

# **Service Report Card 2016-17**

## **Early Years and Childcare Service**

### **April 2016 – End September 2016**

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

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 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
Of gam I gam	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*

<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%)	<b>100%</b>	<b>100%</b>	<b>100%</b>
Number of staff who have received a performance appraisal during 2016-17	<b>4 staff</b>	<b>4 staff</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	