

# Working Together to Increase the Uptake of Eligible 2 year olds in Fallin Community.



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## Rationale

The Scottish Government is committed to increasing the uptake of funded places for Eligible 2 year olds, within all Local Authorities, to 64% of the eligible population by 2021-2022. The policy aims to develop a flexible and high quality Early Learning and Childcare (ELC) system that is accessible and affordable. This will ultimately improve outcomes for all children, especially those who are more vulnerable or disadvantaged, and help to close the attainment gap.

As of the end of the academic session 2018/2019 the uptake of Eligible 2 year old placements across Stirling is 51%, which was lower than the national average. Fallin Nursery is part of the Children and Young People Improvement Collaborative where our intention is to clearly articulate the criteria to all families and stakeholders within the Fallin Community which is located to the East of the City of Stirling. The focus of our work over the last year has been developing collaborative partnerships with Health Services, Housing and Education. We developed relationships with a 'Parent Champion' from the Fallin Community to create an information leaflet to explain criteria.

**Aim: By August 2019 we will increase staff knowledge and understanding, by 50%, of the eligible 2 year old criteria in order to share more effectively with parents/carers.**

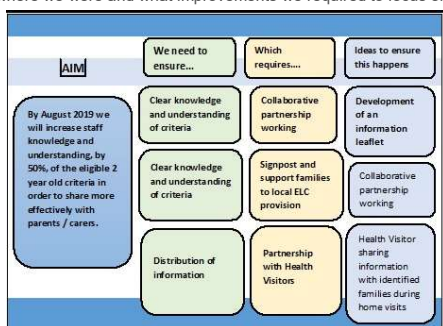
## Methods

As an "away" team we utilised a number of tools to support our understanding of barriers in which families encounter in accessing ELC provision.

- **Process Map** to understand the procedure of applying for a ELC placement and to support Admin staffs' understanding around Eligible 2 year old criteria.
- **Surveys / Questionnaires** to gain both quantitative and qualitative data to determine frontline staff knowledge and understanding on Eligible 2 year old criteria.
- **Collaboration** with Housing (Maximisation Officer) to support understanding of benefit systems.
- **Driver Diagrams** to provide clear direction of Aim.
- **Line Chart** to show impact of the change ideas.
- **PDSA** to support and evaluate our journey.

## Process Change

Our Driver Diagram supported us to extend our understanding of the Eligible 2 year old criteria. Over the past year the Driver has been changed a number of times to reflect where we were and what improvements we required to focus on.



## Achievements

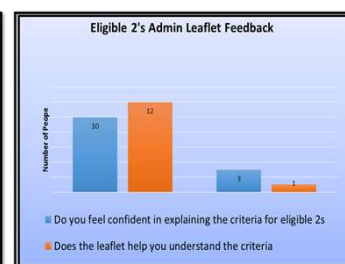
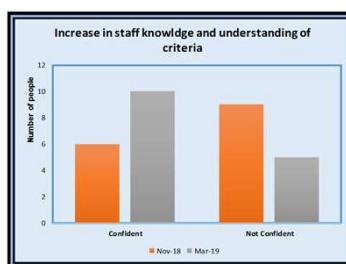
- Building effective working relationships as an 'away' team and sharing workload.
- Collaborative working with other services to form a 'home' team with Health, Family Support, Housing and Education.
- Upskilling staffs' knowledge and understanding around the Eligible 2 year old Criteria.
- Parents focus group supported the development of a new Eligible 2 year old leaflet for the Local Authority and the benefits of high quality ELC provision.
- The development of a Process Map for all Administrators to use when explaining the criteria for Eligible 2 year olds.
- "Parent Champions" identified within Fallin Community.
- Increase confidence in using the Model for Improvement to show impact and change through data.
- Increased awareness of 2 year old Eligibility Criteria and the need for collaborative working relationships between Health and Education during the 13-15 month review points for children.
- Finally...The uptake in Eligible 2 year olds has increased from 2 families to 10 within Fallin Community.

## Key Learning Points

- Breaking down the aim and becoming more methodical in the approach.
- Original aim was to " Increase the uptake of Eligible 2' by 50% by December 2018". It soon became apparent that those working within the 'away' team had a very limited knowledge and understanding of the criteria required. A decision to focus on building capacity with all stakeholders became priority.
- Very positive relationship building with families in valuing their contribution and feedback throughout a number of processes (Parent Champion and development of the Eligible 2 year olds information leaflet).
- The importance of stakeholders (Health, Housing, Family Support) involved as a part of our 'away' team.
- Upskilling frontline staff who engage with families day to day.
- Improvement methodology requires to be an integral part of how we proceed around change.
- The use of both quantitative and qualitative data to evidence impact and change.
- The importance of data collection and systematically recording.

## Results

A baseline of frontline staffs' confidence was completed in November 2018 using a questionnaire, where only 40% felt confident articulating the criteria. Further training and support was delivered from Stirling Councils Maximization Officer. These results show that 70% of the staff now feel more confident in articulating the Eligible 2 year old criteria (March 2019).



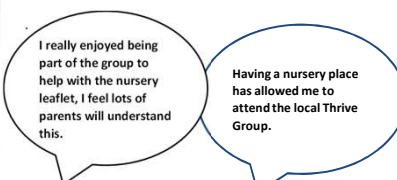
Within Stirling there are 14 ELC providers who can offer places for eligible 2 year olds. 64% felt confident in explaining the criteria to families after the process map was issued. 98% felt that the leaflet was helpful in understanding the criteria, those who didn't feel confident required further support to understand:

1. Those who qualify for funding of 600hrs / 1140hrs
2. The evidence is required as proof of eligibility.

## Conclusions

- Our original aim was to increase the uptake of Eligible 2's by 50% in the Fallin Community. We are still however at the early stages of breaking down the barriers of the uptake of Eligible 2's.
- The work which has been undertaken over the year with Health Visitors and our Parent Champion have been instrumental to the increase in Eligible 2 year old uptake in Fallin Nursery.
- We now have more robust information in the form of a parent leaflet which support their understanding of criteria.
- All administrators across all ELC provisions follow a Process Map to support their understanding the Eligible 2's criteria more clearly.
- There has been an increase in the uptake of Eligible 2 year old placements within Fallin Nursery. This followed work with Health Visitors and a Parent Champion, which can be seen in the below chart.

## Quality Feedback- Parents



## Scale / Spread

- To continue to work in partnership with our Health Visitors to raise their awareness of Eligible 2 year old criteria during the 13/15month review. This will ensure early engagement with families.
- Moving forward the Eligible 2 year old leaflet will be shared across the local authority. Uptake monitored on a monthly basis and through a termly census.
- Share the success of the 'Parent Champion' across other learning communities.
- Admissions working group will produce a Process Map around aspects of applying for a nursery placement.
- The development of partnership with Scottish Childminding Association (SCMA).
- Use social media to promote the Eligibility criteria and continue to adapt the leaflet in line with Scottish Government updates.

