

# 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.

<b>Measure</b>	<b>2014-15 Actual (Full Year)</b>	<b>2015-16 Actual (Full Year)</b>	<b>Comparative Performance</b>	<b>2015-16 Qtr. 2 (cumulative)</b>	<b>2016-17 Qtr. 2 (cumulative)</b>
<b>Service Measure 1:</b> % Participants report an improvement in skills/knowledge (Priority 2)		<b>96%</b>	Not available	<b>100%</b>	<b>83%</b>
<b>Service Measure 2:</b> No. children involved with Play Heroes (Priority 3)		<b>51</b>	Not available	<b>51</b>	<b>69</b>
<b>Service measure 3:</b> No. children reached with Playing it Safe messages (Priority 4)		<b>1200</b>	Not available	<b>1200</b>	<b>1600</b>
<b>Service measure 4:</b> % families reporting an improvement in how they play (Priority 5)		<b>79%</b>	Not available	<b>100%</b>	<b>100%</b>
<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 External (members of the public)	0 0	0	0
<b>Corporate Measure (CM09):</b> customer satisfaction measure/s	100%	100%	