



# Flying Start Parental Feedback Survey

December 2019 - March 2020



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## **Flying Start Parental Feedback December 2019 - March 2020**

### **Introduction**

The Flying Start programme was introduced by the Welsh Government (WG) to offer help and guidance to families with very young children who live within specific postcode areas. These areas are called Lower Super Output Areas (LSOAs) and are defined by WG. Under the scheme, children up to 3 years and 11 months and their families may be eligible for extra advice, support and assistance to get them off to the best start in life. Flying Start supports parents by providing health advice, learning skills support and practical ideas to help them guide their children towards a brighter future.

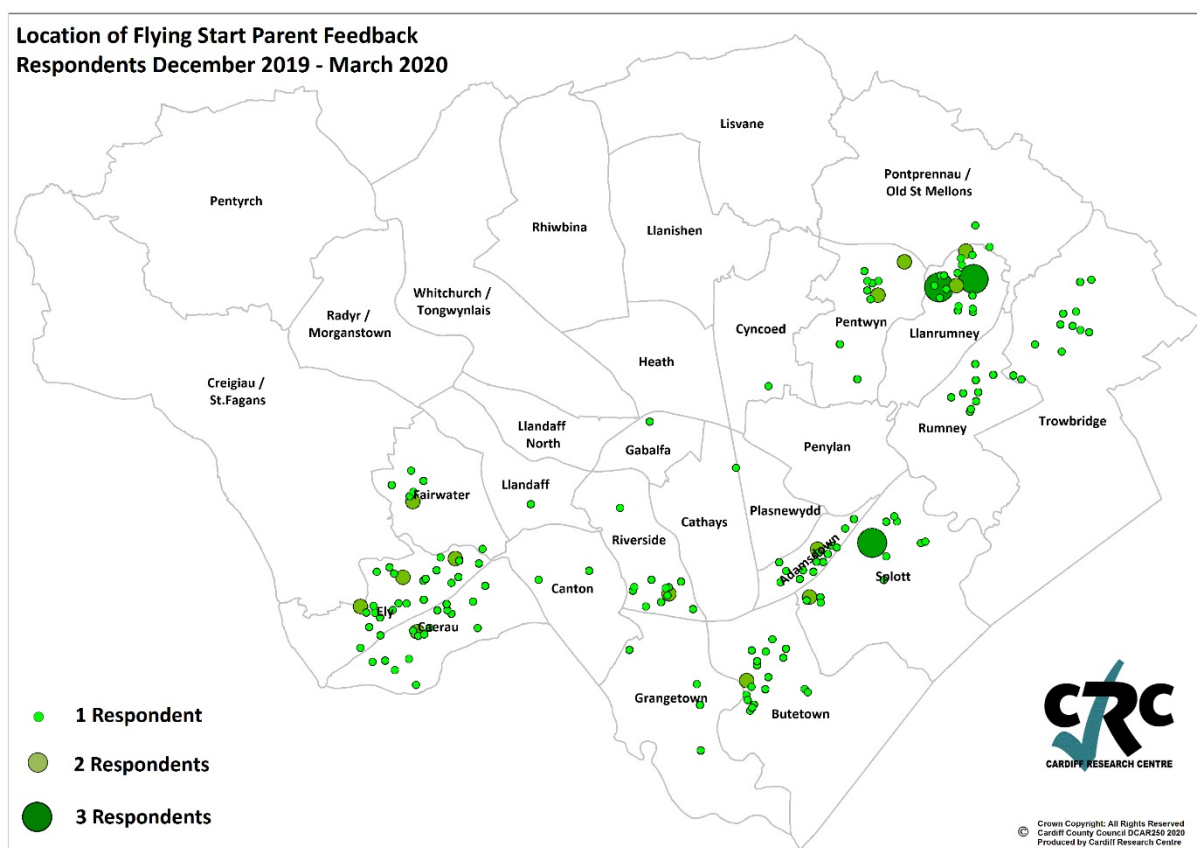
### **Methodology**

Cardiff Research Centre (CRC) were asked to develop and manage an ongoing web-based evaluation survey of parents' experiences of the Flying Start programme in Cardiff, investigating whether parents and children in the programme benefit from the programme and how.

This report contains the results for the period December 5<sup>th</sup> 2019 to 17<sup>th</sup> March 2020. All the data was cleaned and duplicate responses were removed. With this, complete there were 199 responses to the Parent Feedback Form.

## Distribution of Responses

The Flying Start Parent Feedback Form requested respondent postcodes. There were 199 valid responses to the survey; of these 192 respondents provided information that allowed their location to be pinpointed (see Map below) by electoral division.

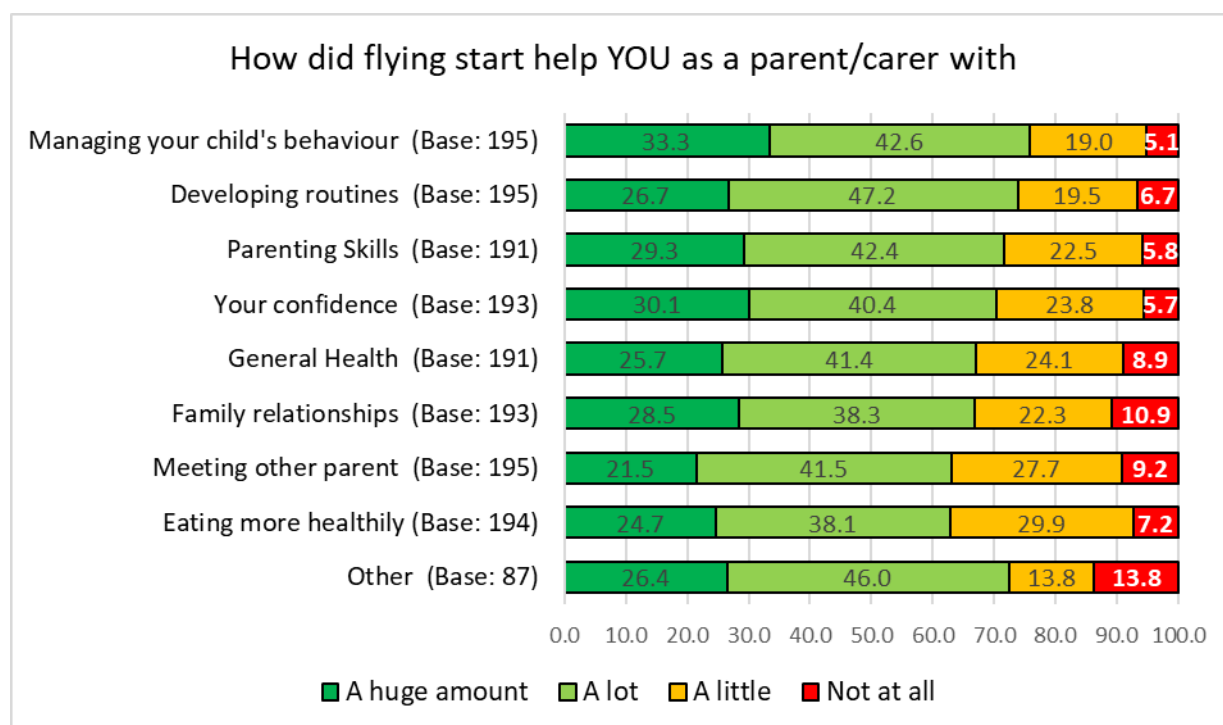


## Results

### How did flying start help YOU as a parent/carer with:

Between 87 and 195 responses were received for this question, giving response rates ranging between 43.7% and 98.0%.

At least three in five respondents considered each of the options listed to help either “A lot” or “A huge amount”, with the most popular response being Managing your child’s behaviour, with one-third indicating this helped was “A huge amount”.



NB: Base data shown in brackets

## Is there anything we could do better?

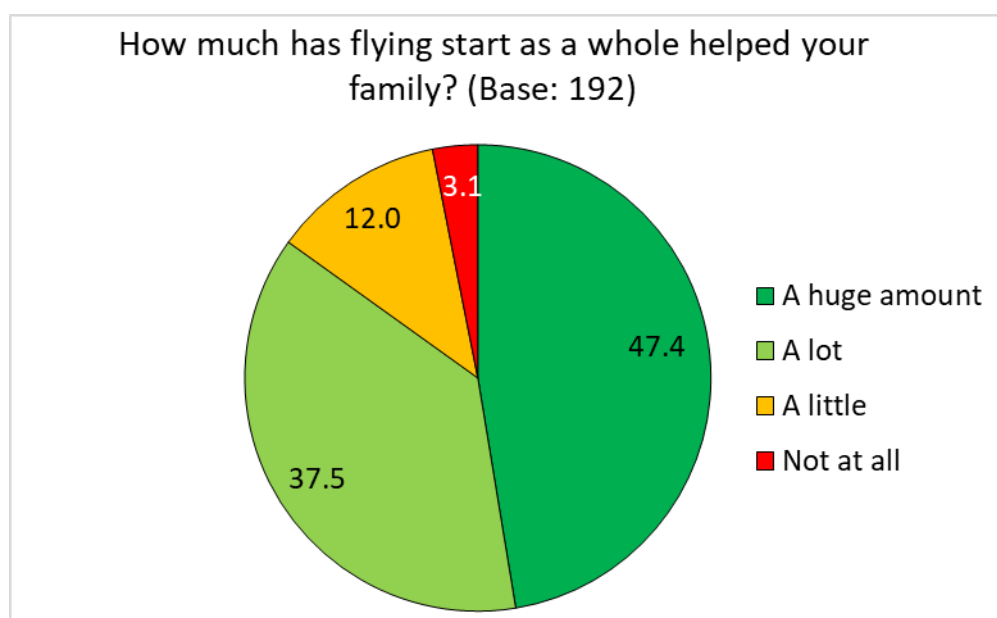
15 Responses were received for this question and are detailed below-

- *“Add Full Term option, morning and afternoon sessions. - Drop in Play sessions so the mums can have some free time especially for <2 years instead of stay and play.”*
- *As [X] is my 3rd child it is treated as, 'you know what to do.’”*
- *“Both health visitors provided extra help to my family; they supported us emotionally and boosted our confidence.”*
- *“Child didn't use the service as attended Ty Gwyn.”*
- *“Communication wasn't the best between staff and parents.”*
- *“Everything was great but will be better for kids to take off their coats/ jackets indoors, no outside.”*
- *“Follow ups more closely monitored. I couldn't attend speech therapy with my son due to him having hand, foot & mouth & no follow was ever made.”*
- *“I believe that in stay and play groups staff could take responsibility for a child for about 10 mins by themselves and the parents leave so that the child has one to one time with staff members so if they go into crèche the child is used to staff members and parents feel less anxious leaving their child.”*
- *“I believe that they are really good, very helpful, friendly, supportive, caring. So I appreciate them including all teachers especially Laura who is so good with our child. Also wants to thank the other teachers. Thanks.”*
- *“I don't think that flying start staff need to do anything differently with the children in their care, they do an amazing job. My daughter learnt so much being there and her confidence grew massively which helped with her going into nursery.”*
- *“I had a fabulous experience with Flying Start. I had reservations at first about sending my son but am so happy I did. It benefited him a huge amount and nobody wanted to see him leave. Excellent all round.”*
- *“I love what you are doing! Thankyou!”*
- *“I ticked a lot of the 'a little' boxes as I already felt confident at my parenting skills and other aspects. I felt more confident that I was doing it all correct with reassurance from a course I attended. The only thing to do better is maybe a little more interaction with the children and not the staffs' weekend antics.”*
- *More new activities for children to learn.*
- *“We have loved standing stay and play but find it quite unsettling when the staff change without warning resulting in changes to routine and having to build new relationships.”*

### How much has flying start as a whole helped your family?

192 responses were received for this question, giving response rates ranging between 49.0% and 96.5%.

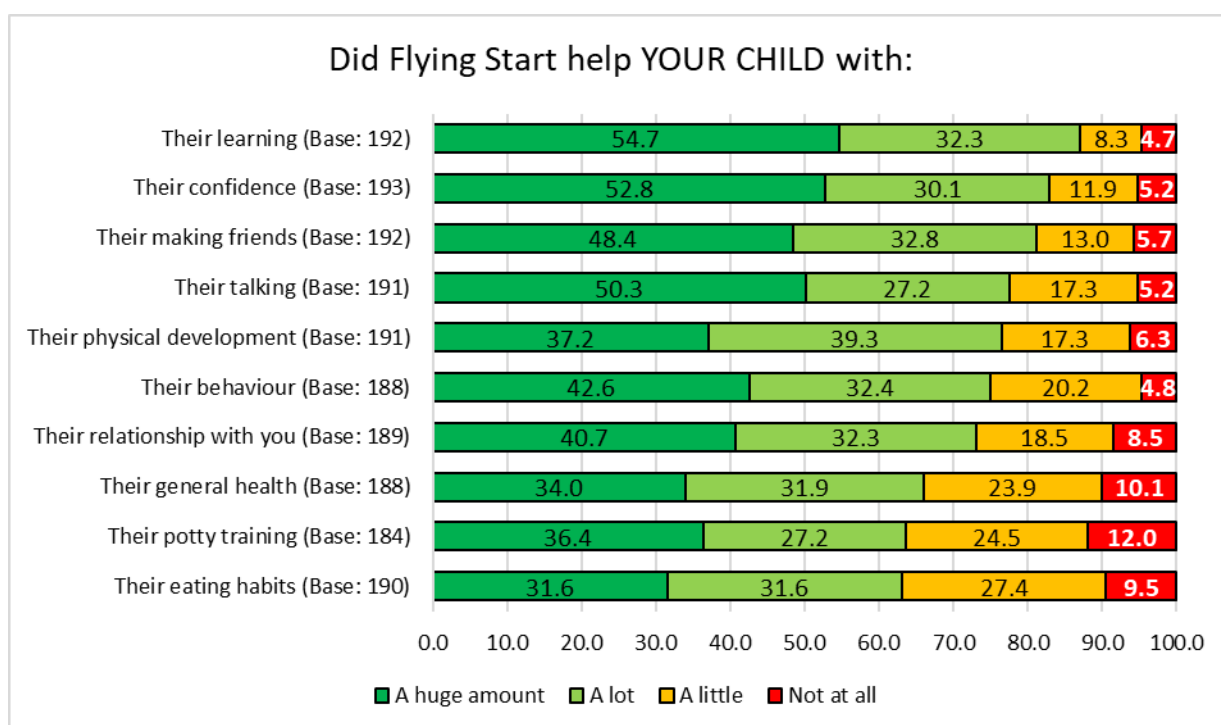
Just under half (47.4%) of respondents reported that Flying Start had helped their family 'A huge amount'. A further third (37.5%) said that it had helped their family 'A lot'. In contrast, 3.1% indicated Flying Start had not helped their family at all.



**Did Flying Start help YOUR CHILD with:**

Between 184 and 193 responses were received for this question, giving response rates ranging between 92.5% and 97.0%.

All responses were generally positive in 2019/20. Around two thirds (around 66%) of respondents stated that Flying Start had made a difference to their child in some way in all areas examined. Nearly nine-tenths (87.0%) respondents reported that Flying Start had helped with their ‘Child’s learning’ whilst similar proportions also reported the scheme to have helped with their ‘Child’s confidence’ (82.9%), and ‘Their making friends’ (81.3%).



Base data shown in brackets.



**Please add anything else it may have helped with:**

**12 Comments were received in relation to this question and are detailed below:**

- *“Flying start didn't help us with potty training, eating habits, healthy eating, routine or general health because all that we were practising already and didn't need help with. I am 100% sure if we needed help in those areas Flying start would help us a lot!”*
- *“Flying Start ladies were brilliant with my son. They tried helping him with everything he struggled with. They managed to get him to try new foods and try sitting still and joining in at song time. Anything I asked of them they were happy to help with. I cannot thank them enough.”*
- *“Helped me manage my relationship with my daughter tremendously.”*
- *“It helped my child to find confidence to speak to other adults other than me, dad and his Nan. He wouldn't go near anyone previous to that. But Louise and Roxy helped him when we did a language story course. Also the lady who loves gardening helped him learn that mud can be fun.”*
- *“It's helped a lot with learning English language.”*
- *“My daughter learned a lot whilst being at flying start, every day she would come home and tell me something new she had learned, the facilities they have there are brilliant for the children. She was only there for a short amount of time 4/5months, she knew everything from shapes, numbers and even 1-10 in welsh.”*
- *“My daughter was mickey button fed. So that's why I left the eating habits blank. And she was in nappies.”*
- *“Prepared him for state nursery. Exposed him to routines and helped develop his social skills further.”*
- *“Really happy with their support so don't want to add anything now. Thanks a lot.”*
- *“They were very patient and should care even to small details I used to tell.”*
- *“[X's] ASD made it difficult for any progress to be made by the nursery but he loved attending the nursery and formed a close bond with his keyworker, Emma Parson. Nursery helped him understand routines and was a very helpful experience prior to starting state nursery.”*
- *“We found the services of Darling Buds Nursery excellent. However we feel we do not need to seek help with the above questions in regards with our health visitor.”*

## Do you have any other comments about the flying start programme?

18 Comments were received for this question and are listed below:

- *“All the staff have been fantastic from stay and play groups like Maggie. Sue, Harriet Gill and Laura are brilliant. Doing the course have been great given me a lot more confidence in my parenting skills. Our health visitor Helen Burr at the time was fantastic; I do miss her she gave me so much support as I had problems breastfeeding [X] when he was a baby. Fiona community health nurse has helped me with [X’s] sleep issues and when [X] started pre-school nursery his behaviour changed and we had Heather from parent plus over to help us. Putting [X] into pre-school nursery was a real bonus as we were able to prepare him for nursery school.”*
- *“Answers based on FS nursery setting at Western Leisure Centre. Amazing programme that has brought many benefits to my family has helped [X] with his development whilst allowing me to have some rest bite.”*
- *“As a parent suffering from Anxiety I really struggled when we first moved to Cardiff 8 years ago. Accessing Flying Start groups and courses helped me to make friends and to ensure that my children are well-socialised confident little girls. I have no doubts whatsoever that without the support of Flying Start this would not have happened.*
- *Flying Start has been amazing for [X]. It's really brought out her personality and confidence. She loves going every day and all the staff are brilliant with her. Couldn't ask for better. Also the new set up is lovely.”*
- *“Flying start is really good for child. Since my child started to go to flying start group, he became more confident, friendly to everyone improving his talking skills and learning lot of things everyday so I think it's very important for any child. Thanks a lot.”*
- *“I don't have anything bad to say about flying start. I think it helps some children come out of their shell, helps to develop learning and social skills from a young age which is beneficial. However, from my experience unfortunately my daughter only lasted a few weeks before I pulled her out. The minute I would leave the front door to take her she would scream and cry her eyes out. This happened for weeks. I just felt like she was too young and both her and me were not ready. I felt like I was forcing her to go and it wasn't worth the stress! The flying start teachers were patient with me and my daughter and let me stay a few times but as I was the only parent to stay and I know, it can affect the other children if I was there. I felt a bit pressured to leave. My daughter would cling to my legs. All the other children seemed fine and seemed older, and were happy to be there. I feel I made the right decision! They do loads of fun activities for kids and would definitely recommend!”*
- *“I have based my answers on flying start nursery setting at Western Leisure Centre as I have had little experience with other FS programs/groups; therefore I feel that some questions were not applicable to my situation. FS is an incredible programme as*

*helps children's development in all areas and allows parents some rest bite. I am very grateful and thankful to be living in a FS area."*

- *"I love the flying start team they all very co-operative and lovely team. They are very helpful with kids. My daughter enjoyed every day in nursery."*
- *"I think it is a great programme and with the right staff the sessions are fantastic. Also parents attending - Some not all, need to be aware it's not a drop off where you don't have to interact with your child but it is a session where you can get down to their level and play with them and see how to interpreted the activities set out."*
- *"It helped me a lot. I am a widow with five children; my youngest is special needs (who attended the flying start). It was a break for me and my child was very well looked after as well. I really liked her one to one she was amazing [X]."*
- *"It was a great opportunity for my son to start a routine for wake up in the morning/ brush teeth/ be ready to go. It was easier for him to start nursery. He started to be more confident about finding new friends. He learn to play/ share the toys with his brother."*
- *"It was a very good programme and the staff members are highly qualified. Debbie and Emma also helped us personally and secured clothes for my baby after we moved to the UK. They were very generous, cheerful and always there for us. I can't recommend and thank them enough. They were the best ambassadors for flying start; I truly wish them the best."*
- *"It's brilliant & extremely helpful for families. Thank you."*
- *"Love all the courses I attended, they are really useful! Super lovely staff in crèche as well!"*
- *"My daughter loved her time at flying start. She became so much more confident a few weeks in, the staff were lovely to and always very helpful, [X] learnt many things whilst being there such as numbers, shapes, counting and singing in welsh."*
- *No, the flying start programme is great for a child's development, maybe more baby classes as there's only one in each area, maybe have more centres that could put these classes on so there's on every day and more flying start family events, they are great fun for all the family to join in."*
- *"This programme supported our family on many aspects. It is a wonderful and well thought programme, which gives parents variety of helpful tips and hints about parenting. I was lucky to participate in many of the courses provided (Nurturing programme, cooking course, etc.). I am very grateful for the opportunity of using Flying Start Service and would like to express appreciation to all Flying Start staff, who supported me for over 6 years' time."*
- *"We really enjoy going to stay and play. It's given me and my girls a chance to have a playgroup near our home with so much for the girls to do and always someone to help with any advice. I've done some of the courses that both me and my girls enjoy we also used the little people nursery with Flying Start which was so good for my older daughter as she was very shy her confidence improved a lot."*

**Would you be willing to participate in more questionnaires about Flying start programmes?**

Three-quarters of respondents indicated that they would be willing to participate in further consultation regarding Flying Start services.

	No	%
Yes	113	79.6
No	29	20.4
Total	142	100.0