

## Rationale

We know that an investment in Early Learning and Childcare for Eligible two year olds can make a difference to their life outcomes. We wanted to increase the awareness, understanding and promotion of the E2s service with local professionals in particular health visitors, voluntary sector and parents/ carers in the Leith area to increase the uptake of this opportunity for eligible families. Since establishing the Eligible 2s service, uptake in the Leith area has been lower than expected. We focused our improvement work in this area working with Leith Primary Nursery Class.

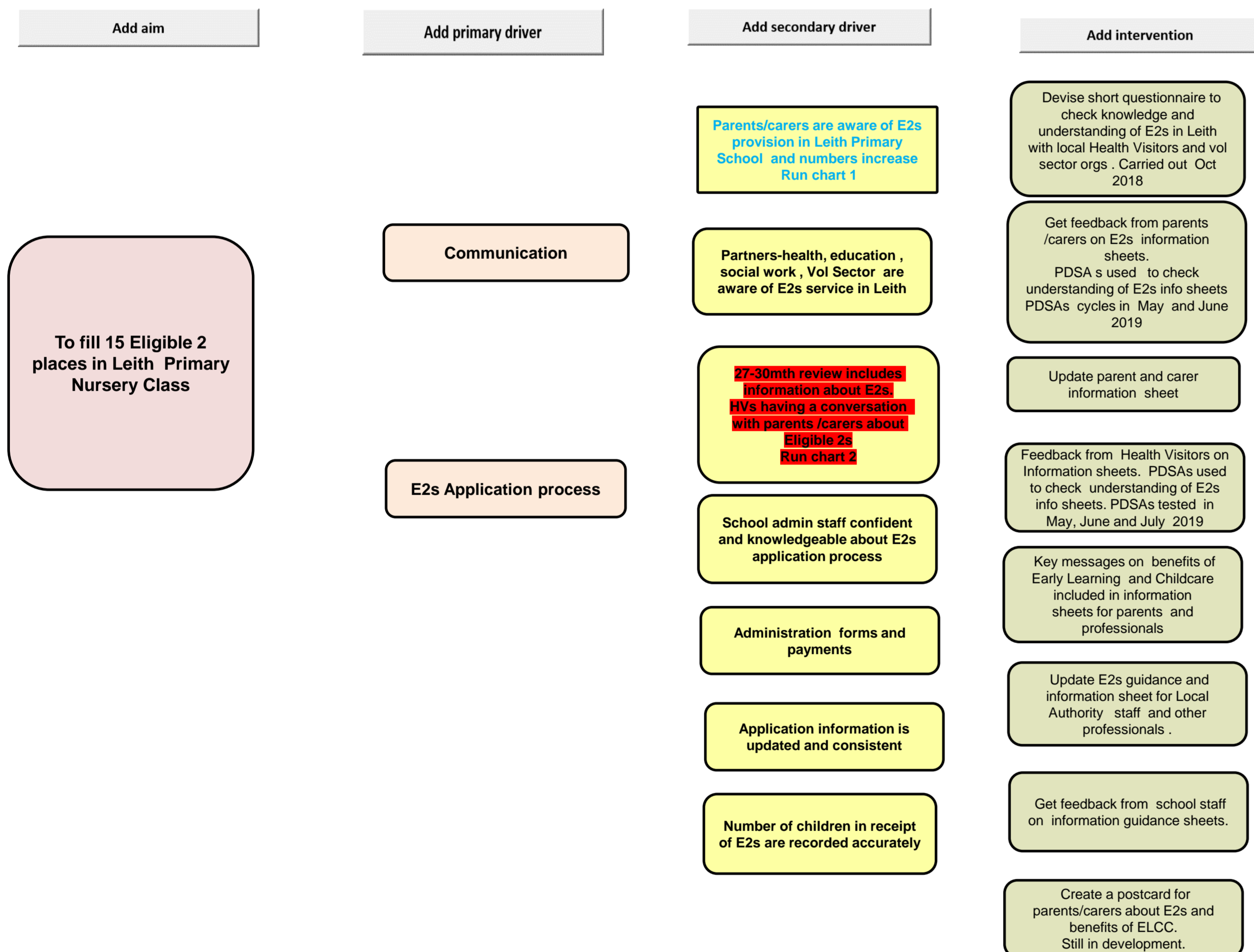
## Aim

To increase uptake of Eligible 2 places to 15 in Leith Primary Nursery Class by 29th June 2019.

## Method

We developed our understanding of our systems by speaking to parents/ carers, health visitors and local voluntary sector organisations. We used questionnaires to get feedback on the barriers to service uptake. We also used process mapping to agree application and referral to the service. This helped us develop a theory of change described in the driver diagram. Over all the QI tools applied helped us develop our theory of change to identify and prioritize communication as an area to test ideas to using PDSA cycles.

## Process Change



We created a driver diagram in order to identify and generate change ideas.

Using the PDSA cycle we tested the following

- Parents/carers understanding of Eligible 2s information guidance.
- Health visitor's understanding of Eligible 2s information guidance.

## Achievements

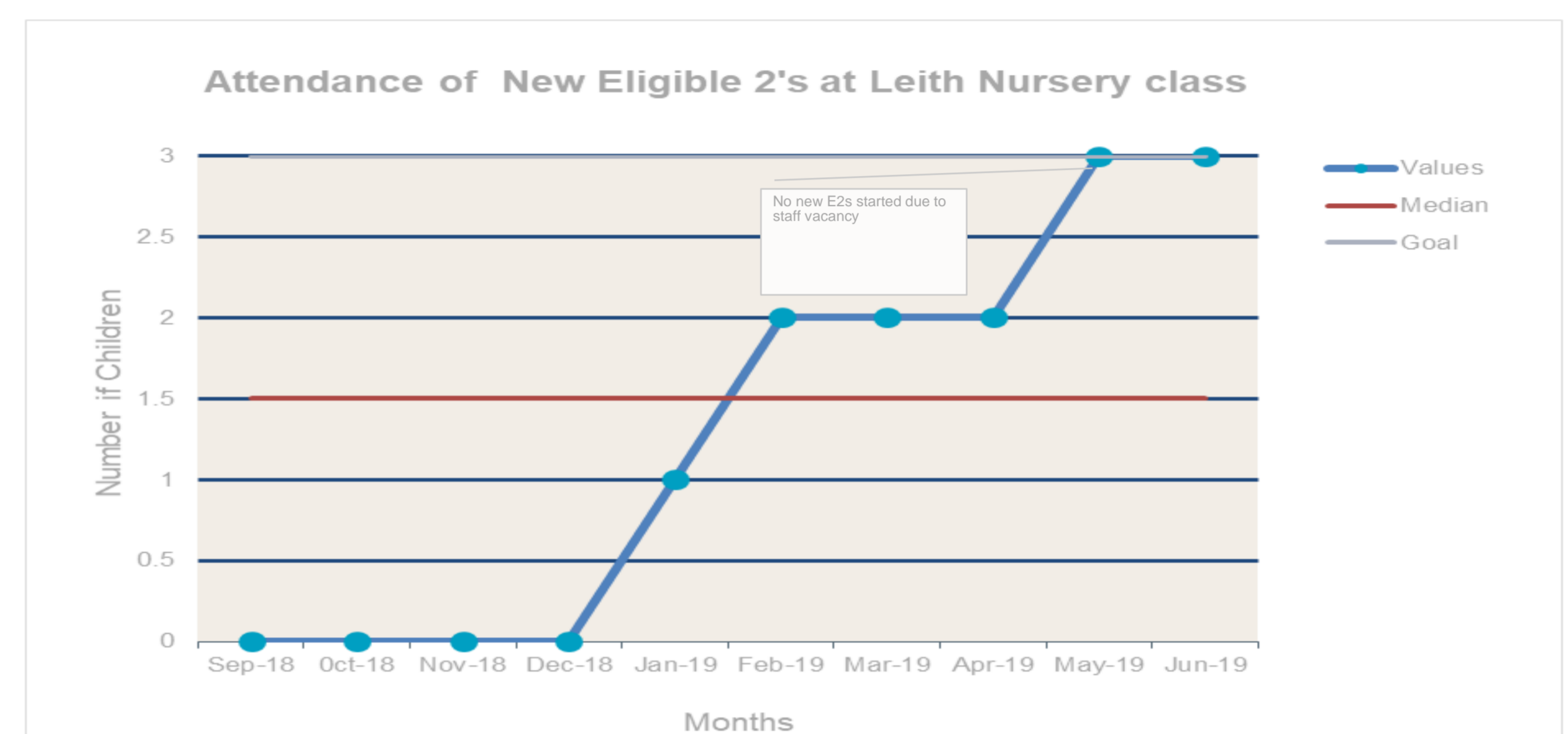
- Increased understanding and confidence in using Quality Improvement methods.
- Improved joint working with voluntary sector, health visiting and early years
- Increased uptake of Eligible 2s in Leith Nursery Class
- We increased our understanding of the barriers to accessing Eligible 2 places
- We developed information tools eg guidance sheets
- Increase in Health Visitor knowledge and confidence in conveying E2s information to parents

## Key Learning Points

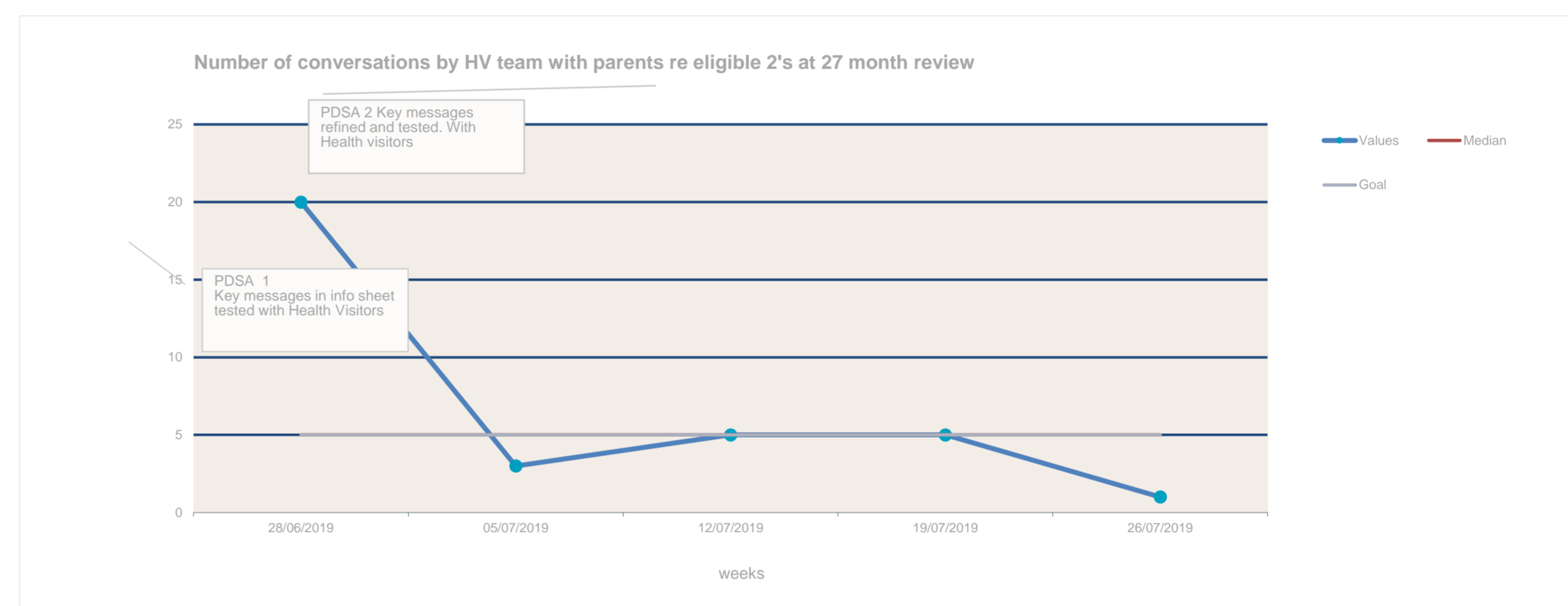
- Communication and building relationships has been crucial to our success.
- Frequent team meetings and coaching input are crucial to keeping teams focused and on task
- Successful change starts small
- Learning and change ideas take time
- We are beginning to think about next steps such as an Eligible 2s post card 'now that you are turning two' and local Eligible 2 champions

## Results

Run chart one demonstrates the outcomes of changes introduced on the uptake of eligible 2 places.



Run chart two demonstrates reliability of process described in driver highlighted in blue in the driver diagram.



## Conclusions

Parent of an Eligible 2 year old  
We have a 5 year old daughter with Down's Syndrome so our family have benefited from our 2 year old having a place at nursery!  
He loves coming to nursery!

He has benefitted from making new friends his own age. We have seen his language improve significantly and he is talking more

We wanted his language to develop further given he was not speaking much and was mostly using sign along. I am happy that some of the staff are trained in Sign Along too.

We will continue to increase the number of Eligible 2 accessing early years provision in the Leith area.

As a result of this improvement work we have identified next steps to

- Create Eligible twos champions within clusters
- Look to reduce the barriers to accessing Eligible 2s for families in temporary accommodation
- Creating a more responsive and flexible application process

## Next Steps

- We will continue to focus our improvement work in Leith to include other Early Years settings in the EH6 area.
- We plan to continue to test communication strategies in the Leith area with the development of an Eligible 2's 'Now that you are turning two' post card.
- The Health Visiting team in Leith will continue to introduce Eligible 2s information at 27-30 month review. We plan to extend this to other teams in Leith.