

Agenda



Delegated Decisions - Cabinet Member for Community & Resources

Date: Wednesday, 15 May 2019

To: Councillor D Mayer

Item		Wards Affected
1	<u>Wales Audit Office Report on the 'Service User Perspective' of Newport City Council's Flying Start Programme (Pages 3 - 54)</u>	All Wards

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Report

Cabinet Member for Community and Resources

Part 1

Date: 15 May 2019

Subject Wales Audit Office Report on the 'Service User Perspective' of Newport City Council's Flying Start Programme

Purpose To present the Cabinet Member with the Wales Audit Office (WAO) report including the Management Action Plan on the 'Service User Perspective' of the Council's Flying Start programme.

Author Head of Regeneration Investment and Housing
Performance and Research Business Partner

Ward All

Summary As part of the programme of regulatory activity, in accordance with the Well-being for Future Generations Act 2015 and Local Government Measure 2009, the Wales Audit Office undertakes a programme of work to ensure the Council is discharging its duties under both Acts. The report outlines WAO findings from a 'service user perspective' and concludes that *'Parents are generally very satisfied with the Flying Start Language and Play and Nurture programmes, but the Council could more systematically use parents' views when planning and improving services.'* The report raised three *'Proposals for Improvement'* for the service to implement.

Proposal Cabinet Member is requested to note the positive outcome, proposals for improvement and management response in implementing the necessary actions.

Action by Cabinet Member

Timetable Immediate

This report was prepared after consultation with:

- Senior Leadership Team
- Service management

Signed

Background

As part of the programme of regulatory activity, and in accordance with the Well-being of Future Generations (Wales) Act 2015 and Local Government Measure 2009, the Wales Audit Office (WAO) undertakes a programme of work to ensure the Council is discharging its duties under both Acts. The Well-being of Future Generations (Wales) Act 2015 places a duty on the Council to have regard for sustainable development and the five ways of working (Long Term / Collaboration / Involvement / Preventative / Integration).

In 2017/18, WAO completed work to understand the 'Service User Perspective' about an agreed service at every Council within Wales. For Newport City Council an examination of parents' experiences of the Language and Play (LAP) and Nurture programmes of the Flying Start programme in Newport was completed and attached as Appendix 1 of this report. The WAO report concluded that:

'Parents are generally very satisfied with the Flying Start Language and Play and Nurture programmes, but the Council could more systematically use parents' views when planning and improving services.'

The report noted the good work undertaken by the service with the user perspective indicating that:

- The Council designs the services effectively to meet parents' needs, but there are further opportunities for it to better understand and act on their views;
- Parents can access the services easily, although some barriers exist;
- Parents are generally very satisfied with the quality of the services they use; and
- Communication between parents and staff in the Flying Start settings is good, but the Council could do more to systematically use parents' views to improve the programmes.

The report also raised three 'Proposals for improvement' for the Council to implement. Attached at Appendix 2 of this report is the Council's Management Response for implementation of the proposals.

In recognition of the work undertaken by the Flying Start service, WAO also produced an infographic poster which outlined the outcomes of the review and was shared with parents at each of the centres where the service is delivered.

Financial Summary

The financial implications of actions and projects identified by this and other regulatory work will be reported and considered in the normal way, in accordance with the council's financial plans and regulations.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
The 'Proposals for improvement' are not actioned by the service area which could impact on the delivery of the service to its users.	Low	Low	There will be regular monitoring and reporting of the management actions to ensure that they are implemented by the service area.	Community Regeneration Manager

Links to Council Policies and Priorities

This work is aligned with the Council's Well-being Plan, Corporate Plan Well-being objectives.

Options Available and considered

- a) To note the positive outcomes from the Wales Audit Office report in respect to the Flying Start service and to receive regular updates on the implementation of the management actions;
- b) To disregard the contents of the report and its findings.

Preferred Option and Why

The preferred option is (a) and for the Cabinet Member to note the outcomes of the report and to be provided with regular updates on the progress of the service area implementing the necessary management actions.

Comments of Chief Financial Officer

There are no direct financial implications arising from this report.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. The review of the Flying Start programme undertaken by the WAO from a service user perspective confirms that the Council is meeting its obligations and that parents are generally satisfied with the services they receive. The report also confirms that the Council is meeting its duties under the Well-Being of Future Generations Act and is having due regard to the sustainable development principle and the five ways of working, when discharging its functions in delivering the Flying Start services. However, WAO have recommended that parents views could be used more systematically, in future, to assist in service planning and improvements. Therefore, a number of improvement actions have been identified to address these recommendations.

Comments of Head of People and Business Change

The Wales Audit Office Report has taken into consideration how the Flying Start service implemented the 5 ways of working principle in relation to involvement, prevention and integration as part of the Well-being for Future Generation (Wales) Act. The report has acknowledged strengths in the delivery of the service against these principles and where areas of improvement can be made by the service.

From a HR perspective there was no direct Human Resource impact as a result of this review.

Comments of Cabinet Member

The Cabinet Member has noted the findings of the Wales Audit Office report and management responses to implementing the necessary actions to improve the delivery of the service.

Local issues

None

Scrutiny Committees

Members of Scrutiny Committees will be notified the contents of the report for information.

Equalities Impact Assessment and the Equalities Act 2010

Not Applicable

Children and Families (Wales) Measure

This report considers the views of families as 'service users' of Flying Start.

Wellbeing of Future Generations (Wales) Act 2015

The review undertaken by the Wales Audit Office was completed with regard to the Well-being Act and its five ways of working principles. As identified in the report (Appendix 1), the review focused on the 'Involvement' principle and the importance of involving people with an interest in achieving the well-being goals and ensuring the diversity of the city is reflected in the service provided. The report highlighted strengths within the Flying Start service in meeting these principles but also recognised the further work required by the Council to improve the involvement of its service users in the delivery of its programmes.

Crime and Disorder Act 1998

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Consultation

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

Background Papers

Appendix 1a – Wales Audit Office Service User Perspective Report English

Appendix 1b – Wales Audit Office Service User Perspective Report Welsh

Appendix 2 – Wales Audit Office Service User Perspective Management Response

Dated: 14 May 2019



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Service User Perspective Review, Flying Start – **Newport City Council**

Audit year: 2017-18

Date issued: November 2018

Document reference: 897A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

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We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

The team who delivered the work comprised Gareth Jones, Lisa McCarthy, Nathan Couch and Sara Leahy, programme managed by Non Jenkins under the direction of Huw Rees.

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Summary report

Summary

- 1 In 2017-18, the Wales Audit Office completed work to understand the 'service user perspective' about an agreed service at every Council within Wales. We followed a broadly similar approach at each council. In Newport City Council (the Council) we agreed to undertake a review of parents' experiences of the Language and Play (LAP) and Nurture programmes of the Flying Start programme in Newport.
- 2 The Well-being of Future Generations (Wales) Act 2015 (the 'Act') places a duty on local authorities and other public bodies to have regard for the sustainable development principle and the five ways of working that define it. 'Involvement' is one of the five ways of working identified in the Act.
- 3 The Flying Start programme is a Welsh Government grant-funded early years programme for children under the age of four. The Welsh Government provides grant funding to councils to deliver the programme to families living in areas defined by postcodes. In Newport, all families living in the following areas are eligible to take part in the Flying Start programme:
 - Allt-yr-yn, Alway, Bettws, Duffryn, Gaer, Lliswerry, Maesglas, Maindee, Malpas, Pillgwenlly, Ringland and Somerton
- 4 The programme consists of four elements:
 - Quality part-time childcare for all two-to-three-year-olds living in the designated Flying Start areas five days a week for 39 weeks
 - Enhanced Health Visiting Service in the designated areas
 - Parenting programmes and support
 - Early language development programme
- 5 The programme is based on research that shows that providing these entitlements to families in disadvantaged areas will support children's development, increase their educational attainment, reduce the need for later remedial action, and therefore ultimately reduce the proportion of people with very low skills in adulthood.
- 6 The short-term objectives of Flying Start are to identify and respond to children's early needs and achieve tangible outcomes for the child in relation to their development, specifically language, cognitive, social, emotional and physical development.
- 7 In Newport, a central Flying Start team co-ordinates the programme that is delivered in a range of '**settings**', including purpose-built Flying Start centres, schools, community centres and private childcare settings. The Council provides 16 of the 18 settings with two private childcare settings.
- 8 The programme includes an ongoing LAP programme to help parents explore new ways of playing with, listening and talking to their children. The LAP programme introduces children and parents to new ideas and activities that can be used to enhance children's language and communication skills. Settings run LAP sessions

every week. The sessions provide parents with opportunities to share ideas with other parents and to learn new skills.

- 9 The Flying Start programme also includes the Tiny Talkers sessions for children aged 7 to 18 months, and Chatty Children sessions for older children. Chatty Children is a ten-week parent and child programme that focusses on attention, listening and early language skills.
- 10 The Family Links Nurture programme is based on psychological and child development research. This programme has four main components that trained staff deliver to parents in a structured ten-week programme, including sessions about;
 - Self-awareness
 - Appropriate expectations
 - Positive discipline
 - Empathy
- 11 This programme has been shown by research^{1 2} to lead to a number of improvements in parent/child relationships as well as positive impacts for parents, including improved coping perceptions and self-efficacy and improved family relationships.
- 12 The Council requires that all settings have arrangements to collect the views of parents using short written surveys. In 2017-18 around 90% of participating parents completed these surveys. The surveys offer parents the choice of stating whether they are happy or unhappy with aspects of the service provided.
- 13 The Council has six key organisational design principles that guide how it works and one of these is: 'In Newport, citizens are equal partners and play a role in the creation and support of strong communities and help to design local public services.'
- 14 We ran focus groups with parents who were participating in Nurture and/or LAP sessions at 6 settings between 12 June and 14 June 2018. In total, 39 parents took part in our focus groups. However, due to the scope of the project, we were unable to develop a comprehensive understanding of the views of all eligible parents. We were unable to speak to eligible parents who do not currently take up their entitlement to the Flying Start programme.
- 15 We provided printed information leaflets (flyers) to all parents participating in the sessions a week before the focus group at their setting ([Appendix 1](#)). We also used the Wales Audit Office Facebook and Twitter accounts to make parents aware of

¹ Ghate, D., (2015) **The Family Links Nurturing Programme – Findings and recommendations from a strategic review and development project**

² Villadsen, A., (2015) **Parenting Self-Efficacy before and after the Family Links 10-Week Nurturing Programme for Parents**

the focus groups. The Newport Flying Start team also reposted our posts on their Facebook and Twitter pages.

- 16 Following our focus groups with parents we met with the parenting and Flying Start managers at the Council. We discussed the views that the parents had shared with us during the focus groups. We also met with the Head of Community Regeneration and the Cabinet member for Community and Resources. The officers and member we met were all very interested in hearing the views of parents and received the feedback constructively.
- 17 We also considered relevant data that the Council reports to the Welsh Government about the level of parental take up of the Flying Start programme.
- 18 We conclude that **parents are generally very satisfied with the Flying Start Language and Play and Nurture programmes**, but the Council could more systematically use parents' views **when planning and improving services**. We say this because the parents we spoke to told us that:
 - the Council designs the services effectively to meet parents' needs, but there are further opportunities for it to better understand and act on their views;
 - parents can access the services easily, although some barriers exist;
 - parents are generally very satisfied with the quality of the services they use; and
 - communication between parents and staff in the Flying Start settings is good, but the Council could do more to systematically use parents' views to improve the programmes.

Proposals for improvement

Exhibit 1: proposals for improvement

Proposals for improvement	
P1	<p>To increase the number of eligible families accessing and benefitting from the Flying Start programme, the Council should;</p> <ul style="list-style-type: none"> • ensure that the non-attendance policy is reviewed to ensure its alignment with the Council's wider safeguarding policies; and • ensure that its analysis of non-attendance is used to secure improved attendance.
P2	<p>To ensure that the Council can demonstrate that parents and children gain the intended benefit from the Flying Start programme, the Council should;</p> <ul style="list-style-type: none"> • set out clearly the intended outcomes for parents as well as children; and • monitor and report to elected members on the outcomes achieved by parents as well as children.

Proposals for improvement

- P3 To understand parents' views more effectively, the Council should;
- review its parent surveys to ensure that the same information is collected from all settings. The information collected should be relevant and useful to help ensure that the programme meets parents' needs and aspirations, for example, parental satisfaction, timing and location of sessions.
 - review the survey questions with parents whose first language is not English or Welsh to ensure that all parents are able to provide informed feedback.

Detailed report

The Council designs the services effectively to meet parents' needs, but there are further opportunities for it to better understand and act on their views

- 19 We asked parents how the programme takes account of their needs and views. Parents provided us with a number of examples of the programme responding effectively to their views, and these included:
- parents being offered a choice of session times.
 - installing a covered buggy park at the Seabreeze Centre which allows parents to stay at the centre and participate in the programme, rather than walking home.
 - providing training to staff to promote bilingual provision, following feedback from parents in a Welsh language setting that the Welsh offer had not been equally promoted.
 - changing drop off arrangements at Alway Community Centre following parents highlighting concerns.
 - providing written confirmation of nappy changes for children at all settings. Previously parents were updated verbally but some parents were not always consistently informed.
 - ensuring that parents who move out of the Flying Start areas retain their access to the programme through the outreach service which supported 11 families in 2017-18.
 - providing a walking buggy class, although take up was very low.
- 20 Whilst recognising that the programme takes good account of parents' views and needs, parents also identified several areas where the Flying Start programme could take greater account of their needs and views, including:
- improving signposting to suitable provision in school holidays when Flying Start does not run, because parents felt that their children benefit from the routine of attending the sessions;
 - ensuring that all buildings and locations where Flying Start sessions are delivered are safe and secure. At the Alway Community Centre, parents told us that they were concerned that the main access doors can be left open, which does not provide a secure environment for parents and children as they leave the building. At the Seabreeze centre parents told us that the layout of the road outside the centre means that it is not always easy to cross the road due to parked cars, and there are no crossing points near the centre.
 - ensuring that programmes are delivered in settings that are convenient and easy for parents to walk/ travel to. This was highlighted at the Seabreeze centre where parents told us that some other parents no longer attend due

to the distance that they must walk, and that this impacts on collecting their other children from school.

- providing transport to settings that the Council relocates further away from parents.
- reviewing the eligibility of new estates that have been built since the Welsh Government set the eligibility criteria.

21 We discussed parents' views with the Council's service managers and Head of Community Regeneration who told us that the programme would take the following steps to respond to parents' feedback;

- looking at how local settings could better link parents into activities in local areas during holiday period.
- reviewing the layout and door security arrangements at the Alway Community Centre in light of parents' concerns.
- liaising with the Council's Streetscene team to look at improvements around car parking and road crossing points around the Seabreeze centre.
- exploring the provision of transport for parents who currently use the Blossom House setting when it is relocated in Autumn 2018. The Council has included this within its consultation with parents on the proposed relocation.
- the Council does not, however, have the ability to review and amend the eligibility criteria for new estates built after the Welsh Government established the eligible postcodes.

22 The Council's take up rate of childcare was the seventh lowest across Wales in 2017-18 at 85% and the Council could potentially learn from other councils where take up is higher. If parents do not take up their eligibility, then settings refer this to the family's health visitor who will undertake enquiries with families. The Council currently collects information on the reasons that parents do not take up their entitlement. In early 2018, the Council established a multi-agency Task and Finish group, to strategically look at approaches to increase participation. The group has already identified barriers to accessing childcare for some Czech speaking parents and taken action to ensure that language line support is now in place for those parents for childcare as well as health aspects of the programme.

Parents can access the services easily, although some barriers exist

23 The Council delivers its Flying Start programme to all parents living in eligible postcodes as defined by the Welsh Government. The Welsh Government's data about Flying Start programmes across all 22 councils in Wales show that Newport City Council provided the Flying Start programme to 2,808 children during 2017-

18³. The proportion of children in Newport on a Flying Start health visitor's caseload is the second highest in Wales at 32% compared to the Welsh mean of 26%.

- 24 The Council offered the childcare element of Flying Start to 86% of eligible families in 2017-18, which was the lowest rate in Wales and a reduction from 96% in the previous year. Parents' take up of formal parenting courses has declined from 91% in 2015-16 to 54% in 2017-18, and the take up rate of these courses in that period has fallen from the third highest to the fourth lowest of the 22 councils in Wales.
- 25 The Council's approach is to allocate parents to the setting closest to their home. The programme operates two Welsh-medium settings which are located in the East and the West of the City and the Council allocates parents to the Welsh-medium setting that is closest to their home. We found that parents using all bar one of the settings lived within a short walking distance. Parents told us that it is important for them and their children to walk to the centres in a few minutes.
- 26 However, parents at the Seabreeze Centre, whose setting moved location to the purpose-built centre in September 2017, told us that they now have further to travel. This additional distance increases parents' and children's travelling time to and from the sessions. The Council had noted a decline in attendance at sessions during the Autumn term of 2017. However, despite the additional distance and time, those parents we spoke to value the impact of the sessions greatly and so continue to attend. The Council recognises that the new location of the setting is further from the community that it supports; however, at the time of the move, it considered that the centre represented the best provision available for parents and their children as it is a purpose-built facility for Flying Start.
- 27 When looking to change the location of settings the Council's current approach is to use computer mapping software to calculate walking distances for eligible parents. Parents we met at the Seabreeze Centre told us that this means that the slower speed that young children may walk at and the additional time that walking with a buggy or pushchair may take are not therefore considered.
- 28 A number of the parents who attended our focus groups do not speak English or Welsh as their first language. The central team therefore ensured that at the focus groups someone, including Flying Start team members, who could speak the parents' first language(s), attended the sessions so that parents could participate fully should they wish to.
- 29 Parents told us that they receive language support during the nurture programme, and the LAP sessions, and the support helps them to participate fully in those sessions. The Council asks for parents' language needs on its application forms for the programme and uses that information to plan how it can support parents whose first language is neither English nor Welsh.

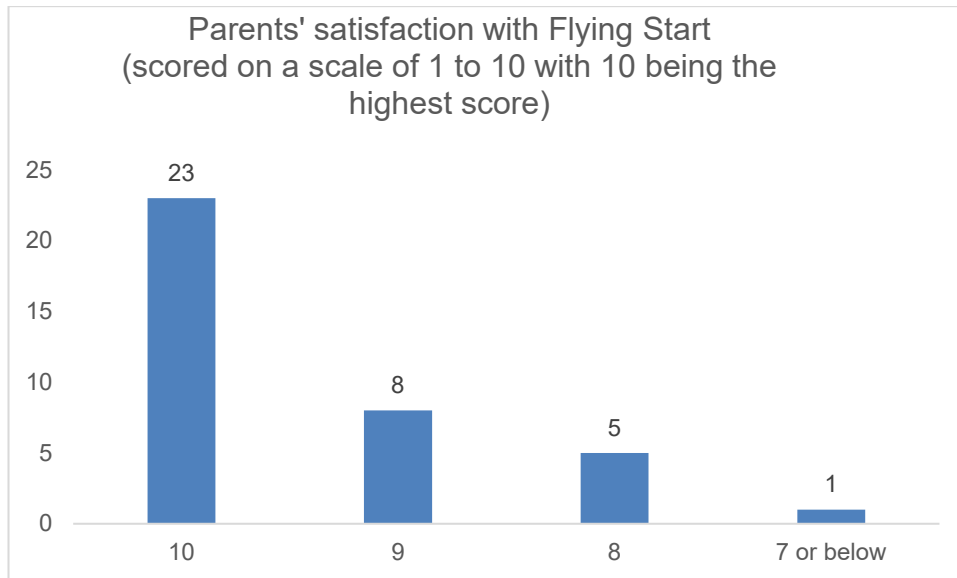
³ Welsh Government (2018) Research and Statistics Flying Start – <https://gov.wales/statistics-and-research/flying-start/?lang=en>

- 30 In response to parents' language needs the Council has developed its staff team by recruiting staff who can speak the main community languages spoken in the Flying Start areas. Those staff attend a number of settings across the programme to provide language support to parents.
- 31 We note, however, that these staff do not hold professional translation or interpretation qualifications, but they live in the communities and so are 'trusted' by parents. In addition to meeting the language needs of those who do not speak English or Welsh, we were told that the programme paid for a sign language interpreter for a deaf parent which enabled that parent to participate fully in the programme.
- 32 The central team has also organised the translation of the Nurture programme booklet into the main community languages spoken in Newport, which supports parents who may wish to reinforce their learning from the sessions at home.
- 33 Parents had mixed views about the timing of sessions, with many finding the sessions fit in with their other children's school routines and parents' other responsibilities and work commitments. However, a small number of parents, including those at Milton, highlighted that the timing of Flying Start sessions could be better aligned to school timings to minimise the time that parents may spend waiting between the end of flying start sessions and school pick up times. We discussed this with the Flying Start programme manager who agreed to look into the reported mis-match between the Flying Start session times and the primary school session times at Milton and also to check with other centres.

Parents are generally very satisfied with the quality of the services they use

- 34 We asked the parents we met at the focus groups to score how happy they are with the Flying Start programme on a scale of 1 to 10, with 10 being the highest score.

Exhibit 2: the parents we met reported very high levels of satisfaction with the programme



35 We asked the parents why they gave their scores, and their comments focussed mainly on the care and attention that staff provide to the children, the progress that parents see their children make, and the positive impact that the programme sessions have on the parents and their ability to engage with their children.

36 Parents made overwhelmingly positive comments about their own and their children's experience of the Flying Start nurture and LAP programmes. Parents identified a range of outcomes for their children that the programmes have helped develop, including:

- helping with the transition from home to nursery;
- improvements in speech;
- improved interaction with other children and adults;
- encouraging positive behaviour, such as sharing;
- increasing independence and confidence;
- increasing resilience which leads to reduced separation anxiety; and
- learning new life skills, including hygiene and toilet training that parents can then reinforce at home.

37 Parents also told us that they benefit personally from the sessions including;

- opportunities to meet new people and develop friendships;
- developing parenting skills and skills to interact with children;
- providing some respite for parents and enabling them to complete tasks;
- providing opportunity to learn from other parents who have similar problems;
- helping parents develop confidence; and

- developing English language skills in parents whose first language is not English, as their children are developing those skills.
- 38 One parent told us;
- ‘The service is amazing, I’ve not had that opportunity in the past. Compared to the other sibling who did not have this opportunity, my child who has had flying start help has come along leaps and bounds. I’m grateful for this.’
- 39 All but 1 of the 391 parents who responded to the Council’s own surveys between January and December 2017 stated that they were happy that their child had had a positive experience, settled well and enjoyed their time in the Flying Start playgroup, and all 391 parents were happy with the play and learning activities provided at settings. The programme receives a very low number of complaints.

Communication between parents and staff in the Flying Start settings is good, but the Council could do more to systematically use parents’ views to improve the programmes

- 40 Each setting is responsible for the day to day communication with parents. The Council’s central Flying Start team is responsible for programme wide communication and promotion, including via social media such as Facebook and Twitter. The programme has the largest social media following of all Flying Start programmes across Wales. The Council’s own analysis shows that the programme reaches around 700 people a day through its Facebook account.
- 41 The central team uses a wide range of methods to communicate with service users with a high level of emphasis on using Facebook and Twitter to communicate information. The programme also has an information page on the Council’s website which provides parents with an overview of the programme and contact details.
- 42 Individual settings do not have to follow a standard communication policy, but parents told us that generally they receive the information they need in a timely way. Parents told us that, given their busy lives, the text message reminders that they receive on the day of their sessions are a very useful and timely reminder.
- 43 Parents feel comfortable in communicating with staff at the settings because staff are approachable. Parents also told us that in their experience, when they raise any issues, they are generally resolved straight away. Parents told us that staff in the settings maintain regular contact with them, and in some cases, staff have made home visits when parents miss a nurture programme session.

- 44 The programme has a structured non-attendance policy that is followed by all settings when a child has missed three consecutive days without any explanation. The policy is structured as a series of steps which are recorded by staff at settings:
- staff at individual settings make the initial attempt to contact a family in the case of non-attendance;
 - if staff at a setting are unable to contact the family then health visitors are requested to make a home visit;
 - staff at a setting then send out a 'Missing you' postcard if a family does not attend as a result of previous attempts to contact them; and
 - if a family does not re-engage, then staff at settings inform the central team who then write to the family, potentially allocating their place to another child.
- 45 Despite this structured approach to non-attendance, the Council was unable to provide us with assurance that the non-attendance policy has been aligned to the Council's wider safeguarding policies. The Head of Community Regeneration agreed to check that the policy has the appropriate feedback loops built into it to ensure children are safeguarded. Positively, parents who do not attend do not lose their entitlement to the programme if they wish to re-engage at a later point in time.
- 46 The central team's admissions officer contacts parents to establish the reasons why parents have been unable to attend. The central team reviews information about the number and percentage of authorised and unauthorised absences and the reasons why parents do not attend. Despite having this structured approach to recording the reasons for non-attendance, we did not find clear evidence that the central team uses this analysis to secure improved attendance, as a large percentage of the reasons recorded for non-attendance were either parents declining or not providing a reason.
- 47 The central team has a service level agreement with each setting and as part of this agreement settings must issue and collect parent surveys on a termly basis. The Council's central team collects and reviews the surveys from each setting. The Council does not provide feedback to parents after the surveys are reviewed by the Council. We noted that the Council uses different questions for its parent surveys in its own settings, as compared to those in privately operated settings. The questions focus almost entirely on parents' perception of the impact on the children from attending the playgroups.
- 48 The central team collects pre and post-intervention surveys from parents about the impact of the nurture programmes. These surveys collect information from parents about their parenting before and after they take part in the nurture programme. The central team also uses Foundation Phase profiles to track the impact on children's development. The profile uses observations and formative assessments to help settings to provide a developmentally appropriate learning and development experience for children and can be used to support children's transition into school. These tools provide a strong evidence base about the impact of the programme on children. The service does collect information to track the impact of the programme on parents using a standardised approach (Tool to Measure Parenting Self

Efficacy). The service uses this tool to measure the impact of parenting programmes by measuring the pre and post-intervention scores for each parent.

- 49 The Flying Start programme manager told us that as part of the Council's approach to understanding parents' views each setting has a suggestion box which it reviews. Parents also provide feedback through surveys and post inspection surveys. Settings respond to parents' ideas submitted through the suggestion boxes. The central team respond to parent views at a whole programme level. We found that the central team does not have a process to review parents' views from the suggestion boxes across all settings, and so the programme may potentially be missing an opportunity to learn from parents' suggestions and implement improvements across the whole programme.
- 50 In July 2018, the Council introduced a new Community Engagement Management Process (CEMP) which will provide regular reports to elected members on the Welsh Government's data set on Flying Start. However, the Welsh Government's data set does not include parental satisfaction or insight into the impact of the programme on children and parents, data which the Council collects. The Council's programme does not therefore currently have arrangements to report the full impact of the programme on children's as well as parents' outcomes and parents' satisfaction levels to elected members.

Appendix 1

Flyer provided to parents and social media screenshot

Flyer

Exhibit 3: flyer provided to parents



Social media screenshot

Exhibit 4: screenshot of the Wales Audit Office social media post for Flying Start events in Newport

Wales Audit Office / Swyddfa Archwilio Cymru Published by Orlo [?] · 6 June · 🌐

Is [Flying Start](#) flying high for you? Are your views taken into account? Tell us what you think between 12-14 June at one of our Newport [Flying Start](#) / Dechrau'n Deg Casnewydd sessions in Newport

IS FLYING START FLYING HIGH FOR YOU?

918 People reached 86 Engagements [Boost Post](#)

Newport Flying Start / Dechrau'n Deg Casnewydd 7 shares

Like Comment Share

Write a comment...

Appendix 2

Infographic summarising the key findings for parents

Exhibit 5: infographic summarising the key findings for parents

IS FLYING START FLYING HIGH FOR YOU?



We talked to some parents at Flying Start centres.
This is what we found out...



Most parents we spoke to are very satisfied with Flying Start



Newport City Council designs Flying Start services to make it easy for parents to use them



Most parents find the times and locations good



Lots of parents who use Flying Start know what is going on and can talk to staff easily



Newport City Council could do more to use parents' views to make improvements to Flying Start

Find out more: <http://www.audit.wales/>

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Adolygiad o Safbwynt Defnyddwyr Gwasanaeth, Dechrau'n Deg – **Cyngor Dinas Casnewydd**

Blwyddyn archwilio: 2017-18

Dyddiad cyhoeddi: Tachwedd 2018

Cyfeirnod y ddogfen: 897A2018-19

Lluniwyd y ddogfen hon yn rhan o'r gwaith a gyflawnir yn unol â swyddogaethau statudol.

Os gwneir cais am wybodaeth y gallai'r ddogfen hon fod yn berthnasol iddi, tynnir sylw at y Cod Ymarfer a gyhoeddwyd o dan adran 45 o Ddeddf Rhyddid Gwybodaeth 2000. Mae Cod adran 45 yn nodi'r arfer a ddisgwylir gan awdurdodau cyhoeddus wrth ymdrin â cheisiadau, yn cynnwys ymgynghori â thrydydd partion perthnasol. Mewn perthynas â'r ddogfen hon, mae Archwilydd Cyffredinol Cymru a Swyddfa Archwilio Cymru yn drydydd partion perthnasol. Dylid anfon unrhyw ymholiadau ynglŷn â datgelu neu ailddefnyddio'r ddogfen hon i Swyddfa Archwilio Cymru yn swyddog.gwybodaeth@archwilio.cymru.

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg ac yn Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay.

Roedd y tîm a gyflawnodd y gwaith yn cynnwys Gareth Jones, Lisa McCarthy, Nathan Couch a Sara Leahy, gyda Non Jenkins yn rheolwr rhaglen a Huw Rees yn cyfarwyddo.

Cynnwys

Mae'r rhieni'n fodlon iawn ar y cyfan â rhaglenni Iaith a Chwarae a Magu Plant Dechrau'n Deg, ond gallai'r Cyngor wneud defnydd mwy systematig o farn y rhieni wrth gynllunio a gwella gwasanaethau.

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Adroddiad cryno

Crynodeb

- 1 Yn 2017-18, cwblhaodd Swyddfa Archwilio Cymru waith i ddeall 'safbwynt y defnyddiwr gwasanaeth' ynghylch gwasanaeth cytunedig ym mhob Cyngor yng Nghymru. Dilynwyd yr un ymagwedd yn fras ym mhob cyngor. Yng Nghyngor Dinas Casnewydd (y Cyngor), cytunwyd y byddem yn cynnal adolygiad o brofiadau rhieni o raglenni iaith a Chwarae (laCh) ac Magu Plant y rhaglen Dechrau'n Deg yng Nghasnewydd.
- 2 Mae Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 ('y Ddeddf') yn gosod dyletswydd ar awdurdodau lleol a chyrrff cyhoeddus eraill i roi sylw i'r egwyddor datblygu cynaliadwy a'r pum ffordd o weithio sy'n diffinio'r egwyddor honno. Mae 'Cynnwys' yn un o'r pum ffordd o weithio a nodir yn y Ddeddf.
- 3 Rhaglen blynnyddoedd cynnar i blant dan bedair oed yw Dechrau'n Deg. Fe'i hariennir drwy grant gan Lywodraeth Cymru. Mae Llywodraeth Cymru yn darparu cyllid grant i gynghorau ddarparu'r rhaglen i deuluoedd sy'n byw mewn ardaloedd a ddiffinnir yn ôl codau post. Yng Nghasnewydd, mae'r holl deuluoedd sydd yn byw yn yr ardaloedd a ganlyn yn gymwys i gymryd rhan yn y rhaglen Dechrau'n Deg.
 - Allt-yr-ynn, Alway, Betws, Dyffryn, Gaer, Llysweri, Maesglas, Maendy, Malpas, Pillgwenli, Ringland a Somerton
- 4 Mae'r rhaglen yn cynnwys pedair elfen:
 - Gofal plant rhan-amser o ansawdd i bob plentyn dwy a thair oed sydd yn byw yn yr ardaloedd Dechrau'n Deg dynodedig. Cynigir pum niwrnod o ofal yr wythnos am gyfnod o 39 wythnos.
 - Gwasanaeth Ymweliadau Iechyd ychwanegol yn yr ardaloedd dynodedig.
 - Rhaglenni a chymorth rhianta
 - Rhaglen datblygu iaith gynnar
- 5 Mae'r rhaglen wedi'i seilio ar ymchwil sy'n dangos y bydd rhoi'r hawliau hyn i deuluoedd mewn ardaloedd difreintiedig yn cefnogi datblygiad plant, yn codi eu cyrhaeddiad addysgol, yn lleihau'r angen am gamau adferol yn ddiweddarach, ac felly yn y pen draw yn lleihau'r gyfran o bobl a chanddynt lefel isel iawn o sgiliau yn oedolion.
- 6 Amcanion byrdymor Dechrau'n Deg yw nodi ac ymateb i anghenion cynnar plant a sicrhau canlyniadau realistig i'r plentyn o ran ei ddatblygiad, sef datblygiad ieithyddol, gwybyddol, cymdeithasol, emosiynol a chorfforol yn benodol.
- 7 Yng Nghasnewydd, bydd tîm Dechrau'n Deg canolog yn cydgysylltu'r rhaglen a gyflenwir mewn ystod o '**leoliadau**', gan gynnwys canolfannau Dechrau'n Deg a adeiladwyd i'r diben hwnnw, ysgolion, canolfannau cymuned a lleoliadau gofal plant preifat. Y Cyngor sy'n darparu 16 o'r 18 o leoliadau, a lleoliadau gofal plant preifat yw'r ddau leoliad arall.
- 8 Mae'r rhaglen yn cynnwys rhaglen laCh barhaus i helpu rhieni archwilio ffyrdd newydd o chwarae gyda'u plant, o wrando arnynt ac o siarad â hwy. Mae'r rhaglen laCh yn cyflwyno syniadau a gweithgareddau newydd i blant a rhieni y gellir eu defnyddio i wella sgiliau iaith a chyfathrebu plant. Bydd lleoliadau'n cynnal sesiynau laCh bob wythnos. Mae'r sesiynau'n rhoi cyfle i rieni rannu syniadau â rhieni eraill a dysgu sgiliau newydd.

- 9 Mae rhaglen Dechrau'n Deg hefyd yn cynnwys y sesiynau Siaradwyr Bach i blant 7 i 18 mis, a sesiynau Plant Parablus i blant hŷn. Rhaglen deg wythnos o hyd i rieni a phlant yw Plant Parablus. Mae'n canolbwyntio ar sgiliau canolbwyntio a gwrando a sgiliau iaith cynnar.
- 10 Mae'r rhaglen Cysylltiadau Teuluol Magu Plant yn seiliedig ar ymchwil seicoleg a datblygiad plant. Y mae pedair prif cydran i'r rhaglen hon. Cyflwynir y rhain gan staff hyfforddedig i rieni ar ffurf rhaglen strwythuredig deg wythnos o hyd, gan gynnwys sesiynau sy'n trafod:
- Hunanymwybyddiaeth
 - Disgwyliadau priodol
 - Disgyblaeth gadarnhaol
 - Empathi
- 11 Dengys ymchwil^{1 2} fod y rhaglen wedi arwain at nifer o welliannau yn y berthynas rhwng rhieni a phlant a hefyd wedi cael effaith gadarnhaol ar rieni, o ran gwella canfyddiadau ynghylch y gallu i ymdopi a hunaneffeithiolrwydd a pherthnasoedd gwell rhwng aelodau o'r teulu.
- 12 Mae'r Cyngor yn mynnu bod gan yr holl leoliadau drefniadau i gasglu safbwyntiau rhieni drwy ddefnyddio arolygon ysgrifenedig byr. Yn 2017-18, cwblhawyd yr arolygon hyn gan oddeutu 90% o'r rhieni a gymerodd ran. Mae'r arolygon yn gyfle i rieni nodi a ydynt yn fodlon neu'n anfodlon ag agweddau ar y gwasanaeth a ddarparwyd.
- 13 Mae gan y Cyngor chwe egwyddor dylunio sefydliadol sydd yn llywio'r ffordd y mae'n gweithio. Dyma un o'r egwyddorion hynny: 'Yng Nghasnewydd, mae dinasyddion yn bartneriaid cyfartal ac yn chwarae rhan yn y gwaith o greu a chefnogi cymunedau cryf, ac yn helpu i ddylunio gwasanaethau cyhoeddus lleol.
- 14 Cynhaliom grwpiau ffocws â rhieni a oedd yn cymryd rhan yn y sesiynau Magu Plant ac/neu IaCh mewn 6 lleoliad rhwng 12 Mehefin a 14 Mehefin 2018. Cymerodd cyfanswm o 39 o rieni ran yn ein grwpiau ffocws. Fodd bynnag, oherwydd cwmpas y prosiect ni fu modd inni gael dealltwriaeth gynhwysfawr o farn yr holl rieni cymwys. Nid oeddem yn gallu siarad â rhieni cymwys nad ydynt ar hyn o bryd yn manteisio ar eu hawl i gymryd rhan yn y rhaglen Dechrau'n Deg.
- 15 Wythnos cyn cynnal y grŵp ffocws yn eu lleoliad, rhannwyd taflenni gwybodaeth argraffedig (taflenni) ymhlith yr holl rieni a oedd yn cymryd rhan yn y sesiynau (**Atodiad 1**). Defnyddiwyd cyfrifon Swyddfa Archwilio Cymru ar Facebook a Twitter hefyd i hysbysu rhieni ynghylch y grwpiau ffocws. Cafodd ein hysbysiaidau hefyd eu hailbostio gan dim Dechrau'n Deg Casnewydd ar eu tudalennau Facebook a Twitter hwythau.
- 16 Ar ôl cynnal ein grwpiau ffocws â'r rhieni, cynhaliwyd cyfarfod rhyngom â'r rheolwyr rhianta a Dechrau'n Deg o fewn y Cyngor. Buom yn trafod y safbwyntiau a fynegwyd gan

¹ Ghatte, D., (2015) **The Family Links Nurturing Programme – Findings and recommendations from a strategic review and development project**

² Villadsen, A., (2015) **Parenting Self-Efficacy before and after the Family Links 10-Week Nurturing Programme for Parents**

rieni yn ystod y grwpiau ffocws. Buom hefyd yn cyfarfod â'r Pennaeth Adfywio Cymunedol a'r Aelod Cabinet ar gyfer Cymunedau ac Adnoddau. Roedd gan y swyddogion a'r aelodau y buom yn cyfarfod â hwy oll yn awyddus iawn i glywed barn y rhieni, a derbyniwyd yr adborth mewn modd adeiladol.

- 17 Buom hefyd yn ystyried data perthnasol a adroddir gan y Cyngor wrth Lywodraeth Cymru ynghylch faint o rieni sy'n manteisio ar y rhaglen Dechrau'n Deg.
- 18 Ein casgliad yw **bod rhieni ar y cyfan yn fodlon iawn â rhaglenni iaith a Chwarae a Magu Plant Dechrau'n Deg, ond y gallai'r Cyngor wneud defnydd mwy systematig o farn rhieni wrth gynllunio a gwella gwasanaethau.** Dywedwn hyn gan fod y rhieni y buom yn siarad â hwy wedi dweud wrthym:
- fod y Cyngor yn dylunio'r gwasanaethau'n effeithiol i fodloni anghenion rhieni, ond bod cyfleoedd pellach iddo ddeall eu barn yn well, ac i weithredu yn sgil hynny;
 - y gall rhieni ddefnyddio'r gwasanaethau'n rhwydd, ond mae rhai rhwystrau'n bodoli;
 - bod rhieni'n fodlon iawn ar y cyfan ag ansawdd y gwasanaethau y maent yn eu defnyddio; a
 - bod y cyfathrebu rhwng rhieni a staff yn y lleoliadau Dechrau'n Deg yn dda, ond y gallai'r Cyngor wneud mwy i ddefnyddio barn rhieni'n systematig er mwyn gwella'r rhaglenni.

Cynigion ar gyfer gwella

Dangosyn 1: cynigion ar gyfer gwella

Cynigion ar gyfer gwella	
C1	<p>Er mwyn cynyddu nifer y teuluoedd cymwys sy'n defnyddio ac yn elwa ar raglen Dechrau'n Deg, dylai'r Cyngor:</p> <ul style="list-style-type: none">• sicrhau bod y polisi diffyg presenoldeb yn cael ei adolygu er mwyn sicrhau ei fod yn gyson â pholisïau diogelu ehangach y Cyngor; a• sicrhau ei fod yn defnyddio'i ddadansoddiad o ddiffyg presenoldeb i sicrhau presenoldeb gwell.
C2	<p>Er mwyn sicrhau y gall y Cyngor ddangos bod rhieni a phlant yn cael y budd a fwriedir o'r rhaglen Dechrau'n Deg, dylai'r Cyngor:</p> <ul style="list-style-type: none">• nodi'n glir canlyniadau a fwriedir i rieni yn ogystal â phlant; a• monitro ac adrodd wrth aelodau etholedig ar y canlyniadau a gyflawnir gan rieni yn ogystal â phlant.

Cynigion ar gyfer gwella

C3 Er mwyn sicrhau dealltwriaeth fwy effeithiol o farn rhieni, dylai'r Cyngor:

- adolygu ei arolygon rhieni er mwyn sicrhau bod yr un wybodaeth yn cael ei chasglu o'r holl leoliadau. Dylai'r wybodaeth a gesglir fod yn berthnasol ac yn ddefnyddiol er mwyn helpu i sicrhau bod y rhaglen yn bodloni anghenion a dyheadau rhieni, er enghraifft, bodlonrwydd rhieni, amseriad a lleoliad y sesiynau.
- adolygu cwestiynau'r arolwg gyda rhieni sy'n siarad iaith arall ar wahân i Gymraeg neu Saesneg fel iaith gyntaf, er mwyn sicrhau bod yr holl rieni'n gallu rhoi adborth deallus.

Adroddiad manwl

Mae'r Cyngor yn dylunio'r gwasanaethau'n effeithiol i fodloni anghenion rhieni, ond ceir cyfleoedd pellach iddo ddeall eu barn yn well a gweithredu yn sgil y farn honno

- 19 Gofynnwyd i'r rhieni sut yr oedd y rhaglen yn ystyried eu hanghenion a'u barn. Rhoddodd rhieni sawl enghraifft i ni lle ymatebodd y rhaglen yn effeithiol i'w barn, gan gynnwys:
- cynnig dewis o amseroedd ar gyfer sesiynau.
 - gosod man cysgodol i barcio pramiau yn y Ganolfan Seabreeze sy'n galluogi rhieni i aros yn y ganolfan a chymryd rhan yn y rhaglen, yn hytrach na cherdded adref.
 - darparu hyfforddiant i'r staff er mwyn hybu darpariaeth ddwyieithog, ar ôl i rieni mewn lleoliad Cymraeg ddweud na roddwyd yr un sylw i'r ddarpariaeth Gymraeg â'r Saesneg wrth hysbysebu.
 - newid y trefniadau gollwng yng Nghanolfan Gymuned Alway ar ôl i rieni godi pryderon.
 - rhoi cadarnhad ysgrifenedig ynghylch newid cewyn plant ym mhob lleoliad. Cyn hynny byddai'r rhieni'n cael gwybod ar lafar, ond nid oedd rhai rhieni'n derbyn yr wybodaeth honno'n gyson bob tro.
 - sicrhau bod rhieni sy'n symud allan o'r ardaloedd Dechrau'n Deg yn parhau i allu manteisio ar y rhaglen drwy'r gwasanaeth allgymorth, fu'n cefnogi 11 o deuluoedd yn 2017-18.
 - darparu dosbarth cerdded gyda bygi, er na fanteisiodd rhyw lawer ar y dosbarth hwnnw.
- 20 Er eu bod yn cydnabod bod y rhaglen yn rhoi ystyriaeth dda i farn ac anghenion rhieni, nododd y rhieni sawl agwedd hefyd lle gallai Dechrau'n Deg roi mwy o ystyriaeth i hynny, gan gynnwys:
- gwella'r trefniadau ar gyfer cyfeirio i ddarpariaeth addas yn y gwyliau haf pan na fydd rhaglen Dechrau'n Deg yn cael ei chynnal, gan fod rhieni'n teimlo bod eu plant yn elwa ar y drefn o fynychu'r sesiynau;
 - sicrhau bod yr holl adeiladau a'r lleoliadau lle cynhelir sesiynau Dechrau'n Deg yn saff a diogel. Yng Nghanolfan Gymuned Alway, dywedodd rhieni wrthym eu bod yn pryderu bod modd gadael drysau'r brif fynedfa ar agor, ac nad oedd hynny'n creu amgylchedd diogel i'r rhieni a'r plant wrth iddynt adael yr adeilad. Oherwydd trefn y ffyrdd y tu allan i Ganolfan Seabreeze, dywedodd rhieni wrthym nad yw hi bob amser yn hawdd croesi'r ffordd gan fod ceir wedi'u parcio, ac nad oedd unrhyw groesfannau yn agos at y ganolfan.
 - sicrhau bod rhaglenni'n cael eu cynnal mewn lleoliadau sy'n gyfleus ac yn hawdd i rieni gerdded/deithio iddynt. Tynnwyd sylw at hyn yng Nghanolfan Seabreeze, lle dywedodd rhieni wrthym nad oedd rhai rhieni eraill yn mynychu'r rhaglenni

mwyach gan fod yn rhaid iddynt gerdded yn bell i'w cyrraedd, a bod hynny'n eu hatal rhag gallu casglu eu plant eraill o'r ysgol.

- darparu trafndiaeth i leoliadau os bydd y Cyngor yn eu hadleoli ymhellach i ffwrdd oddi wrth rieni.
- adolygu cymhwysedd stadau newydd a adeiladwyd ers i Lywodraeth Cymru osod y meini prawf cymhwysedd.

21 Buom yn trafod barn y rhieni â rheolwyr gwasanaeth y Cyngor a'r Pennaeth Adfywio Cymunedol a ddywedodd wrthym y byddai'r rhaglen yn cymryd y camau a ganlyn er mwyn ymateb i adborth y rhieni:

- ystyried sut y gallai lleoliadau lleol wneud trefniadau gwell i gysylltu rhieni â gweithgareddau yn yr ardal leol yn ystod y gwyliau.
- adolygu cynllun a threfniadau diogelwch drws yng Nghanolfan Gymuned Alway, yn sgil pryderon y rhieni.
- cysylltu â thîm Gwasanaethau Stryd y Cyngor er mwyn ystyried gwelliannau'n gysylltiedig â pharcio ceir a chroesfannau o amgylch canolfan Seabreeze.
- archwilio'r posibilrwydd o ddarparu trafndiaeth i rieni sy'n defnyddio lleoliad Tŷ Blossom ar hyn o bryd, pan gaiff y ddarpariaeth honno ei hadleoli yn nhymor yr hydref 2018. Mae'r Cyngor wedi cynnwys hyn wrth ymgynghori â'r rhieni ar y bwriad i adleoli.
- fodd bynnag, ni all y Cyngor adolygu na diwygio'r meini prawf cymhwysedd ar gyfer stadau newydd a adeiladwyd ar ôl i Lywodraeth Cymru sefydlu'r codau post cymwys.

22 Roedd cyfradd Cyngor ar gyfer y defnydd o ofal plant gyda'r seithfed isaf ledled Cymru yn 2017-18, sef 85%, ac efallai y gallai'r Cyngor ddysgu gan gynghorau eraill lle mae'r gyfradd honno'n uwch. Os nad yw'r rhieni'n manteisio ar eu hawl i dderbyn gofal plant, bydd lleoliadau'n cyfeirio hynny i sylw ymwelydd iechyd y teulu a fydd yn gwneud ymholiadau â'r teuluoedd. Mae'r Cyngor eisoes yn casglu gwybodaeth am y rhesymau pam nad yw rhieni'n manteisio ar eu hawl. Yn fuan yn 2018, sefydlodd y Cyngor grŵp Gorchwyl a Gorffen aml-asiantaeth, er mwyn edrych yn strategol ar ffyrdd i gynyddu cyfranogiad. Mae'r grŵp eisoes wedi canfod rhwystrau sydd yn atal rhai rhieni sy'n siarad Tsieceg rhag manteisio ar ofal plant. Y mae wedi gweithredu i sicrhau y bydd cymorth ar gael drwy'r llinell ieithoedd o hyn allan, i'r rhieni hynny allu manteisio ar ofal plant yn ogystal ag agweddau iechyd y rhaglen.

Gall rhieni ddefnyddio'r gwasanaethau'n rhwydd, ond mae rhai rhwystrau'n bodoli

23 Mae'r Cyngor yn cyflwyno ei raglen Dechrau'n Deg i'r holl rieni sy'n byw mewn codau post cymwys, fel y diffinnir gan Lywodraeth Cymru. Dengys data Llywodraeth Cymru ar raglenni Dechrau'n Deg ar draws y 22 o gynghorau yng Nghymru fod Cyngor Dinas

Casnewydd wedi darparu rhaglen Dechrau'n Deg i 2,808 o blant yn ystod 2017-18³. Cyfran y plant yng Nghasnewydd sydd wedi'u cynnwys yn llwyth gwaith ymwelydd iechyd Dechrau'n Deg yw'r uchaf ond un yng Nghymru, sef 32%, o gymharu â chymedr o 26% ar draws Cymru.

- 24 Cynigiodd y Cyngor elfen gofal plant Dechrau'n Deg i 86% o deuluoedd cymwys yn 2017-18. Dyma'r gyfradd isaf yng Nghymru, ac mae'r ffigur wedi gostwng o gymharu â'r 96% a gafwyd y llynedd. Mae nifer y rhieni sy'n manteisio ar gyrsiau rianta ffurfiol wedi gostwng o 91% yn 2015-16 i 54% yn 2017-18, ac mae'r gyfradd a fanteisiodd ar y cyrsiau hyn dros y cyfnod hwnnw wedi gostwng o'r trydydd uchaf i'r pedwerydd isaf o blith 22 o gynghorau Cymru.
- 25 Ymagwedd y Cyngor yw trefnu bod rhieni'n mynd i'r lleoliad sydd agosaf i'w cartref. Mae'r rhaglen yn gweithredu dau leoliad cyfrwng Cymraeg, yn Nwyrain a Gorllewin y Ddinas, ac mae'r Cyngor yn anfon rhieni i'r lleoliad cyfrwng Cymraeg sydd agosaf i'w cartref. Ym mhob lleoliad, ar wahân i un, canfuom fod rhieni'n byw o fewn pellter cerdded agos. Dywedodd rhieni wrthym ei bod hi'n bwysig iddynt hwy a'u plant allu cerdded i'r canolfannau o fewn ychydig funudau.
- 26 Fodd bynnag, dywedodd rhieni yng Nghanolfan Seabreeze, canolfan a adeiladwyd i'r diben y symudwyd y ddarpariaeth iddi ym mis Medi 2017, eu bod nawr yn gorfod teithio ymhellach. Mae'r pellter ychwanegol hwn yn cynyddu'r amser teithio i rieni a phlant er mwyn cyrraedd a gadael y sesiynau. Roedd y Cyngor wedi nodi bod presenoldeb mewn sesiynau wedi gostwng yn nhymor yr hydref 2017. Fodd bynnag, er gwaethaf y pellter a'r amser ychwanegol er mwyn cyrraedd, roedd y rhieni hynny y buom ni yn siarad â hwy yn gwerthfawrogi effaith y sesiynau'n fawr, ac felly'n parhau i'w mynychu. Mae'r Cyngor yn cydnabod bod lleoliad newydd y ddarpariaeth ymhellach oddi wrth y gymuned y mae'n ei chefnogi; fodd bynnag, ar adeg y symud, ystyriwyd mai'r ganolfan oedd y ddarpariaeth orau a oedd ar gael i rieni a'u plant, gan ei bod yn gyfleuster wedi'i adeiladu'n bwrpasol ar gyfer Dechrau'n Deg.
- 27 Wrth ystyried symud darpariaeth i leoliad arall, dull presennol y Cyngor yw defnyddio meddalwedd mapio cyfrifiadurol i gyfrifo'r pellter cerdded i rieni cymwys. Dywedodd y rhieni y buom yn siarad â hwy o Ganolfan Seabreeze fod hyn yn golygu nad ydynt felly o bosib yn ystyried y gallai plant ifanc fod yn cerdded yn arafach, neu y gallai gymryd mwy o amser i gerdded gyda phram neu gadair wthio.
- 28 Nid Cymraeg na Saesneg oedd iaith gyntaf nifer o'r rhieni a ddaeth i'n grwpiau ffocws. Gan hynny, sicrhaodd y tîm canolog, fod rhywun a allai siarad iaith gyntaf/ieithoedd cyntaf y rhieni, gan gynnwys aelodau o'r tîm Dechrau'n Deg, yn bresennol yn y sesiynau fel bo modd i'r rhieni gymryd rhan yn llawn os oeddent yn dymuno.
- 29 Dywedodd y rhieni wrthym eu bod yn derbyn cymorth ieithyddol yn ystod y rhaglen magu plant, a'r sesiynau IaCh, a bod y gefnogaeth honno'n eu helpu i gymryd rhan yn llawn yn y sesiynau hynny. Mae'r Cyngor yn holi ynghylch anghenion ieithyddol y rhieni

³ Llywodraeth Cymru (2018) Ymchwil ac Ystadegau Dechrau'n Deg - <https://gov.wales/statistics-and-research/flying-start/?lang=cy>

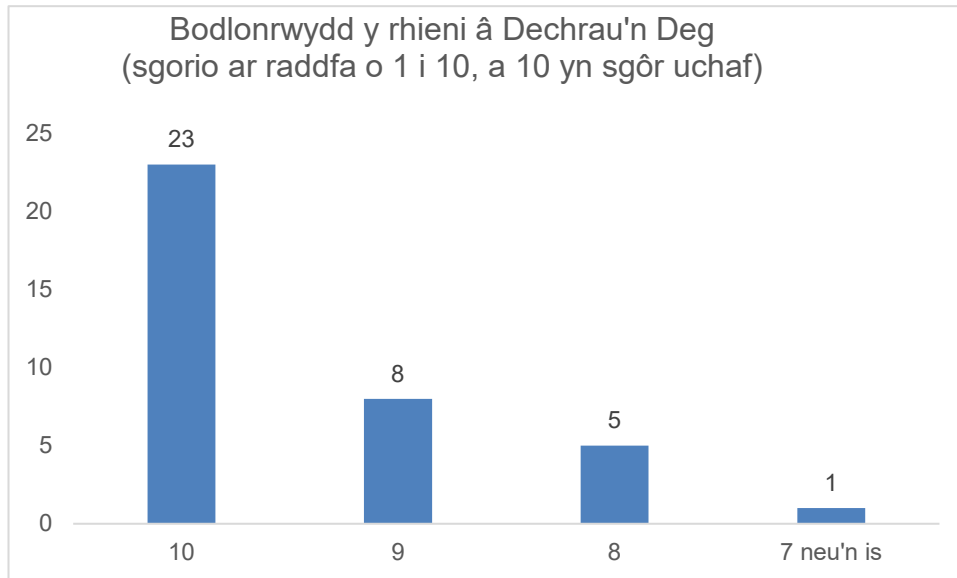
ar ei ffurflenni cais ar gyfer y rhaglen, ac yn defnyddio'r wybodaeth honno i gynllunio i gefnogi rhieni nad ydynt yn siarad Cymraeg na Saesneg fel iaith gyntaf.

- 30 Mewn ymateb i anghenion ieithyddol rhieni, mae'r Cyngor wedi datblygu ei dîm o staff drwy recriwtio staff a all siarad y prif ieithoedd cymunedol a siaredir yn ardaloedd Dechrau'n Deg. Bydd yr aelodau hynny o staff yn mynychu nifer o leoliadau ar draws y rhaglen i roi cymorth ieithyddol i rieni.
- 31 Sylwn, fodd bynnag, nad oes gan yr aelodau hyn o staff gymwysterau cyfieithu na dehongli proffesiynol, ond eu bod yn byw yn y gymuned ac mae'r rhieni felly yn 'ymddiried' ynddynt. Yn ogystal â bodloni anghenion ieithyddol y rhai nad ydynt yn siarad Cymraeg na Saesneg, dywedwyd wrthym fod y rhaglen wedi talu am ddehonglydd iaith arwyddion i riant byddar er mwyn galluogi'r rhiant hwnnw i gymryd rhan yn llawn yn y rhaglen.
- 32 Mae'r tîm canolog hefyd wedi trefnu i gyfieithu llyfryn y rhaglen Magu Plant i'r prif ieithoedd cymunedol a siaredir yng Nghasnewydd, sy'n cefnogi rhieni a allai ddymuno adolygu'r hyn y maent wedi'i ddysgu yn y sesiynau ar ôl cyrraedd adref.
- 33 Roedd barn rhieni ynghylch amseru'r sesiynau yn gymysg. Roedd llawer o'r farn fod y sesiynau'n cyd-fynd â rwtinau ysgol eraill y plant a chyfrifoldebau ac ymrwymadau gwaith eraill y rhieni. Fodd bynnag, dywedodd ambell riant, gan gynnwys rhieni ym Milton, y gallai sesiynau Dechrau'n Deg fod wedi'u halinio'n well ag amseroedd yr ysgol er mwyn lleihau'r amser y gallai rhieni orfod ei dreulio'n aros rhwng diwedd sesiynau dechrau'n deg ac amseroedd codi o'r ysgol. Buom yn trafod hyn â rheolwr rhaglen Dechrau'n Deg a gytunodd i ymchwilio i'r adroddiadau nad oedd amseroedd sesiwn Dechrau'n Deg ac amseroedd sesiwn ysgol gynradd ym Milton yn cyd-fynd â'i gilydd. Dywedodd hefyd y byddai'n gwirio'r sefyllfa mewn canolfannau eraill.

Mae'r rhieni'n fodlon iawn ar y cyfan ag ansawdd y gwasanaethau y maent yn eu defnyddio

- 34 Gofynnwyd i'r rhieni a welsom mewn grwpiau ffocws roi sgôr ar gyfer eu bodlonrwydd â rhaglen Dechrau'n Deg ar raddfa o 1 i 10, gan ystyried mai 10 oedd y sgôr uchaf.

Dangosyn 2: adroddodd y rhieni a welsom lefelau uchel iawn o fodlonrwydd â'r rhaglen



- 35 Gofynnwyd i'r rhieni am resymau dros eu sgoriau, ac roedd eu sylwadau'n canolbwyntio'n bennaf ar sylw a gofal y staff tuag at eu plant, y rhieni yn gweld cynnydd eu plant, ac effaith gadarnhaol sesiynau'r rhaglen ar y rhieni a'u gallu i ymgysylltu â'u plant.
- 36 Cafwyd rhai sylwadau hynod o gadarnhaol gan rai rhieni ynghylch eu profiad hwy eu hunain a phrofiad eu plant o raglenni IaCh a Magu Plant Dechrau'n Deg. Nododd y rhieni amrywiaeth o ganlyniadau yr oedd y rhaglenni wedi helpu i'w datblygu yn eu plant, gan gynnwys:
- helpu gyda'r broses o drosglwyddo o'r cartref i ddarpariaeth feithrin;
 - gwella'r lleferydd;
 - rhyngweithio'n well ag oedolion a phlant eraill;
 - annog ymddygiad cadarnhaol, fel rhannu;
 - cynyddu annibyniaeth a hyder;
 - cynyddu gwydnwch sy'n arwain at leihau pryder gwahanu; a
 - dysgu sgiliau bywyd newydd, gan gynnwys hyfforddiant hylendid a toiled y gall rhieni ei bwysleisio'n ddiweddarach yn y cartref.
- 37 Dywedodd rhieni wrthym hefyd eu bod wedi elwa'n bersonol ar y sesiynau, gan gynnwys:
- cyfleoedd i gwrdd â phobl newydd a meithrin cyfeillgarwch;
 - meithrin sgiliau rianta a sgiliau i ryngweithio â phlant;
 - rhoi rhywfaint o seibiant i rieni a'u galluogi i gwblhau tasgau;
 - rhoi cyfle i ddysgu gan rieni eraill a chanddynt broblemau tebyg;

- helpu rhieni i fagu hyder; a
- meithrin sgiliau Saesneg ymhlith rhieni nad ydynt yn siarad Saesneg fel iaith gyntaf, wrth i'w plant feithrin y sgiliau hynny.

38 Dywedodd un rhiant wrthym:

- 'Mae'r gwasanaeth yn anhygoel. Nid wyf wedi cael cyfle fel yna o'r blaen. O gymharu â'r brawd/chwaer arall na chafodd y cyfle yma, mae'r plentyn sydd wedi cael dechrau'n deg wedi gwneud camau breision. Rwy'n ddiolchgar am hyn.'

39 Ac eithrio un, dywedodd pawb o'r 391 o rieni a ymatebodd i arolygon y Cyngor ei hun rhwng mis Ionawr a Rhagfyr 2017 eu bod yn fodlon bod eu plentyn wedi cael profiad cadarnhaol, wedi setlo'n dda ac wedi mwynhau ei gyfnod yn y cylch chwarae Dechrau'n Deg, ac roedd pob un o'r 391 o rieni'n fodlon â'r gweithgareddau chwarae a dysgu yr oedd y lleoliadau hyn yn eu darparu. Ychydig iawn o gwynion a geir ynghylch y rhaglen hon.

Mae'r trefniadau ar gyfer cyfathrebu rhwng rhieni a staff lleoliadau Dechrau'n Deg yn dda, ond gallai'r Cyngor wneud mwy i ddefnyddio barn rhieni mewn modd systematig er mwyn gwella'r rhaglenni

- 40 Mae pob lleoliad yn gyfrifol am gyfathrebu â'r rhieni o ddydd i ddydd. Mae tîm canolog Dechrau'n Deg y Cyngor yn gyfrifol am gyfathrebu ar draws y rhaglen, ac am hyrwyddo'r rhaglen, gan gynnwys defnyddio'r cyfryngau cymdeithasol fel Facebook a Twitter. O gymharu â holl raglenni Dechrau'n Deg ledled Cymru y rhaglen hon sydd â'r mwyaf o ddilynwyr yn y cyfryngau cymdeithasol. Yn ôl dadansoddiad y Cyngor ei hun, mae'r rhaglen yn cyrraedd tua 700 o bobl bob dydd drwy ei chyfrif Facebook.
- 41 Mae'r tîm canolog yn defnyddio amrywiaeth eang o ddulliau i gyfathrebu â defnyddwyr gwasanaeth, gan roi cryn bwyslais ar ddefnyddio Facebook a Twitter i rannu gwybodaeth. Mae gan y rhaglen hefyd dudalen wybodaeth ar wefan y Cyngor sydd yn rhoi trosolwg o'r rhaglen ynghyd â manylion cyswllt i rieni.
- 42 Nid oes rhaid i lleoliadau unigol ddilyn polisi cyfathrebu safonol, ond dywedodd rhieni wrthym eu bod ar y cyfan yn derbyn yr wybodaeth yr oeddent ei hangen yn brydlon. Oherwydd prysurdeb eu bywydau, dywedodd rhieni wrthym fod y negeseuon testun i'w hatgoffa ar ddiwrnodiau'r sesiynau yn amserol a defnyddiol iawn.
- 43 Mae rhieni'n teimlo'n gyffyrddus wrth gyfathrebu â'r staff yn y lleoliadau gan fod y staff yn hawdd mynd atynt. Wrth godi unrhyw fater, dywedodd rhieni wrthym hefyd fod y mater hwnnw fel arfer yn cael ei ddatrys ar unwaith. Dywedodd rhieni wrthym fod staff yn y lleoliadau'n cadw cyswllt rheolaidd â hwy ac, mewn rhai achosion, fod staff wedi ymweld â'r cartref ar ôl i rieni gollu un o sesiynau'r rhaglen magu plant.

- 44 Ceir polisi diffyg presenoldeb strwythuredig ar gyfer diffyg presenoldeb, ac mae'r holl lleoliadau'n dilyn y polisi hwnnw pan fydd plentyn wedi colli tri diwrnod yn olynol heb unrhyw esboniad. Mae'r polisi wedi'i drefnu'n gyfres o gamau a gofnodir gan staff mewn lleoliadau:
- bydd staff yn y lleoliad unigol yn ceisio cysylltu â'r teulu am y tro cyntaf os ceir diffyg presenoldeb;
 - os na fydd staff y lleoliad yn gallu cysylltu â'r teulu, gofynnir i ymwelwyr iechyd alw heibio'r cartref;
 - bydd staff y lleoliad wedyn yn anfon cerdyn post 'Rydym yn eich colli chi' os na fydd teulu yn mynychu'r sesiynau ar ôl ymdrechion blaenorol i gysylltu â hwy; ac
 - os na fydd teulu yn cysylltu â'r rhaglen eto, bydd staff yn y lleoliad yn hysbysu'r tîm canolog a fydd wedyn yn ysgrifennu at y teulu, ac o bosib yn cynnig eu lle hwy i blentyn arall.
- 45 Er gwaethaf y dull strwythuredig hwn o ymdrin â diffyg presenoldeb, nid oedd y Cyngor yn gallu rhoi sicrwydd inni fod y polisi diffyg presenoldeb wedi'i alinio â pholisïau diogelu ehangach y Cyngor. Cytunodd y Pennaeth Adfywio Cymunedol i wirio bod dolenni adborth priodol wedi'u sefydlu yn rhan o'r polisi er mwyn sicrhau bod plant wedi'u diogelu. Mae'n gadarnhaol nad yw rhieni nad ydynt yn mynychu'r sesiynau yn colli eu hawl i fanteisio ar y rhaglen os ydynt am gysylltu eto yn ddiweddarach.
- 46 Bydd swyddog derbyniadau'r tîm canolog yn cysylltu â rhieni er mwyn canfod pam na fu modd i rieni fynychu. Mae'r tîm canolog yn adolygu gwybodaeth am nifer a chanran yr absenoldebau awdurdodedig ac anawdurdodedig a'r rhesymau pam na fydd rhieni'n bresennol. Er gwaethaf y dull strwythuredig o gofnodi'r rhesymau dros ddiffyg presenoldeb, ni welsom dystiolaeth glir fod y tîm canolog yn defnyddio'r dadansoddiad hwn i sicrhau presenoldeb gwell, gan fod canran fawr o'r 'rhesymau' a gofnodwyd dros ddiffyg presenoldeb yn cynnwys sefyllfaoedd lle'r oedd rhieni'n gwrthod/peidio rhoi rheswm.
- 47 Mae gan y tîm canolog gytundeb lefel gwasanaeth â phob lleoliad, ac yn rhan o'r cytundeb hwn mae'n rhaid i lleoliadau rannu a chasglu arolygon rhieni bob tymor. Bydd tîm canolog y Cyngor yn casglu ac yn adolygu'r arolygon o bob lleoliad. Nid yw'r Cyngor yn rhoi adborth i rieni ar ôl eu hadolygu. Nodwyd bod y Cyngor yn defnyddio cwestiynau gwahanol ar gyfer arolygon rhieni yn ei lleoliadau ei hun, o gymharu â'r cwestiynau a oedd yn cael eu defnyddio mewn lleoliadau a weithredir yn breifat. Mae'r cwestiynau'n canolbwyntio'n gyfan gwbl bron ar ganfyddiad rhieni o effaith mynychu'r cylchoedd chwarae ar eu plant.
- 48 Mae'r tîm canolog yn casglu arolygon cyn ac ar ôl ymyrraeth gan rieni er mwyn canfod beth fu effaith y rhaglenni magu plant. Mae'r arolygon hyn yn casglu gwybodaeth gan rieni am eu ffordd o rianta cyn ac ar ôl iddynt gymryd rhan yn y rhaglen magu plant. Mae'r tîm canolog hefyd yn defnyddio proffiliau'r Cyfnod Sylfaen i olrhain yr effaith ar ddatblygiad y plant. Mae'r proffil yn defnyddio arsylwadau ac asesiadau ffurfiannol er mwyn helpu lleoliadau i gynnig profiad dysgu a datblygu datblygiadol briodol i blant, a gellir ei ddefnyddio i gefnogi'r plentyn wrth drosglwyddo i'r ysgol. Mae'r camau hyn yn creu sylfaen gref o dystiolaeth ynghylch effaith y rhaglen ar blant. Mae'r gwasanaeth yn

defnyddio dull safonedig i gasglu gwybodaeth sy'n olrhain effaith y rhaglen ar rieni (Offeryn i Fesur Hunaneffeithiolrwydd Rhianta). Mae'r gwasanaeth yn defnyddio'r offeryn hwn i fesur effaith rhaglenni rhianta drwy fesur sgoriau pob rhiant cyn ac ar ôl ymyrraeth.

- 49 Yn rhan o ymagwedd y Cyngor er mwyn deall barn rhieni, dywedodd rheolwr Dechrau'n Deg wrthym fod gan bob lleoliad flwch awgrymiadau, a adolygir ganddo. Bydd rhieni hefyd yn rhoi adborth drwy arolygon ac arolygon ôl-archwiliad. Bydd lleoliadau yn ymateb i'r syniadau a gyflwynir gan rieni drwy'r blychau awgrymiadau. Bydd y tîm canolog yn ymateb i sylwadau rhieni ar raddfa'r rhaglen gyfan. Gwelsom nad oes gan y tîm canolog broses i adolygu barn rhieni o'r blychau awgrymiadau ar draws yr holl leoliadau, felly gallai'r rhaglen golli cyfle i ddysgu yn sgil awgrymiadau rhieni, a cholli cyfle i weithredu gwelliannau ar draws y rhaglen gyfan.
- 50 Ym mis Gorffennaf 2018, cyflwynodd y Cyngor Broses Rheoli Ymgysylltu â'r Gymuned newydd fydd yn cyflwyno adroddiadau rheolaidd i aelodau etholedig ar set ddata Llywodraeth Cymru ar gyfer Dechrau'n Deg. Fodd bynnag, nid yw set ddata Llywodraeth Cymru yn cynnwys bodlonrwydd rhieni na chipolwg o effaith y rhaglen ar blant a rhieni, sydd wedi'i gynnwys mewn data a gesglir gan y Cyngor. Nid yw rhaglen y Cyngor felly'n cynnwys trefniadau ar hyn o bryd i adrodd wrth aelodau etholedig ar effaith lawn y rhaglen ar ganlyniadau plant, yn ogystal â chanlyniadau a lefelau bodlonrwydd rhieni.

Atodiad 1

Taflen a rannwyd ymhlith y rhieni a sgrinlun o'r cyfryngau cymdeithasol

Taflen


Dangosyn 3: taflen a rannwyd ymhlith y rhieni


**A YW DECHRAU'N DEG
YN TARO'R NOD I CHI?**

DECHRAU'N DEG MALPAS

Hoffem siarad â chi am eich profiad yng
Llys Malpas Dechrau'n Deg

DYDD IAU 14 MEHEFIN 2018, 9.30–11.30


WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU



Sgrinlun o'r cyfryngau cymdeithasol

Dangosyn 4: sgrinluniau o hysbysiad cyfryngau cymdeithasol Swyddfa Archwilio Cymru ar gyfer digwyddiadau Dechrau'n Deg yng Nghasnewydd

 **Wales Audit Office / Swyddfa Archwilio Cymru** Published by Orlo [?] · 6 June ·

A yw Dechrau'n Deg yn taro'r nod i chi? A yw eich barn yn cael ei ystyried? Dywedwch wrthym beth ydych chi'n ei feddwl rhwng 12-14 Mehefin yn un o'n sesiynau [Newport Flying Start](#) / Dechrau'n Deg Casnewydd yng Nghasnewydd

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Atodiad 2

Ffeithlun sy'n crynhoi'r prif ganfyddiadau ymhlith rhieni

Arddangosyn 5: ffeithlun sy'n crynhoi'r prif ganfyddiadau ymhlith rhieni

YW DECHRAU'N DEG YN CAEL 10/10 GENNYCH CHI?



Gwnaethom siarad â rhai rhieni yng nghanolfannau Dechrau'n Deg. Dyma'r hyn a welsom...



Mae'r rhan fwyaf o'r rhieni y siaradom â nhw yn fodlon iawn ar Ddechrau'n Deg



Mae Cyngor Dinas Casnewydd yn dylunio gwasanaethau Dechrau'n Deg i'w gwneud yn hawdd i rieni eu defnyddio



Mae'r rhan fwyaf o rieni'n canfod yr amseroedd a'r lleoliadau yn dda



Mae llawer o rieni sy'n defnyddio Dechrau'n Deg yn gwybod beth sy'n digwydd ac yn gallu siarad â staff yn hawdd



Gallai Cyngor Dinas Casnewydd wneud mwy i ddefnyddio barn rhieni i wneud gwelliannau i Ddechrau'n Deg

Darganfyddwch mwy: <http://www.audit.wales/>

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Management Response

Local Authority: Newport City Council

Report title: Service User Perspective

Issue date: November 2018

Document reference: 897A2018-19

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Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P1	<p>To increase the number of eligible families accessing and benefitting from the Flying Start programme, the Council should;</p> <ul style="list-style-type: none">ensure that the non-attendance policy is reviewed to ensure its alignment with the Council's wider safeguarding policies; andensure that its analysis of non-attendance is	<p>The non-attendance policy supports the Council's safeguarding policy.</p> <p>Secure the highest level of attendance from families to support improved outcomes.</p>	Yes	Yes	Further investigatory work will be undertaken to align the safeguarding policy with the attendance policy and an updated policy document will be implemented	End of January 2019	Flying Start Project Officer (MS) / Operational Manager (JE)

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
	used to secure improved attendance.						
	<p>To ensure that the Council can demonstrate that parents and children gain the intended benefit from the Flying Start programme, the Council should;</p> <ul style="list-style-type: none"> • set out clearly the intended outcomes for parents as well as children; and • monitor and report to elected members on the outcomes achieved by parents as well as children 	Demonstrate the positive impact of the programme on both parents and children to members and the public.	Yes	Yes	Flying Start will produce an annual report to share good practice which will be shared with all parties	End of March 2019 and thereafter annually	Community Regeneration Manager (DP) / Flying Start Project Officer (MS)

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P3	<p>To understand parents' views more effectively, the Council should;</p> <ul style="list-style-type: none"> review its parent surveys to ensure that the same information is collected from all settings. The information collected should be relevant and useful to help ensure that the programme meets parents' needs and aspirations, for example, parental satisfaction, timing and location of sessions. review the survey questions with parents whose first language is not English or Welsh to ensure that all parents are able to provide informed feedback. 	<p>Ensure that the information gathered through the parental surveys can inform the design and delivery of the programme,</p> <p>Ensure that all parents are enabled to provide feedback.</p>	Yes	Yes	<p>We will use service users feedback to influence any changes, enhance delivery and support any future work. Feedback will also be captured and changes to the programme within the annual report.</p>	31 st March 2019	Flying Start Project Officer (MS)

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Page 51

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Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Page 52	used to secure improved attendance.						
	<p>To ensure that the Council can demonstrate that parents and children gain the intended benefit from the Flying Start programme, the Council should;</p> <ul style="list-style-type: none"> • set out clearly the intended outcomes for parents as well as children; and • monitor and report to elected members on the outcomes achieved by parents as well as children 	Demonstrate the positive impact of the programme on both parents and children to members and the public.	Yes	Yes	Flying Start will produce an annual report to share good practice which will be shared with all parties	End of March 2019 and thereafter annually	Community Regeneration Manager (DP) / Flying Start Project Officer (MS)

Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
P3	<p>To understand parents' views more effectively, the Council should;</p> <ul style="list-style-type: none"> review its parent surveys to ensure that the same information is collected from all settings. The information collected should be relevant and useful to help ensure that the programme meets parents' needs and aspirations, for example, parental satisfaction, timing and location of sessions. review the survey questions with parents whose first language is not English or Welsh to ensure that all parents are able to provide informed feedback. 	<p>Ensure that the information gathered through the parental surveys can inform the design and delivery of the programme,</p> <p>Ensure that all parents are enabled to provide feedback.</p>	Yes	Yes	<p>We will use service users feedback to influence any changes, enhance delivery and support any future work. Feedback will also be captured and changes to the programme within the annual report.</p>	31 st March 2019	Flying Start Project Officer (MS)

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