

## Flying Start Impact Report- May 2018

Attachment: 6

|                                 |                                           |
|---------------------------------|-------------------------------------------|
| <b>Name of the intervention</b> | Flying Start Learning and Development Hub |
| <b>Project lead</b>             | Christine Rogers/Jessica Wilson           |

### Flying Start headline outcomes

|                                                                                                                                                                                                                                                                                                                                    |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| By the end of 10 years: <ul style="list-style-type: none"> <li>Significantly more children, by their 5<sup>th</sup> birthday will have age-appropriate communication skills, will interact effectively with adults and children, resulting in better educational outcomes and improved employment opportunities</li> </ul>         | <b>Yes</b> |
| <ul style="list-style-type: none"> <li>More children are securely attached and emotionally resilient, with improved school readiness. In the longer term the impact of poor maternal mental health and associated risk factors on children's outcomes are reduced.</li> </ul>                                                      | <b>Yes</b> |
| <ul style="list-style-type: none"> <li>Babies will have improved birth outcomes: with fewer women obese in pregnancy, improved understanding of nutrition and healthy behaviours, breastfeeding will be increased and fewer children are obese or have dental decay, with improved health and wellbeing into adulthood.</li> </ul> | <b>Yes</b> |

### Description and rationale of the overall intervention

Flying Start recognises the value of all professionals who are working with families and children in Luton. Our workforce is pivotal in delivering the Flying Start strategy and improving outcomes for babies and children. The Flying Start Learning and Development programme provides opportunities for staff to access evidence based learning and development courses to support the primary prevention and early help key messages that underpin healthy development in the very earliest years of life. All professionals working in Luton are able to access a range of free training opportunities and co-ordination of the programme sits within the Flying Start office. The training programme is responsive to identified needs from professionals and a collaborative approach to the delivery of the training sessions from partners has allowed us to continue to offer these training session at no cost to Luton professionals.

### Attendances (updated May 2018)

- The total number of attendances at training is **1,930**
- The total number of different professionals we have had on training is **1,157**
- These professionals come from **over 120 different** professions. The top 20 can be seen in the table below:

| <b>Profession type attending Flying Start training</b> | <b>Number</b> | <b>% of total</b> |
|--------------------------------------------------------|---------------|-------------------|
| Nursery/preschool Worker                               | 153           | 13.6              |
| Health Visitor                                         | 108           | 9.6               |
| Midwife                                                | 82            | 7.3               |
| Nursery Nurse                                          | 50            | 4.5               |
| Early Help Staff LBC                                   | 44            | 3.9               |
| Children's Centre- Other Staff                         | 43            | 3.8               |
| Children's Centre Family Worker                        | 41            | 3.7               |
| School Family Worker                                   | 40            | 3.6               |
| Social Worker LBC                                      | 35            | 3.1               |
| Nursery Leadership                                     | 33            | 2.9               |
| Childminder                                            | 32            | 2.8               |
| Hospital Nurse                                         | 26            | 2.3               |
| Hospital- Other Staff                                  | 17            | 1.5               |
| Penrose Worker                                         | 17            | 1.5               |
| Housing Team LBC                                       | 16            | 1.4               |
| Infant Feeding Advisor                                 | 15            | 1.3               |
| School Nurse                                           | 14            | 1.2               |
| Luton Parent Carer Forum                               | 12            | 1.1               |
| Contact assessment worker LBC                          | 11            | 1                 |
| Nursery Family Worker                                  | 11            | 1                 |

## **Training types**

We have held **13 different** types of training under the Flying Start Learning and Development Hub to date. Each session has its own evaluation, and an accumulative report collated when several have run. Some training courses have 4 monthly/1 year impact evaluations. All of these reports are available to view on request but a summary of the training types and their data can be seen below (minus the one parenting course briefing in March that was a pilot). The following details are correct up to March 2018.

**Five to Thrive** (19 sessions- 849 attendees) 1020 capacity- 83% uptake

In 2015 Flying Start commissioned KCA to deliver Five to Thrive training sessions for multi-agency staff working with families in Luton with children under 5. Five to Thrive is an

approach to support the children's workforce to develop the skills and knowledge to work with families, to build parental capacity by increasing their understanding of the emotional development of their baby. The approach is built upon the emerging evidence about neuroscience and baby's brain development. It is a systemic approach to early intervention and positive parenting. It identifies the key parental activities contributing to brain development and promotes confident, reflective parenting. It enables practitioners to teach and model mindful interactions.

Four months' post attending the training, 87% of responding participants said they'd used the Five to Thrive approach in their work and a year or more on from training, 98% of responding participants say they had used Five to Thrive in their work, stating it makes a difference to the families they work with.

#### Pre and Post Knowledge and Confidence scorings:

- On average, the participant's **knowledge** increased from scoring 6.7/10 to 8.4 after attending the course
- On average, the participant's **confidence** increased from scoring 6.4/10 to 8.2 after attending the course

#### Quotes:

- *It is a model which gives newly qualified staff a language / approach to use with parents*
- *In general discussions with parents when asking for advice it helped. They then came back to me and said that it helped them. A few parents have even asked for more advice and support.*

#### **HENRY- raising the issue** (10 sessions- 211 attendees) 250 capacity- 84% uptake

In 2016, Flying Start commissioned HENRY to support Luton with tackling childhood obesity by delivering raising the issue training courses. The primary goal was for delegates to support referral to the upcoming HENRY group programme by sensitively raising the issue of a healthy lifestyle with families and providing consistent healthy lifestyle messages.

HENRY addresses the research evidence on risk and protective factors for child obesity. It adopts a holistic approach which brings together these key factors, focusing on parenting skills, eating patterns and behaviour, healthy eating, physical activity and emotional well-being

Overall, 94% of participants said they would make a change to their practice as a result of the training and 84% said they would refer appropriate families into the HENRY programme.

#### Pre and Post scorings:

- On average, the participants' **knowledge and confidence** increased from scoring 5.3/10 to 8.1.

### Quote:

- *Training was excellent, now I am more confident in making conversations with parents to discuss ways to prevent childhood obesity*
- *Impact evaluation quote: I have referred families to HENRY and they have really engaged with the programme. It has given me confidence when addressing food issues with families. The families then get a consistent response from all professionals*

**Tavistock Relationships- Think Couple Day 1 Introductory** (4 sessions- 160 attendees) 220 capacity- 73% uptake

In 2016, Flying Start commissioned Tavistock relationships (using a grant from the DWP) to raise awareness for Luton staff about the couple's relationship through an introductory training day. This course covered;

- A brief overview of established and new research regarding the parental couple's relationship
- Understanding the nature of the couple relationship AND the parental couple relationship
- Understanding of the nature and impact on the child of parental conflict
- Understanding the hidden impact of the work on practitioners
- Using measures and tools to help practitioners know how good they are at what they do

Since the original 3 sessions were commissioned we have run another individual session following the same format specifically for housing staff in Luton.

From those who responded to the 4 month post course impact evaluation, the majority had instigated a conversation with a family they're working with about their relationship and feel their practice is more relational since attending the training.

### Pre and Post Understanding scorings:

- On average, the participants **understanding of the subject** increased from scoring 3.2/5 to 4.4 after attending the course

### Quotes:

- *I found the whole course made me think more about a couple rather than an individual in a relationship. I had much better understanding of why we need to promote a good couple relationship for the benefit of the child.*
- *As I visit tenants and as they are often homeless (temp accommodation), often the people are vulnerable and conflict can be prevalent. The course gave me a deeper understanding of what people like this experience.*

**Tavistock Relationships- Think Couple Day 2 Skills Base** (5 sessions- 88 attendees) 125 capacity- 70% uptake

In 2016 we piloted the Day 2 of the Tavistock Relationships Think Couple course. This session builds on the introductory training on understanding the parental couple, by focusing on a skills based approach to supporting practitioners in working effectively and confidently. With the emphasis on working with the parental couple, practitioners are introduced to key theoretical concepts which they can then apply to a range of parenting and couple situations. The course also helps practitioners in managing conflict and abuse in parental and couple relationships as a basis for providing a more secure environment for children and young people. In 2017 we commissioned a further 4 sessions to be rolled out to multiagency staff in Luton after a need of more in-depth training from Day 1.

No pre and post scoring was undertaken for this training but the evaluation showed:

- The majority thought the training had improved their understanding of couple/family dynamics, improved their awareness of relationship issues and improved their confidence in working with the parental couple relationship
- Participants also rated the trainers, organisation, balance and content highly.

Quotes:

- *The training has helped me to reaffirm my practice and to take into account where the couples have come from in their life journey.*
- *Very interesting course which will help with mentoring parents and hopefully signposting them, also to reflect on my own relationships and learn to put things into practice from this course*

**Common childhood illnesses in the under 5s and the best use of services** (4 sessions- 90 attendees) 120 capacity- 75% uptake

The common childhood illnesses training is run in collaboration with the Children's Community Nurse team in CCS and Luton's CCG. This training aims to reduce attendances at A+E by helping staff educate parents in when and where to go when their children are ill- and what the most common childhood illnesses are. The pathways for the different illnesses are illustrated in an advice sheet available to parents and professionals and provided/explained on this training. In 2016 we exhausted interest after 3 sessions, then in 2017 ran an additional session as a train the trainer model.

Pre and Post Knowledge and Confidence scorings:

- On average, the participant's **knowledge** increased from scoring 14.6/20 to 19.1 after attending the course
- On average, the participant's **confidence** increased from scoring 6.8/10 to 9.1 after attending the course

Quotes:

- *I now know what to do if a child falls ill/hurts themselves during session*
- *Very good training session, very knowledgeable trainers, very informative*

**Developing Healthy lifestyles** (3 sessions- 75 attendees) 90 capacity- 83% uptake

This training was run in-house with colleagues in Dietetics, Oral Health and Active Luton in 2016/17. It covers the importance of healthy eating from the start including starting solids: when, what and how, nutrition, physical activity and oral health recommendations to support a healthy lifestyle. Included topics:

- Developing healthy eating habits
- Appropriate food portions for young children
- Managing fussy eaters
- Promoting good oral health
- Physical activity guidelines

We have had interest in this or similar training so plan to run another version in 2018.

Pre and Post Knowledge and Confidence scorings:

- On average, the participant's **knowledge** increased from scoring 10.8/15 to 13.4 after attending the course
- On average, the participant's **confidence** increased from scoring 10.4/15 to 13.4 after attending the course

Quote:

- *The delivery of the course was very good. The course has extended my knowledge about healthy lifestyles in children*

**Tubes of Life (TOL)** (4 sessions- 64 attendees) 150 capacity- 43% uptake

As part of the Tubes of Life project in 2016/17, awareness sessions were planned for multiagency staff. This was a train the trainers model with Champions in each workforce delivering and cascading key messages to the rest of their teams. The training highlights the way different 'tubes' provide oxygen to the baby and developing brain – from conception through the umbilical 'tube' and once born through the airway 'tube'.

We know that at least another 147 professionals have had the TOL training cascaded to them by their Champion.

When asked for feedback a year after attending, 83% of those who responded are still using the training in their work. Those who responded but stated no, were staff who reported they had no contact directly with the families.

#### Pre and Post Knowledge and Confidence scorings:

- On average, the participant's **knowledge** increased from scoring 3.6/6 to 5.3 after attending the course
- On average, the participant' **confidence** increased from scoring 3.8/6 to 5.1 after attending the course

#### Quotes:

- *The tubes of life programme is very informative and highlights risk of SIDS which I am able to inform parents about*
- *I think it is great info to be giving to parents (and parents to be). It is good that consistent messages are being given from professionals. I know that my staff use it with their families.*

**Perinatal Mental Health Awareness** (3 sessions- 58 attendees) 60 capacity- 97% uptake  
In 2017, Flying Start commissioned The Institute of Health Visiting (iHV) to deliver training specifically for colleagues in the CCS Health Visiting service and Children's Centres to raise awareness of Perinatal Mental Health. The iHV have a strong track record in providing training to support the development of professional knowledge and skills in perinatal and infant mental health across a growing multi-professional audience. Supporting women and their families on their perinatal journey is a key health visiting role and this training was designed to refresh professional knowledge and reboot skills working confidently in this area.

#### Pre and Post Scorings:

- Pre and post scorings show an improvement in **knowledge, awareness and confidence** in the content of the course.
- The large majority of participants agreed that the training was well delivered with good trainers, teaching methods and resources.

#### Quote:

- *I will be able to discuss PMH issues with parents more confidently and sign post or refer more effectively*

**Speech and Language Development Training** (4 sessions- 47 attendees) 60 capacity- 78% uptake

This training is run by LBC's Special Educational Needs Service (SENS) and the Speech and Language Therapy Teams (SALT) from EPUT and was first offered in 2017. The aim is to develop understanding of normal patterns of speech, language and communication (SLC) development. The training enables early years' professionals to give the best advice and support to parents/carers and to identify when a child is suitable for referral to the SALT service. The training also aims to help professionals develop an understanding of the role of a SALT. The demand for this course has been high so is continuing to run in 2018.

### Pre and Post Knowledge and Confidence scorings:

- On average, the participant's knowledge increased from scoring 9.3/15 to 13.4 after attending the course
- On average, the participant's confidence increased from scoring 12.3/20 to 18.3 after attending the course

### Quotes:

- *Trainers were competent; this training was perfect for me in terms of developing further knowledge on this interesting subject- I will recommend to colleagues*
- *I will observe pupils interaction/speech patterns, identifying potential speech and language difficulties within the setting*
- *I will be able to support/advise parents with ideas on how to support their children with speech and language*

### **RoSPA Child Safety** (1 sessions- 22 attendees) 25 capacity- 88% uptake

To increase the number of trained practitioners that can deliver the Safe at Home assessments in Luton, Flying Start funded a one-off session from RoSPA on Child Safety that is essential prior to the Safe at Home training. This one-day course is accredited by City & Guilds and is suitable for staff working and carrying out home visits to families in Luton with children 0-4. The aim is to support a Safe Home Environment for babies, toddlers and young children up to age five as they are more at risk from an accident in the home than anywhere else as many of these accidents are preventable. Developed specifically to address this issue, this course focuses on the most common types of home accidents affecting this age group and their prevention. This course shows effective measures, both behavioural and environmental, to reduce the risk of injury from these accidents.

No pre and post scoring was undertaken for this training but the evaluation showed:

- Participants were more aware of identifying hazards and risks, safety in the home and accident statistics.
- The large majority of participants rated the venue, time, content, meeting objectives, resources and relevance highly (marking good to excellent)

### Quote:

- *This has been such a valuable day. I feel really buzzed up with the useful info. I had clarified I am giving the correct advice but further resources and ways to improve home assessments.*

### **Safe at Home Assessor Training** (1 sessions- 20 attendees) 25 capacity- 80% uptake

This course can only be accessed following the RoSPA training and it qualifies delegates to carry out Safe at Home Assessments and become an approved assessor for the scheme in Luton. The training in 2017 taught future assessors how to discuss with parents both behavioural and environmental changes, to reduce the risk of injury from accidents.

Course content included:

- Identifying hazards in the family home
- Completing the home safety assessment
- Using the Safe at Home documentation
- Following the Safe at Home procedures
- Using Safe at Home Safety Equipment

No pre and post scoring was undertaken for this training but the evaluation showed:

- Participants were more aware of how to carry out SaH assessments and identifying hazards in the home
- The large majority of participants rated the venue, time, content, meeting objectives, resources and relevance highly (good to excellent)

**Understanding Housing in Luton** (3 sessions- 63 attendees) 75 capacity- 84% uptake

This training is run in house and facilitated by a professional from the Luton Borough Council Housing team. The aim is to help professionals understand housing in Luton, from problem to solution, using a multi-agency approach. The effects of homelessness can extend beyond the devastating loss of accommodation and can impact individuals for years. The Housing team recognise it is often complex issues that hinder financial, education, social wellbeing and create health inequality, and no single organisation or agency can address these issues in isolation. This training helps all delegates to understand not only the current impact on the housing department but what the Housing Dept can do to help and what pathways work best. After piloting the session in 2017, there was continued demand for additional sessions so this course has continued in 2018.

Pre and Post Confidence scorings:

- 69% were NOT confident about Housing before the training but after the training classified themselves as 'confident'.
- 19% were confident to begin with but after the training felt 'VERY confident'
- 10% were confident to begin with and stayed at 'confident' so there was no change.

Quotes:

- *This has been very useful insight into housing and the needs of Luton people*
- *Excellent speaker, all questions answered*
- *As housing is such an important topic it would be beneficial to have more workshops like this to reflect current changes in policy etc*

## **Non-attendance**

After each training session we review how many professionals attended from booking and how many failed to attend (without prior warning). The table below shows the averages from all the training in the different years:

| <b>Yearly Averages</b> | <b>% Non-Attendance at training without warning</b> | <b>% Attendance at training from booking</b> |
|------------------------|-----------------------------------------------------|----------------------------------------------|
| <b>2015 Average</b>    | 11                                                  | 89                                           |
| <b>2016 Average</b>    | 6                                                   | 94                                           |
| <b>2017 Average</b>    | 10                                                  | 90                                           |
| <b>2018 Average</b>    | 10                                                  | 90                                           |

When setting up the Learning and Development Hub we worked on a similar model to that provided by the LBC Corporate Learning and Development team. It is made explicit on advertising and booking that a charge may be made for non-attendance or late cancellation, however, to date we have been lenient with the charge. The ‘threat of a charge’ has generally been sufficient and professionals often send a replacement or will ring/email in advance. Non-attendance is reviewed annually but as we have seen an increase to date we will be looking to possibly tighten the charge for non-attendance.

### **Changes made over time**

- Stopping/re-running courses due to popularity (CCI and SALT/Housing/DHL)
- Amending course numbers to maximise effectiveness (Tavistock and Tubes of life)
- Changing Common Child Illness training to a train the trainer model
- 12’s month evaluation as well as 4 month
- Sticking to paper evaluations as online surveys didn’t get many responding

### **Potential changes/new programmes as we move forward**

- Getting stricter with charging for non-attendance
- E-learning options of KCA Five to Thrive to allow professionals to attend who can’t always get to Five to Thrive as a full day session
- Flying Start Introduction Sessions which could form part of induction for Luton staff is currently under development
- Attachment and behaviour training to support transitions within schools as part of the Luton Behaviour strategy.

### **Closing summary**

Evaluation feedback suggests that Flying Start training is seen as positive amongst the workforce and allows for the key messages to be consistent for families. The continued support from partners allows us to be innovative with the training offered and allows a proactive approach to delivery. The Learning and Development Hub is highly valued by Flying Start and partners.