# CHILDREN AND YOUNG PEOPLE SCRUTINY COMMITTEE 10 DECEMBER 2018

#### CHILDCARE SUFFICIENCY REVIEW, 2018-19

#### SUMMARY REPORT

## **Purpose of the Report**

- 1. The purpose of this report is to:
  - (a) inform members of the findings of the 2018-19 Childcare Sufficiency Review
  - (b) set out the Local Authority's 2018-19 Childcare Sufficiency action plan (see Appendix A, page 31).

#### Summary

- 2. The Department for Education's 'Early Education and Childcare Statutory Guidance for Local Authorities, June 2018' requires local authorities to 'secure sufficient childcare, so far as is reasonably practicable, for working parents, or parents who are studying or training for employment, for children aged 0-14 or up to 18 for disabled children'. In carrying out this requirement local authorities should 'report annually to elected council members on how they are meeting their duty to secure sufficient childcare and to make this report available and accessible to parents. The report should include specific reference to how they are ensuring there is sufficient childcare available to meet the needs of: children with special educational needs and disabilities, children from families in receipt of the childcare element of Working Tax Credit or Universal Credit, children aged 2, 3 and 4 taking up free early education, school age children and children needing holiday care.'
- 3. Factors which affect childcare demand include the number of parents in work in the Borough and recent trends show an improving picture regarding the skills and productivity of Darlington residents, with an increase in the employment rate and a reduction in the unemployment rate. There are also regeneration projects in evidence throughout the various Growth Zones in the borough. Also, the availability of appropriate family housing is an issue affecting childcare demand and residential development in the Borough is continuing, with new dwellings being recorded on sites at Lingfield Point, West Park and Central Park, as well as a range of smaller sites in locations around the Borough, including rural areas such as Heighington and Middleton-St-George.
- 4. Supply data shows that in 2018 the early education and childcare market in Darlington which consists of maintained nursery schools, academy and maintained nursery units, private day nurseries, playgroups, childminders, breakfast, after school and holiday clubs has been fairly stable.

- 5. In Summer 2018 a pre-school childcare gap analysis was commissioned. Research with parents has shown that there is latent demand for childcare in the borough with cost being the main barrier to higher take up of private hours. Parents would also welcome more flexibility to accommodate their often complex mix of work and training commitments, including earlier starts, later finishes and the ability to change arrangements at short notice. Analysis of the overall volume of supply shows there is sufficient capacity to meet demand. When the mix of supply is compared to parents' ideal arrangements there are modest gaps in school and pre-school playgroup provision. Parent and provider feedback also suggests there is sufficient capacity to meet overall demand for 30 Hour places. There is a risk however, that future demand for stretched places may be higher than supply.
- 6. There is evidence to indicate that providers are under increasing financial pressure, with several settings reporting that their operating costs are higher than funding rates. Financial pressures are also impacting on the capacity of some providers to meet children's special educational needs and disabilities. Echoing feedback from parents, employers also call for greater flexibility and lower childcare costs. There is evidence to suggest that childcare issues are impacting on employers' ability to recruit and retain staff and manage effective performance at work.
- 7. To enable the local childcare market and schools to 'plug the childcare gaps' which have been identified, the childcare sufficiency data will be presented at the Spring 2019 Private, Voluntary and Independent Providers' Network meeting and will be sent to schools and presented at the Spring 2019 Schools Chair of Governors' Briefing. The local authority will also advertise the right of parents and childcare providers to request the delivery of childcare from school sites (DfE 'Rights to Request', introduced in September 2016). Additionally, the local authority is assisting Whinfield Primary School with a submission to the DfE's School Nurseries Capital Fund. The application proposes a 52 full time equivalent place nursery with wrap around at the start and end of the day and on-site holiday provision, to meet working parents' needs. The DfE will announce the successful capital awards in February 2019.

## Recommendation

- 8. It is recommended that :-
  - (a) Members note for information the findings of the 2018-19 Childcare Sufficiency Review; and
  - (b) Members note for information the Local Authority's 2018-19 Childcare Sufficiency action plan and monitor this annually. (please see Appendix A, page 31).

#### Suzanne Joyner Director of Children and Adults Services

#### **Background Papers**

The following papers were used in this report:

The Department for Education's Early Education and Childcare Statutory Guidance for Local Authorities, June 2018 Darlington's 2018-19 Childcare Gap Analysis The Childcare Act, 2016 Family and Childcare Trust '2018 Childcare Costs and Sufficiency Survey Questionnaire for English Local Authorities' Family and Childcare Trust '2018 Childcare Survey', July 2018.

Nicola Davies: Extension 6010

S17 Crime and Disorder	The report is about the 2018 Childcare Sufficiency Review and will not impinge on the duty on the authority to prevent crime and disorder in the Borough.
Health and Well Being	Good quality early education and childcare for children from birth to 14 years old and 18 years old for those young people with a disability, will assist in improving the health and well being of Darlington's 0 to 14/18 population.
Carbon Impact	There are no carbon impact implications in this report.
Diversity	There are no specific proposals within the report that impact on diversity issues. All providers must meet their duties under the Equality Act 2010 when delivering education and childcare.
Wards Affected	All wards are affected.
Groups Affected	All children aged 0 to 14 years/18 years for those young people with a disability will benefit from being able to access high quality, education and childcare in the Borough.
Budget and Policy Framework	This decision does not represent a change to the budget and policy framework.
Key Decision	This is a key decision as it affects all wards in the Borough.
Urgent Decision	A delay in the information being reported to elected council members will delay the report becoming available to parents as required by the Department for Education's Early Education and Childcare Statutory Guidance for Local Authorities, June 2018.
One Darlington: Perfectly Placed	Access to high quality, affordable and reliable education and childcare will improve the quality of life and the health and well being of children and young people in the Borough and will also enable their parents to access or maintain training or work opportunities.
Efficiency	There may be some resource issues for the Early Years Team in supporting settings to plug the childcare gaps which have been identified.
Impact on Looked After Children and Care Leavers	The national eligibility criteria for 30 Hours Childcare has been expanded from September 2018 to include children whose foster parents access paid work outside of their fostering role.

## **Information and Analysis**

## Background

- 9. The Department for Education's 'Early Education and Childcare Statutory Guidance for Local Authorities, June 2018' states that Local Authorities must 'secure sufficient childcare, so far as is reasonably practicable, for working parents, or parents who are studying or training for employment, for children aged 0-14 (or up to 18 for disabled children)'.
- 10. In order to do this, Local Authorities are required to assess the local childcare market, taking into account the demand for specific types of providers, in a particular locality and the amount and type of supply that currently exists; the state of the local labour market and; the quality and capacity of childcare providers, including their funding, staff premises, experience and expertise. Local Authorities must then report annually to elected council members on how they are meeting their duty to secure sufficient childcare, and make this report available and accessible to parents.
- 11. The report should include specific reference to the sufficiency of childcare for children with special educational needs and disabilities, children from families in receipt of the childcare element of Working Tax Credit or Universal Credit; children with parents who work irregular hours; children aged two, three and four taking up early education places; school age children; and children needing holiday care. The report should also include information about the supply and demand of childcare for particular age ranges of children, and the affordability, accessibility and quality of provision; and details of how any gaps in childcare provision will be addressed.

# Social Issues during 2017-18 and beyond

- 12. The most obvious factors which will affect childcare demand in the Borough are the number of families with children in the area and this in turn, is dependent upon local employment opportunities and available, appropriate housing.
- 13. Although the recession has had an impact on Darlington's economy, on almost all indices Darlington's economy is out performing regional and national growth trends. Recent trends show an improving picture regarding the skills and productivity of Darlington residents, with an increase in the employment rate and a reduction in the unemployment rate. Darlington has a healthy employment rate of 78.9 per cent; taken as a percentage of the economically active population aged 16 64. Darlington's employment rate is above the North East average of 75.2 per cent and the national average of 78.2 per cent. Darlington's in employment figure ranks second highest of all 12 North East authorities. The productivity of jobs within the borough (measured by Gross Value Added per head), in 2015 was provisionally £24,585 which is much closer to the national average of £25,601 than the average across the North East of £18,927.
- 14. Darlington's business base is characterised by a smaller number (2.6 per cent) of medium to large businesses (those with more than 50 employees), 87.6 per cent of

Darlington businesses are micro businesses employing less than 10 employees with a further 9.8 per cent being small businesses with between 10 and 50 employees. Darlington currently has approximately 3,215 businesses. The most recent, available data shows that in 2015, Darlington businesses had over 52,000 employee jobs, the number of total employees in Darlington increased by 4% between 2014 and 2015 compared to 3.6% across the region and nationally. The proportion of total jobs that are part time has increased from 30% in 2009 to 33% in 2015. This compares to 32% in the North East and 31% nationally in 2015.

- 15. Workless households remains an issue in Darlington with 5,000 of Darlington households in this category, this is above the national average of 14.5 per cent but below the Tees Valley average of 22 per cent however trend data does show Darlington has seen a considerably larger reduction in workless households (5.8 per cent) than the national average (2.8 per cent) and the Tees Valley average of (2.9 per cent).
- 16. Since 2012 Darlington has identified four key growth locations for economic growth and regeneration namely, North Western Growth Zone, Central Growth Zone, Eastern Growth Zone and Durham tees Valley Airport Growth Zone. Since 2012 these areas have seen major investment and regeneration in excess of £150 million, £54.4 million of this is being spent in the town centre and £10 million Opus North retail development on North Road. Future developments include further investments in Central Park by Teesside University which will act as catalysts for the creation of new jobs, particularly in the biologics, advanced manufacturing and sub-sea sectors. Central Park will continue to be developed with the added attraction of it being part of the Tees Valley Enterprise Zone programme as well as current work underway to explore the possibility of it becoming a recognised Science Park. Also, plans are being developed for the investment in Darlington Train Station to improve it as an economic driver for the Tees Valley and to exploit opportunities from strategic investment to decrease journey times to London. (source: Economic Regeneration Team).
- 17. When we look at the local housing market, the Council is currently producing the Darlington Local Plan for the period 2016 – 2036, and a consultation has been held on a draft during Summer 2018. To inform the plan, the Council commissioned a Strategic Housing Market Assessment (SHMA) in 2017, which identified a need for 9.840 additional dwellings over the 20-year period 2016-36. This is a significant increase from previous projections and will require a step change in rates of housing delivery in coming years, to around 500 dwellings per annum. In the short term, residential development in the Borough continues, with new dwellings being recorded on sites at Lingfield Point, West Park and Central Park, as well as a range of smaller sites in locations around the Borough, including rural areas such as Heighington and Middeton-St-George. (source: Economic Growth Team). Again, the creation of additional family housing indicates a need for childcare which meets the needs of working families. In addition, it creates opportunities, for example, if new schools are required in these areas, nursery provision could be provided on site by the private or voluntary sector who could also deliver other services, such as wrap round care, for local working families.
- 18. It is extremely difficult to forecast how childcare demand will change over time. Parental behaviour with regard to childcare can be influenced by so many fluctuating

variables such as parental employment type (for example constantly changing shift work), family income, childcare availability, the age of the child, where the family lives, access to transport, the availability of 'informal' childcare such as grandparents, other relations or friends, are there cultural barriers around using childcare and does the family have a disabled child.

## Free Childcare for Two Year Olds

- 19. Funded two year olds are able to access their entitlement across 92 providers across the borough, including private day nurseries, pre-schools, nursery schools, maintained and academy nursery units and with childminders. Work is on-going to increase the number of places available with childminders, the number of childminders offering places has already increased from 32 in Summer 2016 to 60 in Summer 2018. In addition, potentially new providers to the borough are routinely provided with information about free childcare for two year olds. To ensure sufficiency of places and choice and diversity for parents, it is good practice to create places over and above the DfE target because the number of places available is changeable i.e. childminders in particular can move on and off the provider list with little notice, depending upon their personal circumstances.
- 20. An on-line two year olds eligibility checker is available on the Council's web pages which enables parents/carers, professionals, childcare settings and schools to assess a child's eligibility for a free childcare place for those children who meet the low family income criteria. Support is however still available via the PFIS and the Early Years Team for those parents who require support in accessing a place or for those children who have specific requirements.
- 21. The Department for Work and Pensions releases a list seven times a year of the number of families with a two year old in the borough who access low income benefits and/or DLA for a child. Children's Centre staff are able to contact families who are not accessing their entitlement and provide appropriate support if required. An information sharing agreement has been set up with Harrogate and District Foundation Trust to enable health visitors access to this list, they are also then able to provide appropriate support where a place is not being accessed. As 'Free Childcare for Two Year Olds' has become more well known amongst parents, the marketing campaign has been scaled back. However, advertising still takes place in the borough wide magazine 'One Darlington', on Facebook and via posters and leaflets. Existing networks, such as health visitors, the Children's Centres, the PFIS, schools and childcare providers are utilised to promote the entitlement and the most effective method of 'spreading the word' is of course parental word of mouth.
- 22. The initial DfE estimate of the number of eligible two year olds in the borough was 640. Since January 2016 the average number of families on the DWP eligibility list has been around 530. There tend to be seasonal variations in the number of families on the list, numbers reduce in the Autumn term and increase in the Spring term perhaps as a result of parents taking short term jobs in the run up to Christmas. Since the Spring 2016 term the average number of eligible children accessing a place has been 436. Take-up rates in the borough have been as follows:

Table 1 - Termly take-up

Term	Percentage take-up
Spring 2016	79%
Summer 2016	83%
Autumn 2016	85%
Spring 2017	76%
Summer 2017	83%
Autumn 2017	86%
Spring 2018	80%
Summer 2018	82%

23. The take-up rate in Summer 2018 of 82 per cent equates to 408 children occupying a funded place. Of these 408 filled places, 276 children are in a private day nursery, playgroup or with a childminder (68 per cent) and 132 children are in schools (32 per cent).

# Universal and Extended Entitlement for Three and Four Year Olds

- 24. When looking at sufficiency of Free, Flexible Entitlement (FFE) places for 3 and 4 year olds, Darlington has historically had a strong private and voluntary childcare sector. Currently, our three and four year olds access their FFE in a mixed market of 110 providers spread across the borough, including private day nurseries, preschools, nursery schools, maintained and academy nursery units and with childminders. Take-up of nursery FFE in Darlington, as with most other local authorities is high, as although nursery education is not statutory, the offer is universal and has been up and running for twenty years. Data indicates that in Darlington in January 2018, 94 per cent of three and four year olds were accessing a free 15 hour a week place. Darlington does import and fund a small number of children from other local authority areas but historically, the number of children we import is fairly equal to the number of children we export to bordering local authority settings. This figure compares with an average of 99 per cent across the North East average figure in England local authorities, the is 94 per cent.
- 25. From September 2017 every local authority in England has had a statutory duty to ensure a sufficiency of 30 Hours early education and childcare places for eligible three and four year olds. In February 2018 Darlington local authority successfully applied to the DfE for 30 Hours Delivery Support Funding. Part of this funding was utilised to commission a pre-school early education and childcare gap analysis, please see page 10 for the associated data.

Table 2 – 30 Hours Take-up

Sector	No. of children	Percentage
Private Day Nurseries	499	62%
Pre-schools	83	10%
Child minders & out of school clubs	86	11%
Nursery Schools	53	7%
Nursery Units	78	10%
Totals	799	100%
Private and Voluntary Sector	668	83%
Schools	131	17%

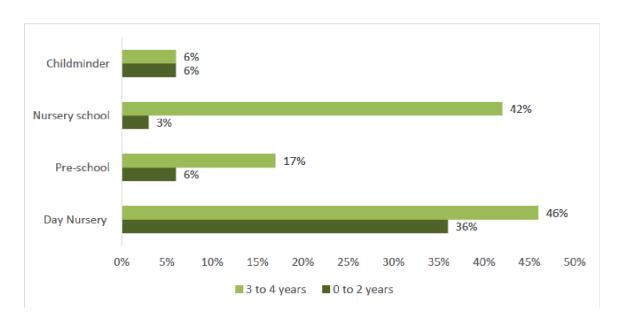
## Childminders

- 26. Over the past few years there has been a slight decrease in the number of registered and 'active' childminders in the Borough from 96 in June 2015, 91 in July 2016, to 80 in August 2018. There are still significantly fewer registered and 'active' childminders in the Borough than there were nine years ago, for example, 140 in March 2008. As well as the recession, the change in Ofsted registration procedures may have had an effect.
- 27. Childminders provide a flexible childcare service to families being able to accommodate early mornings and late finishes, weekend and overnight care to children from birth to age 16. Of the 80 childminders, 52 have been judged Good or better by Ofsted, 9 have met the requirements of the Childcare register and 15 are awaiting their first inspection. There are currently 60 childminders who have contracts with the Local Authority enabling them to offer free childcare to two year olds and 62 childminders with contracts enabling them to offer free childcare to three and four year olds. Childminders are able to offer an extended service by working in partnership with other settings and schools, this supports families by offering an attractive package of childcare and maintaining continuity of care for children.

Pre-school (0-4 years) Childcare Gap Analysis

Current use of early education and childcare

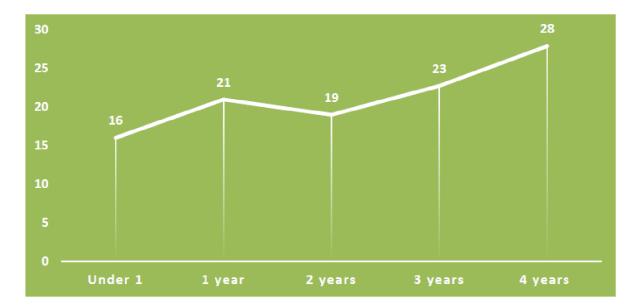
28. Two thirds of all households with children aged 0 to 4 years were using formal childcare provision (67 per cent), comparing very closely with findings for England (65 per cent) (Department for Education Childcare Survey, 2017). The majority of 0-2 year olds using registered childcare were in a private day nursery whereas large numbers of 3 and 4 year olds were using nursery schools or units and/or private day nurseries.



## Table 3 - Usage by age and provider type

Unsurprisingly, children under 1 year old spend the least amount of time in formal childcare, as opposed to 4 year olds who are in childcare for the longest periods.

Table 4 - Average number of hours spent per week in all types of formal childcare by child's age



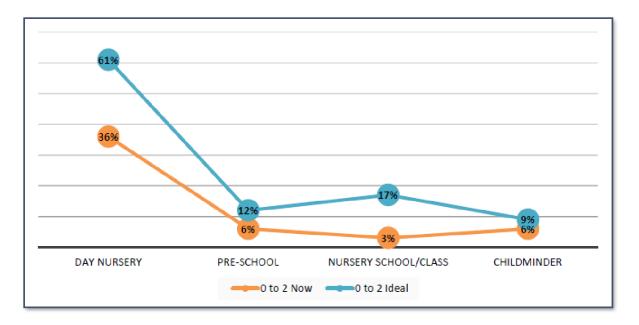
## Ideal early education and childcare arrangements

29. Parents were asked to report their ideal childcare arrangements, assuming there are no barriers to use. 'Ideal' arrangements reflect latent demand, barriers such as availability and affordability will impact on the level of take-up in practice. Barriers and their implications for demand are assessed in more detail on page 14. Slightly less than half of all 0 to 2 year olds currently use formal childcare (47 per cent), rising to 83 per cent in ideal circumstances. For 3 and 4 year olds, the figure falls from 96 per cent to 88 per cent, reflecting anticipated entry to full-time school.

## 0 to 2 year olds

30. Just over a third of 0 to 2 year olds currently use private day nursery provision yet parents would like to use these services for 61 per cent of all children. Latent demand for pre-school places is double current usage. Few under 3 year olds currently use school-based provision (3 per cent), the survey suggests demand could be as high as 17 per cent. The smallest gap was found for childminding provision, with 6 per cent of children in the sample currently using this provision rising to 9 per cent in ideal circumstances.

Table 5 - Current and ideal childcare arrangements for 0 to 2 year olds



# 3 and 4 year olds

The fit between current and ideal arrangements is much closer for 3 to 4 year olds with the biggest gap found for private day nursery provision of 11 per cent.

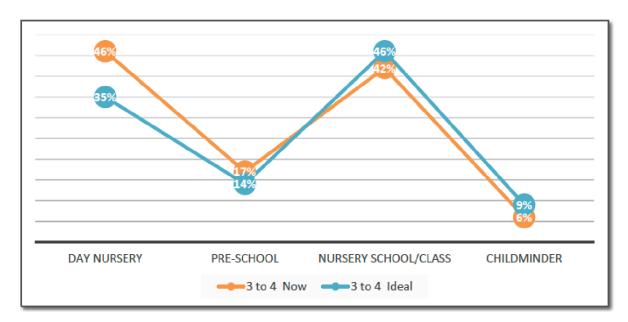


Table 6 - Current and ideal childcare arrangements for 3 to 4 year olds

31. A total of 29 households completing the survey were expecting a child in the next 12 months and 59 per cent would like to use some form of registered childcare for their new baby. Over two-fifths (45 per cent) would like to use a private day nursery, 17 per cent would like to use a childminder and 14 per cent were as yet undecided as to which type of care they would prefer. On average, expectant parents anticipated using 19.25 hours of day nursery provision per week, with needs ranging between 4 and 40 hours. For childminders the average was 21.6 hours and the range was 16 to 32 hours.

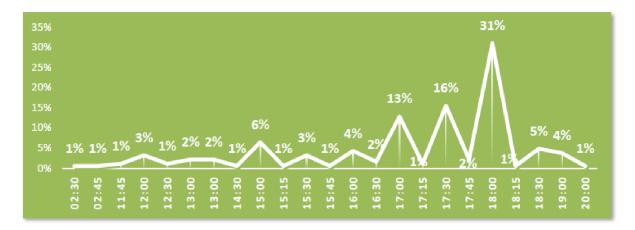
# Preferred timing of care

32. Most parents (70 per cent) require care before 8:30 am and 72 per cent require pick up from 5:00 pm or later. Tables 7 and 8 evaluate the fit between the times care is offered and when parents require it. Demand peaks mid-week Tuesday through to Thursday, being slightly lower on Mondays and around 20 per cent less on Fridays. There is very limited demand for formal care on Saturdays and Sundays, being flagged by just 6 (3 per cent) and 2 (1 per cent) parents respectively.



#### Table 7 - Preferred start time

## Table 8 - Preferred pick-up time



## Preferences regarding Universal Entitlement for 3 and 4 year olds

33. Most parents will use their child's universal 3 and 4 year old place. Over half will use it term-time only (56 per cent) and 42 per cent would prefer a stretched offer. There is a preference to use the hours across full days (66 per cent), followed by morning sessions (40 per cent), afternoon sessions are least popular (15 per cent).

## Preferences regarding 30 Hour places for 3 and 4 year olds

34. Of those parents believing their child to be eligible for a 30 hour place within the next 12 months, 3 per cent did not expect to take up the extra hours, 39 per cent wanted

to use a place term-time only and 57 per cent wanted to use a stretched place. Table 9 shows the shape that demand for 30 hour places may take in the next 12 months based on this analysis and using DfE estimates of the eligible population size. Feedback from providers indicated total supply in the region of 964 places, approximately 1.18 per eligible child and sufficient in terms of overall volume.

#### Table 9 - Future take-up of 30 Hour places

Forecast take-up	%	Number
Extra entitlement not used	3%	25
30-hour offer term-time only	39%	320
30-hour offer stretched	57%	467

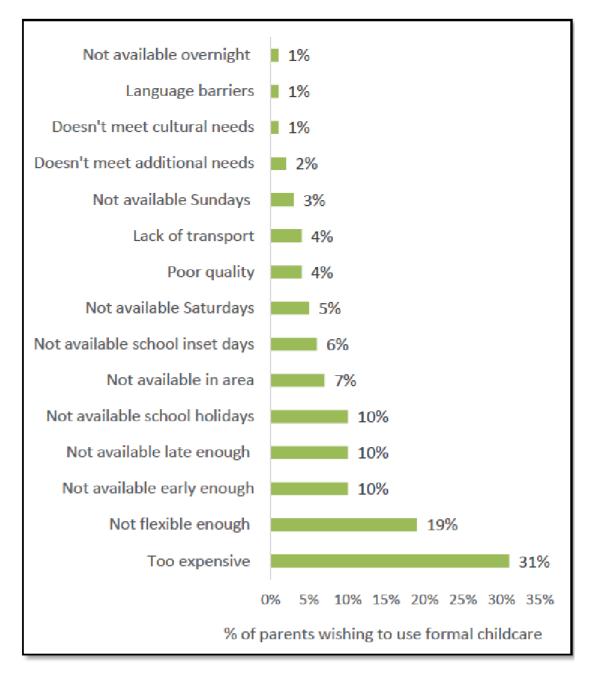
# Preferences regarding 15 Hour places for 2 year olds

35. Just 27 parents within the sample expected their child to be eligible for a 2 year old funded place and of these, 20 wanted to take up the place, 12 in term-time only and 8 across the year. There was a preference for full days (15) rather than morning (3) or afternoon (3) sessions.

## Barriers to using preferred childcare arrangements

- 36. Cost is by far the biggest barrier to using formal childcare. This is felt across all income bands: 59 per cent of families with a total household income of less than £20,000 said cost was a barrier, falling to 50 per cent with income up to £39,999, 53 per cent of those with income up to £59,999 and 31 per cent with household incomes of £60,000 plus. Lack of flexibility to change arrangements when needed is a barrier for almost one in five parents using or wanting to use formal childcare (19 per cent). Lack of early start (10 per cent) and late finish times (10 per cent) were a barrier for one in ten parents.
- 37. The sample included ten children whom parents identified as having a special educational need or disability. In three cases parents felt formal childcare provision could not meet the additional needs of their child. Two of these families had a child with cerebral palsy and the third family had a child with sensory disabilities.

Table 10 - Barriers to ideal formal childcare arrangements



38. The number of Darlington residents wanting to use formal childcare and reporting a lack of provision in the area they needed it was very small (8), 3 families lived in Mowden, the remainder were spread across the borough. On this basis, the parent survey does not point to any significant geographical gaps.

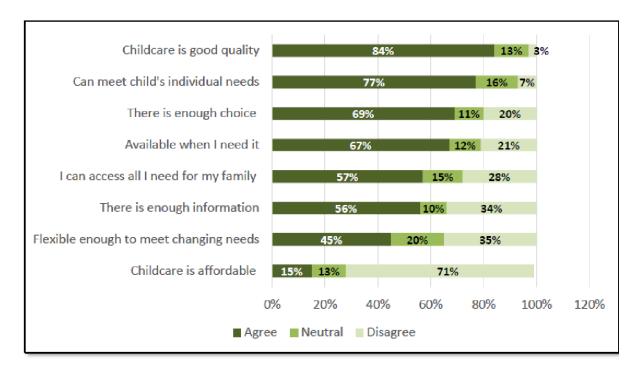
# Childcare as a barrier to employment and training

39. Most survey respondents were female (90 per cent) and 37 per cent of women said they had been prevented from taking up work or training opportunities at some point in the past because of difficulties with childcare. The figure for male respondents was 22 per cent, but the sample size was very small (18 men). When assessed across households, 38 per cent of all households had encountered barriers to training or employment due to childcare problems. The key themes emerging were the cost of care which often cancelled out potential earnings (29 comments), lack of childcare for early starts or late finishes (7), childcare not being sufficiently flexible to meet temporary requirements at work such as attending a training course, meetings or travel (6).

# Opinions of early education and childcare

40. As with feedback on barriers, cost was the primary sticking point with 71 per cent of parents disagreeing with the statement that childcare is affordable. Over one in three disagree that provision is flexible enough to meet changing needs (35 per cent) and a third feel information on provision could be improved (34 per cent).

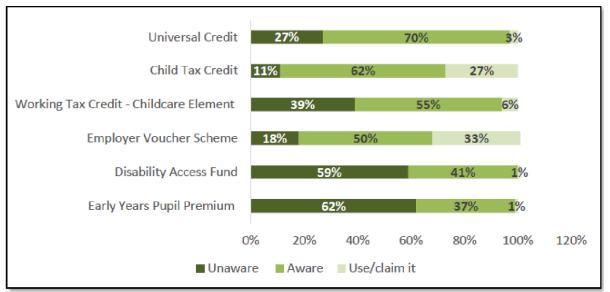
## Table 11 - Extent to which parents agree childcare provision is sufficient



# Parental awareness of childcare support

41. Most parents have heard of Universal Credit (70 per cent), awareness is lower for Child Tax Credit (62 per cent) and the Childcare Element of Working Tax Credit (55 per cent). One in two parents of under 5s have heard of the employer childcare voucher scheme.

## Table 12 - Awareness of childcare support



Childcare supply and demand

- 42. Childcare supply has been measured via surveys of childcare and early education providers and data available from secondary sources including Darlington Borough Council and Ofsted. Over two thirds of nursery and primary schools (69 per cent), 61 per cent of childminders and 52 per cent of day nurseries and pre-schools responded to the survey.
- 43. Table 13 draws together supply and demand across the borough and for each planning area (please see page 39 for a map showing the planning areas). Figures show demand based on parent's ideal childcare arrangements and assume there are no barriers to use. Parents gave information on their preferred type of setting and number of hours required.

Table 13 - Overview of childcare supply and demand for under 5s in Darlington borough and planning area level

Type of provision	Supply FTE places	Demand FTE places	Gap FTE places
Borough level			
Day nursery	1,380	1,264	116
Pre-school playgroup	214	261	-47
Childminder	216	118	98
Nursery school/class	784	913	-129
All types of provision	2,594	2,556	38
Planning Area 1			
Day nursery	620	524	96
Pre-school playgroup	92	133	-41
Childminder	107	51	56
Nursery school/class	117	161	-44
All types of provision	936	869	67
Planning Area 2			
Day nursery	565	514	51
Pre-school playgroup	76	72	4
Childminder	83	61	22
Nursery school/class	370	442	-72
All types of provision	1,094	1,089	5
Planning Area 3			
Day nursery	195	224	-29
Pre-school playgroup	46	57	-11
Childminder	26	7	19
Nursery school/class	297	310	-13
All types of provision	564	598	-34

- 44. Parents have indicated that they would like to use significantly more formal childcare than current levels of take-up, particularly for 0 to 2-year olds. Analysis of supply across the borough and in three planning areas shows that 'latent' demand is broadly within the scope of current capacity, in terms of overall volume. There are gaps however, when looking at parents preferred choice of setting. Leaving barriers to access aside, total demand for early years places across the borough is an estimated 2,556 FTE places, or 0.43 places per child under 5 years. Supply marginally exceeds total demand by around 38 FTE places. When type of provider is considered, there is a borough-level gap in supply for pre-school playgroup places (-47) and schoolbased nursery provision (-129), these gaps assume every parent acts on their preferred childcare choices, a scenario which is unlikely.
- 45. Looking below borough level in Area One, overall places (936 FTE places) exceed total demand (869 FTE places), however there is a gap in pre-school playgroup places (-41 FTE places) and school based nursery provision (-44 FTE places) based

on parent's preferred childcare choices. In Area Two, supply (1,094 FTE places) is on a par with overall demand (1,089 FTE places). As elsewhere in the borough, parents show a preference for more school-based places. Overall supply is just 564 FTE places in Area Three, slightly less than total demand of 598 FTE places (-6 per cent). This is the only area where a gap in day nursery provision was found (-29 FTE places). There are also small gaps in pre-school playgroup places (-11 FTE places) and nursery class places (-13 FTE places) compared to parent's preferred childcare choices.

## Is care available at the times required?

46. Analysis has found that most parents (70 per cent) require care before 8:30 am; 68 per cent of all FTE places are in provision opening before 8:30 AM, day nursery and childminding provision is most likely to meet this need with only 10 per cent of school nursery places being offered before this time. Almost three quarters of parents (72 per cent) require provision until 5:00 PM or later, 64 per cent of all FTE places are in settings operating up to or beyond this time. Childcare after 5:00 pm is almost exclusively offered by day nurseries and childminders. Just 5 per cent of places in school nursery provision and 9 per cent of places in pre-school playgroups are in settings operating after 5:00 pm. In most cases parents looking to cover a full working day would need to use a private day nursery or childminder, or a mix of wrap-around arrangements.

Table 14 - Proportion of FTE places offered at various points in the day by type of childcare provider

	Mornings	Mornings	Afternoons	Afternoons
Type of provision	before 8:00 AM	before 8:30 AM	after3:30 PM	after 5:00 PM
Day nursery	75%	100%	100%	100%
Pre-school playgroup	34%	45%	45%	9%
Childminder	74%	96%	100%	100%
Nursery school/class	0%	10%	27%	5%
All types of provision	49%	68%	74%	64%

## 30 Hours sufficiency

47. Feedback from providers and administrative data from Darlington Borough Council indicates total supply in the region of 964 30 Hour places, approximately 1.18 per eligible child. Day nurseries provided 60 per cent of all places with 20 per cent delivered in school settings.

30-hour places by provider type	Full places	Partnership <sup>A</sup>	Total	% of supply
Day nursery	530	90	575	60%
Pre-school playgroup	121	28	135	14%
Childminder	42	39	61.5	6%
Nursery school/class	168	48	192	20%
All types of provision	861	205	963.5	100%

A: partnership places counted as 0.5

48. This figure is likely to underestimate total supply since occupancy of 30 Hour places in summer 2018 was used as a proxy measure of supply for non-respondents to the childcare survey. Occupancy may not reflect total capacity. A breakdown of supply by ward is shown in table 16 below.

#### Table 16 – 30 Hour places by ward

Ward	Childminders	Day nurseries/ pre-schools	Schools
Bank Top and Lascelles	0	0	20
Brinkburn and Faverdale	1	67	0
Cockerton	8	43	0
College	10	51	0
Eastbourne	0	30	18
Harrowgate Hill	9	61	0
Haughton and Springfield	3	20	23
Heighington and Coniscliffe	1	0	0
Hummersknott	1	0	0
Hurworth	0	43	0
Mowden	4	8	0
North Road	1	0	0
Northgate	0	102	26
Park East	0	5	57
Park West	0	67	0
Pierremont	4	42	0
Redhall and Lingfield	1	50	41
Sadberge and Middleton st George	11	31	8
Stephenson	0	92	0
Whinfield	11	0	0
	62	710	192

49. Based on this analysis, overall supply of 30 Hour places is 'sufficient', but do options for taking places meet parents' needs? Over one in two parents (57 per cent) would prefer to use their child's place for fewer hours a week across more weeks of the year – a 'stretched' offer. This amounts to around 467 places. Day nurseries and childminders are most likely to offer stretched 30 Hour places. Of those providers taking part in the survey and offering 30 Hour places, 3 out of 7 nurseries (43 per cent) offered stretched places, as did 11 out of 20 (55 per cent) childminders. These

providers together offered a total 30 Hour capacity of 127 places. If these responses are typical of wider 30 Hour offers it is possible that the number of stretched places may fall short of parent demand.

## Working in partnership to deliver 30 Hours places

50. As well as delivering full 30 Hour places, providers are working together across the borough to provide places in partnership with others. Looking at estimated figures for September 2018 onwards, providers reported a total capacity of 102.5 'partnership' places. Almost one in two surveyed childminders reported capacity for shared places (48 per cent), rising to 75 per cent of surveyed pre-schools and nurseries. Less than one in three schools taking part in the survey and offering nursery provision reported capacity to deliver 30 Hour places in partnership with others.

Table 17 - Delivering 30 Hours in partnership with other providers: maximum capacity for partnership places by ward.

Ward	Childminders	Day nurseries/pre- school	Schools
Bank Top and Lascelles	0	0	0
Brinkburn and Faverdale	0	16	0
Cockerton	6	5	0
College	5	2	0
Eastbourne	0	0	5
Harrowgate Hill	6	16	0
Haughton and Springfield	1	0	1
Heighington and Coniscliffe	1	0	0
Hummersknott	1	0	0
Hurworth	0	6	0
Mowden	3	5	0
North Road	0	0	0
Northgate	0	45	0
Park East	0	0	0
Park West	0	2	0
Pierremont	2	0	0
Redhall and Lingfield	1	5	26
Sadberge and Middleton St. George	6	16	16
Stephenson	0	0	0
Whinfield	7	0	0
Total partnership places	39	118	48
Total FTE places	19.5	59	24

# Impact of 30 Hours on other provision

51. Providers taking part in the survey were asked what, if any, impact 30 Hours has had on their ability to offer places for children with special educational needs or disabilities (SEND). Feedback was provided by a small number of settings. One school, 1 childminder and 4 non-domestic settings felt their ability to meet the needs of children with SEND had been affected.

52. More providers felt the general flexibility they could offer families had been impacted in some way: 8 out of 19 nurseries and pre-schools providing feedback felt their flexibility had changed (42 per cent); whilst 4 out of 6 schools said so. Fewer childminders reported an impact – 3 out of 21, or 14 per cent.

## Barriers to offering 30 Hours places

53. Provider views were explored by asking about the perceived benefits and drawbacks of offering 30 Hour places. Providers mainly identified benefits for parents, however five nurseries/pre-schools and 3 childminders felt there had been financial benefits for the setting, and connected with this, improvements in occupancy (6 nurseries/pre-schools, 3 childminders).

Table 18 – Benefits of 30 Hour places

Benefits of the 30-hour offer	Schools	Nurseries and pre- schools	Childminders
It means parents can return to work	4	15	16
It means parents can work longer hours	2	12	16
It reduces parent's childcare costs	5	16	24
It benefits children's development	4	16	16
It has improved our financial position	0	5	3
It has improved our occupancy	0	6	3

54. The most frequently cited problems pertained to parents' confusion around eligibility, the nature of the offer, the need to confirm eligibility on a regular basis and problems parents have experienced with the childcare service website. Increased time spent on administering the offer and funding rates failing to meet delivery costs were also reported by several providers. Quarterly confirmation of eligibility was also creating planning problems for providers.

Table 19 - Problems encountered in delivering 30 Hour places

Problems delivering 30-hour places	Schools	Nurseries and pre- schools	Childminders
The time we spend on administration has increased	4	10	7
Some parents are confused about eligibility	5	10	5
Some parents are unaware the offer is for 38 weeks not 30-hours a week across the year	2	9	4
Demand has been lower than we prepared for	1	8	3
Some parents are unaware of how early they to need to apply for a code	3	8	4
Parents have had problems with the childcare service website	4	8	3
Our costs to deliver 3 and 4-year old places are higher than the funding rate	3	6	5
Confirming eligibility every 3 months makes planning difficult	3	6	6
No problems	1	3	11
Demand has been higher than the places we can offer	1	3	0
We have had to reduce the flexibility of what we offer to make it more financially viable	0	3	7
We have had problems with the childcare service website	1	3	0
It has been difficult allocating places when demand is higher than the places available	0	2	0
We are struggling to recruit enough staff	0	1	N/A

# **Business confidence**

55. Childminders, day nurseries and pre-schools were asked about their expectations regarding future financial performance and confidence that they would be operating in 12 months' time. Looking firstly at childminders, one in three were expecting their income to decrease in the next twelve months, and 13 per cent were unconfident that they would be trading in 12 months' time. Turning to day nurseries and pre-schools, five settings (31 per cent) were less confident about their financial performance in the next 12 months, compared to the last year. Two settings giving feedback lacked confidence that they would be trading in 12 months' time. These settings offered a combined capacity of 130 places. One setting was finding that operating costs were higher than funding rates and the second setting was experiencing low levels of demand. These findings raise concerns regarding the sustainability of some providers in the borough, which may impact on sufficiency in the future.

# The views of employers in Darlington

56. A survey of 75 local employers has been undertaken targeting a mix of both larger and smaller employers in the Darlington area. The aim of the survey was to investigate the use of family friendly employment practices and explore the extent to which childcare supply meets the needs of businesses and staff. The majority of the employers surveyed were private companies (51 per cent), with the remainder being a mix of charity, voluntary organisations or trusts (12 per cent), health authority or NHS trusts (1 per cent), nationalised industry or state corporations (1 per cent) and educational establishments (1 per cent). Interviews were completed across a range of business sectors as shown in table 20. Surveyed businesses together employed over 1,400 staff in the Darlington area.

## Table 20 - Profile of employers surveyed – sector

Industrial sector	%
Agriculture, Forestry and Fishing	2
Manufacturing	7
Construction	3
Wholesale and retail trade; repair of motor vehicles and motorcycles	13
Accommodation and food service activities	7
Information and communication	5
Real estate activities	3
Financial and insurance activities	2
Professional, scientific and technical activities	20
Administrative and support service activities	10
Public administration and defence; compulsory social security	2
Education	11
Human health and social work activities	8
Arts, entertainment and recreation	2
Other service activities	3

- 57. The need for flexible childcare becomes apparent when looking at work patterns required by Darlington employers. Of those businesses providing detail on their work patterns, over one in four operated at weekends (29 per cent), on mornings before 07:45 (30 per cent), or in the evening later than 17:45 (31 per cent). Over one in ten operated night shifts (14 per cent) and 11 per cent gave staff less than one-week notice of shift patterns.
- 58. The number of businesses frequently experiencing problems due to childcare issues was relatively low, however many found childcare was an occasional problem, particularly with regards to unplanned absence (50 per cent) and staff performing effectively at work (38 per cent).

# Table 21- Workforce problems resulting from the availability, affordability or reliability of childcare

Workforce problem	A frequent problem	An occasional problem	Never been a problem
Recruiting staff needed	6%	30%	64%
Retaining staff	3%	29%	68%
Staff performing effectively at work	4%	38%	59%
Unplanned staff absence	5%	50%	45%
Staff being available to work shifts the			
business needs	4%	33%	62%

The following problems were flagged by employers experiencing occasional or frequent staffing difficulties relating to childcare:

- No childcare for night shifts (3)
- No childcare late evenings (8)
- No childcare early mornings (14)
- No childcare at weekends (14)
- Lack of childcare in school holidays (21)
- Childcare not flexible enough to meet changing work patterns/demands (13)
- Cost of childcare (25)
- Staff childcare arrangements are unreliable (7)
- No care available when child is ill (21)
- 59. Surveyed employers were offering a range of support to their staff, the most common being childcare vouchers (29 per cent) and unpaid parental leave above statutory minimums (22 per cent).

Table 22- Forms of employer support currently offered or considered for the future

		Consider offering in the
Forms of childcare support	Currently Offering	future
Childcare vouchers	29%	4%
Full cost of childcare	0%	4%
Other financial contribution to childcare costs	4%	8%
On-site workplace nursery/crèche	4%	4%
Information on childcare choices and provision	12%	12%
Information on Tax Credits and Child Tax Credits	12%	12%
Unpaid parental leave above the statutory minimum	22%	2%
Help with calculating Working Tax Credits and Child Tax Credits	16%	8%
Maternity leave above the statutory minimum.	16%	4%
Paternity leave above the statutory minimum.	10%	6%
Shared Parental Leave above the statutory minimum.	10%	8%
Adoption leave above the statutory minimum.	12%	6%

60. Flexible working practices were also in evidence, or being considered in the future, the most common being temporary reductions in working hours to support personal circumstances (44 per cent).

# 0-4 early education and childcare gap analysis conclusions

- 61. Research with parents has shown that there is latent demand for childcare in the borough with cost being the main barrier to higher take up of private hours. Parents would also welcome more flexibility to accommodate their often complex mix of work and training commitments, including earlier starts, later finishes and the ability to change arrangements at short notice.
- 62. Analysis of the overall volume of supply shows there is sufficient capacity to meet demand in all three planning areas. When the mix of supply is compared to parents' ideal arrangements however, there are modest gaps in school and pre-school playgroup provision. Given the relatively small sample sizes involved and the significant factors supressing childcare demand, further targeted research would be required to ascertain if the relatively modest gaps identified for specific types of provision would justify development of new places.
- 63. Parent and provider feedback also suggests there is sufficient capacity to meet overall demand for 30 Hour places. There is a risk however, that future demand for stretched places may be higher than supply. The research has not identified any widespread negative impacts of the 30 Hour offer on the 15 Hour entitlement for 3 and 4 or 2 year olds in the borough. Some providers report a reduction in the flexibility they can offer

families, whilst others find the changes they have introduced to accommodate 30 Hours have provided more flexibility for families.

- 64. There is evidence to indicate that providers are under increasing financial pressure, with several settings reporting that their operating costs are higher than funding rates. One day nursery and one pre-school anticipate possible closure within the next 12 months, as do more than one in ten childminders. Financial pressures are also impacting on the capacity of some providers to meet children's special educational needs and disabilities.
- 65. Echoing feedback from parents, employers also call for greater flexibility and lower childcare costs. There is evidence to suggest that childcare issues are impacting on employers' ability to recruit and retain staff and manage effective performance at work.

## Out of school and holiday provision

- 66. During 2017-18 the number of out of school and holiday clubs reduced by 1 in Area One. A number of providers cater for older children aged 8 to 11 years. Many of the out of school clubs in Darlington form part of a daycare provider and as such will be included within their Ofsted inspection therefore will not be issued a separate grading. A number of breakfast clubs are also registered on school sites and their Ofsted rating is shared with the school.
- 67. The Early Years team continues to support the stand alone clubs to increase quality and capacity and in 2017-18 an audit of provision was introduced which includes looking at a club's capacity to deliver good quality, accessible places for children with special educational needs and/or disabilities (SEND).

## Special Educational Needs and Disabilities (SEND)

- 68. Early Years Inclusion Officers will continue to support settings and schools with the quality of their provision for children, including those with SEND. A key feature of this work is supporting settings to identify and support the needs of children as soon as possible. Of cases highlighted to the Early Years team, the largest proportion of children requiring support in 2016–17 was within the broad area of need of 'communication and interaction' which was also the case in the 2015-16 academic year.
- 69. The Local Authority continues to operate a brokerage service via the Darlington People and Families' Information Support Service whereby childcare enquiries for children with disabilities who require more specialist placements are progressed by the Childcare Development Officers. Advice is provided on appropriate provision for children, using the graduated approach and involving other professionals as necessary. In addition, the Early Years Inclusion Fund will continue to support children within settings. The multi-agency panel meets once a term to allocate funding based on submitted One Plans. This support and its effectiveness is reviewed on a termly basis by the Early Years Inclusion team. From September 2017 three and four year olds who are accessing early education and who attract Disability Living Allowance have been entitled to an annual payment of £615 to the setting of their choice. In addition, settings have been encouraged to evaluate the

effectiveness of their inclusive practice through the use of an evaluation tool created by the Early Years team. From September 2017 to July 2018 52 3 and 4 year olds have claimed Disability Access Fund.

## Quality

70. In Darlington 100 per cent of the 36 group childcare settings have been judged Good or better by Ofsted which is an improvement from last year's figure of 94 per cent and eight of these settings are graded Outstanding. This compares favourably with the national figure of 95 per cent of settings at Good or better. The indication is that all children attending these Darlington settings are receiving high quality opportunities and experiences.

In July 2018 the Ofsted gradings given to the various settings in Darlington were as set out below:

2018 Ofsted	Outstanding	Good	Requires improvem ent	Inadequate	Met	Not met with actions	Awaiting 1 <sup>st</sup> Inspection	Not Required	Total
Private Day Nurseries	21%	79%	0	0	0	0	0	0	100%
Holiday Clubs	12%	52%	0	0	20%	0	4%	12%	100%
Out of School Clubs	14%	71%	0	0	4%	0	7%	4%	100%
Breakfast Clubs	40%	40%	0	0	0	0	10%	10%	100%
Breakfast Clubs (school registered)	0	80%	7%	0	0	0	13%	0	100%
Playgroups	27%	73%	0	0	0	0	0	0	100%
Childminders	13%	57%	0	0	14%	1%	15%	0	100%

<u>Table 23 – Ofsted Gradings</u> (source: PFIS as at July 2018)

Childcare providers who only work with children from the end of Early Years Foundation Stage are registered on the childcare register. They are expected to meet the requirements relating to people, premises and provision and make a declaration that they will do so. They are inspected to ensure they are still complying with these requirements and are judged as either meeting the requirements of the register or not meeting the requirements i.e. 'Met' or 'Unmet'.

# Cost - out of school and holiday provision

71. Feedback from local parents suggests that the supply of holiday childcare for school age children does not meet demand and is not affordable. The proportion of local authorities in England with enough holiday childcare in all of their local area is highest for the youngest children (4 to 7 year olds) at 33 per cent, then narrows to 28 per cent for 8 to 11 year olds, 14 per cent for 12 to 14 year olds and just 13 per cent for

disabled children. Families with disabled children face some of the biggest shortages in holiday provision, of the ten regional areas in England, disabled children have the lowest holiday childcare sufficiency ratings in five of these areas.

- 72. In Darlington the average price per child for a week of holiday childcare is £142.26. If six weeks of holiday care is required during the Summer, this equates to over £800 per child. The average weekly price in the North East is £148.58, these figures compare with an average of £136.11 across the London boroughs and £126.51 in the North West. In the last year the cost of holiday childcare has risen in England by 5 per cent with an increase of 10 per cent in the North East. Parents who use holiday childcare are likely to use after school clubs during term time. There is a significant gap between the prices of after school clubs and holiday childcare. In England the average weekly increase in switching from an after school club to a holiday club is £77.84 per child and in Darlington it is £89.35 per child or over £500 per child for a six week period.
- 73. There are of course other options for families, for example, 'shift parenting' in couple families, using informal care from grandparents, other relatives or friends and term-time only working arrangements. Support with childcare costs, including holiday childcare, is available to parents in some circumstances through tax relief and benefits. However, this is only available to parents who use Ofsted-registered childcare. Many activity-based provider which run for a few weeks in the summer, as well as childcare providers only looking after children aged over 8, are not required to register with Ofsted. Parents who use government support for childcare costs therefore have a smaller choice of providers, or miss out on financial help. Holiday childcare providers are responding to a range of issues including minimum wage changes, pension auto-enrolment and business rate rises.

# Conclusion

- 74. Clearly, the main issues for Darlington parents are the need for local childcare to be affordable and flexible, wrapping around the beginning and end of the school day to fit with parental working patterns and the need for accessible, affordable, inclusive holiday childcare.
- 75. To enable the local childcare market and schools to 'plug the childcare gaps' which have been identified, the childcare sufficiency data will be presented at the Spring 2019 Private, Voluntary and Independent Providers' Network meeting and will be sent to schools and presented at the Spring 2019 Schools Chair of Governors' Briefing. The local authority will also advertise the right of parents and childcare providers to request the delivery of childcare from school sites (DfE 'Rights to Request', introduced in September 2016).
- 76. Additionally, the local authority is assisting Whinfield Primary School with a submission to the DfE's School Nurseries Capital Fund. The application proposes a 52 full time equivalent place nursery with wrap around at the start and end of the day and on-site holiday provision, to meet working parents' needs. The DfE will announce the successful capital awards in February 2019.
- 77. With regard to childcare sufficiency, the local authority's statutory duties are:

- to secure sufficient childcare for working parents (Childcare Act 2006, Section 6);
- to secure early years provision free of charge (Childcare Act 2006, Section 7); and
- to secure 30 Hours Free Childcare for qualifying children (Childcare Act 2016, Section 2).
- 78. To assist with these duties, the priorities for the Local Authority continue to be to:
  - assist childcare providers/ activities to be sustainable;
  - work with settings and other interested stakeholders to continually improve the quality of care and make settings/ activities more inclusive; and to
  - provide parents with up-to-date information about financial assistance towards childcare costs, including any available tax credits.

#### Appendix A

## Childcare Sufficiency Action Plan

<u>Childcare Sufficiency Targets</u>: Improve the affordability, 'fit' with working families requirements and flexibility of pre-school childcare provision; and Improve access to out of school and holiday childcare/ activities, particularly for children aged 5 to 14 years or 18 years for disabled young people & to ensure that all childcare/activities are inclusive.

Gap identified	2018-19 Objectives	2018-19 Actions	Responsibility & timeframe	Outcome
Funded Two Year Old Places, The Universal Entitlement and The Extended Entitlement • Increase choice and diversity for parents	• Support the existing range of providers to monitor and where possible, directly meet parental demand or to sign-post parents effectively.	<ul> <li>Present the childcare gap analysis data to providers and schools to enable the market to meet unmet demand.</li> <li>Visit all settings and schools to provide advice and support to maintain and improve quality.</li> <li>Support a setting's self-reflection regarding quality and provide intensive support to new providers or those who have received a down-grading in their Ofsted inspection judgement.</li> </ul>	<ul> <li>Early Years Projects Officer - Spring 2019</li> <li>Early Years Team – on-going annual audits</li> <li>Early Years Team – on-going annual audits</li> </ul>	<ul> <li>An increase in the number of different delivery models available for working parents to access</li> <li>Increased Local Authority intelligence regarding unmet demand.</li> </ul>

<ul> <li>Encourage new providers to research the needs of local parents, to take account of what the market already offers and to take account of local authority data and to meet parental demand.</li> <li>Encourage providers, other stakeholders eg Jobcentre Plus and parents to report unmet demand to the local authority.</li> <li>Ensure that the</li> </ul>	<ul> <li>Assist settings and schools with sustainability by raising awareness of different business delivery models.</li> <li>Assist settings and schools with sustainability by providing advice regarding methods of researching parental demand.</li> <li>Facilitate access to appropriate local authority data for new providers eg information about new housing developments, usable sites or vacant buildings and unmet demand.</li> <li>Advertise the People and Families' Information Support unmet demand list and the on-line parental childcare</li> </ul>	<ul> <li>Early Years Team – on-going annual audits and providing advice regarding the local authority's toolkit as requested/ required.</li> <li>Early Years Team – as requested/required</li> </ul>	
---	--	--	--

	30 Hours childcare does not lead to insufficient places or reduced choice for parents only entitled to 15 Hours or regarding funded two year olds places.	<ul> <li>Encourage providers to complete the additional questions regarding take-up and usage on the 30 Hours secure provider portal.</li> <li>Fully utilise the brokerage system by questioning provider service descriptions and testing to see if providers will deliver more flexibly on a case by case basis.</li> </ul>	<ul> <li>People and Families' Information Support, Early Years Team– on-going.</li> <li>People and Families' Information Support, Early Years Team– on-going.</li> <li>People and Families' Information Support, Early Years Team – on-going.</li> </ul>	
<ul> <li>Increase choice and diversity of funded two year old places along the North Road corridor</li> </ul>	<ul> <li>Create additional places along the North Road corridor.</li> </ul>	<ul> <li>Work with and if required support, the appropriate Academy Trust to create additional high quality, accessible places for local families.</li> </ul>	<ul> <li>Early Years Team and other appropriate Local Authority departments.</li> </ul>	<ul> <li>An increase in the number of available places for local parents.</li> </ul>
Extended Entitlement for Three and Four Year Olds	<ul> <li>Ensure the smooth administration of 30 Hours</li> </ul>	<ul> <li>Increase parental awareness by: continuing to market 30 Hours Childcare</li> </ul>	<ul> <li>People and Families' Information Support, the Early Years Team– on-going.</li> </ul>	<ul> <li>Parents seamlessly accessing</li> </ul>

Continue to     implement	Childcare for parents and providers and	in the borough wide magazine, on display		their entitlement.
implement the new 30 Hours Childcare initiative	providers and develop processes and systems to meet DfE policy developments.	screens in the Customer Contact Centre, the Dolphin Centre, the DfE building and in Children's Centres; continuing to disseminate posters and leaflets; keeping the DBC web pages up-to-date; providing		
		<ul> <li>information to other stakeholder agencies, such as, JC+ and Health Visitors.</li> <li>Answering parental and provider queries promptly and sign- posting appropriately eg to HMRC, when required.</li> <li>Ensuring providers</li> </ul>	<ul> <li>People and Families' Information Support – on-going.</li> </ul>	
		have returned their signed funded children contracts and understand the various requirements eg with regard to	<ul> <li>Commissioning Team – September 2018 and April 2019.</li> <li>Early Years Team via the termly funded</li> </ul>	

		<ul> <li>continuous funded provision and charges.</li> <li>Ensuring providers understand the parental process regarding eligibility and validating codes.</li> <li>Ensuring providers understand the local authority's termly data collection and payments system.</li> <li>Monitor the unmet demand list, the parental questionnaire and the additional questions to ensure accurate place planning.</li> <li>Ensure that existing and new providers are aware of any sufficiency gaps.</li> </ul>	<ul> <li>children audits and the Early Years Team via annual audits and provider networks.</li> <li>People and Families' Information Support – on-going</li> <li>People and Families' Information Support and other appropriate departments.</li> <li>Early Years Team – on-going.</li> <li>Early Years Team – on-going.</li> </ul>	
Wrap-around and Holiday Places• Unmet demand for accessible places	<ul> <li>Support existing and new providers, where possible, to provide good</li> </ul>	<ul> <li>Provide existing and new private day nurseries, schools, out of school clubs and childminders</li> </ul>	<ul> <li>Early Years Team via annual audits – on-going</li> </ul>	<ul> <li>An increase in the number of different delivery models</li> </ul>

which meet the needs of working parents	quality, affordable care for longer hours and from areas of the borough/sites which make access easier for working parents.	<ul> <li>with unmet demand data eg hours required, ages of children, preferred location eg school sites.</li> <li>Advertise the DfE 'right to request' childcare on school sites to parents.</li> <li>Support providers who decide to 'plug the gap' with advice regarding delivery models, admissions procedures, etc.</li> <li>Ensure parents are aware of available financial assistance towards the cost of childcare eg Tax Free Childcare.</li> </ul>	<ul> <li>People and Families' Information Support, Early Years Team – on-going</li> <li>Early Years Team – on-going</li> <li>People and Families' Information Support – on-going</li> </ul>	available for working parents to access which meet their needs Increased Local Authority intelligence regarding unmet demand
Inclusion     Unmet     demand for     accessible     after school     and holiday     places for	<ul> <li>Ensure all existing and new after school and holiday places are inclusive.</li> </ul>	<ul> <li>Visit all settings and schools to provide advice and support to maintain and improve quality, including with regard to inclusion.</li> </ul>	<ul> <li>Early Years Team – annual audits.</li> </ul>	<ul> <li>An increase in the number of places and different delivery models</li> </ul>

disabled children.	• Encourage providers, other stakeholders eg Jobcentre Plus and parents to report unmet demand to the	<ul> <li>Ensure settings and schools have access to support via the termly Inclusion Panel.</li> <li>Ensure parents, settings and schools are aware of the new Disability Access Fund and understand how to claim this payment.</li> <li>Fully utilise the brokerage system by questioning provider service descriptions and testing to see if providers will deliver more flexibly on a case by case basis.</li> <li>Ensure parents have easily accessible, upto-date, comprehensive information about</li> </ul>	<ul> <li>Early Years and Inclusion Team – on- going</li> <li>People and Families' Information Support, Early Years team – on-going</li> <li>People and Families' Information Support, Early Years Team – on-going.</li> </ul>	available for parents to access Increased Local Authority intelligence regarding unmet demand
	local authority.	settings and services via the Living Well Directory and the Local Offer. Ensure parents are aware of available	<ul> <li>People and Families' Information Support – on-going</li> </ul>	

	financial assistance towards the cost of childcare eg Tax Free Childcare.	<ul> <li>People and Families' Information Support – on-going</li> </ul>	

