new trailer and mascot around NPT county over five days, giving out free information and promotional items to families. FIS road banners are put up every two weeks around NPT county and pull up banners in Civic Centres. FIS has leaflets in registrar's packs for new parents.

Priority 3: Effective partnership working to maximise resources and to promote positive, co-ordinating messages to communities.

FIS met with staff at Neath and Port Talbot Job Centres, Citizens Advice and Flying Start Health Visitor's to make services aware of FIS. FIS also attended internal team meetings with Communities First, Switchboard and Community Safety team to promote awareness of FIS internally. All services have been given FIS leaflets to distribute to families they are working with.

Priority 4: Working with schools on the 'Family Information Service Friendly' award and with childcare settings on the 'Family Information Friendly Childcare' Award.

Good progress is being made with the Family Information Service Friendly Awards currently 3 schools have achieved the award and 3 schools are working towards the award. 7 childcare settings have achieved the award and 3 childcare settings are working towards the award.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Service Measure 1:</b> Increase of 'likes' on facebook.	1080	2521	N/A	2093	2831
<b>Service Measure 2:</b> Increase of visitors to NPT Family Website.	Not recorded	17695	Not Available	9543	8004
<b>Service measure 3:</b> Increase of professionals engaged with.	Not recorded	168	Not Available	82	77

	<b>Service measure 4:</b> Schools & Childcare achieved FIS Friendly Award.	Award not running	Working towards	Not available	Working towards	<b>9</b>
	<b>Corporate measure (CM01):</b> <b>a)</b> Number of transactional services fully web enabled	None	None	Not available	None	None
	<b>b)</b> Number of transactional services partially web enabled	None	None	Not available	None	None

The NPT Family Website went live in 2013 and is an accessible 24 hour portal for service users to access information at a click of a button. The website features a 'Services Search' which utilises the NPT Family database, an online library of information leaflets, a range of information pages covering the topics set out in the Childcare Act 2006, a news section and events calendar.

To further enhance NPT Family's online presence, the social media platforms Facebook, Twitter and YouTube are used with the NPT Family Facebook page being the lead FIS in Wales for the amount of 'likes' on the page. This has proved a particularly useful means of not only promoting the service to communities that may be usually hard to reach but also is a beneficial resource to relay important messages to families and take enquiries from families.

**Section 5:  
Financial Quadrant 2016-17:**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 1 (projected to year end)
<b>Corporate Measure (CM02):</b> % revenue expenditure within budget  Revenue Budget £	-0.1% Under  £41387	+0.5% Over  £41625	-2.84% Underspend  £40749
<b>Corporate Measure (CM03):</b> Amount of FFP savings at risk	NA	NA	NA

**Section 6:**



## Employee Quadrant 2016-17

The current sickness level is higher than the directorate average due to long term sickness of a member of staff and maternity illness. The current policies are being followed to support staff back into the work place and it is hoped all staff will be back to work in the New Year. The maternity illness has been resolved and maternity cover is currently operating.

*PLEASE NOTE THE FIGURES ARE FOR TWO SERVICE AREAS DUE TO THE FACT THEY HAVE NOT BEEN BROKEN DOWN TO ANY LOWER LEVELS*

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence</b>				
<b>Early Years/Family Information Service</b>	5.6 days	18.1 days	10.9 days	8.1 days
Total Service FTE days lost in the period	27	87	58	54
<b>ELLL Directorate</b>	9.4 days	9.0 days	3.9 days	3.8 days
<b>Council</b>	9.4 Days	9.7 Days	4.2 Days	4.6 Days

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	<b>2015-16 Actual</b>	<b>2015-16 Qtr. 1</b>	<b>2016-17 Qtr. 1</b>
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	(Full Year)	(cumulative)	(cumulative)
<b>Corporate Measure (CM11):</b> Staff engagement Measure	New	New	None
<b>Corporate Measure (CM05):</b> % of staff who have received a performance appraisal during 2016-17 (Target 100%)	100%	100%	33%
Number of staff who have received a performance appraisal during 2016-17	Two	Two	One
<b>Corporate Measure (CM06):</b> Number of employees left due to unplanned departures	None	None	None

In 2016 – 2017 one member of staff has received a performance appraisal as two members of staff are on short term contracts one covering maternity and one fixed term. The two members of staff will receive performance appraisals in January 2017.

## Section 7: Customer Quadrant 2016-17

The FIS team ask for feedback on every part of the service from users, however the feedback rate is low and there have been technical difficulties with the current feedback system. The team has now moved to Survey Monkey as a means to gathering feedback.

The service has received one feedback form in 16-17. They indicated that they would recommend the Family Information Service, found the staff helpful, friendly and knowledgeable and that the information provided was useful, accurate and up to date. To our best knowledge the service has not received a complaint this year. The team receive numerous compliments ad hoc from the public and are therefore not recorded in written form.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
<b>Corporate Measure (CM07):</b> Total number of complaints Internal External (from the public)	None	None	None
<b>Corporate Measure (CM08):</b> Total number of compliments Internal External (members of the public)	None  6	None  6	1  1
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	None measured	Will look to capture in near future	

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**NEATH PORT TALBOT COUNTY BOROUGH  
COUNCIL**

**Children, Young People and Education Scrutiny  
Committee  
5th January 2017**

**Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected: All**

**Families First Service Report Card 2016-2017**

**Purpose of the Report**

1. To inform Members of the progress of the Families First programme in Neath Port Talbot.

**Background**

2. Families First is a Welsh Government innovation programme with a clear emphasis on prevention and early intervention for families, particularly those living in poverty. Authorities must include TAF/JAFF (Team Around the Family/Joint Assessment Family Framework) and a disability focus within their Families First plans.

Services have been commissioned for the period 2015-2017 in line with the NPT Early Intervention and Prevention (EIP) Commissioning Strategy 2014-17, in order to deliver the Families First outcomes.

The aim of Strategy is to enable individuals and families to access appropriate support as early as possible, to help them maintain

their quality of life, prevent any problems getting worse and reduce the demand for high cost, specialist support services.

In addition it outlines the model for the commissioned Families First services and how these form an integral part of the Team Around the Family model within Neath Port Talbot.

Implementation of NPT's Families First plan is through the Think Family Partnership (TFP), which is supported by the TFP Support Team (Families First & Play Manager, Performance & Monitoring Officer, 2 x admin) – 2.8fte

### **Financial Impact**

3. There are no financial impacts in relation to this report but Members should note the source of the funding to implement this area of work. The Council received an allocation of £1,963,844 from Welsh Government for its Families First delivery throughout 2016-17. This was a reduction of £260,000 on 2015-16 and this funding deficit has been covered by the Council to ensure the ongoing delivery of services.

### **Equality Impact Assessment**

4. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

### **Workforce Impacts**

5. There are no direct workforce or staffing issues in relation to this report.

### **Legal Impacts**

6. There is no legal impact in relation to this report.

## **Risk Management**

7. There is no identified risk to this report.

## **Consultation**

8. Not applicable.

## **Recommendations**

9. The report be noted.

## **Implementation of Decision**

10. Not applicable.

## **Appendices**

Appendix 1 - Families First Service Report Card 2016-2017

Officer Contact

11. Chris Millis Head of Participation, Telephone 01639 763226 e-mail [c.d.millis@npt.gov.uk](mailto:c.d.millis@npt.gov.uk)

Neil Thomas Participation Co-Ordinator, Telephone 01639 686376  
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Appendix 1 - Families First Service Report Card 2016-2017



# Service Report Card 2016-2017

## Families First

### Quarters One 2016

#### Section 1: Brief description of the service

Families First is a Welsh Government innovation programme with a clear emphasis on prevention and early intervention for families, particularly those living in poverty. Authorities must include TAF/JAFF (Team Around the Family/Joint Assessment Family Framework) and a disability focus within their Families First plans.

NPT received an allocation of £1,963,844 in for its Families First delivery throughout 2016-17 (this was a reduction of £260,000 on 2015-16 and this funding deficit has been covered by the authority to ensure the ongoing delivery of services).

Services have been commissioned for the period 2015-2017 in line with the NPT Early Intervention and Prevention (EIP) Commissioning Strategy 2014-17, in order to deliver the Families First outcomes. The aim of Strategy is to enable individuals and families to access appropriate support as early as possible, to help them maintain their quality of life, prevent any problems getting worse and reduce the demand for high cost, specialist support services. In addition it outlines the model for the commissioned Families First services and how these form an integral part of the Team Around the Family model within Neath Port Talbot.

Implementation of NPT's Families First plan is through the Think Family Partnership (TFP), which is supported by the TFP Support Team (Families First & Play Manager, Performance & Monitoring Officer, 2 x admin) – 2.8fte

## Section 2: Overall Summary of Performance for 2015-16 Financial Year

The Families First grant was fully utilised through the delivery of EIP services and support.

The management of TAF move to Children's Social Services and the team were co-located with the Children's Services Intake Team. Subsequently, a Single Point of Contact (SPOC) was introduced for all referrals for children and families needing support, ensuring a safe and consistent approach to decisions around threshold.

Some delays were experienced by newly commissioned at the start of the year in setting up and delivering the services. These were overcome relatively quickly and families were directed to appropriate services as soon as they became available. One service did not operate at all during the year (Psychologist support to families with children with disabilities) due to difficulties in recruiting to the post.

Ongoing monitoring of financial position with the grant enabled funds to be redirected to services with higher demand to ensure that needs could be met and the grant could be utilised.

Referrals to TAF and demand for the services have grown steadily throughout the year and have set a good standing to move forward into 2016-17.

Sickness through the year was good overall but long term absence by a single employee as a result of an underlying condition increased the working days lost. Following this illness the employee retired on the grounds of ill health.

**Section 3:  
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Team Around the Family	To provide a co-ordinated package of multi-agency support that is accessible and timed to meet the needs of the family	CYPS	2016-17	No. of families signing a TAF action plan  No. of families with positive outcomes
2: To deliver a package of early intervention and prevention services to meet the needs of children, young people and families in NPT.	Delivery of: <ul style="list-style-type: none"> <li>• Domestic Abuse Early Intervention and Prevention Services</li> <li>• Thriving Families</li> <li>• Family Mental Health and Well Being Service</li> <li>• Family Group Conferencing</li> <li>• EIP Children's Services - Family Support Services</li> <li>• Early Intervention &amp; Prevention Youth Services</li> <li>• Early Intervention &amp; Prevention Play/Family Play Services</li> <li>• EIP Services 0 Gam I Gam</li> <li>• NPTCVS Volunteering</li> </ul>		2016-17	Number of families accessing a FF commissioned service

	Project			
3: To deliver services with a focus on supporting children with disabilities and their families.	Delivery of: <ul style="list-style-type: none"> <li>• Graded Approach to Support &amp; Counselling</li> <li>• Early Intervention Package</li> <li>• Children with Disabilities Multi-agency Coordinator</li> <li>• Integrated Play &amp; Recreational Opportunities</li> </ul>		2016-17	Number of families accessing a disability focus service

## Section 4: Service Performance Quadrant 2016-17

### Priority 1: Team Around the Family (TAF)

TAF aims to provide co-ordinate family support services to families following a comprehensive family assessment and the development of a bespoke family action plan. The team sits within Children and Young People's Services and, since November 2015, receives its referrals via the Single Point of Contact (SPOC). The increase in TAF figures from 2014 onwards is reflective of the growth of the team, improvements in processes and data recording, and the availability of appropriate services to support families.

### Priority 2: To deliver a package of early intervention and prevention services to meet the needs of children, young people and families in NPT

Services are being delivered through internal and external agencies:

- *Domestic Abuse Early Intervention and Prevention Services* – Calan DVS  
The service provides specialist intensive and time limited support to families experiencing or known to have experienced domestic abuse in Neath Port Talbot through a range of approaches and models of service. Receiving a steady number of referrals and producing positive outcomes for families.
- *Thriving Families EIP Service* - NSPCC.  
The service provides three different parenting interventions, supporting parents with children aged 0-12. Steady flow of referrals being received via TAF. Working on demonstrating outcomes for this year.
- *Family Mental Health and Wellbeing* - Whitehead Ross Education & Consulting Services.  
Comprises a number of services relating to family mental health and wellbeing, including -
  - Individual counselling and/or therapeutic support to Children and Young People who experience mental health/emotional health and wellbeing problems.
  - Family Group Counselling/Therapy and Counselling;

- Open access counselling sessions and support for Young People aged 11-25 years resident in Neath Port Talbot.
- Specialist support to children and young people with challenging behaviour and their parents
- Services for Young Carers based on an assessment of their need

Some elements still not used to capacity with others experiencing very high demand. Looking into the need this year and creating increased capacity for those services showing highest demand.

- *Family Group Conferencing* - Barnardos.  
Referrals to the service have been predominantly from Children Services helping families to work through their problems and identify solutions together. There has been a high demand for this service which is operating very efficiently and demonstrating excellent outcomes
- *EIP Children's Services (FAST)* – NPTCBC CYPS  
The Family Action Support Team (FAST) helps to keep children aged 12-18 and vulnerable parents and babies in their own homes. Receiving high numbers of referrals and showing positive outcomes
- *EIP Youth Services* – NPTCBC Youth Service  
Youth services for young people referred by TAF and support to enable young people to access and sustain training, education and employment. Continuing to make progress reaching high numbers of children and young people and producing positive outcomes. Very high level of TAF referrals into the service.
- *EIP Play Services* – NPTCBC Play Development  
Ensuring children and young people have access to quality play opportunities and raising the profile of play within children and their families. More stable staffing situation for this year, good progress made, a high demand for the service from TAF, Social Services and Health Visiting, with positive outcomes recorded.
- *O Gam I Gam* – NPTCBC Early Years and Childcare Team  
Assisted childcare places for 0-14 year olds whose parents or carer is in receipt of out of work benefits. Steady number of referrals being received, working on evaluating outcomes for this year.

- *Volunteering Project – NPTCVS*

A volunteering project which aims to provide time limited, low-level advice and support to families who are currently involved with Children and Young People's Service or TAF. 18 volunteers have been recruited for this project and are working with families referred by Children's Services. Demand for the service is high. Outcomes will be shown later in the year.

Priority 3: To deliver services with a focus on supporting children with disabilities and their families

Lead provider – Action For Children – elements are subcontracted to ABMU and Interplay

*Service 1 – Graded Approach to Support & Counselling (ABMU)*

Difficulties have been experienced in recruiting a Clinical Psychologist for the service and as a result this has not been delivered. An alternative model is being explored to take forward during Q3/Q4.

*Service 2 – Early Intervention Package:*

- Family drop in sessions
- ASD support group
- Behaviour Support Services
- Early Years playgroup

*Service 3 – A Children with Disabilities Multi-agency Coordinator (AMBU)*

The service aims to provide a co-ordinating function that draws all relevant practitioners/disciplines to determine need and agree a plan of intervention/care in partnership with families. The service has been working well with weekly multi agency meetings taking place to discuss referred cases and ensure that actions are taken forward in a co-ordinated way.

*Service 4 – Integrated Play & Recreational Opportunities (Interplay)*

Changes to regulations and National Minimum Standards for play resulted in the delivery of shorter sessions than in previous years. This impacted on the attendance figures, however, parents of those children attending were very happy with the service delivered.

Figures below are Q1 only as Q2 and Q3 figures will be reported to Welsh Government at the end of January 2017; projects have been asked to submit data in line with this timescale.

The existing FF commissioned services commenced 1<sup>st</sup> April 2015, therefore, data provided for 2014-15 represents a different suite of services.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	Comparative Performance	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
<b>Service Measure 1:</b> No. of TAF families with positive outcomes (Priority 1)	24 (64%)	105 (64%)	If available	9 (60%)	33 (62%)
<b>Service Measure 2:</b> Number of families accessing a FF commissioned service (Priority 2) excluding disability services	3331	2343	If available	582	552
<b>Service measure 3:</b> Number of families accessing a disability focus service (Priority 3)	480	243	If available	73	109
<b>Corporate measure (CM01):</b> <b>a)</b> Number of transactional services fully web enabled	None	None		None	None
<b>b)</b> Number of transactional services partially web enabled	None	None	If available	None	None



**Section 5:  
Financial Quadrant 2016-17:**

NPTCBC ELLL is the grant recipient for the Families First grant, however, a significant proportion is allocated to external agencies in order that they can deliver the services under the Families First plan.

Specific financial information relating to internally delivered services will form part of individual service report cards from the relevant service.

<b>Measure</b>	<b>2014-15 Actual (Full Year)</b>	<b>2015-16 Actual (Full Year)</b>	<b>2016-17 Qtr. 2 (projected to year end)</b>
<b>Corporate Measure (CM02):</b> % revenue expenditure within budget	100%	100%	0%
Revenue Budget £	£2,223,844	£2,193,957	£1,963,844 (FF) £260,000 (RSG)
<b>Corporate Measure (CM03):</b>			£
Amount of FFP savings			0
Amount of FFP savings at risk			0

## Section 6: Employee Quadrant 2016-17

The sickness figures below relate to two service areas (Play and TFP) as information is not available at individual service level.

Sickness during 2014-15 and 2015-16 was higher than the directorate average due to a number of long term absences relating to underlying conditions with a small number of staff. We understand that the underlying condition has now been resolved and ongoing absence is not anticipated; another employee has retired on the grounds of ill health

Sickness absence is strictly managed in line with the Maximising Attendance at Work policy and meetings are held as required with employees, management and HR where appropriate.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 QTR. 2 (cumulative)	2016-17 QTR. 2 (cumulative)
<b>Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence</b>				
<b>Service: Families First</b>	24.5 days	16.1 days	4.8 days	2.7 days
<b>Total Service FTE days lost in the period</b>	587	269	120	46
<b>Directorate: ELLL</b>	9.4 days	9.0 days	3.9 days	3.8 days
<b>Council:</b>	<b>9.4 Days</b>	<b>9.7 Days</b>	<b>4.2 Days</b>	<b>4.6 Days</b>

	2015-16 Actual (Full Year)	2015-16 QTR. 2 (cumulative)	2016-17 QTR. 2 (cumulative)
<b>Corporate Measure (CM11):</b> Staff engagement Measure	Not currently collected	Not currently collected	Not currently collected
<b>Corporate Measure (CM05):</b> % of staff who have received a performance appraisal during 2016-17 (Target 100%)  Number of staff who have received a performance appraisal during 2016-17	Employee Development Reviews completed	Employee Development Reviews completed	<b>0</b> 100% scheduled for Q3 and Q4  0
<b>Corporate Measure (CM06):</b> Number of employees left due to unplanned departures	0	0	0

**Section 7: Customer Quadrant 2016-17**

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM07):</b> Total number of complaints			
Internal	0	0	0
External (from the public)	0	0	0
<b>Corporate Measure (CM08):</b> Total number of compliments			
Internal	0	0	1
External (members of the public)	0	0	0
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	Not currently captured	Not currently captured	

**NEATH PORT TALBOT COUNTY BOROUGH  
COUNCIL**

**Children, Young People and Education Scrutiny  
Committee  
5th January 2017**

**Report of the Head of Participation – Chris Millis**

**Matter for information**

**Wards Affected:** All

**Early Years and Childcare Service Report Card 2016-17**

**Purpose of the Report**

1. To inform Members of the progress of the Early Years and Childcare Service in Neath Port Talbot.

**Background**

2. The Early Years and Childcare Unit (EYCU) is based in Ffrwdwyllt House, Taibach, Port Talbot and sits closely with the Family Information Service in the same office. There are 4 members of staff within the Unit, the Coordinator works 30 hours per week, the Childcare Development Officer works 37 hours per week, Assistant Childcare Development Officer works 30 hours and a part time Clerical Officer who works 22 hours per week.
3. The Unit seeks to support all childcare providers throughout the county borough with its main aim of keeping childcare settings open to ensure that the local authority meets its statutory duty of providing sufficient childcare places for those parents or carers who want them.

4. The Childcare Act 2006 introduced statutory duties for all local authorities which include:
  - Providing sufficient childcare places.
  - Undertaking a Childcare Sufficiency Assessment (CSA) every 3 years.
  - Provide a comprehensive family information service.

A 3 year delivery plan is developed as part of the Childcare Sufficiency Assessment and this guides the work of the Early Years and Childcare Unit.

5. EYCU work to support all existing childcare providers and parent and toddler groups and we encourage all groups to work towards a Quality Assurance kite mark to ensure that parents can be confident that their child is receiving childcare that is second to none.

6. Funding for childcare settings is made via grants:

Childcare Strategy Grant

Out of School Childcare Grant

Healthy and Sustainable Pre School Scheme

O Gam i Gam Referral Scheme

## **Financial Impact**

7. There are no financial impacts in relation to this report.

## **Equality Impact Assessment**

8. Having considered the Council's screening assessment guidance produced to assist the Council in discharging its Public Sector Equality Duty under the Equality Act 2010 it has been determined that the proposal within this report does not require an equalities impact assessment.

## **Workforce Impacts**

9. There are no direct workforce or staffing issues in relation to this report.

## **Legal Impacts**

10. There is no legal impact in relation to this report.

## **Risk Management**

11. There is no identified risk to this report.

## **Consultation**

12. Not applicable.

## **Recommendations**

13. The report be noted.

## **Implementation of Decision**

14. Not applicable.

## **Appendices**

Appendix 1 - Early Years and Childcare Service Report Card  
2016-17

Officer Contact

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Appendix 1 - Early Years and Childcare Service Report Card 2016-17



# Service Report Card 2016-17

## Early Years and Childcare Service

### April 2016 – End September 2016

#### Section 1: Brief description of the service

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The Early Years and Childcare Unit (EYCU) is based in Ffrwdwyllt House, Taibach, Port Talbot and sits closely with the Family Information Service in the same office. There are 4 staff within the Unit, the Coordinator works 30 hours per week, the Childcare Development Officer is works 37 hours per week, Assistant Childcare Development Officer works 30 hours and a part time Clerical Officer who works 22 hours per week.

The Unit seeks to support all childcare providers throughout the county borough with its main aim of keeping childcare settings open to ensure that the local authority meets its statutory duty of providing sufficient childcare places for those parents or carers who want them.

The Childcare Act 2006 introduced statutory duties for all local authorities which include:

- Providing sufficient childcare places
- Undertaking a Childcare Sufficiency Assessment (CSA) every 3 years
- Provide a comprehensive family information service

A 3 year delivery plan is developed as part of the Childcare Sufficiency Assessment and this guides the work

of the Early Years and Childcare Unit.

We work to support all existing childcare providers and parent and toddler groups and we encourage all groups to work towards a Quality Assurance kite mark to ensure that parents can be confident that their child is receiving childcare that is second to none.

Funding for childcare settings is made via 3 grants:

1. Childcare Strategy Grant
2. Out of School Childcare Grant
3. Healthy and Sustainable Pre School Scheme
4. O Gam i Gam Referral Scheme

The **Childcare Strategy Grant** is core funding to increase the number of childcare places and to maintain the existing number of places through sustainability grants.

The **Out of School Childcare Grant** is a Welsh Government Grant to support with implementing the Childcare Sufficiency Assessment Delivery Plan by increasing the number of out of school childcare places, to maintain the current number and to raise awareness of the Family Information Service. This grant currently funds some staff costs within the Early Years and Childcare Unit.

The **Healthy and Sustainable Pre School Scheme** grant is a grant from Public Health Wales and is utilised to support childcare settings engaged with the scheme to meet the national criteria. The grant funds training and resources.

The EYCU implements the **O Gam i Gam** referral scheme which enables children with additional needs to become integrated into mainstream childcare settings by having the support of a 1:1 childcare worker.

A second element of the scheme is the assisted places element whereby OGIG can part fund the childcare fee for families in receipt of out of work benefits.

O Gam i Gam aims to promote and encourage the development of the accessibility and affordability of a range of quality and integrated registered childcare and play provision

Families First funding is utilised for the assisted places and core funding is utilised to fund the additional 1:1 support worker costs.

The Early Years and Childcare Unit supports the Family Information Service with its function of providing information to the public and also within the office taking enquiries. Both teams work in synergy to maximise opportunities to distribute information to families, professionals working with families and to children and young people.

## **Section 2: Overall Summary of Performance for 2015-16 Financial Year**

There is a decrease in the number of childcare places however this is due to childcare services deregistering with CSSIW for various reasons (there have been changes in CSSIW). The actual number of new childcare places increased by 254 but there is still a decrease in total numbers. There are changes with the requirements for registration with CSSIW and a consultation with childcare providers in the near future will determine the impact of the changes on childcare settings and whether this has resulted in settings deregistering. The fact that there is a **2.8% decrease** (61 places) in childcare places because of deregistrations.

**20%** (34) of childcare settings are engaged with the Healthy and Sustainable Pre School Scheme with 7 settings from Cohort 1 having completed the scheme. 10 new settings will become engaged in 2016-2017

**6.1%** (34) of all childcare settings engaged with the Healthy and Sustainable Pre School Scheme in Wales are from Neath Port Talbot.

162 children received support through O Gam i Gam, of these children 54% (89) received 1:1 support, 28% (46)

received financial support and 16% (27) received both 1:1 and financial support.

**17%** (26) registered settings are engaged to provide childcare places through O Gam i Gam, all registered childcare providers could offer places for children with additional needs if necessary.

Summary of the quadrants –

Service – The Early Years team continue to deliver a service to the community with a small resource. The team continue to consider childcare quality and assurance of this and enhancing the childcare provision where ever possible.

Financial – the budget in 15/16 was fully utilised - £295,842 was fully spent.

Employee- Sickness levels are higher than the corporate average however managers are working hard to address the issues supporting staff to return to work as early as physically possible. The quarter 2 data for this year is better than last year with a lower percentage of days lost.

Customer – complaints and complements are satisfactory to date. Systems have to be created to capture data regarding complements and customer satisfaction data.

**Section 3:  
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1: Increase the number of childcare places available for families particularly out of school childcare.	Work with childcare providers to ensure more places are available	Nicola Hire	March 2017	Increased childcare places by 10%
2: Increase the quality of care in childcare settings.	Provide training courses which will contribute to increasing quality in childcare settings	Nicola Hire	March 2017	Increased quality in childcare settings
3: Increase the use of the Welsh language in all childcare settings.	Provide at least 1 x 4 session course before the end of July 2016 for childcare providers which will focus on language used in everyday activities within a setting.	Nicola Hire	End of July	Welsh language increased in childcare settings.
4: Increase times when childcare provision is available	Work with 10 childcare providers to increase the time that provision is available for unsocial hours	Nicola Hire	End March 2017	Increased flexibility for childcare provision

## Section 4: Service Performance Quadrant 2016-17

### Performance to date for 2016-17:

1. Increase the number of childcare places available for families particularly out of school childcare – toolkits have been bought for the settings for the older children to use. Further partnership working will take place in the next quarter.
2. Increase the quality of care in childcare settings - Training courses that have been delivered by NDNA – foundation phase, brave boys, observation, planning & assessment, Promoting positive behaviour, speech and language, business support. Other training to take place - induction, supervision & Appraisal, Sustained shared thinking & emotional wellbeing, exploring children's schemas.  
All mandatory training is also being delivered.
3. Increase the use of the Welsh language in all childcare settings – 4 welsh session have been delivered between May – July 2016
4. Increase times when childcare provision is available – this will be considered in the New Year.

*Some of the above link with corporate improvement objectives*

### Corporate measure (CM01):

- a) Number of transactional services fully web enabled – none at this time
- b) Number of transactional services partially web enabled – none at this time.

**Section 5:  
Financial Quadrant 2016-17:**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 2 (projected to year end)
<b>Corporate Measure (CM02):</b> % revenue expenditure within budget	1.7% underspend	0% over/underspend	0% over/underspend
Revenue Budget £	£	£	£
Early Years	109,880	105,517	104,101
Ofgem I gsm	75,024	75,890	80,059
Out of School Childcare Grant	125,232	102,271	102,700
Healthy Pre-School Scheme	11,125	12,164	22,062
<b>Corporate Measure (CM03):</b>			£
Amount of FFP savings			0
Amount of FFP savings at risk			0

**Section 6:  
Employee Quadrant 2016-17**

The current sickness level is higher than the directorate average due to long term sickness of a member of staff and maternity illness. The current policies are being followed to support staff back into the work place and it is hoped all staff will be back to work in the New Year. The maternity illness has been resolved and maternity cover is currently operating in the other service area.

*PLEASE NOTE THE FIGURES ARE FOR TWO SERVICE AREAS DUE TO THE FACT THEY HAVE NOT BEEN BROKEN DOWN TO ANY LOWER LEVELS*

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<b>Measure</b>	<b>2014-15 Actual (Full Year)</b>	<b>2015-16 Actual (Full Year)</b>	<b>2015-16 QTR. 2 (cumulative)</b>	<b>2016-17 QTR. 2 (cumulative)</b>
<b>Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence</b>				
<b>Early Years/FIS</b>	<b>5.6 days</b>	<b>18.1 days</b>	<b>10.9 days</b>	<b>8.1 days</b>
<b>Total Service FTE days lost in the period</b>	<b>27</b>	<b>87</b>	<b>58</b>	<b>54</b>
<b>ELLL Directorate</b>	<b>9.4 days</b>	<b>9.0 days</b>	<b>3.9 days</b>	<b>3.8 days</b>
<b>Council</b>	<b>9.4 Days</b>	<b>9.7 Days</b>	<b>4.2 days</b>	<b>4.6 days</b>
		<b>2015-16 Actual (Full Year)</b>	<b>2015-16 QTR. 2 (cumulative)</b>	<b>2016-17 QTR. 2 (cumulative)</b>



<b>Corporate Measure (CM11):</b> Staff engagement Measure	This is not being collected at the current time		
<b>Corporate Measure (CM05):</b> % of staff who have received a performance appraisal during 2016-17 (Target 100%)  Number of staff who have received a performance appraisal during 2016-17	<b>100%</b>  <b>4 staff</b>	<b>100%</b>  <b>4 staff</b>	<b>100%</b>  <b>4 staff</b>
<b>Corporate Measure (CM06):</b> Number of employees left due to unplanned departures	None	None	None

## Section 7: Customer Quadrant 2016-17

To our best knowledge the service has not received a complaint this year.

Compliments are given ad hoc from customers and internal staff members and are therefore not recorded in written form currently.

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
<b>Corporate Measure (CM07):</b> Total number of complaints			
Internal	0	0	0
External (from the public)			
<b>Corporate Measure (CM08):</b> Total number of compliments			
Internal	0	0	1
External (members of the public)			0
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	No currently being measured	Not currently being measured	