

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
Priority 1: 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.
Priority 2: 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.
Priority 3: 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.
Priority 4: 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.
Priority 5: 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.
Priority 6: 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.
Priority 7: 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.
Priority 8: 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.
Priority 9: 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.
Priority 10: 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)
Service Measure 1(Priority 1): 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

Service Measure 2 (Priority 2): 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
Service measure 3(Priority 3): 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%
Service measure 4 (Priority 4): Number of Flying Start settings to complete Healthy Sustainable Pre School Scheme in full	0	4	unknown	0	4
Service Measure 5 (Priority 5): Child Attendance at Flying Start childcare as a percentage.	84%	87.5%	unknown	91%	91%
Service measure 6 (Priority 6): Number of targeted home based advice sessions delivered by Speech and Language Team	Not recorded	45 sessions	unknown	Not available	12 sessions
Service measure 7 (Priority 7): Number of Flying Start children transitioning to Welsh Medium Primary school from FS childcare	35	42	unknown	Not available	Not available
Service measure 8 (Priority 8): 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)
Service measure 9 (Priority 9): Number of parents with positive distance travelled following attending Family Links Parent Nurture	114	139	unknown	65	28
Service Measure 10 (Priority 10): Number of Family Links Parent Nurture groups (10 and 4 week programme) offered to families	14	32	unknown	12	4

Corporate measure (CM01): 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.

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

Capital	£0 (No bids submitted)	1.5% underspend £70,348.18	0% Over/underspend £38,000

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.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 Qtr. 2 (cumulative)	2016-17 Qtr. 2 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence				
Flying Start	10.4 days	3.4 days	2.5 days	4.1 days
Total Service FTE days lost in the period	118	44	28	59
ELLL Directorate	9.4 days	9.0 days	3.9 days	3.8 days
Council	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)
Corporate Measure (CM11): Staff engagement Measure	New	New	None
Corporate Measure (CM05): % 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
Corporate Measure (CM06): 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)
Corporate Measure (CM07): Total number of complaints			
Internal	None	None	None
External (from the public)			
Corporate Measure (CM08): Total number of compliments			
Internal	See Note 1	See Note 1	See Note 1
External (members of the public)			
Corporate Measure (CM09): customer satisfaction measure/s	Not currently measured	Not currently measured	