

YOUNG IN HERTS

EARLY YEARS DEVELOPMENT AND CHILDCARE IMPLEMENTATION PLAN 2001-2002

INTRODUCTION

The Implementation Plan is Young in Herts work programme for 2001/2 to deliver the vision outlined in the three year Strategic Plan.

The Implementation Plan uses the same headings in the Strategic Plan. Under each section we have summarised the progress made by the Partnership in that area over the last year, each target from the Strategic Plan has a set of measurable objectives and further steps to be taken in future years are identified. Each target is allocated to a Sub Group of the Partnership who will take a lead responsibility in ensuring the target is met.

The DfEE requires additional information in some areas, either in the form of a table or narrative and these have been included in the relevant section.

EARLY YEARS EDUCATION AND CHILDCARE

Progress since April 2000

- Roll out of the second phase of the Early Learning Plan
- Introduction of three year old nursery grant
- Monitoring of the health of pre schools has shown that 6 have opened and 43 closed
- A review of the recommendations of Tomorrows Children and how they should be implemented locally ready for consideration by the Partnership.
- To date the new childcare places target have been met and exceeded by 25%
- Networks have been set up to support out of school care providers and full day care providers
- Childminder grant has been introduced
- Measures to improve staff recruitment have been introduced.
- £287,474 of New Opportunities Fund Grant has been allocated to the County since April 2000.

Target Number: 1	Sub Group:Early education	
Target: Universal entitlement to a free early education place for all three year olds whose parents want one by 2004		
Objectives for 2001/2	Funding Source	Amount
All three-year-olds whose families receive one of a range of means-tested benefits to be entitled to nursery grant in the private/voluntary sector	Nursery grant	£579,744
All 'rising three-year-olds' to be entitled to the County Council's support scheme	SSA	£200,000
Introduce the Early Learning Plan to the remaining areas of the County (cost excludes support scheme element)	Nursery grant SSA	£144,936 £? (remainder)
Ensure that all providers participating in the County Council's support Scheme are registered under the Plan by September 2001	Existing SLA with the Pre-School Learning Alliance (SSA)	N/a
Further steps 2002/2004		
Maintain nursery grant entitlement above plus 'older three-year-olds' to be entitled to a free/funded place in the private/voluntary as well as the maintained sector	Nursery grant	£1,071,840
Maintain nursery grant entitlement above plus more 'younger three-year-olds' to be entitled to a free/funded place in the private/voluntary sector, regardless of income	Nursery grant	£3,294,720

The following tables are required by DfEE to show how many three year nursery education places the Partnership can funded from its allocation in 2001/2,2002/3, 2003/4.

2001 – 2002

The allocation is 610 places, equivalent to 1830 one-term places. Experience to date suggests that the average take up rate by younger three-year-olds in the private/voluntary sector is 4 sessions (0.8) per child. The number of three-year-olds in this sector indicated below is therefore 25% higher than the number of places to be created.

	Summer 2001	Autumn 2001	Spring 2002
Population of 3 year olds in the LEA area	13000	13000	13000
Three year olds in:			
New funded places in LEA nursery classes and schools	0	0	366
New funded places in LA day nurseries and family centres	n/a	n/a	n/a
Funded places in private, voluntary and independent sector (including: nurseries; pre-schools; early years groups; independent schools)	550	640	640
Total number of places	550	640	1006

2002 – 2003

The indicative allocation is 880 places, equivalent to 2640 places. As the additional places created from September 2002 will be for older three-year-olds in the private/voluntary sector who are more likely to take up 5 sessions, we assume an average take up rate of 4.5 sessions per child from that date, in line with DfEE expectations. The number of three-year-olds to places created is therefore in that proportion.

	Summer 2002	Autumn 2002	Spring 2003
Population of 3 year olds in the LEA area	13000	13000	13000
Three year olds in:			
New funded places in LEA nursery classes and schools	0	0	0
New funded places in LA day nurseries and family centres	n/a	n/a	n/a
Funded places in private, voluntary and independent sector (including: nurseries; pre-schools; early years groups; independent schools)	640	1252	1252
Total number of places	640	1252	1252

2003 – 2004

The indicative allocation is 2,640 places, equivalent to 7920 one-term places. An average take-up of 4.5 sessions per child is assumed. It is assumed that further

expansion would take place in the Autumn Term – that would be decided nearer the time.

	Summer 2003	Autumn 2003	Spring 2004
Population of 3 year olds in the LEA area	13000	13000	13000
Three year olds in:			
New funded places in LEA nursery classes and schools	0	0	0
New funded places in LA day nurseries and family centres	n/a	n/a	n/a
Funded places in private, voluntary and independent sector (including: nurseries; pre-schools; early years groups; independent schools)	1252	4032	4033
Total number of places	1252	4032	4033

Target Number: 2	Sub group: Childcare	
Target: 6,500 new out of school childcare places for 13,000 children by 2003		
Objectives for 2001/2	Funding Source	Amount
Create 3,000 new out of school childcare places	The Fund	£1.3m
Of those 3,000 places 30 places to be for children with SEN/Disabilities who need specialist provision.	The Fund/Child Care Grant	
Appoint additional HCC development workers	Childcare Grant	£108K
Appoint additional voluntary sector development workers (PSLA & NCMA)	Childcare Grant	£120K
Continue part funding of Children with Disabilities Project Officer Post	Childcare Grant/ Carers Strategy Grant	£23K
Appoint admin staff to support the Fund and Childcare Grant Admin	Childcare Grant/The Fund	£60K
Reorganised U8's service to continue pre-registration advice and support working alongside development workers	SSA	£271K
Further Steps 2002/2003		
Create 3,441 new out of school childcare places	The Fund	£1.5m

Target number: 3	Sub group: Childcare	
Target: To ensure that a minimum of 80% of all NOF sponsored out of school childcare places remain viable and available 5 years after being established.		

Objectives for 2001/2	Funding Source	Amount
To establish a system of regular monitoring of the health of provision by re-organised Under Eight's Service and voluntary sector development workers.	SSA/Childcare Grant	
To continue to develop networks and other forms of support.	Childcare Grant	£30K
To continue to provide free business and marketing advice service to providers	Childcare Grant	£50K
Further Steps 2002/4		

Target Number: 4	Sub group: Childcare	
<p>Target: To ensure that, on average, new childcare places created between April 2001 and March 2004 add significantly to the local stock for the relevant category:</p> <ul style="list-style-type: none"> • For every 10 new out of school childcare places that open no more than 1 should close • For every 10 new childcare places for pre school age children no more than 3 should close. • For every 10 new childminder place created no more than 9 should close. 		
Objectives for 2001/2	Funding source	Amount
(See also Target 3)		
Maintain and update Schools Out Guide	Childcare Grant	
Extend sustainability grant to childminders	Childcare Grant	
Research reasons for childminder closures and regularly monitor future closures.	Childcare Grant	
Improve support to childminders through U8's Service and NCMA development workers working together.	SSA/Childcare Grant	
Promote a positive image of childminding through Communications Strategy.	Childcare Grant	
Further steps 2002/4		
To revise strategy in the light of monitoring.		

Target Number: 5	Sub group: Childcare	
<p>Target: To have set up by 2004 a minimum of 2,232 new childminder places in addition to those in Target 6.</p>		

Objectives for 2001/2	Funding Source	Amount
Review and revise childminder start up grant(See also target 4)	Childcare Grant	£96K
To increase NCMA development workers	Childcare Grant	
To promote the availability of start up grants	Childcare Grant	
Further steps 2002/4		

Target Number: 6	Sub Group: Childcare	
<p>Target: To have set up, by 2004 a minimum of x childcare places for pre- school aged children in areas of disadvantage. An estimated x group care places and 584 childminder places. <i>n.b. Awaiting further guidance from DfEE in January. 20% most deprived wards in DETR index</i></p>		
Objectives for 2001/2	Funding	Sub group

Target Number: 6a	Sub Group: Childcare	
<p>Target: To create 33% of all new childcare places in wards where over 25% of children are in low income families. In Hertfordshire this amounts to 54 of the 199 wards.</p>		
Objectives for 2001/2	Funding	Sub group
To create 1,000 out of school places in the above wards	The Fund	
106 of these to be care wrapped around pre school places	The Fund	
415 childminder places	Childcare Grant	

Target Number: 7	Sub group: Childcare	
<p>Target: To have set up by 2004 6 formal childminder networks and to provide 100 School based networks with co-ordinator support.</p>		
Objectives for 2001/2	Funding Source	Amount

To set up 2 formal networks in 2001/2	Childcare Grant	£25K
To develop a system of co-ordinator support to 100 school networks	Childcare Grant	£10K
Further steps 2002/4		
To develop 4 more networks		

Target Number: 8	Sub Group: Childcare	
Target: To have aided the conversion by 2004 of at least 960 pre school places to move to wrap around care.		
Objectives for 2001/2	Funding Source	Amount
To have converted at least 320 places	The Fund/Childcare Grant	
To create additional PSLA development worker posts	Childcare Grant	
To undertake a premises audit of all pre schools	Childcare Grant	
Further steps 2002/4		

Target Number: 9	Sub Group: Childcare	
Target: To monitor the take up of the Childcare Tax Credit and to improve take up.		
Objectives for 2001/2	Funding Source	Amount
Monitor take up in the County	Childcare Grant	
Publicise availability and information on CTC through CIS , Business and marketing support to providers and publicity and development workers	Childcare Grant	
Further steps 2002/4		
Develop and revise strategy in the light of monitoring information		

Target Number: 10	Sub Group: Childcare	
To boost recruitment in Hertfordshire over the next 3 years so as to expand the workforce for early education, childcare and playworkers to meet the demand of the expanding service.		

Objectives for 2001/2	Funding Source	Amount
Establish a Recruitment Co-ordinator Post	Childcare Grant	£27K
To set up a databank of vacancies with CIS and Young in Herts website	Childcare Grant	£5K
To establish a supply bank	Childcare Grant	£8K
Regular Partnership advertising of vacancies	Childcare Grant	£23K
Deliver a programme of orientation courses	Childcare Grant	£10K
Provide courses on recruiting and retaining staff for providers	Childcare Grant	£5K
Develop CIS telephone information service and monitor outcomes for enquirers	Childcare Grant	£10K
To hold promotion events and use of the media.	Childcare Grant	£15K
See also Target 25		
Further Steps		

Target Number: 11	Sub Group: Childcare	
To increase the recruitment of the following under represented groups to levels below to contribute to national targets by 2004		
<ul style="list-style-type: none"> • Men 6% • People with disabilities-15% • Ethnic minorities- 4% • People aged 40 and over-40% 		
Objectives for 2001/2	Funding Source	Amount
Gather baseline data for return to DfEE by 1/6/01 with strategic targets.	Childcare Grant	
Develop strategies to promote the employment of under represented groups with providers.	Childcare Grant	
Ensure recruitment activities are focused on these groups.	Childcare Grant	
Further steps 2002/4		
Implement strategies developed above.		

The following tables are required by DfEE:

This table gives the quarterly childcare places to be created in 2001/2

2001-2002 targets	Quarter One	Quarter Two	Quarter Three	Quarter Four	Totals
Out of school childcare	240	220	270	270	1000
Voluntary sector					
Private sector (not inc. childminding places)	450	470	520	528	1968
Maintained sector	-	32	-	-	32
Totals	690	722	790	798	3000
Pre School childcare	-	-	50	-	50
Voluntary sector					
Private sector (not inc. childminding places)	200	200	200	200	800
Maintained sector	-	27	-	-	27
Totals	200	227	250	200	877
Childminding places	110	80	116	110	416
Places via start up grant (Out of school)					
Places via start up grant (Pre School)	140	130	140	140	550
Places not via start up grant (Out of school)	30	30	30	30	120
Places not via start up grant (Pre School)	40	40	40	40	160
Totals	320	280	326	320	1246
Grand total	1210	1229	1366	1318	5123

NB This table will need to be amended in the light of the DFEE's additional guidance on targets 6 & 24.

This table gives the annual targets from 2001-2004 together with the expected places for the current year 2000/2001

	Expected new places to be created during 2000-2001	2001-2002 targets	2002-2003 targets	2003-2004 targets	Totals
Out of school childcare (not inc. childminding places)	1650	3000	3500	1500	9650
Pre-school Childcare (not inc. childminding places)	350	877	1000	500	2727
Out of school childminding places via start up grant	236	416	416	-	1068
Pre-school childminding places via start up grant	308	550	550	-	1408
Out of school childminding places not via start up grant	195	120	45	215	576
Pre-school childminding places not via start up grant	260	160	60	284	764
Totals	3000	5123	5571	2499	16,193

This table gives childcare places compared to 1000 population of children

	2000-2001	2001-2002	2002-2003	2003-2004
The number of day care places available per 1000 population of children under 5 not in early education	264	285	308	320
The number of wrap around places available per 100 population of children attending early education	106	124	147	174
The number of out of school childcare places available per 1000 population children aged up to 14 (16 SEN)	200	220	243	253

This table gives details of the Partnership infrastructure to support the delivery of the target expressed in whole time equivalents as at 31st December 2000

Human resources	Employed through local authority	Contracted through other organisations	Cost	Source of Funding
Business and finance support for providers officer (Business Support Officer)	N/A	James Hemsall Consultancies	£77,860	HertsTEC
Officers encompassing the task of Demand-side development (if applicable)	4 Development Officers	-	£125K	Childcare Grant
Number of development officers (other than above)	5 part-time Network Co-ordinators 0.5 Project Officer Children with Disabilities	9 part-time PSLA Development Workers 1 WTE NCMA	£140K	Childcare Grant LEA
Number of Partnership support officers	2	-	£30K	Childcare Grant
Others	6 Outreach workers	-	£130K	Childcare Grant

This table gives an estimate of the current composition of the voluntary and private sector childcare workforce

	Day Nursery (full day care)	Childminding	Out of School Clubs/ Holiday playschemes	Pre schools and sessional day care	Creches	Total
Breakdown by age group						
16-25						
26-39						
40+						
Breakdown by gender						
Men						
Women						
Breakdown by ethnicity						
White						
Black-Caribbean						
Black- African						
Indian						
Pakistani						
Bangladeshi						
Chinese						
Any other ethnic group						
Please describe						
People with disabilities						

Awaiting data being collected during January.

RAISING QUALITY: A SKILLED AND COMPETENT WORKFORCE

Progress since April 2000

- Delivery of a comprehensive cross sector Young in Herts training programme
- Training providers network established
- Agreement that all Young in Herts training providers should be registered with NTO as early years trainers.
- Signposting booklet on Early Years Training produced
- DfEE cascaded Foundation Stage training delivered
- Herts Quality Standards pilot as an independently accredited kitemark on target to deliver 75 accredited settings by March 2001
- 10 settings have achieved a national kitemark
- All settings receiving nursery grant have QTI.

Training

Target Number: 12	Sub Group: Training and Quality	
<p>Target: To raise the quality of childcare and early education by raising the level of qualification to be achieved.</p> <p><i>Nb This target is to be set by September 2001. Further guidance will be issued in January.</i></p>		
Objectives for 2001/2	Funding Source	Amount
Draw up a memorandum of understanding with the LSC to set local targets for the volume of training for young people and sector workers to gain qualifications	LSC	
Further steps 2002/4		

Target Number: 13	Sub Group: Training and Quality	
Target: To ensure that all practitioners delivering the Foundation Stage education under the EYDCP have access to an average of 4 days relevant training and development per year.		
Objectives for 2001/2	Funding Source	Amount
Training manager and admin support in post	Childcare Grant/ Standards Fund	£30K £14K
Implement recommendations from training programme evaluation	Childcare Grant/ Standards Fund	
Develop training provider network	Childcare Grant/ Standards Fund	
Provide training needs analysis and staff development plans training for providers	Standards Fund	
Further steps 2002/4		

Young in Herts will continue to offer a comprehensive cross sector training programme to meet the needs identified through OFSTED and Children Act Inspections, the evaluation of the current years training programme and the development of Herts Quality Standards. Training is provided across the County at a range of locations and times to meet the needs of practitioners from different settings.

Methods of delivery include conference, short courses and surgeries. In 2001/2 we will pilot cluster models of delivering training through local cross sector networks.

The aim is that all practitioners delivering the Foundation should access training in the coming year.

Target Number: 14	Sub Group: Training and Quality	
Target: To ensure that by 2004 all settings that deliver a Foundation Stage curriculum have access to the input and advice from a QT. The ratio for involvement should be 1 teacher to every 10 non maintained settings.		
Objectives for 2001/2	Funding Source	Amount
To continue the role of QTI co –ordinator managed by PSLA.	Standards Fund	£9K
To develop training and standards for QT's providing QTI	Standards Fund	
Further steps 2002/4		

Target Number: 15	Sub Group: Training and Quality	
Target: To ensure that by 2004 all qualified teachers involved in delivering the Foundation Stage have undertaken appropriate training and development to improve their specialist knowledge of early education		
Objectives for 2001/2	Funding Source	Amount
To conduct an audit of QTs involved in delivering the Foundation Stage and their specialist training and knowledge.	Standards Fund	
To develop a Young in Herts policy on the minimum levels of training and knowledge		
Further steps 2002/4		

Quality Assurance

Target Number: 16	Sub Group: Training and Quality	
Target: To ensure that at least 40% of providers have been accredited by a quality assurance scheme by 2004		
Objectives for 2001/2	Funding Source	Amount
To appoint a quality assurance manager and admin support	Childcare Grant Standards Fund	£20K £24K
Implement the recommendations of the HQS pilot report due in March 2001	Childcare Grant Standards Fund	
To register Herts Quality Standards as a nationally recognised accreditation for settings providing for over 8's	Childcare Grant	
To complete an audit of settings providing for over 8's and support them to achieve accreditation	Childcare Grant Standards Fund	
150 settings to achieve HQS accreditation	Childcare Grant Standards Fund	£25K £15K
Further Steps 2002/4		

The Partnership intends to use Herts Quality Standards as its main kitemark of quality pending the outcome of the current pilot. The recommendations from the pilot will be implemented as the Partnership's strategy for taking this forward.

Target Number: 17	Sub Group: Training and Quality	
Target: To ensure that 94% of all Foundation Stage setting inspected by OFSTED to		

be satisfactory or better by 2004. For section 122 inspections 94% will be inspected at 2-4 year intervals by 2004		
Objectives for 2001/2	Funding Source	Amount
Review inspection outcomes and use them to inform the training programme this year.		
Offer additional support to settings who did not achieve satisfactory or better or a 2-4 year inspection interval	Standards Fund	
Further Steps 2002/4		

The LEA has a code of practice for schools, being reissued in January 2001 that identifies strategies for supporting schools causing concern, those identified as having serious weaknesses or being in special measures.

The Partnership has established a protocol for support settings that are on a 1-2 year inspection interval for three consecutive inspections. This includes additional funding to support an action plan overseen by the Under Eight's Service or PDW as appropriate. These plans will be monitored by the Training Sub Group of the Partnership.

Special Educational Needs

Target Number: 18	Sub group: Equal Opportunities	
To ensure that by 2001-2 all settings delivering the Foundation Stage have identified and trained a SEN co-ordinator (SENCO) responsible for establishing and implementing the settings SEN policy, with a target that all settings based SENCO's should have benefited from an average of 3 days relevant training by 2004.		
Objectives for 2001/2	Funding Source	Amount
To audit all relevant settings, identify SENCO and ensure equal ops policy in place		
To offer training to all settings to support the achievement of the above.	Standards Fund	
To identify training needs for further two days training		
Further Stages 2002/4		
To continue to update list of named SENCOs		
To provide further training		

Target Number: 19	Sub Group: Equal Opportunities	
Target: To put in place a network of area SENCOs, with a target ratio of 1 area		

SENCO to 20 non maintained settings delivering funded early education by 2004		
Objectives for 2001/2	Funding Source	Amount
Audit current SEN support		
Define roles and responsibilities of Area SENCOs		
Identify where the role can best be placed		
Identify funding source		
Devise a training programme for the role		
Further stages 2002/4		
Recruit area SENCOs		
Implement Training programme		

Equal Opportunities

The Equal Opportunities sub-group has reviewed the Equal Opportunity Implementation Plan. Some targets have been met, some revised and additional targets added as appropriate. The updated Implementation Plan will be taken to the Early Years Development and Childcare Partnership in the Spring.

Target Number: 20	Sub Group: Equal Opportunities	
Target: To ensure all sectors of the community have equal access to childcare and early years services, regardless of their gender, age, special educational needs, disability, background, religion, ethnicity or competence in spoken English.		
Objectives for 2001/2	Funding Source	Amount
To provide courses on inclusive practice	Childcare Grant Standards Fund	
See also Equal Opportunities Implementation Plan review with revised targets.		
To investigate MECSS (Minority Ethnic Curriculum Support Service) support to pre school and day nurseries.		
To develop a system of regular monitoring of the access of disadvantaged groups to early education and childcare		
Further steps 2002/4		

Target Number: 21	Sub Group: Equal Opportunities	
Target: Young in Herts to monitor its equal opportunities strategy annually and to ensure that all settings identify and train someone to take responsibility for establishing and		

implementing the settings equal opportunities strategy by 2004.		
Objectives for 2001/2	Funding Source	Amount
To provide training for providers on Partnership's equal opportunities policy.		
See also Equal Opportunities Implementation Plan review with revised targets		
To audit settings equal opportunities policies and support settings in identifying a responsible person and developing policies		
Further steps 2002/4		

In 2000 Herts TEC undertook a significant survey into employers views on childcare issues. We will continue to build on this work and develop the contacts with Hertfordshire employers established through this project. Activities will include marketing and promotion of work/life balance issues, presenting childcare as a business issue to employers and using case studies of local activity; and working with employees and union representatives to provide information and advice about childcare issues and the help Young in Herts is able to provide.

Target Number: 22	Sub Group: Information	
Target: By 2004, to significantly increase the amount of support employers give their employees on childcare, working through Partnerships and other organisations		
Objectives for 2001/2	Funding Source	Amount
To develop the employers advisory group.		
To implement the recommendations from the TEC research		
To promote the CIS to employers		
To encourage the County Council as one of the largest employers in Hertfordshire to increase employee support for childcare		
Further Stages 2002/4		

CHOICE AND DIVERSITY

Progress since April 2000

- Implementation of Stage 2 of the Early Learning Plan
- Update of Before Big School

- Creation of 266 places wrapped around pre school early education
- 302 places in full day care
- 66 places wrapped around LEA early education
- Achieved Partners in Excellence award for practice in integrating early education and childcare
- Section 106 agreement to provide integrated childcare and education facilities in Hatfield housing development

Changes to admission arrangements

During 2001/2, it is likely that the third and final phase of Hertfordshire's Early Learning Plan (ELP) will be implemented. This entitles all children whose parents wish to at least 2 terms full-time reception, preceded by 3 terms part-time nursery, preceded (for families on benefit) by 2 terms funded by the LEA or nursery grant in a private/voluntary pre-school. Schools that are part of the ELP are given additional funding to support a ratio of 1:10 in nursery and 1:15 in reception.

The ELP was introduced in September 1999 after consultation with schools, parents, private/voluntary providers and others during the Spring 1999. The second phase was implemented in September 2000, so that the ELP now operates in 75% of the County.

Target Number: 23	Sub group: Early Years Education	
Target: To review information for parents on early education places annually and to ensure that parents have the information they need to enable them to express clear preferences for an early education place from amongst the settings available.		
Objectives for 2001/2	Funding Source	Amount
Revise Young in Herts booklet about early education		
Revise leaflet on nursery grant for 3 year olds and HCC's 3 year old support scheme		
Continue to review CIS leaflets		
Ensure hard to reach groups have access to information(See also target 20 & 25)		
Further Steps in 2002/4		

Health of the private and voluntary sector

During the last two plan years, the Partnership's Early Education Sub-Group has carried out two questionnaire-based surveys of the health of the private and voluntary sector in areas where the ELP has already been implemented. The group has also taken a paper to the Partnership outlining how the recommendations of 'Tomorrow's Children' can best be applied in Hertfordshire. It is now proposed to bring these two

pieces of work together and to implement recommendations during 2001/2. Further data will be collected as necessary to support this process, either from existing sources or through further surveys and questionnaires.

Target Number: 24	Sub group: Childcare	
<i>Targets to be set for 2004 by September 2001 for the number of early education places for 3 and 4 year olds which have (a) wrap around facilities and (b) fully integrated facilities for 0-4 year olds.</i>		
Objectives for 2001/2	Funding Source	Amount
To create 320 places wrapped around pre school early education places	The Fund	
To establish St Albans Children's Centre		
To create 120 care places wrapped around LEA early years education places	The Fund	
To establish two formal childminding network registered for nursery grant		
Further Steps in 2002/4		

INFORMATION STRATEGY

Progress since April 2000

- Appointment of Information Manager
- Launch of CIS
- Agreed and implementation of communications/marketing strategy
- Established Young in Herts' website
- Raised profile of Young in Herts with providers

Target Number: 25	Sub Group: Information	
Target: To ensure Young in Herts CIS meets the 14 minimum service standards, which include accuracy and confidentiality, and are integrated with the national regulatory system set up by OFSTED's Early Years directorate by September 2001.		
Objectives for 2001/2	Funding Source	Amount
See below	Childcare Grant	£142K

	SSA	£39K
Further Steps 2002/4		
See below		

Assessment of Current Provision

- The day-to-day operation of the CIS is contracted out to Capita, a private company specialising in information provision. Capita operate a customer service centre, based in Stevenage, for the County Council. A dedicated team of advisers within the centre has been given specialist training to handle CIS calls. There is also an information manager in the Early Childhood Unit who works with the CIS as well as developing strategy and planning outreach work.
- The development of the CIS is managed by the Partnership's information Sub-group, which has representatives from a number of sectors and interested parties including Herts TEC, parents, providers and the Under Eights Service. At present there is no representative from the Employment Service so it planned to seek a representative shortly.
- CIS consultants Meggs Costoya Attfield carried out extensive work on behalf of the Partnership to determine which type of service would be most appropriate for Hertfordshire. This took the form of questionnaires and focus groups. The results of these showed that the CIS would need to operate in a variety of media, with the most popular being the telephone, Internet and leaflets/lists, and at hours to suit working parents and carers.
- The CIS is run as a telephone information service, with trained advisers available to take calls between 9am and 6pm, Monday to Friday. In addition, the CIS has its own website with a wide variety of information available and a link to the national ChildcareLink website. During the consultation, it was agreed that a shopfront service would not be feasible or efficient in a county of Hertfordshire's size and diversity. Hertfordshire does have a high level of telephone and Internet usage. Callers can access the CIS for the cost of a local call from anywhere in Hertfordshire and the numbers have been publicised widely. This telephone and Internet service will be increasingly underpinned by outreach work for specific communities and 'hard-to-reach' groups.

The 14 Minimum Standards and Future Developments

The table below shows:

- how the 14 minimum standards are met
- developments: how the minimum standards will be improved particularly during 2001/2

Standard	Is it met ?	How met or action to be taken	Date standard will be met	Future Developments 2001/2004	Time scale
Publicity	Yes	25,000 leaflets and 2,000 posters circulated through a wide variety of outlets; press (inc. radio and website) releases	N/A	Plan and implement ongoing publicity strategy; more publicity aimed at specific communities, especially hard to reach	2001/2
Evaluation	Yes	Monitoring through CMS system (e.g. type of caller, reason for calling, part or full time care required, age of child etc); sample phone back system	N/A		
Complaints	Yes	Complaints procedure for the Customer Service Centre applies	N/A	Personalise complaints procedure for CIS; summarise in leaflet format and disseminate	2001/2
Information on Providers	Yes	All providers contacted; R & I updates automatic; information updated annually through annual inspection process; information on most local play services.	N/A	Take account of transfer of R & I to OFSTED; implement procedure for updating vacancy information; include information on all local play services, support groups etc	2001/2 2001/2 2001/2
Types of information available	Yes	Name of provider and contact details; Type of provision, age range/number of places, opening hours, fees; Ability to cater for needs; Date last inspected; Date record reviewed.	N/A	Expand detail of data on types of need which can be met; Vacancy details for all providers.	2001/2 2001/2

Standard	Is it met ?	How met or action to be taken	Date standard will be met	Future Developments 2001/2004	Time scale
Advice	Yes	Advice and guidance available on: Choosing provision, services offered by different types of provider, EY plans, registration process, parenting health and leisure issues; either within the CIS or by signposting	N/A		
Links with providers	Yes	All providers contacted about data disclosure; options offered about level of data disclosure (e.g. withhold address, Internet option); providers can phone CIS to update most details; regular letters to providers.	N/A	Extend links with providers who are not registered under the Children Act	2002/3
Partnership	Mostly	Membership of CIS board includes TEC, health, PSLA, parents, SEN organisation and others. Need to include Employment Service and develop links with FE colleges and neighbouring CISs	June 2001	Collect statistical data for 2002/3 Audit	2001/2 (Sept)

ChildcareLink Website Project

The Hertfordshire CIS has its own website within the County Council Internet site, Herts Direct. An export routine to link the CIS database to the Childcare Link website has been produced and is being implemented.

National Recruitment Campaign

The CIS currently plays a signposting and monitoring role in the National Recruitment Campaign. As the level of expertise within the CIOS team grows, it will be able to play a greater role in providing assistance for enquirers. This will be supported by the growing amount of information available on the CIS database, for instance on early years and childcare training courses. The Customer Service Centre within which the CIS operates already has established systems in place for monitoring the number and type of calls. The Information Manager will take responsibility, along with other staff in the Early Childhood Unit, for publicity and other proactive work.

Interface with OFSTED

Currently, a daily export routine takes information direct from the database used by the Under Eights Service and updates the CIS database. Once further details become available, the CIS will work to ensure that a similar system can operate during the transition to Ofsted and thereafter.

Interface with the National Information Line

a. Telephone Number

Callers should phone 01438 737502 or (if phoning from 01923 or 0208 exchange areas) 01923 471502. By ringing the appropriate number, the call will be charged at the local rate.

b. Details

The CIS is called the 'Young in Herts' information service. Callers should hear the salutation 'Young in Herts'. Capita operates it as part of the County Council's customer service centre.

c. Contact names

Young in Herts.

d. Brief description of service

The 'Young in Herts' information service gives information and advice on a wide range of children's facilities and services including, childminders, nurseries, pre-schools/playgroups, nanny agencies, babysitting agencies, schools out of school clubs, holiday playschemes, leisure services, help with childcare costs. It also holds information for people who are interested in these services such as setting up new facilities and training opportunities. It aims to offer the most up-to-date and accurate information available on services for children aged 0-14 years (0 – 16 years for children with a disability).

Employers seeking information on facilities should also phone the service. If seeking advice on family friendly policies etc, they should phone the Information Manager, Briony Liddell, on 01992 556132.

e. Opening hours

The service is open from 9am to 6pm, Mondays to Fridays. Out of these hours there is a recorded message which gives information about the opening times. The 'Young in Herts' (CIS) website is available at all times: www.hertsdirect.org/younginherts

f. Other means of accessing the service

It can be accessed via the website: www.hertsdirect.org/younginherts

g. Numbers

See a. above.

h. Social Service Department Under Eights Service telephone numbers

These are areas based on borough/district areas:

East Herts and Broxbourne: 01920 880954

Welwyn Hatfield: 01707 283991

Stevenage: 01438 737109

North Herts: 01462 704246 or (for Hitchin) 01462 438030

St. Albans: 01727 848663

Dacorum: 01442 269990

Watford, Hertsmere and Three Rivers: 01923 255822.

i. Contact details

Contact the Information Manager at the Early Childhood Unit on 01992 556132.

We will notify the national line of any changes to details.

Progress since April 2000

- Partnership review complete
- Joint post with Stevenage SRB established
- Equal Opportunities training for all representatives

Target Number: 26		Sub Group: The Partnership	
Target: Young in Herts will keep membership, working practices and progress under review so that the Partnership is able to monitor progress to successfully deliver the strategic plan and annual objectives.			
Objectives for 2001/2		Funding Source	Amount
To implement the Partnership review to achieve the following: <ul style="list-style-type: none"> • clarifying the role of the County Partnership, its Sub-Groups and the District Partnerships • ensuring that the Partnership can take a strategic role which is fully informed by the work of Sub-Groups and District Partnerships • clarifying the sector membership of the Partnership • clarifying the role and responsibilities of members • providing more support for new members • establishing a 'reference group' outside the Partnership that can be consulted on particular issues. 			
To ensure Young in Herts continues to be effectively supported and led within the Children's Schools and Families Department.		SSA	
To establish an induction programme for new Chairs of district EYDCP's		Childcare Grant	
Further Steps 2002/4			

Target Number: 27		Sub Group: Partnership	
Target: To ensure Young in Herts works effectively with other strategic partnerships			

including the local Strategic Partnerships where this is appropriate to ensure consistency, sensible community planning and efficient use of resources and to contribute to other plans such as the Education Development plan, Quality Protects, Health Improvement Plans and Children's Services Plans

Objectives for 2001/2	Funding Source	Amount
EYDCP lead officer to be on County Officer Group for developing Community Plans		
To continue involvement of St Albans Children's Centre with the County and District EYDCPs		
To continue to develop potential Surestart/EEC projects in the County		
Young in Herts to contribute to other relevant Plans as outlined above.		
To continue to link into SRB projects around the County eg Stevenage and Waltham Cross		
Continuation of Bookstart Scheme and establish Bookstart Plus for children aged 18-21months. Evaluation of the scheme.	Sponsorship/ Libraries	
Future Steps 2002/4		

Target Number: 28	Sub Group: Funding Sub Group	
Target: Young in Herts will work with the County and District/Borough Councils to derive benefit from Best Value for young children and parents in Hertfordshire and apply the principles of Best Value to their own activities and processes.		
Objectives for 2001/2	Funding Source	Amount
To provide a best value workshop for funding Sub Group	Childcare Grant	
To review practice in the light of above and make recommendations to the Partnership		
Further Steps 2002/4		

Relations with Ofsted

The Under Eights Service, which currently regulates providers registered under the Children Act, is represented at senior management level on the Partnership and makes an important contribution. This includes briefing the Partnership (as a regular agenda item) on the Care Standards Act and the transition to Ofsted. As part of its recent self-

review, the Partnership has recognised the need for Ofsted to take on this representation after September 2001. The Training Quality and Recruitment Sub-Group will pay particular attention to the implications of the transition to Ofsted in these areas.

Target Number: 29	Sub Group: County Partnership	
<p>Target: Young in Herts together with Ofsted’s Early Years Directorate, Children’s Information Service and appropriate Local Authority Staff will develop a clear protocol for working together effectively so as to deliver coherent training, advice and information services that build capacity and strengthen the quality choice accessibility and diversity of provision locally.</p>		
Objectives for 2001/2	Funding Source	Amount
To review the relationship between the existing U8’s Service and the Partnership in the light of the SSI report “Whose looking after the Children”.		
To develop a protocol as above.		
Further Steps 2002/4		