



Management Response

Local Authority: Newport City Council

Report title: Service User Perspective

Issue date: November 2018

Document reference: 897A2018-19

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)

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	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 	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)

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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)