

CABINET

THURSDAY, 30TH APRIL, 2020

At 5.30 pm

VIRTUAL MEETING - ONLINE ACCESS,

SUPPLEMENTARY AGENDA

PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
i.	Children's Centres Consultation Results - Family Hubs	3 - 86

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Report Title:	0-19 Integrated Family Hub Model - Public Consultation Results
Contains Confidential or Exempt Information?	No
Lead Member:	Cllr S Carroll, Lead Member for Adult Social Care, Children's Services, Health and Mental Health. Cllr R McWilliams, Lead Member for Housing, Communications and Youth Engagement.
Meeting and Date:	Cabinet. Thursday 30 April 2020
Responsible Officer(s):	Kevin McDaniel, Director of Children's Services
Wards affected:	All

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REPORT SUMMARY

1. The purpose of this report is to seek approval to remodel our early help services - Children's Centre, Youth services and Family Resilience Teams into a 0-19 (up to 25 years for young people with a learning difficulty/disability) integrated Family Hub model, providing targeted early help support to our most vulnerable children, young people and families.
2. The aim of this remodeling is to focus resources to work with the most vulnerable children, young people and families in RBWM who most need the help, thus strengthening families and reducing demand for statutory services. This aligns with the evidence base underpinning the government's Life Chances agenda and All Party Parliamentary Group report on the future of Children's Centres which can be accessed via the following link: <https://democracy.leeds.gov.uk/documents/s150825/app%208%20appg%20on%20childrens%20centres%20-%20family%20hubs%20report%20final.pdf>
3. A 12-week public consultation on the proposed model has taken place, which comprised an online and paper survey, 6 public consultation focus group meetings and two staff workshops. A total of 501 responses to the survey were received. While most respondents recognised the need to prioritise one to one support for our most vulnerable families, there were concerns about how other families would find other support.
4. This paper sets out the changes that will be required in light of the consultation feedback to deliver the family hubs, including changes to one Children's and Youth Centres, including closure of 14 sites, and retaining 5 centres.
5. Whilst delivering a more targeted service for vulnerable families, the proposed design delivers a full year cost reduction of £600,000. The base budget before savings was £4,101,480 which will reduce to £3,501,480. However it is recognised that as the implementation is planned part year, the savings for 2020/2021 will be reduced to £450,000 resulting in a revised budget of £3,651,480. This budget position was approved by full Council 25th February 2020.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

i) Agrees to a remodelling of Family Resilience Services, Children's Centres and Youth Services to a "Family Hub" model (see appendix 1-diagram of the proposed Integrated Family Hub model).

ii) Agrees to the prioritising of services for children, young people and families most in need as set out in 3.3 and 3.4.

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

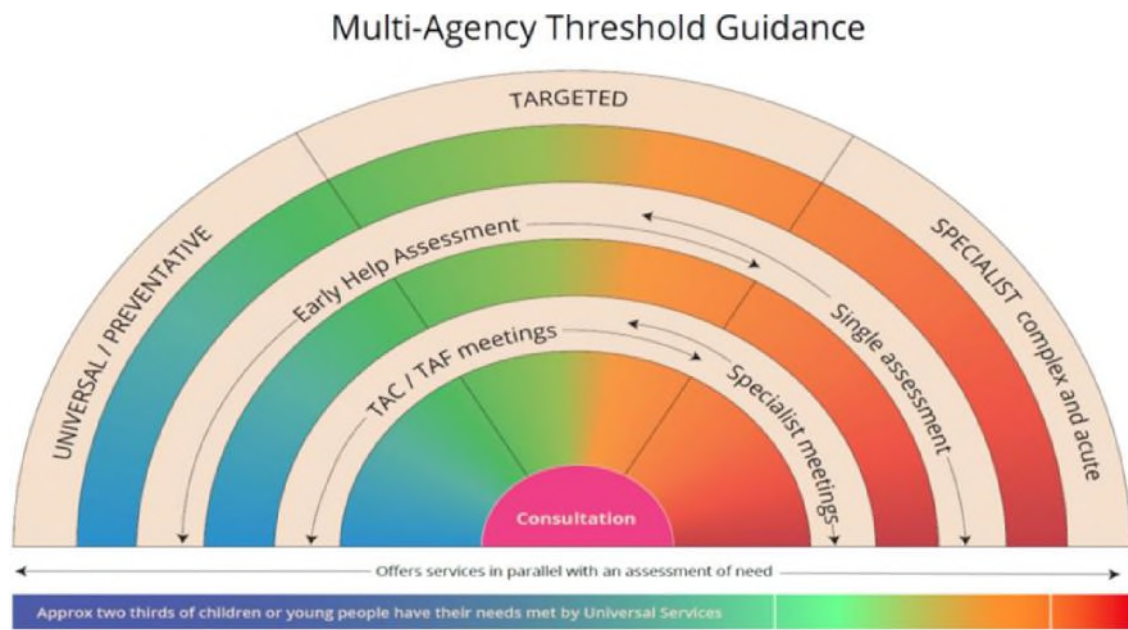
Table 1: Options arising from this report

Option	Comments
<p>Transform Family Resilience Services, Children's Centres and Youth Services into an integrated Family Hub model, which focuses on supporting and improving outcomes for those children, young people and families most in need of help.</p> <p>This is the recommended option.</p>	<p>Doing this will entail:</p> <ul style="list-style-type: none">• Closure of selected Children's Centres and Youth Centres while preserving sites in geographical areas of need, contributing an annual revenue, saving £63,823.• Reduction in volume of universal and preventative services offered by these teams.• Greater links with the voluntary/ charitable sector who can provide some of the universal offer.• Deleting 24 posts, resulting in 17 redundancies, including the merging of childminder responsibilities from the education service.
<p>Do nothing.</p> <p>This is not recommended.</p>	<p>This means we would:</p> <ul style="list-style-type: none">• Continue to offer all universal open access/drop in "Stay and Play" sessions for families with small children (currently 13 sessions a week) and open access/drop-in sessions Youth services for young people (currently 7 sessions a week).• Be running counter to evidence-based national policy for early years services.

2.1 Principles for transforming to a new Integrated Family Hub Model (0-19)

1. To design a service that has a whole family focus, through the provision of multi-disciplinary Family Hubs situated across the borough.
2. The Family Hubs will support predominantly targeted families across the age range of 0-19 years (or age 25 years where young people have learning difficulties and/or disabilities).
3. The service will be flexible in approach and will be delivered where the need is, rather than being 'buildings centric'.
4. Our service provision will work in partnership with children, young people and families by supporting them to be more resilient, by offering the right support at the right time and in the right way.
5. In response to community concerns about rising knife crime and County Lines activities, Youth Workers will operate on an outreach basis. In partnership with the Police and Community Safety, they will target specific areas such as those with ASB issues.
6. We will predominantly focus on those more vulnerable targeted children, young people and families who are at risk of poor outcomes.
7. Referrals will come into the Family Hub via the Single point of Access and be triaged to ensure those most in need are prioritised.
8. We will work with volunteer organisations and early years provisions to support them, for example through training and provide networking opportunities and accommodation.

3. KEY IMPLICATIONS



3.1 The current model for early help provision serves families across all the thresholds (Universal, Preventative, Targeted and Specialist). The new Integrated Family Hubs will be largely focused on a targeted/specialist offer with reduced preventive and minimal universal interventions.

This will enable us to focus our provision on the families that need the support the most. The current targeted interventions within the service are measured in terms of impact and progress using a range of measures, i.e. signs of safety scaling measure and outcome star.

3.2 The Family Hub will deliver services that are currently delivered by the Youth Service, Family Resilience Service and Children's Centres, ensuring that the talent, skills and knowledge within the teams are integrated in the proposed new model.

Whilst the expertise/specialism of each service will remain, the delivery will be integrated into the family hub model. Through consultation with residents and stakeholders we have learned that key priorities include one to one work with families, particularly those with younger children or children with additional needs. Building community resiliency was another theme from the consultation and the proposal will ensure that this is an integral aspect of the model. By building community resilience and maintaining the 0-5 Healthy Child Programme, it is anticipated that families who need additional support will be offered support at an early stage.

We will continue to prioritise supporting young people on a 1-1 basis who are:

- At risk or victims of exploitation - both sexual exploitation and criminal exploitation/gangs;
- Putting themselves at risk online;
- Drug and/or alcohol users;
- Children of drug or alcohol misusers;
- Subject to statutory plans;
- Children in Care / Care leavers;
- Involved in an unhealthy relationship (either the victim or perpetrator);
- Suffering from low esteem;

In addition we will:

- Carry out Return Home Interviews for children/young people reported as missing;
- Provide mechanisms for youth voice via organised forums that mean that young people's views are heard and taken into account i.e.: Youth Council, Girls Forum.
- Support the participation of Children in Care / Care leavers within service design and delivery and the wider cohort of young residents.
- Develop and deliver targeted projects e.g. Esteem - youth sessions focused on increasing the confidence of children and young people who have low self-esteem, exploitation projects such as the VALU programme that is delivered in the school holiday, for young people at risk of criminal and sexual exploitation.
- Deliver parent/carer/professional workshops on CSE, gangs, Substance Misuse and Online Safety.
- Support and share resources with relevant community groups from the voluntary sector.

3.3 The Family Hub will continue to deliver:

- Whole family work, prioritising those families who fall under the "Troubled Families" agenda;
- Support for children and young people on the edge of care or those who need restorative or reunification work;

- Support for Care Leavers including those who are parents;
- Specific services and groups for children with additional needs and their families, i.e. Joey Nurture Group;
- Specific services and groups for women at risk of or living with domestic abuse i.e. Freedom Programme;
- Specific services and groups for first time or young or vulnerable parents i.e. Baby Incredible Years programme;
- Services for families involved in statutory social care, i.e. on a child protection or child in need plan;
- Home visiting support for families whose child is developmentally delayed, socially isolated or living with other vulnerabilities i.e. toxic trio;
- One to one parenting support i.e. Family Links, Triple P or Parents as First Teachers;
- Support for childminders and the children in their care;
- Support for parents in need of mediation or support with parental conflict;
- Support for parents with poor mental health i.e. Emotional First Aid for Parents;
- Opportunities for early years learning and development by hosting a range of activities and groups from the private sector.

The Health Visiting and School Nursing service will continue to offer:

- Full Healthy Child Programme, offering every family 5 health reviews in the first 3 years (crucial first 1000 days) of their child's life and a range of support services in the community, i.e. drop in clinics, new baby groups;
- School nursing services including enuresis clinics and support with long term conditions i.e. asthma, epilepsy.

While the proposed model is informed by feedback from residents and successful models in other areas of the country, it is recognised that as communities' and families' needs change, the services which support them must be agile and responsive in nature.

3.4 Implications to staffing

This is a move from having three separate teams (Children's Centres, Youth services and Family Resilience Service), each with their own management structure, priorities and specific roles, to a Hub team which will have a range of skills and expertise but will seek to work in a "Whole Family" fashion.

It is well recognised that having a whole family focus means thinking about the individual needs of the children and carers in the context of their relationships and their environment.

As a result there will be a significant number of changes which will involve all members of the service. In staffing terms it is proposed to delete 50.34 FTE current posts and to replace them with 29.20 FTE posts working to new job descriptions. This is a reduction of 21.14 FTE overall, inclusive of the existing vacancies.

3.5 In line with our proposed family hub model being more flexible in approach and less "building-centric" it is proposed that the use of our Children's and Youth centres are reviewed. By rationalising the use of our buildings, it is anticipated that a saving in the region of £70K will be achieved each year.

Table 4
Rational to retain/close each centre

Building	Retain/ Close	Rationale	Cost PA	Notice period
Riverside Children's Centre	Retain	Located centrally in Maidenhead with high footfall. Office space and base for Health Visiting and School Nursing teams co-located with Family Hub staff. Currently offers targeted support to the local community, i.e. adult learning, transition to school, parenting support.	£25,350	N/A
Pinkneys Green Youth Centre	Close	Current services to be delivered at Riverside CC (1.2 miles away). Youth services have low footfall.	£12,000	
Larchfield Children's Centre	Retain	Bespoke Children's Centre building adjacent to Larchfield School. Used for targeted interventions, health services and supervised contacts in the community.	£6,080	
Larchfield Youth Centre	Close	Used only for universal services	£6,580	

Woodland's Park	Close	Existing services to be delivered from other sites- Larchfield (2.3 miles away) or Riverside (4.1 miles away)	£9,567	
Marlow Road Youth Centre	Retain	Office space for Youth and Youth offending services. High number of targeted work. Building used for statutory social care meetings.	£35,375	
Maidenhead Project Centre, Reform rd	Move sites	Move current staff including Youth Offending Team (YOT) to Family Hub buildings. This building is part of the RBWM regeneration portfolio and timing is dependent on external factors.	£30,000	
Maidenhead Nursery	Retain	Site used to deliver Freedom programmes one afternoon pw.	No cost	
Windsor Youth Centre	Retain	Office space for Family Hub staff, health clinics and targeted interventions. The building will continue to be let for external hires to maintain the cost neutral basis of the site	Net £0 based on external lettings.	
Poppies Children's Centre	Retain	Site provides office space for Family Hub and health staff. Well positioned for targeted interventions on army estate.	No cost	
Datchet Children's Centre	Retain	Bespoke Children's Centre, delivering targeted early help and health services for Wraysbury, Horton and Datchet areas, including supervised contacts.	£5890	
Manor Youth Centre	Retain	Well used site for families in Dedworth area.	£16,090	
Eton Wick Youth Centre	Close	Site currently offers one universal service with low attendance. Leased from third party.	£20,000	
South Ascot	Retain	Site to be only used for health provision		
Eton Wick Children's Centre	Close	Site currently offers one universal session and office space for 2 members of staff. Rented from	£8,000	

		maintained school.		
Datchet Youth Centre	Close	Site delivers one universal session pw with poor attendance. Site owned by Parish council.	£6,980	
Charters Youth Centre	Close	Centre on Charters School site, revert to school use.	No cost	
The Lawns Children's Centre	Close	Room rented from The Lawns school	£7,330	
Old Windsor	Close	Hall rented for one session a week with low attendance.	£1,000 PA	
Wraysbury	Close	Hall rented for one universal session a week with low attendance.	£1,000 PA	
Low ropes at Beech Lodge	Retain	Jointly funded with RBWM in 2019 in return for beneficial access.	£500pa (maintenance)	
Outdoor provision in Hurley	Transfer to community provider.	Canoe/ Kayak store with toilets on Thames in Hurley village.	£3,000 PA	

Table 5: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of deliver
Transformation of Children's Centre, Youth services and Family Resilience to Integrated Family Hub model, saving £600,000.	Not approved	Approved	Approved and model in place by 1st September 2020	Approved and Model fully operational by 1st August 2020	1 September 2020

4. FINANCIAL DETAILS / VALUE FOR MONEY.

4.1 Whilst delivering a more targeted service for families, the proposed transformation will reduce annual revenue costs by £600,000. This represents a 15% saving on the total costs of community and youth services.

4.2 It is recognised that the implementation cannot start until mid-year therefore, the savings for 2020/2021 will be reduced to £450,000 before accounting for the one off costs of restructuring.

4.4 The one off costs of restructuring, including redundancy costs, are estimated to be in the region of £200,000.

4.3 The financial implications of this report are set out in table 5.

Table 5: Financial Impact of report's recommendations

REVENUE COSTS	2020/21	2021/22	2022/23
Additional total	£0	£0	£0
Reduction	(£450,000)	(£150,000)	£0
Net Impact	(£450,000)	(£150,000)	£0

5. LEGAL IMPLICATIONS

5.1 The consultation set out in section 8 was carried out with consideration given to the Gunning Principles which set out an effective consultation. In particular:

- the consultation took place while proposals are at a formative stage.
- the consultation set out the key principles including protection of the most vulnerable and the financial parameters.
- Adequate time was given, at the top end (12 weeks) of the cabinet office advice.
- All stakeholders were invited to take part through a range of channels including face to face meetings in the community areas.

5.2 The detail set out in section 8 ensures that the findings of the consultation can be conscientiously taken into account when considering the recommendations of this report.

6. RISK MANAGEMENT

Table 6: Impact of risk and mitigation

Risks	Uncontrolled risk	Controls	Controlled risk
Risk of families in need not being identified through universal provision	medium	Maintenance of Universal Health visiting service in order to identify families in need of support	low
Risk of not meeting the savings targets through being tied into long lease	high	Link with RBWM property company transformation	medium

Reduction of building in some communities may impact family's ability to access health services or targeted provision	medium	Outreach and home visiting a cornerstone of proposed model	low
Reduction in universal services leaving some communities or groups isolated	medium	Family Hub model to be a "one stop shop" for connecting voluntary and private services for families Regular programme of briefings in collaboration with Safeguarding Partnership	low

7. POTENTIAL IMPACTS

7.1 Equalities. There is a full EIA listed in Appendix 3. The Equality Impact report found that the proposals for closing specific settings were based on sites with low footfall and usage; where there were alternative venues nearby (within 1.5 miles); and the impacted groups had access to other services either when targeted by the council or provided in other means such as the voluntary or commercial sectors. Proposals to maintain services for particular groups are included where such provision is not realistic.

7.2 Climate change/sustainability. Minimal impact of recommendations impacting climate change / sustainability.

7.3 Data Protection/GDPR. N/A to the content of this report.

8. CONSULTATION

8.1 Following approval at November 2019 Cabinet to undertake a public consultation on the transformation of our early help services into an integrated Family Hub model, a consultation process was commenced.

The consultation process sought to:

- Ascertain the views of the public on transforming early help services into integrated Family Hubs for 0-19 year olds (see Appendix 1 - diagram of the proposed Integrated Family Hub model); and
- Ascertain the priorities of those likely to be most affected by the proposed changes.

Consultation methodology

8.2 RBWM residents were consulted on the proposed changes to the delivery of early help services through a variety of methods:

- A 12-week online survey, which launched on Monday 6 January 2020 and closed on Monday 30 March 2020. Paper copies of the survey were made

available at libraries and current early help service sites. Paper copies submitted made up approximately 10% of the overall survey.





- 6 public focus group sessions held at Children's and Youth Centres across the Royal Borough. It is worth noting that a seventh session was planned to take place in South Ascot on 18 March 2020, but due to the COVID-19 pandemic this had to be cancelled. The list of sessions that were held is below:
 - Woodlands Park Children's Centre (13 January 2020);
 - Windsor Youth Talk (21 January 2020);
 - Pinkneys Green Youth & Community Centre (3 February 2020);
 - Datchet Children's Centre (8 February 2020);
 - Riverside Children's Centre (22 February 2020); and
 - The Manor, Dedworth (4 March 2020)

Consultation results

8.3 During the 12-week consultation, 501 responses were received. This number takes into account paper copy responses, which were keyed into the data. This is a relatively strong response rate. By comparison, Buckinghamshire County Council received 752 responses to their own equivalent 12-week public consultation from a population approximately four times the size of the Royal Borough.







8.4 The vast majority (88%) of responders to the Royal Borough's survey identified themselves as female within the age range of 25-49 years (80%). 84% described themselves as 'parent/carers' with most (60%) having children under the age of 5. Over three-quarters (79%) were based in Windsor or Maidenhead towns with most (27%) declaring household incomes of over £60,000 a year.

8.5 83% of responders confirmed that they had accessed one of the available family services within the last 12 months. Children's centres and parenting support services were the most regularly accessed with 48% saying they accessed these at least once a week. The sites where responders had accessed these services from was mixed, but Riverside Children's Centre in Maidenhead appeared to be the most well-used with almost a third (32%) having attended a session there within the last year.

Which, if any of the services have you used in the past 12 months (tick all that apply)			
		Response Percent	Response Total
1	Children's centres and parenting support		69.06% 346
2	Family resilience		12.97% 65
3	Youth services		12.38% 62
4	None of the above		17.17% 86
		answered	501
		skipped	0

8.6 When responders were asked to state the maximum amount they would be willing to pay to attend a children's centre or youth centre session, the majority (37%) said they would be willing to spend up to £3.00. Over a quarter (28%) said they would be willing to spend up to £1.50 and 15% said up to a maximum of £5.00. 20% stated that they would not want to pay any sum to attend a session.

8.7 As part of the consultation, responders were shown the Royal Borough's proposed aims for its early help services and were asked whether they agreed. 36% confirmed that they did agree with the new family hub proposals set out, while 32% said they disagreed. 32% also stated that they were neutral or did not know.

To what extent do you agree with our proposed aims for its early help service as set out above?			Response Percent	Response Total
1	Strongly agree		10.58%	53
2	Agree		25.35%	127
3	Neither agree nor disagree		19.36%	97
4	Disagree		12.18%	61
5	Strongly disagree		19.76%	99
6	Don't know		12.77%	64
			answered	501
			skipped	0

8.8 Other suggestions for a remodelled delivery of services were invited. Ideas and comments put forwards included:

- Work closer with existing charities and volunteer groups;
- Better coordinate services with local schools;
- Focus on Special Educational Needs and Disabilities (SEND) children;
- Please do not change anything; keep universal services as they are;
- Services should be open to all, not just those deemed vulnerable;
- How will you define vulnerable? The term is too subjective.
- These centres are invaluable to their local communities;
- Charge more per session if it means that services can continue;
- Turn them into a part-time service and include a paid for option;
- Reconsider site opening times and where/how you publicise;
- Services should be weighted towards those with very young children;
- The current offer is a lifeline for me and my child;
- Offer more for teenagers, particularly during the school holidays;
- If what's proposed can be done, that would be brilliant;
- Please do not reduce sessions, consolidate the existing offer at the hubs;
- The hubs must be in the most accessible locations;
- There's nothing for families that don't live in Maidenhead or Windsor towns;
- Ascot and the south of the Borough is being forgotten in all of this;
- Continue with the Asian support groups and mother tongue sessions;
- You need more local sub-hubs for those outside the big towns;
- Tailor sessions towards improving mental health.

8.9 When asked to prioritise areas where support should be targeted, the clear winner amongst responders was 'one-to-one support for families in crisis'. 'Positive parenting groups for parents to help manage their children's behaviour' and 'emotional wellbeing support for new parents' made up the top three. 'Drop-in youth groups in the community' was considered the least priority.

8.10 There was a noticeably low response from users of the Royal Borough's youth centres. Only 12% of responders said they had accessed a youth service session in

the past year and only 8% said they used them on a weekly basis. The most well-attended youth centre by participating responders was Windsor Youth Club.

8.11 Responders were asked to list what other groups or sessions in the community they and their families attended. The below lists a summary of their answers:

- National Childbirth Trust (NCT) sessions
- Baby sensory, baby yoga, baby massage
- Church sessions, e.g. baby, toddler and youth groups
- Library sessions, e.g. rhyme time, story time and sing-a-longs
- Scouts, guides, cubs, beavers, brownies and rainbows
- Army, sea and air cadets
- Music groups, e.g. Bilingualing, Diddy Disco, Moo Music, Teddies Music
- Sports clubs, e.g. Maidenhead United, Puddleducks swimming, Phoenix Gym
- Hartbeeps
- Birth matters
- Norden Farm
- Tumbletots
- Esteem Project

Focus Group Sessions

- 6 public consultation meetings at various venues and different times of the week and day to ensure maximum accessibility. See appendix 2
- Social media, print media and poster campaigns advising service users, stakeholders and residents to partake in the survey or attend a public meeting.

Key Themes

Concerns:

- Reduction of universal services will make early help difficult if families only get support when they are already having issues
- Danger of labelling or stigmatising families if all have a targeted service
- Most children's centres groups are well attended, meaning that families value service
- Potential loss of outdoor education and natural environment experiences i.e. Nature Play
- Risk of isolation for families
- Reduction of buildings-decrease accessibility for those unable to drive
- Stay and Play sessions offer informal support to parents
- Reduction in funding for voluntary sector i.e. Family Friends
- Non council play sessions or music groups can be expensive
- Poor public transport in area
- Increased risk of postnatal depression due to isolation
- Waiting times for CAMHS and Wellbeing services
- Losing well trained and experienced staff
- Provision for army families

Priorities:

- Maintain health visitor clinics in Children's Centres including breastfeeding support
- Keep supporting children, young people or families most in need with home visits on a one to one basis
- Link with voluntary sector and keep a central directory of all community groups, i.e. those run from churches, or by parents
- Keep targeted groups, i.e. Freedom, Esteem.
- Continue supporting children with additional needs
- More support for children excluded from school or at risk of exclusion
- Keep parenting courses going
- Use more volunteers
- Keep links with the rest of children's social care
- Keep mental health and wellbeing support, i.e. Emotional first aid for parents
- Consider families who live in rural areas with limited public transport
- Keep access to early learning opportunities
- Consider BME groups

9. TIMETABLE FOR IMPLEMENTATION

9.1 Implementation date if not called in 3rd August 2020. The full implementation stages are set out in table 7.

Table 7: Implementation timetable

Date	Details
12/5/20	Approval obtained by RBWM cabinet (including 14 day call-in period)
12/5/20	Staffing implications approved by AFC board
13/5/20	Issue notices for buildings leases
13/5/20	Staff consultation commences (30 days)
11/6/20	Formal response to staff consultation, interview and notice periods (up to 12 weeks)
3/8/20	Launch of new model
7/9/20	Family Hub fully operational

APPENDICES

9.2 This report is supported by 3 appendices:

- Appendix 1- Proposed Hub Model
- Appendix 2 - Survey results summary
- Appendix 3 - Equality Impact Assessment

BACKGROUND DOCUMENTS

9.3 This report is supported by 1 background document:

- [All Party Parliamentary Group on Children's Centres](#)

10. CONSULTATION (MANDATORY)

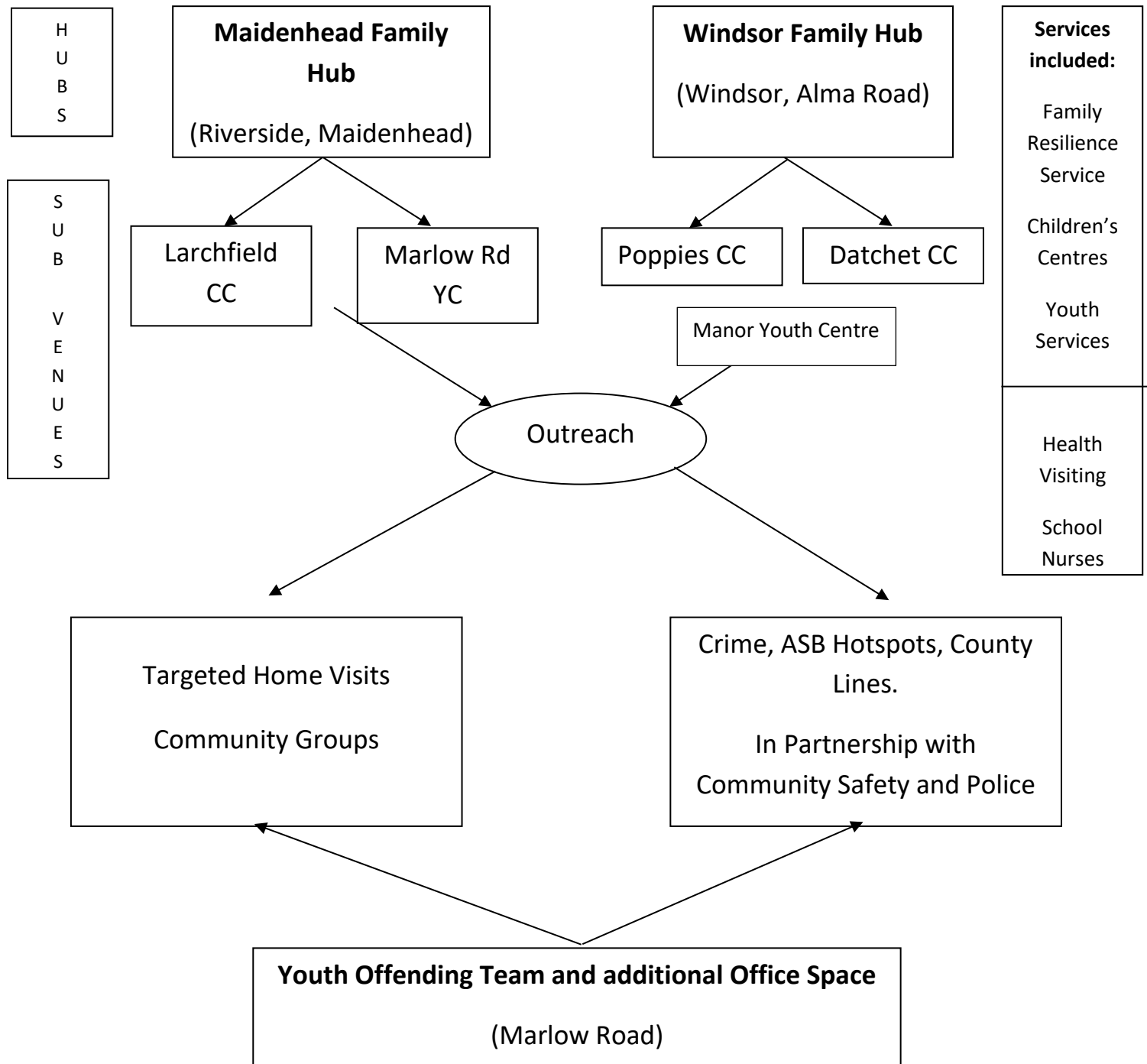
Name of consultee	Post held	Date sent	Date returned
Cllr Stuart Carroll	Deputy Chairman of Cabinet, Adult Social Care, Children's Services, Health and Mental Health	09/04/20	23/4/20
Duncan Sharkey	Managing Director	23/4/20	23/4/20
Russell O'Keefe	Executive Director	23/4/20	
Adele Taylor	Executive Director/S151 Officer	23/4/20	
Elaine Browne	Head of Law	23/4/20	
Mary Severin	Monitoring Officer	23/4/20	
Nikki Craig	Head of HR, Corporate Projects	23/4/20	
Louisa Dean	Communications	23/4/20	
Kevin McDaniel	Director of Children's Services	09/04/20	14/4/20
Hilary Hall	Director Adults, Commissioning and Health	23/4/20	
Karen Shepherd	Head of Governance	23/4/20	23/4/20

REPORT HISTORY

Decision type: Key decision	Urgency item? No	To Follow item? Yes. Report was not complete when agenda was published as a result of disruption related to Covid-19 actions
Report Author: Rachael Park-Davies, Community Services Manager Phone: 07825 754435		





Appendix 1








Proposed 0-19 Integrated Family Hub Model







Appendix 2 - Children's Community Services Consultation Survey Results

1. About you

Are you responding to this questionnaire as a ...?				
			Response Percent	Response Total
1	Parent/carer		83.63%	419
2	Nominated representative of a partner or stakeholder organisation		2.99%	15
3	Young person under 18 (or up to age 25 with special educational needs or disabilities)		1.60%	8
4	Other (please specify):		11.78%	59
			answered	501
			skipped	0
























Which age bracket are you in?				
			Response Percent	Response Total
1	Under 16		2.00%	10
2	16-17		0.00%	0
3	18-24		2.81%	14
4	25-34		31.66%	158
5	35-49		47.90%	239
6	50-64		11.42%	57
7	65+		3.01%	15
8	Prefer not to say		1.20%	6
			answered	499
			skipped	2

Which, if any of the services have you used in the past 12 months (tick all that apply)				
			Response Percent	Response Total
1	Children's centres and parenting support		69.06%	346
2	Family resilience		12.97%	65
3	Youth services		12.38%	62
4	None of the above		17.17%	86
			answered	501
			skipped	0





Typically, how often have you used the following services in the past 12 months?

	Twice a week or more	Once a week	Once a fortnight	Once a month	Less than once a month	Don't know	Not applicable	Response Total
Children's centres and parenting support	20.6% (103)	27.7% (139)	6.4% (32)	7.6% (38)	9.0% (45)	1.0% (5)	27.7% (139)	501
Family resilience	7.2% (36)	5.0% (25)	0.8% (4)	2.6% (13)	1.4% (7)	0.8% (4)	82.2% (412)	501
Youth services	2.0% (10)	6.4% (32)	1.2% (6)	1.6% (8)	2.8% (14)	0.6% (3)	85.4% (428)	501
							answered	501
							skipped	0

If you have used one or more of these venues in the past 12 months which have you used?

			Response Percent	Response Total
1	Woodlands Park children's centre		12.38%	62
2	Larchfield children's centre		8.58%	43
3	Pinkneys Green children's centre		20.56%	103
4	Riverside children's centre		31.54%	158
5	Little Cygnets Datchet children's centre		11.78%	59
6	Little Cygnets Old Windsor children's centre		1.00%	5
7	Little Cygnets Eton Wick children's centre		2.79%	14
8	The Manor children's centre		18.36%	92
9	Poppies children's centre		14.97%	75
10	Wraysbury children's centre		1.20%	6
11	South Ascot Church hall		4.39%	22
12	The Lawns children's centre		15.37%	77
13	4 Marlow Road youth centre		6.99%	35
14	Eton Wick youth centre		0.60%	3
15	Windsor youth centre		9.98%	50
16	The Manor youth centre		3.59%	18
17	Pinkneys Green youth centre		3.39%	17
18	Old Windsor youth centre		1.20%	6
19	Larchfield community centre		2.99%	15
20	Family resilience at Reform Road		1.60%	8
21	A professional visits me in my home		5.19%	26
22	None of the above		13.37%	67
23	Other (please specify), eg. library:		4.39%	22
			answered	501
			skipped	0

What is the maximum amount you would be willing to pay to attend a children's centre or youth service session?

			Response Percent	Response Total
1	Up to £1.50 per session per family		27.74%	139
2	Up to £3 per session per family		36.53%	183
3	Up to £5 per session per family		15.37%	77
4	Nil		20.36%	102
			answered	501
			skipped	0

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	274
1	Scouts		
2	Children music groups, sports for children (playball)		
3	HartBeeps, Rhyme time at library		
4	NCT		
5	NCT, playball, teddies music club.		
6	Toddler group		
7	Baby sensory		
8	Teddies Music Club, Hartbeeps, Showstopper Tots, Pop Up Village, Playball, Bilinguasing, Toddler Group		
9	Bilinguasing, church, sports class at leisure centre		
10	TVAP		
11	Hartbeeps, library, previously nct		
12	Puddleducks - Children's swimming sessions		
13	none		
14	None		
15	Church toddler groups		
16	None. I have always paid for my childs extra cirricula activities from my own pocket and do not expect local councils or government to provide these services for me.		
17	Church Stay and Play Sessions		
18	Sensory group, church group, music groups.		
19	Magnet leisure centre swimming lessons, Moo music at riverside children's centre		
20	NCT		
21	Church group		
22	Hartbeeps, church baby and toddler groups, baby Spanish, baby massage, baby sign language		
23	RAINBOWS/ brownies		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
24	The autism group		
25	NCT playgroup at The Lawns Children's Centre, Tree House Cafe at Baptist Church (Victoria Street, Windsor)		
26	Teddies music club, Little wrigglers, Stay & play, Bilinguasing		
27	Local playgroups and music sessions.		
28	Nct, teddies music session, waterbabies		
29	Child music, Baby massage, For the older child, psychological support		
30	NCT baby massage class		
31	Maidenhead football class		
32	Hartbeeps, tumble tots, Phoenix gymnastics club, buggyfit, crèche fit, swimming lessons, NCT baby massage classes		
33	Nursery		
34	Hartbeeps, Music with Mummy		
35	Teddies Music club		
36	NCT @ the Lawns, Teddies music Club, Playball, Leisure centre swimming		
37	Nct, Charities, Church youth group, Guides		
38	Bilingasing		
39	grandparents and parents play group at all saints church dedworth		
40	My son goes to the Flying High Playscheme.		
41	I only attend children centre groups due to the amount charged and they are very well run and the staff are excellent. Would be lost without them		
42	Noahs ark dedworth Baptist church, Holyport NCT group		
43	baptist church group		
44	noahs ark playgroup		
45	baby ballet at clewer youth centre		
46	Church toddler groups		
47	nct, church youth group		
48	church playgroup, music and movement session		
49	My young nieces and nephews attend youth centre at pinkneys green.		
50	hartbeeps, rhymetime at the library		
51	nct, teddies music club, bounce and play Windsor leisure centre		
52	NCT, Beavers,		
53	music sessions		
54	Windsor library		
55	None but appreciate the work they do for ail the families of the estate cutting douw the time children are running around the streets. Would be a great pity the see this sussport be lost.		
56	teddies music club, phoenix gym		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
57	St Edmund Campion Church, Maidenhead Football Club, Airborne Gym, Magnet LC classes, Pat Steel Dance		
58	nct		
59	Music classes.		
60	Teddies music club, Hartbeeps, Childrens swimming lessons, Baby loves Spanish, Gymnastics, Post natal Pilates		
61	Church youth groups, Cubs, Brownies		
62	NCT Teddies Music Club, Ante natal classes		
63	Church youth club, Extra curricular lessons - various		
64	Hartbeeps music class		
65	Church playgroup		
66	None		
67	NCT classes, Teddies singing class at Pinkneys Green Community Centre, St Peters Church toddler group Showstoppers UK, Phoenix Gym, Diddy Disco in Cookham		
68	Nct, baby massage, Hartbeeps, baby sensory, Baby swimming		
69	Music sessions and church toddler groups. Am about to have another baby and was hoping to be a regular at Pinkneys (I used to use St marks before you closed that) to shut another in our part of Maidenhead seems so unfair		
70	Baby massage, hartbeeps, babybells, Showstoppers		
71	Music group for toddlers, football, Tumble Tots		
72	Teddy's music club, beavers, cubs, swimming lessons, football team (maidenhead boys and girls) library signing		
73	Moo Music classes, Holyport playgroup, Phoenix Gym play sessions, Turtle Tots baby Swimming		
74	Did attend NCT. Did go to messy Monday's and stay and plays		
75	Birth Matters Antenatal, Hartbeeps, Teddies Music Club, Tiny Saints Playgroup @ All Saints Church		
76	Teddies Music, Church Parent & Toddler, NCT		
77	Hartbeeps, moo music		
78	Maidenhead Beavers, Maidenhead Rugby Club.		
79	Baby Yoga (York Rd), Messy Monday (st Luke's Church)		
80	Parent and child music sessions		
81	At Norden Farm I steward for their children's shows.		
82	I volunteer at our local community centre.		
83	A range of music classes and messy play. If more were on offer at the children's centre I would attend there instead.		
84	N/A		
85	Swimming lessons, Gymnastics		
86	Hartbeeps		
87	Church playgroups		
88	None		
89	Parent and child music sessions, baby gym.		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
90	Child swimming lessons and sometimes ad hoc toddler sessions		
91	Church group, Group Music class, Gymnastics, Swimming, Nursery		
92	Scouts		
93	Have previously attended prenatal and post natal classes, toddler groups, first aid sessions, music and baby massage groups.		
94	YOT		
95	Library story time		
96	Teddies music club, St Mary's toddler group (Wed), Rhyme time at maidenhead library, Showstopper Tots, Girlguiding Maidenhead		
97	Church groups		
98	Music sessions		
99	None		
100	None		
101	None		
102	My youngest daughter used to go to the Youth Club at Charters School until RBWM shut it down, there's no other club suitable for her to attend in Ascot.		
103	Church social group		
104	NCT, Tumbletots,		
105	Toddler groups, Diddy disco, Nct		
106	My daughter attends nursery in Maidenhead		
107	Church baby groups and baby music groups and mother and baby keep fit post birth		
108	Teddies music club, Bounce and play at leisure centre		
109	just use the children's centre		
110	music sessions on Friday mornings at Dedworth All Saints Church		
111	Noahs arc toddler group		
112	creche fit, teddies music group		
113	Church Toddler group (St Johns Eton Wick)		
114	my little one is new to the world, we are interested in trying lots of activities, music sessions, baby massage, stay and play and book reading sessions		
115	birth matters group, baby café maidenhead		
116	none		
117	None!		
118	Church play groups, Private baby sensory classes, Mum and baby exercise classes		
119	Other play groups.		
120	None		
121	Autism Berkshire		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
122	NCT, heart beeps		
123	Toddler cooking class, Music class		
124	None		
125	Beavers, Cubs & Scouts all 5 of my children have attended and are having a great time run by volunteers		
126	We are The Breastfeeding Network (Bfn) and work alongside the Health Visiting Team offering support to mothers as HV Team are more limited in their time. We have more time and are trained volunteers. We also use the UNICEF guidelines for our Breastfeeding support as do the Health Visiting Team. We often see mums and dads when babies are as young as 3 days old, up until weaning.		
127	teddies music group, baby café, also visited NCT in reading for the nappy library run there (there isn't one run in this borough).		
128	Church youth groups, BFN services, Music classes, Gymnastics class, Swimming, Scouts, Rainbows		
129	Church toddler group at All Saints		
130	Loads, none paid for or subsidised by RBWM and all at our own expense.		
131	Rhyme Time and Story Time at Maidenhead library		
132	Working with vulnerable people and supporting the community is something I'm really passionate about.		
133	As my daughter is now 3 and at nursery 3 times a week we attend rhyme time at the library and go to a dance class at Norden farm. When she was younger we loved messy play and the stay and play visits		
134	1 x parent and child music session and library rhyme time. however this is my second child; with my first child (2016/2017) I needed much more support and have noticed a decrease in the services offered today this time round.		
135	None, we use the Pinkneys Green Children's Centre to weigh our our baby		
136	NCT, music sessions, adult learning sessions		
137	NCT, Maidenhead Rugby Club		
138	Nct course, Library, Breast feeding cafe		
139	Family Friends		
140	None but more support needs to go into place for all ages of SEN children, more parent support networks. Stop closing youth clubs and only keeping ones open next to inappropriate activities because that's how you get youths in. You as a borough need to invest a lot more in teenagers and young people and the transition to adulthood as well as young children.		
141	Teddies music club, hartbeeps, baby yoga		
142	Church youth play groups- Maidenhead town centre and Cookham, Norden farm, Maidenhead and boys hill library		
143	Heartbeeps and Noah's arc toddler group		
144	Story time at Library, Messy Play and library, Liturgy at Church		
145	NCT, Baby sensory		
146	church playgroup, library music time		
147	parent and child music, stay and play and playgroup		
148	Phoenix Gym		
149	Dedworth Baptist church and all saints Church		
150	Hartbeeps and Dedworth Church		
151	Windsor library and church stay and play		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
152	None		
153	x		
154	Music sessions, Library sessions, Gymnastics/toddler play, Nature tots		
155	Private swimming lessons, Rugby tots, NCT		
156	baby massage (now finished)		
157	Local events linked in with children centre.		
158	Re:Charge R&R, Come & Play Cookham Rise Methodist Church		
159	church groups		
160	Family action- young carers		
161	NCT before birth of child, baby sensory, baby swimming lessons		
162	Baby sensory, Generations cafe st Luke's church, Swimming lessons		
163	NCT, baby yoga		
164	Sensory clubs		
165	No		
166	Church play group		
167	Rhyme time at Library		
168	Playgroups at the local church		
169	No I rely on this group heavily to chat with the other mums and to allow my toddler to socialise, learn and play		
170	Teddies music club, Babymatters prenatal group, baby sensory		
171	Teddies music		
172	Nct		
173	I've used Pinkney's Green Youth Centre to have monthly weigh in sessions when my baby was born. I had my health care provider meetings there. I also attend teddies music club there once a week and attend play sessions. I have a 14 month old baby and have found these classes great, the club has been packed every time I've been. It's so important for Mums and Dads to be able to get out of the house and attend classes like this for their own sanity and for their children too.		
174	Teddies music group		
175	Tales from the Treehouse at Windsor Baptist NCT, playgroup at Lawns Monday. Blossom ballet at Treehouse cafe. Noah's Ark playgroup at Dedworth Baptist church		
176	Church youth groups		
177	Church group. Visiting library for music session		
178	NCT		
179	Hartbeeps		
180	Datchet, Lakeside softplay. Library story time Phoenix gym		
181	Hartbeeps and Moo Music		
182	NCT Moo music		
183	St Edmunds Campion playgroup, St Peter's church, music group Library story rhymetime		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
184	Occasionally a church group but prefer the south Ascot group on Mondays. We have tried Hartbeepsand Jo jingles but prefer open play less formal where my boy can choose how to play (classes didn't work for us once he became mobile as he lost interest).		
185	Music with mummy, Baby sensory, Soft play		
186	Church play group		
187	Music group only a few times, Many go to Woodlands Park		
188	Music sessions and church groups		
189	Baby sensory, Free children's music group in Bracknell		
190	Library rhymetime, Childminders support groups within children's centres		
191	Childminding groups		
192	Child minding groups		
193	Windsor Methodist church stay and play		
194	None		
195	Library, NCT, South Ascot. Birch toddler group, Various other classes, Fun days in park, Any free/drop in service		
196	As a school we find the services of Youth services vital in supporting the needs of our most vulnerable children. They are so often the link between the child and the other agencies.		
197	Transition group at Riverside Children's Centre, to deliver an advice session, targeting low-income families in, or at risk of fuel poverty.		
198	church youth groups		
199	Many after school clubs and events at St Peters School, Old Windsor. Tigers football club in Old Windsor.		
200	Asian women's group		
201	Asian women stress management		
202	Asian management stress management		
203	Stress management Windsor group		
204	Stress management windsor		
205	Parent and child music and library services		
206	Recharge group in Larchfield		
207	Play group, church group and music group		
208	Sue Brett holiday club		
209	Bounce and play		
210	Church baby group, Sorry time at the library		
211	NCT, All saints church group		
212	Jellybeans church. Group, Hartbeeps, Library storytime		
213	Baptist church playgroup		
214	Church toddler grouo		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?







		Response Percent	Response Total
215	Baby massage, Swimming		
216	Breastfeeding help group. BFN are great, literally invaluable to a new mummy struggling to feed!		
217	NCT swimming Hartbeeps		
218	Music sessions, Tumbletots, Mini professors, Daddy dance		
219	Toddler groups playgroups in churches		
220	Church groups		
221	Parent and toddler music grouo		
222	NCT, Music sessions, Church groups, Soft play		
223	Teddies music group		
224	Windsor Methodist church mother and toddler group		
225	NCT baby sensory and hartbeeps		
226	Baby sensory		
227	Eton sensory room, NCT antenatal, Church group, Crèche fit		
228	Nct		
229	All of the above n the past		
230	My family don't have to attend any of the above services. Luckily. As I have previously said I am a concerned parent and grandparent. We should do all we can to help each other. Good parenting and childcare are very important for our future.		
231	I did attend NCT classes. I go to church toddler groups eg St Peter's church, Larchfield Ladybirds. Library story times.		
232	Music, Play therapy		
233	We have used NCT and attended music sessions and church children's clubs.		
234	Many children's groups e.g. Baby Sensory Classes, Baby Swimming Sessions, Baby Massage Classes, Norden Farm Music Sessions, RBWM Library Rhyme Time Sessions etc.		
235	I have used many of these services in the past and hope to use some of the older youth clubs when my children are older.		
236	Sea & Royal Marine cadets		
237	Re:charge, Moo Music		
238	Church youth group		
239	We use family friends that's in the community, since I've lived in Windsor since last July I've found that they're not a lot of choices for the children as in youth clubs etc.		
240	Music sessions		
241	church youth groups		
242	NCT, baby sensory classes		
243	Childrens sports activities - little kickers, play ball		
244	church group		
245	church play group, teddies music club, norden farm activities		
246	birth matters sing and sign teddies music club, show stoppers, hartbeeps		

Apart from our services, what other groups or sessions in the community do you or your family attend, for example National Childbirth Trust (NCT), parent and child music sessions, church youth groups?

		Response Percent	Response Total
247	birth matters, baby cafe		
248	Parent and child music/ activity sessions		
249	None		
250	Family Friend Charity.		
251	NCT		
252	We attend numerous private, volunteer and RBWM run groups, including swimming at Magnet, Baby sensory, classes at Norden Farm, Birthing Matters etc		
253	N/A		
254	N/A		
255	RAF Cadets		
256	Church playgroup, NCT (during pregnancy), Swimming lessons		
257	NCT		
258	Teddies Club		
259	I attended NCT, baby massage organised by health visitor. Suggest to provide more services to women with perinatal mental health issues as groups are very helpful in building confidence after PND and a great source of support. I attended a volunteer lead group by PANDAS however had to travel out of the Borough. Integrate baby check and weigh ins at the same centre.		
260	I don't attend sessions but signpost to them		
261	None at the moment. Used to attend child sessions for: baby weighing clinic, breastfeeding clinic, parent toddler play, music and singing sessions, baby yoga, messy play, kids football and activity classes, parent training sessions		
262	The only other thing we do is a baby swim class on a Thursday. Other than that we are home and looking forward to going to the riverside children's center.		
263	IAS, Autism Group		
264	Dad is treasurer for the 1st Cookham scouts, I used to work in a school in reading,		
265	baby café, church youth group		
266			
267	Church youth group		
268	No		
269	Berkshire Maestros		
270	None		
271	Cubs and Scouts		
272	Esteem youth club		
273	nct, baby sensory		
274	none at the moment but there are lots I am interested in, just waiting for my son to be a little older		
		answered	274
		skipped	227

2. About our strategy and priorities

To what extent do you agree with our proposed aims for its early help service as set out above?

			Response Percent	Response Total
1	Strongly agree		10.58%	53
2	Agree		25.35%	127
3	Neither agree nor disagree		19.36%	97
4	Disagree		12.18%	61
5	Strongly disagree		19.76%	99
6	Don't know		12.77%	64
			answered	501
			skipped	0

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

			Response Percent	Response Total
1	Open-Ended Question		100.00%	261
1	More frequent play sessions.			
2	Worry about lack of hubs in each location. Might make it harder for access.			
3	I can see sense in combining services where necessary. I do think the children's centres are invaluable in both supporting parents and integrating children from different backgrounds. I strongly believe children's centres need to be protected and supported.			
4	Cutting service will be hard on family but having support for family in need is good thing.			
5	I don't mind how the services are delivered as long as there is not a reduction in the sessions open to the public.			
6	Shame to lose universal services. Maybe a stigma attached to seeking help from services only aimed at certain families. People may feel labelled by using them (poor, uneducated, bad parents, etc).			
7	More for children with SEN children e.g activities and resources and sessions.			
8	The most conveniently located baby weigh in for us (Poppies) is only ran once a month and we are regularly asked to do fortnightly weigh ins. Having it open more frequently would be helpful to us			
9	Work with existing voluntary community organisations such as Family Friends			
10	Educate people to only have as many children as they can afford, cope with and manage. Educate them not to expect everyone else to clear up their mess after them. Educate them to take responsibility for their children and their child's activities. Stop trying to be the substitute/additional/extra Parents of Children in this Town.			
11	Resources to be found easier, the whole process after diagnosis with some special educational needs or with anything else is like a maze, nobody support you and give you step by step information on what to do next, all the steps towards finding help, support available which you are eligible or your child are like hidden treasures. All the Sen, EHCP and other short script names are not explained. It's just hard to figure it things out in general.			
12	Does this mean cancellation of the playgroup sessions. Although I recognise the importance of the other activities and interventions, i can't help but feel that this would be a loss to the area. This is after all a place where people can informally go and get help and support from a health visitor.			
13	I believe that the current services at South Ascot and Datchet are excellent especially the drop in play groups, nurture groups. I found knowing that I can drop in once or twice a week to speak to a health visitor, breast feeding, nursery nurse or other parents is a great comfort and I fear without these services I would not have felt supported in what can be very overwhelming time. I would be prepared to pay up to £7 a drop in session if necessary to keep this service going.			

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
14	I am so sorry but I really don't understand the diagram. I hope you will keep The Manor and The Lawns Children's Centre as they are so so important for the Community.		
15	As long as staffing isn't reduced and still good contact with social care and schools for those vulnerable children.		
16	I worry that a policy based on targeting will become referral driven and that without drop in centres many needing families and individuals will never come to our attention.		
17	The services left open should feel open to all rather than specifically for those in trouble		
18	Let us know what savings you are proposing from this model and the equalities impact. It's impossible to make suggestions in the absence of a financial envelope/policy requirements. Where do SEND children fit within this model and youth services outside of YOS		
19	I believe it is important to maintain universal services to ensure that those who are not categorised as 'vulnerable' still receive adequate support to prevent them from becoming vulnerable. Excluding wealthier families from children's centre activities, for example, could lead to a form of social segregation and many of the services do not have accessible equivalents available in the private sector. It should also be borne in mind that wealthier families shoulder the majority of the council tax burden and it is therefore reasonable for them to expect to be able to access some basic services without charge. Given that child benefit is no longer available to many families classed as high earning, local authority children's services are often one of the only sources of state-funded help that these families receive, so removing their entitlement to those services may cause problems for those families. It is also important that services are available at weekends where appropriate so that working families can access them.		
20	keep amount of support offered to all families. more groups could be added too. perhaps nurture group for older babies where you can get health visitor advice		
21	Make it relevant and specific to what the smiley needs rather than slotting into what u provide		
22	not to lose sight of the importance to all families of support from childrens services		
23	I don't have any suggestions as I don't feel there is a need for improvement. The ladies do such a great professional job. Always happy and welcoming and no question is a silly one. We are very lucky to have the service available. Thank you!		
24	Fully support aims however concerned that early years play groups will suffer further funding cuts		
25	If these groups are stopped it will be devastating for the community. They are very popular. I have made friends I would never have made. My children love it. Its cost effective and makes life a lot easier during the week		
26	I believe the playgroups that are currently run enable children to socialise affordably with other children and create friendships with other mums/dads. Could playgroups not happen whilst individual meetings happen with more needy families?		
27	Continue with the group drop in centres. These are a must! When post natal depression is being publicised so much at the moment why would this extra layer of support be removed		
28	we make a larger monetary contribution per session to pay for the use of building and staff		
29	local baby and toddler groups are essential for mothers who stay at home		
30	Keep the Children's Centres open as they are local to the people that need them. They can not all travel to a hub		
31	It is so important to have accessible, affordable sessions to attend with young children. Families that are not vulnerable could tip into a crisis if they do not have access to stay and play groups. These groups are a lifeline to women who are often by themselves with young children. Having a child is a major life change and this can be so difficult to deal with. Having people to talk to that are in the same position and are dealing with the same challenges is vital.		
32	The children's stay and play sessions are an opportunity for everyone to have access to other parents and health visitors		
33	The help and sussport that the community center gives the this COMMUNITY is invaluable to this estate and should continue for the support of the community.		
34	need more play groups for our children. I find it perfect preparation for me and my child for future nursery and schools. Meeting other parents and kids is helpful for my child to develop social skills and get support for me.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
35	Consider opening times and regular staff training. Advertising sessions more widely through twitter and in schools. Could outreach be done in schools as after school clubs?		
36	keep it as it is currently as the service provided currently is amazing! It allows for the children and carers to meet regularly and discuss any small or big issues as they arise rather than let it go wrong and then get any help. The service provided currently is working very well and caters for all families rather than just vulnerable families. It keeps the whole community integrated rather than separate it. It is better to treat the root cause rather than the symptoms. If 1&2 are catered for properly then 5&6 will be less needed		
37	Everyone in the community who has children should be equally prioritised Furthermore, services should be weighted to patients with very young children.		
38	It would seem to me that having just 2 sites covering the whole of Maidenhead & 2 sites covering the whole of Windsor seems far too inadequate.		
39	It is not clear what universal services will be offered, just that there will be less of them.		
40	It is unclear what your plans are exactly. All I know is i've Worked hard my whole life, paid my taxes, in the last 6 months my life has fallen apart and the current services are a lifeline for me and my child! Without them I would be forced out of the area I was born in.		
41	Don't reduce the health visiting well baby clinics, please!		
42	Advertise, the holiday camps more widely and offer more for teens. Make services more widely known. We only came across thru a school medley many years ago. I still don't know the extent of services available		
43	Has the Youth Service been cut, they are not in the diagram		
44	Better promotion of services and benefits		
45	There isn't enough play sessions in windsor for active 3-5 year old and there is lack of activeties in holiday times for teenagers. I find that lone parents are not greatly supported in the windsor area.		
46	This system is fine for those in need but for people who just wish to access services for children we don't need all the range of services. What you currently provide for parents and children (nurture groups, stay and play, drop in weighing clinics with breastfeeding support) all play a valuable part in connecting new parents, especially to health visitors and is a lifeline for those struggling (eg anxious mum, those with PND) but that don't need a full intervention. Please don't remove these services, they are so important.		
47	I like the different sites that cover different areas of Windsor. Two hubs would take away from that and make the two hubs more busy then they already are. I loved using the manor but wouldn't want it to be much more busy!		
48	How do you decide who is vulnerable?!?! People's situation and mental health change		
49	Nothing further to suggest		
50	Having low cost groups within walking distance for new parents is so important. When my first was born (now 8y) I was lucky to catch the end of sure start centre with the many classes and groups on offer, with my youngest (2y) this is greatly cut. These groups meant at a lonely and vulnerable time I had somewhere to go and not only not feel judged but supported by HV that I had built a relationship with. New mothers meet other people who can offer them advice in informal ways and just be another adult to talk to that day. For children it offers so many opportunities to learn new skills and play with other babies/children.		
51	More that 2 sites should be available / feed into each hub		
52	Not clear on how this differs to current		
53	Your diagram does not really explain anything to me. I am concerned that targeted = reduction in general services. How good is targeting, how will you ensure people don't slip through the net? What about integration in the community and mixing more vulnerable families with more economically secure ones. Please don't cut services to all - they are so important especially for pre-school and teens. So many social ills will flow from short sightedness at these crucial stages.		
54	Keep the same		
55	Youth centres; Sure Start.		
56	If what's proposed can be done that would be brilliant.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
57	This proposal does not describe the changes being made. There isn't TV a description of what model you're changing it from and what would be the pros and cons of both models. You have not listed the evidence to back such a model change. You also haven't listed the cost implications - will this reduce funding to the services overall? Will it mean closure of centres? Etc. There's a lack of transparency. If not listed on here there should be clear links to where this information can be found.		
58	There does not seem to be a lot for youth to do around Cookham		
59	My biggest concern is a drop in the number of venues where stay and play groups are located. By removing them from places such as South Ascot and Old Windsor you remove the possibility for families who aren't known to you to be seen and issues they have to be picked up on.		
60	Diluting and reducing the services for new parents (particularly mothers) is shortsighted, poorly advised and will result in so many parents and children missing out on vital interventions. I cannot beg you strongly enough to reconsider and seek alternative sources of funding. You are endangering children reducing these services.		
61	You must keep the children's centres separately. They are such an asset to our community and it's such a great place to go for toddlers and babies plus great for mental health for parents. Snacks are always healthy (they aren't like this at every toddler group) plus it is affordable. Resources are excellent too. My children love/loved going here. It wouldn't be right to put each service into one. This wouldn't work! The children's centres helped prepare my eldest for school and I'm hoping they will be able to do the same for my youngest too.		
62	I think a more holistic and joined up approach is very positive. However, having one main hub that people have to travel to might mean that less people turn up to appointments activities. It may incur further cost for the more vulnerable and also more time. I guess if families have multiple appointments with different services this may balance out. I think providing outreach is really important especially following up on those with difficulties or who are traditionally less likely to come. Flexibility in approach is needed.		
63	This diagram does not make it clear if all health visiting (inc those visits immediately post birth) will be conducted in the hubs / sites. I would strongly suggest that the home visits for new mums need to continue in the home. New parents, esp mums who have given birth or undergone a c section are vulnerable and often injured / unable to drive. Reducing the number of centres / sites and potentially making visits after birth out side of the home would mean mums having to travel further and for longer when they are most in need. Small groups targeting societies most vulnerable should remain in the new sites even if the uptake is low As it offers a vital outlet of support. More sites. Unclear if the hubs will be a physical site or just a virtual office. Seems like a v large number will be cut to reduce it to just 2 in Maidenhead and 2 in Windsor. Continue to have venues that act as a community resource.		
64	It is important to have accessible locations in their own area that they can easily get to on foot or public transport as no eveyone has a car		
65	In addition to the above have complimentary local village and town paid for youth centres that are self funded by town/parish councils but administered by RBWM.		
66	Schools need to be informed and quick referrals are important. Families can get lost in the system and services do not communicate between themselves. Early intervention is the key. Helping new and vulnerable families first will result in less/different support later on.		
67	For a start your diagram and description above are complicated, use jargon, and aren't accessible to the majority of service users%. The staff cuts underway in children's centres, and the inevitable loss of drop-in play sessions that will ensue are likely to be detrimental to enabling early intervention, important early socialisation for parents (usually mothers) and children, and the building of strong communities at grass roots level. Keep community children's centres running and use staff there to help identify and action issues.		
68	If you are consolidating sites, please ensure that number of sessions/ clinics etc is not reduced. Just use the venues you have better. Can you work better with other community groups?		
69	All schools and and places should have Samaritans poster displayed		
70	We were advised by the leader of the Larchfield stay and play group that the sessions were under threat of closure due to lack of funding. Why is it that vulnerable, special needs people always take financial precedence over simple, group activities that can be enjoyed by all. Very soon, the council will offer nothing to children who are raised in a happy, secure environment whose parents go to work and pay their taxes and rates, but who benefit from socialising with others in the same age range.		
71	Please don't stop the children's groups at Poppies and The Manor		
72	There's nothing for families that don't live in Windsor or Maidenhead. Unless you have a car it's very difficult to get to Windsor and Maidenhead from Ascot. How is a young person that lives in Ascot meant to attend youth club? We pay		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
	probably more council tax per household than those that live in Windsor and Maidenhead but miss out on all the services i.e. no proposed family hub, no sports provision, no arts provision. If you're not going to provide us with these services our council tax should be reduced rather than us having to subsidies those living in Maidenhead and Windsor.		
73	some kind of online forum would also be really valuable, this is where so many people go to for support nowadays. I think as a starting point if you are feeling anxious and or depressed making contact, being able to ask questions and build up your confidence and then accessing a face to face resource could be very beneficial.		
74	Having a range of local locations offering support to new parents was invaluable to me when I had my baby last year. I didn't feel able to pack up the car and drive us anywhere - being able to walk my daughter there in her pram was an absolute lifeline. Please don't leave isolated new parents with nowhere in walking distance.		
75	Don't agree with closure of children's centres as idea is those in need can walk to the closest centre to get baby out. If you take the centre away you may be alienating those that require their services the most. Nurture groups are hugely important for new mothers. Groups work well as there is no stigma attached and it is your choice to go and ask for help.		
76	Do not close any children's centres. My daughter used the Pinkneys green one when she was born. It was a valuable life line.		
77	You need more local sub hubs. It's difficult with young babies to get out and have the confidence to go. You need to remove barriers of distance and over crowding. Some new mums and dads need intimacy to share their questions and worries and if you close down locally used community hubs you will make the prospect of attending too scary with new parents who are nervous and worried		
78	to keep the group		
79	It's so important for ALL new mums to get out reduces risks of PND and PNA. Without children's centres both Mother and child will suffer.		
80	I am not clear how this would appear in practice. I would be concerned it would impact on the children's centres and worry it would mean closures of sites.		
81	more stay and play options - Datchet is too busy and we would love to have one in Eton Wick.		
82	universal services such as stay and play are vital in the community, they help new parents have support and feel included in the community. Its is so important for parental mental health to baby/child development/socialisation.		
83	To continue at least one universal service session in Dedworth and one in Maidenhead and one in Datchet per week. Good service model but can't all be targeted.		
84	The diaphragm is not at all clear as to what is being proposed so can't comment		
85	I thought the Tories said no more cuts? Or was that a lie yet again		
86	Where is youth service on list of services included		
87	Keep front line services & make the buildings pay for themselves with more lettings.		
88	With CAMHS waiting list the way they are 22 month + wait for ASD assessment groups like Esteem are vital.		
89	Pinkneys green children Center has been a true life support for me post having my son. The support for breastfeeding, weighing Center and having a place to go and talk to other mums and the support team was amazing and helped me through a truly thought time.		
90	would like the Asian women's group in mother tongue to continue		
91	Would like to continue to attend asian women's group		
92	Although I support prioritisation of services and agree the most vulnerable should be the priority - I have grave concerns about reducing the universal services - often these are the ones that prevent people getting into difficulties - a good example is that of youth service provision - if it is only targeted provision then there is more likely that more young people will get into trouble and eventually end up in the targeted group thereby putting additional strain on the limited resources.		
93	Any services that specifically target the most vulnerable miss the really important issue of helping the community to come together in support of each other. I help run a number of CC groups and believe it is vital that our services/groups are open to all in order for the more needy families to mix with and be helped and encouraged by		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
	those more confident attendees. If you really want to 'make a difference at an early stage' then integration into that families local community is key. For the same reason, limiting availability of these baby and children groups to fewer venues will drastically impact the attendance by many families who are only able to access such groups that they can walk to.		
94	Youth clubs/projects to give young people something to do, achieve and be proud of		
95	No		
96	As new Mums & Dads are just as vulnerable and those services will be more needed if we don't support parents when their baby is born. By being there we can support and help parents in those vulnerable early days also we know the more likely the mums breastfeed the less likelihood for being re admitted back into hospital putting more strain on the Nhs. Breastfeeding also reduces the risk of obesity as well as many other health benefits.		
97	it is very important to have local places to go which are easy to get to - a parent struggling to leave the house because the baby is having a bad day needs to be able to get somewhere within walking distance - they'd then be more likely to leave the house and interact with other parents/babies which could prevent a crisis/meltdown for that day. Having to get in a car can be a very large hurdle in such circumstances leading to no help being sought or given. Just seeing another face every day is vital to a parent's wellbeing - it doesn't matter if it's a health or child professional.		
98	Breast feeding advice during pre natal talks, Family support for mental health faster		
99	Better first appointment from health visitor following birth. There was no signposting to services and therefore didn't realise what support was out there. Once support was found it was very good		
100	spend more		
101	Keep things as they are. Don't close Children's Centres. Some people aren't able to travel to a central hub and need help close to home. They may also have anxiety about travelling out of their local area into a large central hub. Also the cost of travelling and car parking, so we will no longer get the Advantage card discount, may put people off looking for the help they need		
102	The whole family approach is something we're looking at doing through a model created by Ali Knowles of Ollie and his superpowers - it's been trialled in other counties and is something we could discuss with you?		
103	My only concern with the above is the suggestion of only two sites in Maidenhead. I am lucky that I can drive but being able to walk to pinkneys green or st marks hospital when that was a children's centre made life so much easier. It also meant I made friends with other local mums who I wouldn't have met.		
104	Keep it smaller, more personal and specific. people need the services at specific times. by making them general you dilute the service and reduce its effectiveness. multiple sites are needed so they are easy to get as not everyone has access to a car. these are necessary for the community (in my case meeting other mums with babies of the same age) and was a vital lifeline when I had my first child.		
105	I am not a fan of having a one stop shop for all family related services. I think that the current children's centres work well and you get a good level of care and support from the staff there. Consolidating the different centre and services will dilute the good work being done by the staff. Also 2 hubs in Maidenhead will make it more difficult for people to access the services as they may not be able to walk to them currently it is possible to walk to the children's centre to weigh baby. If I have to get the car out then that's no longer convenient and therefore inaccessible.		
106	Access to tailored advice on dietary matters/weight management/health conditions with a registered nutritionist and a mental health service		
107	Keep local locations as well can't expect people to go to Maidenhead		
108	I will continue this support.		
109	I will continue this session.		
110	I will continue asian support.		
111	Would like to continue this asian support.		
112	I would like to continue.		
113	Would like to continue this asian support.		
114	Will continue mother tongue support.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
115	I would like continue mother tongue asian support.		
116	I want to continue this support.		
117	I would like to continue mother tongue asian support		
118	Would like to continue		
119	I would like continue mother tongue asian support.		
120	I will continue asian support		
121	Would like to continue asian support		
122	I would like to continue mother tongue asian support.		
123	Would like to continue mother tongue support.		
124	asian support		
125	I would like to continue mother tongue support.		
126	Maybe some therapies could be included in there hubs, mental health support also.		
127	Where hubs are planned are not detailed. Feels like and unfair question. Maidenhead large area from woodlands park to pinkness green to town centre. People will have to rely on cars which not everyone has access too and not environment friendly. If less venues used there will be less activities available. This will mean children and caters loose out on contact with peers and mentors. There could be missed safeguarding opportunities and increased stress on people's mental health through possible isolation.		
128	Don't agree with youth offending team at Maidenhead should be one there and one at Windsor.		
129	The needs or a new born and the needs of a 15 year old are not the same to merging all the services together won't have the correct reach. People need ether separate groups and places to attend.		
130	These Centres are a very good for children to be socialized, learn and get active. Easy for parents to know they are not far away from home		
131	The Datchet Childrens Centre has been a fantastic support to myself and my daughter and I would be disappointed if it shut down!		
132	keep universal services and offer targeted services on a select day in the week.		
133	Can't see why anything needs to change. Perfect as it is.		
134	provide more help and support at weekends		
135	?		
136	It is unclear from the information provided, but from the diagram it appears that the huge number of children's centres as cited earlier in this survey, will be reduced to 2 locations in each of maidenhead and windsor. If this is the case then I strongly disagree with this proposal. This would geographically isolate many families who rely on these centres for practical and emotional support.		
137	More opportunities for low cost, classes in children's centres for babies and toddlers where you can walk to.		
138	Implement small charge to enable services to continue		
139	Difficult to form a view without more detail. Considering need is sensible, and understandable that prioritisation is needed in a world of finite resources. But the children centre offering at the moment is great and really important as it brings together a range of people who might not otherwise meet, and in a non-stigmatising environment. It creates opportunities for people to receive support and advice without feeling they are 'seeking help'.		
140	Possibly sites at Ascot as the two locations are quite far away in terms of locality and access via public transport. The work of being built into the community for outreach in terms of crime and ASB is a strong approach		
141	If the number of childrens' centres is restricted much more public transport is needed to allow families to access this. Most families need to find support networks locally to them.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
142	youth centres, more affordable care for children during half terms. child care fees are extortionate and there is no limit to it. more help to the teenagers with addiction support, therapy that is more open, meditation groups for parents and children, help with cv writing, access to computer, interview skills etc, home economics lessons		
143	You are not representing families in ascot.		
144	Invest in your public health and invest in your wellbeing team, they are valuable assets for family support, parenting and should be expanded.		
145	Many people don't have access to and cannot afford a car and so having local children's centres that they can walk to are an absolute lifeline. Although it is important to prioritise those in most need it is also important to recognise the role children's centres play for mums of babies, especially first time mums. The breastfeeding support/HV support at the drop in centre kept me breastfeeding which I then kept going for a year. I have also seen how mums who maybe can't afford the expensive £7/week classes can be included in the sessions at the children's centres and socialise which is so important for their mental health and their baby's development. These are invaluable community resources. I think they could easily be funded if you asked for voluntary contributions to sessions and ran more paid sessions and events to recoup costs. Community crowdfunding could also be considered. I am sure there are enough of us who feel strongly about this who could get together and form a committee to make the children's centres sustainable.		
146	I have found great support in attending both weigh in and nurture groups, with some information that I was not provided at the hospital and would have made my journey through parenthood easier and make my decisions for my child easier and not beating myself up about certain aspects of his upbringing. It is so important for new parents to be able to meet and chat with professionals without being judged and an environment in which they can interact with other families. The locations of all the Maidenhead groups allows most parents who don't drive to attend at least one of the venues.		
147	It's hard to rate the above when I don't know what to compare it to. Reducing the regularity of baby groups etc would be devastating to a community that greatly needs support.		
148	You can reduce the daily sessions to just few days or once/twice a week, because not everyone can travel far to go to Children's Centres if they move far from my house		
149	The borough should consider services/site in Ascot to cover Sunningdale, Sunninghill and Ascot		
150	Help me so much in stay and play		
151	Use established services such as Family Friends for helping vulnerable families in need of support short term as well		
152	Playgroups are helpful and we'd like them to continue. Especially for mental health of parents who struggle to manage at home with their children		
153	You can not always see who is struggling, if you close/cut Children's services parents will struggle to get out of the house, this can cause anxiety and depression..		
154	Your model does not include how and when the sites proposed will be open. The proposed model is vague and does not cover points required such as services, opening hours etc. The pinkneys green centre provided a fantastic regular drop in within walking distance where a significant amount of mums could go to seek vital advice and support to care for their children. Post natal depression is significant and without a drop in centre nearby I fear not only the wellbeing of young children is at risk but so is the network of new mothers who can feel isolated.		
155	Offer more outside providers/voluntary groups space to run at the hub/sub venue. Link charities which support families to the hub e g Family Friends/Baby Bank		
156	We use the children's centres regularly and having one close by is extremely useful, especially when we have had a newborn, so we can get breastfeeding support clinics and weigh ins		
157	Ensure Ascot area is still maintained and well supported		
158	I disagree with further cuts to such vital services currently provided. The Nurture group and all the stay and play groups are invaluable to wellbeing of new mothers/families as possible guidance , support and opportunity to meet other new parents which would not be possible if the current set up wasn't there		
159	Keep groups and home visits both very important to families		
160	Additional funding to be provided to maintain current services. The more the government reduce investing in young children, the greater the chance that children's future and their adulthood will be affected. Agree that there is more needed for vulnerable children but you cannot neglect all the other children, they still require a service.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
161	I think helping vulnerable people in a community is very important and of course they need support. However I also feel others in the community benefit so much from sessions like stay and play. I have had so much support with my boys speech, getting advice and being able to action myself was great. I have also had PND, and the Ascot group have been amazing , relaxed, and fun. I've made friends and it's been a saviour!		
162	The services that are offered are outstanding and have been a big help		
163	Universal provision should be maintained eg nurture groups and stay and plays. Outreach is only effective if you can identify those in need. The stay and play groups are the settings where these are best identified.		
164	Providing further funding for whatever is required at the time rather than amalgamating everything into 1 ambiguous idea of support!		
165	Being able to talk to a professional early years expert in an informal setting while children are learning through play, is so appreciated. First time parents are also learning at the same time so for people without support they are critical support. Thank you!		
166	I have found the support and friendships made through children's nurture groups a great help being a first time mummy. If you help families early on, hopefully they will gain valuable experience that some services will be needed less ie crime section		
167	Informal attendance of other health care professionals such as speech and language therapist at family groups occasionally. This allows parents to have an informal chat if they have concerns		
168	Don't charge		
169	Speech and language support for all families. More staff members to help families		
170	Should be able to offer full range of services even if moved to a central location. Stay and play is important service and part of the week, especially if nursery is not an alternative for families		
171	Should continue to be an universal service, available to all within walkable locations as possible. A lot of new mothers don't drive/have access to a car or can't drive because of C-sections.		
172	It is really important to keep as many venues as possible open for low-income families, who often have additional vulnerabilities, and cannot afford to travel to further away centralised services.		
173	I am disappointed that the Youth Sessions in Old Windsor are being stopped from 12 February BEFORE this consultation has been undertaken and the results evaluated.		
174	I have been told that the council will be closing the play centres. I think it's really good to have play groups to help their development.		
175	Stress management in Windsor group		
176	Asian women stress management		
177	Stress management Windsor group		
178	Stress management		
179	stress management group		
180	Stress management Windsor		
181	Stress management		
182	Stress management Windsor		
183	Stress management		
184	Stress management in Windsor		
185	Keep the children's centres		
186	We would like to continue children's centre play groups as our children have a platform to learn		
187	Drop in sessions for up to 19 year old and their parents		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
188	Stress management		
189	Stress management Asian group		
190	Stress management		
191	Voluntary contribution towards costs. Local services are invaluable. You need to be able to walk to groups.		
192	Keep our venues. We need them within walking distance and more than one a week for parents too		
193	Keep centres as they are		
194	We attend the stay and play groups once a week and find them a great way to meet other mothers and children. These groups should not be taken away from the community		
195	I think one stop hub is a good idea to provide support for families however I worry that playgroups will disappear		
196	Keep them as they are		
197	Services should be available to all rather than just vulnerable people		
198	This play group is really good for our kids. I will be very happy if don't close it. What about the kids? I know the things you say are necessary as well but we need activities like this for our children		
199	Charge a fee, not voluntary. Fundraiser for important groups		
200	I'm sure there is a need for centres for 'youths' but centres for new parents are essential. As a mother of 3 children 10, 5, and 3 I would be devastated if the centres were no longer available.		
201	Keep Pinkneys green open		
202	Keep services as they are		
203	It will leave a large gap for the community. Being a mother suffering from depression and loneliness. I couldn't walk after an injury from birth, the children's centre was my only support, I was not eligible for anything else. How do you suggest keeping local mothers from being lonely?		
204	Keep offering play groups, messy play, and nurture groups		
205	The groups I attend are very busy at the moment. To downsize and remove most of them will put too much pressure on parents and kids will not be able to attend due to limited capacity.		
206	Capacity of some places is already busy for some families. I would like Datchet centre to stay open		
207	Drop in sessions for young babies need to be available. Targeting people may not access people who need help in a given week. It's also good socialising for babies and mums. Youth services need to engage at a younger age, by teenage years, lads can be hanging around with the wrong children as a result of a lack of services		
208	To leave the services as they are		
209	Whilst I agree with the above aims, the service that the children centre currently provides allows young children to be fully involved in community activities and support e.g. Nurture group. I would be very disappointed if the services were reduced or stop as they provide valuable support to all new parents		
210	Please continue with family and new parent play groups and other services. se may not be focused on the most vulnerable, they save so many people from isolation which can lead to more serious issues. The groups and centres are such valuable and valued. Immunity resources. I think it would have a severe impact a huge number of people and children if the services are removed.		
211	For a truly integrated service local valued charitable organisations offering a range of direct services MUST be supported to survive. These are particularly appreciated by those who need help but either donor get picked up by statutory services or who do not trust or feel comfortable engaging with council services. This should include Citizens Advice, Youth Counselling, Family Friends and DASH. There are others.		
212	What I hope is that you will see all of the above is done. There should be places for young teenagers to go to in the evening hopefully put there energy into some good and not get into trouble save a lot of money in the long run.		
213	Whilst I do of course agree that the most vulnerable be supported, I think it is vital that we continue to support all new parents. Nurture groups are so important in the early days and these really need to be in several locations so that		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
	people can walk to one and get to know other new parents in their immediate local area. They can then build their own little "support groups" but the structure of having the nurture group with a health visitor there to offer advice informally is so important.		
214	There is no reason why attendees at children's centres can't pay for sessions on a means tested basis. We've attended free sessions but could easily afford to make a contribution.		
215	Can i ask who had an input into the strategy and priorities?		
216	Quite simply you need to do more to help children and families... support groups that give good role models such as cadets or groups that help health wise such as athletes.... keep them occupied plus keep them moving!		
217	I don't understand the model!!!		
218	It is inconceivable you would consider cutting any of the childrens centres. My baby was born January 2019. I needed to go to the childrens centre incredibly often. I couldn't feed my child, she has colic reflux allergies, all sorts of problems. I had severe post natal depression. I needed the care and support of the childrens centres intensively for quite a long time. I am shocked at the proposals. Please, please do not do this. Other new mums with post natal depression will be at huge risk not to have their local centre available to them. This is incredibly serious.		
219	To keep all services open as they are		
220	keep all services as they are		
221	The children get such great outcomes from our activity days with Franki and James at the Outdoor Education Project. It builds self confidence, self esteem, communication, teamwork, resilience, determination and much more.		
222	It sounds like you are proposing closing many of the children's centres, which I don't feel would be helpful to new parents, or any parents for that matter, looking to access support. Many cannot or don't wish to drive and being able to drop in easily to clinics and advice sessions is crucial. Having a programme of activities and health clinics at set times makes it easy for busy stressed parents to seek help. Needing to make an appointment would be a barrier to people accessing support.		
223	It isn't really clear what is available. My question is what can a child aged between 11 and 18, from a low income family do to keep themselves entertained after school and at the weekends?		
224	charging for sessions		
225	I hope none of the classes are cut. My daughter and I love them		
226	the nurture groups are great		
227	please don't close baby sessions such as burture groups and sensory room as they are great		
228	It's important that the hubs are accessible - perhaps the venues could be alternated so that more people have the chance to go to one locally to them? I note that there is no hub in the south of the borough for Ascot/ Sunnings residents - will these people have a local hub too? Could there be a mobile hub (like the mobile library)?		
229	I wonder if your bullet point 5, effectively the reduction of services for non-vulnerable young people, may lead to an increase in the numbers of vulnerable young people? You can't have a youth group aimed at ONLY vulnerable people, there needs to be potential integration doesn't there? My other suggestion would be towards cultivating and encouraging the skills and motivation of residents as a whole in supportively connecting with / relating to each other across social and cultural differences.		
230	Stay as it is?? Your current service has help my family immensely and I do not know what we would have done otherwise??		
231	Keep as is.		
232	Retain and re-open localised children's centres. Ensure that support groups are available to any parents or carers signposted by health professionals not just those identified by socioeconomic factors. Involve 3rd sector in delivery where appropriate and possibly accept voluntary donations from those that feel able to afford this without stigmatising those that cannot.		
233	Universal services play an important role in		
234	As long as the services are not cut further and there are sufficient budgets within the Local Authority to maintain or improve the current support children, young people and families are receiving and the proposed new structure does not impact that, then personally I don't see that it matters how the support is offered, as long as it remains on offer.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
235	Can a social worker be linked to the proposed family hubs		
236	Focussing on those children most vulnerable makes sense, but services for the wider community of mothers are important too, as especially early childhood can be a difficult time for new mum		
237	Don't agree with having babies and toddlers within the same site as teenagers and possibly young offenders. They should be in separate sites		
238	Split to make it more age appropriate, eg 0-11, 11-18.		
239	Based together will hopefully improve joined up working especially as all services are under pressure due to lack of resources. Social care and CAMHS should be part of the multi disciplinary team.		
240	Primary and secondary schools usually have weekly newsletters, so advertising access to services via this method. Access to CAMHS for a referral as some GP surgeries are very unhelpful. A single point of contact with a specialist at a centre that can offer half hour consultations to identify the services needed by parents for their families and how to access these		
241	I think it is important to ensure those with very young children are still able to attend and for the environment to be suitable for those young children, as well as those who fall within the 'youth category'. Families attending need to feel safe and know that it will be a base for them receiving support and not to feel judged in anyway by needing to access services there.		
242	More work shops to be run for families to attend - around helping children with anxiety or DA or parenting. Train schools in managing children's emotions and behaviour positively to reduce services being called in for short unsustainable periods of time and nothing changing.		
243	I think two sites in Maidenhead is reasonable on paper but the problem is a lot of people who can't afford groups like NCT and baby classes don't have access to a car and have to walk to the Centres. If there's not one closeby to residents they simply won't go which can cause isolation and contribute to post natal depression. I personally found riverside nurture group invaluable to my confidence in a mum and the advise I've received there from the staff has really helped me. My suggestion would be to scrap the messy play groups at all centers - that is more of a baby group that you would expect to pay privately for and not a necessity in my opinion. I also think savings could be made by not serving food at inbetweenies - parents can bring their own snacks or wait until the children get home. Then I'm not sure if you do this already but if you don't already hire the centers out to local groups (Such as noon music or heartbeeps) I would do that to bring an income in to cover keeping all the sites.		
244	It is not clear how the services offered will benefit children - proposals, other than structure, are vague.		
245	The services I have accessed in the past three months have been far more effective than the school system. Which in my experience has shown the school to pretend to be qualified and not accept help from achieving g for children. No 22 have been amazing and the triple p parent programme. Which should be adapted for teachers and I suspect would reduce pressures on child protection issues.		
246	Not sure because I'm not sure what the services mentioned do or will do in future. However there needs to be a lot more support for families of children with additional needs.		
247	It seems far too complicated. Sending children 300 miles away from home and hearth...bonkers		
248	The current set up is fantastic! We love using the fantastic services and think its vital for families that its free at point of service		
249	volunteers to help the facilities open		
250	Universal services to still be offered in some way so that early intervention can take place. For example, stay and play sessions can provide families with the opportunity to meet others, be less isolated and interact with others. These sessions can also help families access other services such as Speech and Language, health visitors, emotional support, education etc. Youth services also offer early intervention and can help young people at risk of social exclusion for example, help build confidence and self-esteem and offer support and guidance.		
251	Without a model of the current system and no explanation of services that are provided and what is required, I cannot comment on this proposal.		
252	This isn't enough detail		
253	It needs to be one joined up unit based at one site. It's is getting better but still very disjointed		
254	Make it a part time service. Run it only 3 times a week or 9-2 5 days a week. Include a paid for option. Like a Gold, Silver, Bronze package. Why not look into selling your own material such as books, guidance, children's equipment.		

What other suggestions can you offer regarding the delivery of services, other than what is being proposed?

		Response Percent	Response Total
255	We need more youth services and believe we should invest strongly in this sector.		
256	The funding and resources provided to all these services should be increased. If this proposal is actually a way to save money, then I strongly disagree.		
257	Still offer services in school for families who do not wish/are not able to get to hub.		
258	keep one drop in session a week at each venue		
259	"integrated" usually means reduced and condensed which is never beneficial to those receiving the care. It is just cost effective in the short term. in the long term it will only cause more problems		
260	Continue what is being currently delivered		
261	I would like to continue mother tongue asian support		
		answered	261
		skipped	240

Please rate in order which of the following you think we should prioritise - where 1 is top priority. Note - the choices will automatically move up and down list according to the order you rank them.

Item	Total Score ¹	Overall Rank
One-to-one support for families in crisis	2456	1
Positive parenting groups for parents to help manage their children's behaviour	1961	2
Emotional wellbeing support for new parents	1827	3
Targeted youth work around risky behaviour, eg. exploitation, online safety, pornography	1666	4
Parent and child learning through play/preparation for school sessions	1396	5
Drop-in youth groups in the community	1215	6
¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.	answered	501
	skipped	0

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
1	Open-Ended Question	100.00%	149
1	The children's centres around the borough are so valued by every parent I talk to. We rely on these services so much socially, to discuss child development, to support one another. Our children shouldn't suffer because of government cuts. We need our community, our children centres and youth services should be at the core of our society. Early years support is vital to a vast range of people and the only way to achieve this is through keeping the services open.		
2	Support everyone		
3	Work with the voluntary organisations as some families won't want to admit something is wrong to an official. and the voluntary organisations might be able to help solve the problem or give the family confidence to engage with the official services		
4	Not fair to order them! All equally vital.		
5	It would be useful to have special sessions focusing on sleep, baby led weaning, breastfeeding as they did at the Hythe Centre in Surrey. Again I'd be willing to pay for such sessions.		

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
6	Without understanding how the current system works it ya difficult to comment on how new system will work - it's unclear what the actual benefit is. I would not like to see any of the current children's centres disappear as I know many people that use each		
7	A systemic approach which is evidence based and without the need for reductions in the financial envelope. Don't kid us that you can save money. What is needed is more investment. A clear priority on SEND and youth services.		
8	Accessibility for all, with specific help targeted at those most in need.		
9	I don't think you can mix services to young people and to babies/new parents. they are very different. As a teacher myself what I learnt as a secondary school teacher never helped me as a new mum.		
10	Ensure these are targeted at children with SEND.		
11	All of the above are of equal importance. If one overlooked or neglected will have serious impact on individual family		
12	The groups should not be stopped its great for families and Im sure families would be in more issues without them as they would have to pay so much.		
13	These informal drop in centres are crucial for safeguarding issues. They provide the perfect opportunity to get advice on all sorts of child development/ family matters including asking for support. People can sometimes feel judged in a 1-2-1 setting.		
14	promote people getting together and talking this is how problems are identified parents should be supporting one another		
15	keep playgroups		
16	They should provide help and support for new parent it also experience parents who are struggling to help their children. They also need to be able to offer a safe place for,young people to go.		
17	PLEASE do not stop stay and play groups and nurture group sessions. They are my major source of support. Without them I would be lost.		
18	It is outrageous that sessions for all parents stop. Being from a certain background does not mean you are not vulnerable.		
19	provide services as currently like nurture groups and stay and plays so there is support in the early stages and throughout on a regular basis rather than on an ad hoc basis when the family is in big crisis. Provide ongoing support thus preventing issues as they as they are being targeted early therefore reducing crisis situations.		
20	If a good general support is offered early on then that will have an impact later on in that child's life. We can't just offer "fire fighting" skills when a young person or family is in crisis. We need to catch them earlier on with good general support services to give them tools & coping strategies.		
21	Enabling every child to reach their full potential. Ensuring each child knows at least one thing they are good at and valued for.		
22	By reducing services to be for just those you deem at risk you will be abandoning the majority leaving them to fall down into the at risk category. Rather than being reactive to problems be proactive to support the COMMUNITY hence not loosing those to be at risk.		
23	Should be made known. Didn't know about it till reading this survey		
24	Engage with parents and families in the early years and they will be more receptive for approaching you again when things get tough/if they encounter problems later down the line. So services from babies onwards with key signposting.		
25	Very hard to judge as I have little needs.		
26	To provide a low cost space for all to be able to go to within walking distance. Even people who on the surface have money may not have access to it or the ability to travel to expensive paid for classes and groups. Not all families have a car or even two cars to allow a new mother to go out in the day. This is not even to mention those in abusive relationships where a new mother may not be allowed funds to do things in the day. It would be naive to say these woman would be known and helped. A local low cost service for all means these woman would be able to use them even if DA is hidden. Local new mothers groups allow friendships to form that can continue to offer support and friendship long after the groups are finished. It encourages community spirit. I am yet to need to use youth club age groups but am sure the same can be said for them.		
27	All are so important. The nurture group at woodlands park was the most amazing support for me!		

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
28	Q10 - forced choice 1-6 does not mean that any of these are more/less important. It is your duty to deliver ALL and it's for you to figure out how - don't hide behind your "public consultation" findings. My points in Q9 answer this additional question		
29	I took part in the Incredible Years course and found this extremely useful for support and meeting other mums who have become friends. I find the nurture groups although fantastic less easy to make friends		
30	No. The survey covers all I have to say.		
31	These are so inter related some need the other to be effective. New parenting and related opportunities and Entertaining and social education of teenagers would be the two clusters. Both prevent bigger issues in wider community. - And the Youth element, no doubt saves massive police support and damage to other areas.		
32	No.		
33	It should be evidence based and should be inclusive and accessible to all.		
34	All these interventions are crucial & one should not be prioritised over another.		
35	People who need a lot of intervention will be found somehow by your service. It's the ones who look ok on the outside who fall through the gaps, the ones from the middle class areas, the ones who aren't on benefits, the new mums who are trying to pretend it's all ok. Those people will get lost in the new system I fear.		
36	Support parents and you support children		
37	I received support when my child was young and found it extremely helpful. I think support for parents and children in the early years can make all the difference, and in the longer term can mean positive outcomes for children, and families, preventing problems later in life.		
38	Crisis services should be the top priority; however, this must be backed up with broad services in general average families not just crisis children. The support should be focused around whole family solutions not just child centric, designated carers must be supported to deliver.		
39	Support for new parents is very important especially low income families. The importance of social interaction, availability of free services, how to encourage communication between children and families is vital.		
40	Early years support and building strong functioning families and communities will mean less problems for teens in years to come.		
41	Stop penalising honest, hard working rate payers. I cannot disagree that all the above are necessary but it seems to me that an excessive amount of tax payers money goes on supporting all these so-called vulnerable people.		
42	Early help needs to be robust enough to recognise and change negative parenting behaviours to build stronger and more confidence families.		
43	There are many vulnerable families who use the baby and toddler groups. It would be a real shame if they stopped.		
44	It is always hard to offer an opinion on a model when you have not seen it function in practice, in theory I like the sound of the hub model and how it can work in a holistic way for the family, and based on some feedback we have received from parents should hopefully remove the need for parents having to tell several professionals there story. There is always a concern through transformation that we will lose skilled and experienced employees, either through them finding alternative employment or they will lose their skills within specialist areas of work e.g. with under 5s, teenagers, parenting. The above model also fails to incorporate youth services and parenting service.		
45	There should be more provision for families where children have SEND or where family members are disabled. Will the Young Carers service be integrated into this model? Now that The Oaks Leisure centre isn't going to be built at Charters School the RBWM youth club should be opened again as the building it was held in is not going to be needed for other purposes.		
46	I feel that prevention should be a priority - ie having somewhere for young people to go that's appropriate and safe BEFORE they get into trouble. Supporting new parents before they get depressed, struggle and get into relationship problems.		
47	The staff / volunteers at the Pinkneys Green children's centre were a lifeline to me last year, and I know they were to many, many others too. The proximity of help and somewhere to go was of such a tremendous reassurance. I cannot stress how important this is for new parents. Travelling any distance with a newborn is enough of a disruption to prevent many people from even trying to go. Having centres in walking distance of large residential areas is essential.		

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
48	Empowering parents and educating children. Providing a safe place with support easily accessible.		
49	N/A		
50	support for new parents is vital regardless of whether you are vulnerable or not. Youth groups and places for young people to go will help other issues. Clearly supporting vulnerable people is important but not at the expense of other services.		
51	Keep groups and clinic local. The nurture group/stay and play have been so helpful for us.		
52	To remember that families who are not at risk may become so if they are not properly supported from the beginning		
53	there are many isolated mums who really need universal services, even just once a week to help them. Please don't totally cut these.		
54	I would suggest that prevention is better than cure so to encourage all parents to attend sessions in the early days i.e. the nurture groups the encourage a positive relationship with the health visitor teams and help prevent the more serious issues.		
55	Yes. Give the kids something to do outside of the home and something to aspire to and the crime will stop. Keep cutting essential services and it will carry on. You have got rid of youth centres and now you are going for the baby groups. What next? Just ban people from having kids so the elite can keep getting richer?		
56	To help young people so we are not on the streets causing trouble		
57	My Daughter attends the Esteem session at 4MR and it has had such a positive effect on her mental well being. If this closed it would be a massive loss to so many young people now & in the future. The council would be cutting their noses off to spite their face as more & more young people will need specialist support. Families like us would end up with social services getting involved without early interventions stepping in like the Esteem group and our family coach, surely this would end up costing the council even more money?????		
58	I have reservations about prioritisation of the above services, demand for each service would be different in each area - also if this information is going to inform the council's priorities then I am not sure via this survey you are going to receive a balanced response - the sections of the community who respond to such surveys may well not be a true reflection of the residents for which the early help service is intended for - these residents are more likely not to complete the survey		
59	It should be a service for all, not just those identified as vulnerable. Sadly it is often those not classically considered to be in socially vulnerable circumstances who miss out on the individual help they need but do find help in our groups.		
60	No		
61	Great support we have in RBWM		
62	Helping vulnerable people is of course important but there needs to be regular and easy access to the play groups - these are important for the parents but incredibly useful for the children. Parents - they get to talk to a range of other adults with different experiences either learning from them or having the chance to vent any frustration they might have. It's a necessary emotional outlet which helps new parent wellbeing in a much more natural way than specific healthcare support. children - there are very few places for children who aren't crawling/walking yet to play/interact with others their own age. Every time I go to one with my son he learns something new and gets stimulation/education that I can't give him at home where he's the only baby. I think that if these play groups are cut back a lot more pressure will be put on healthcare services as the emotional and physical wellbeing of parents and children will drop as a result. It's easy to think of them as something that can be cut back with little effect but I think they should be the start of any early help service within the borough.		
63	It should not be necessary to rank the above services in order of importance, they are all equal to ensure we have healthy (physically and mental), community and to reduce crime and exploitation. Keep services local so that staff can get to know their customers and also the community around them who may be able to offer support		
64	Empowering families and children is critical and the only way to sustain a strong community ethic - I'd be happy to discuss how we could support - please feel free to call me on [REDACTED]. My name is [REDACTED] and I'm a Resilience coach, living in Maidenhead. I've been working with Ali Knowles of Ollie and his superpowers, where we use a number of different techniques with proven success to empower a child to work with their emotions effectively. It is critical parents and teachers are also aware of how they can also support and benefit themselves also.		
65	Keep doing what you are doing. It currently offers something to everyone.		

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
66	Shouldn't have to prioritise. The council 'æSpaffed'• £22,100 on banners, a gross misuse of tax payers money that should have gone into services instead. Increase awareness and online presence. the council has a responsibility to its citizens and taxpayers. The council should increase council tax (as you informed us in the banners, we have the lowest council tax outside London) however this is a hollow brag if the children and the vulnerable are callously abandoned.		
67	I've learned alot		
68	More joined up service with other parts of social care, such as Social Services and CAMHS		
69	More opportunities parents have to access services the easier to identify and support those in need. No social groups for those under nursery age will leave a large number of children at risk. Children of age who legally need to attend school or nursery will have the opportunity to seek or be identified as possibly needing additional support.		
70	Language classes for infant children so that any that cannot speak English can do so when they start school this reducing need for interpreters.		
71	I think it's really important to keep groups and drop ins for children under school age as in some circumstances this is the only environment where these children are seen. If there is issues at home or parents need extra support they can find these at these groups. Once children are of school age they have other authorities who look out for them and highlight issues but before school age it's not compulsory for children to attend nursery and therefore could fall through the cracks in the system.		
72	The Childrens Centres, drop ins, messy play (Riverside) is an important part of our life. Providing parental support and for the children to learn from the amazing activities and opportunities provided. The social aspect of being with other children in a safe environment. We need groups and services like these to help with managing everyday life and to help them grow.		
73	The Childrens Centres are vital to those with small children and many rely on them.		
74	They give people the chance to meet up and play. A lot of people rely on these groups		
75	provide more information on clubs and activities other than those on at centres		
76	?		
77	I feel there should be more support at the early years stage and preparing the children and parents for school starters. I do feel there also needs to be support for young people where there are more youth groups and positive activities which are reasonably priced.		
78	One of the aims should be to identify reoccurring themes, such as poor mental health, and recruit staff to effectively manage the situation. Another aim could be to understand why the same themed referrals are coming through in the first place. We cannot always be fighting fires.		
79	To encourage other providers working with early years as a way of getting in early.		
80	provide better support from early years to parents and children and offer accessible care for kids and you won't have as many issues later on in the kids life.		
81	Universal services are integral to stop ppl getting to early help in first place. Moving youth centres to community hubs doesn't work in reality as those centres are not dedicated youth friendly spaces. Should be raising council tax which I would be happy to pay and investing in your public health team and wellbeing team in early help to bring down waiting times, offer support to families and prevention services. Then they won't need more expensive social care or health interventions later.		
82	I think the services are great and really helpful to families. Great for getting out of the house socialising and a different environment for babies and children		
83	Places to go for new mums/grandparents with under 5s are essential for wellbeing for all. The toddler groups are great for this and can help mothers adapt and enjoy seeing their child develop/play in a safe, friendly setting with other mums and dads grandparents and a leader who can direct them to other services. Equally help as children get older should be available to stop children developing bad habits with the possibility of getting into drugs /criminal activities. More places for the youth and ways to engage them in fun activities may help.		
84	Develop volunteers to support community groups rather than needing staff to facilitate sessions. Provide universal online support for families, and signpost to the wealth of existing digital solutions which provide support via websites, Apps and Artificial Intelligence.		

Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
85	I think the council should take a serious look around cutting any children's services currently provided. Aims should be offering a regular and open service for new mums to seek advice before situations escalate such as dropping weight in infancy, confidence in breast feeding and support for new mums		
86	Early help service should focus on identifying children and families at risk or in need of support. Health. Visitors etc should work closely with families. Providing some universal services could identify parents who are not 'typically' vulnerable but may be experiencing acute issues.		
87	I think the current set up works very well. The constant culling of services is not great. The services provided currently help all families, vulnerable and not vulnerable to seek help at an early stage rather than at a crisis stage.		
88	Not quite sure what you're proposing but enjoy going to the groups available at the moment which help with my child's socialising		
89	I would be happy. To pay more for the stay and play in As it and allow vulnerable families to have a free place. It's nice to mix and he's I could pay as we are fortunate, but I've never found sessions like this to go to. Please keep Ascots Monday session! We all love it!		
90	To not target the extreme needs. Removal of more universal services will result in families dropping off the radar.		
91	Keep in mind military families in Windsor. The children's centres are so important to us when our partners are away. Sometimes it's the only place we can go when we have no family around to support us.		
92	Supporting parents of twins to attend groups such as Woodlands Park twin group is so important for the well-being and confidence of the parent/career and a great opportunity for children to learn through play with structure. Messy play and outdoor play are also amazing groups.		
93	I really hope the early stages will be kept at all locations to allow people who can't drive or who have had a section to be able to attend, as sometimes this may be the only contact a new parent has in first few months.		
94	Continue to provide groups for childminders as they liaise with many disadvantaged families. Attending groups at Sure Start centres gives childminders opportunity to signpost parents and ensure children get the learning and play support regardless of family circumstances.		
95	Continue to provide childcare support groups, as it allows children from deprived backgrounds to attend these services.		
96	Childminding group for us to use, so the children who are looked after can explore these centres. Some are from deprived backgrounds		
97	All inclusive and better advertised. As professionals you must be aware that by first targeting vulnerable families others may not receive vital support and community socialisation that would otherwise prevent them from becoming 'in need'.		
98	To listen to and work with other agencies/professionals including schools who do not make referrals with considerable thought and awareness of need. It would be helpful if the background could be discussed with a school once a referral is made so as to understand the school's concerns.		
99	Reintroduce the Old Windsor Youth Sessions and ensure they are well advertised-particularly on social media.		
100	Should be more play groups and classes		
101	It is very positive we love the class		
102	I think another aim that is important for the children is early help service, to help them about racism, so that they are fully aware of the dangers of it and the consequences		
103	I think another aim that is important is for children to help each other		
104	They are very helpful groups and should continue		
105	If there are more classes or sessions more people can change their lives in a positive way		
106	The stress management group really helped me		
107	Enable health visitors and social services to correspond with housing agencies when families are helpless in crisis		




Do you have any other comments on what the aims of our early help service should be?

		Response Percent	Response Total
108	I received support from Sarina because of my status, I wasn't on any benefits and my children needed support at school. Sabrina arranged all this for me, now we are settled and receiving benefits, attending courses and children have support in school. Early help should help families like in crisis and for us to have a drop in place. Thank you		
109	Families like me need to have support early. I go to food finders course and I felt safe to speak to Sari a from children's centre. She made me feel safe when I suffered domestic abuse. I have young children and no support and no English to tell anyone how I felt.		
110	Support mums and dads as well as children in early development. If you don't have support in early development then you will have more problems later		
111	Should be to support people who need help or are alone to meet new people to play I a safe place		
112	Access to stay and play groups are really important		
113	It's important to have these groups as some mums are isolated		
114	The aims should be to involve and serve a majority of people. People in need or in crisis are after supporting the play group sessions		
115	A definite breastfeeding helper. Most mums give up if they don't have help. In my opinion onward behaviours are often to do with early upbringing and eating the correct foods		
116	All inclusive otherwise so many people are missed		
117	Maybe more publicity.i have met a lot of mums that don't know what the children's centre offers		
118	More funding needed in these areas and staff!		
119	This group has helped me make new friends, get help as a first time mum and make me feel not alone. I know this not an aim, however, maybe there could be later sessions in the day.		
120	I used this group to meet mums in the local area. I think the social aspect is very important to new mums, to offer advice and support in the child's first year.		
121	Support for pre school children and parents, General community groups to support new parents, Play groups to support learning development		
122	Please don't close these groups		
123	Don't waste the resources in the community by allowing work done by non statutory organisations to wither away through lack of proper and realistic financial support.		
124	If you can get on with the above that would be very good.		
125	Support and guidance for parents through out the child's journey ... I.e transition from child to adolescence then from adolescence to young adult... navigating support and services for child and parent ...		
126	The service should provide free services to those most in need and limited pay as you go services on a cost recovery basis for those not in need.		
127	I've received support as a new parent and attended lots of stay and play sessions. Both have been very helpful to me and my family. I've also had one-on-one counselling by an amazing lady on toddler behaviour. I am not in a family in what I would consider to be a 'crisis' situation but the support was timely and invaluable. You do an amazing job and I will be eternally grateful.		
128	There seems to be a lot of focus on early years which I feel is readily available already, however there needs to be more support for young teens (11+) who are becoming more independent yet still very vulnerable.		
129	It would be nice if there are activities that big families could attend to with different age groups		
130	Supporting new parents, especially mothers who need extra help. This is thr most vulnerable stage of their lives and these proposals will be detrimental to their mental health and ultimately survival.		
131	I think the services that are on aoffer are amazing. We especially like the Nature Play at Riverside that no other centre offers		
132	Give new parents and families simple communication skills and techniques , could this begin to cultivate a local culture in which any parent can approach another with safety, to open and continue a simple mutual support conversation, whether requesting or offering support?		




Do you have any other comments on what the aims of our early help service should be?







		Response Percent	Response Total
133	Focus on perinatal mental health and fostering positive bonds between parents and babies/children		
134	-		
135	Health visitors should visit new mums at home for a few weeks after birth and assess emotional well-being of mother. Breastfeeding/bottle feeding sessions are essential. Parenting groups for the first 18 months. There are lots of playgroups/ toddler groups around so this is less important		
136	Family emotional well being. Mental health is a real concern and there is a delay in accessing services for young people		
137	An approachable service point as other providers can be intimidating. 100% delivery of connection to the relevant service, as it can take months to make the connection for triage etc, before even qualifying to a waiting list. Aftercare in the community, so once treatment or a diagnosis has been commenced or concluded, for the individual to be able to liaise with the centre and have checkpoints for the whole family to ensure continuity of delivery		
138	I think it is important to ensure that staff skilled in working with particular age groups continue to work within this field to ensure that their skills are not 'watered down' to enable a one size fits all type approach. Adequate training should be offered to staff where they will be expected to work with children/young people outside of the ages they are used to. Staff will need a lot of emotional support themselves during this period of change as it is very unsettling and they all do such a great job. Look after them!		
139	Focusing support of children and parents on early literacy development, so that the learning gap at the age of 3 is diminished.		
140	I have always seen lots of support in early years. Feel there is a gap in middle school ages and local schools unable to bridge that gap. Tricky formative years 7 and 8, could put in programme to support here.		
141	Early identification of SEND and supporting those children to make smooth transitions into school throughout the statutory school age.		
142	Our council tax is based on the suggested value of our homes for contributions to the borough. I am devastated to understand that the huge bulk of this money serves the adult and child social services requirement. Originally, I believed the contribution from council tax was designed to support policing, fire service, libraries, transport, highways, rubbish collection and disposal, environmental health and trading standards within the borough. Would be pleased to understand why this particular service, as worthy as it is, is consuming so much of the budget. Kind regards. [REDACTED]		
143	just more of the same. excellent support		
144	It was hard to prioritise the above as all are important as each other. Opportunities for all families to drop in for advice and support around family life I think are key.		
145	I was unable to make any changes to the priority list above as nothing I did had any effect.		
146	There should be more support in schools for parents of teenagers at year 8/9. Each school should have a support worker connected to the YOT		
147	Look after the staff, if they are happy they will deliver above and beyond!		
148	Early identification of at risk families and parents who need mental health support/feeding support		
149	All of these are important, it is not possible to rank them. Early intervention is crucial however that does not mean you ignore youths who need support. Support should be provided in the early days for all (via groups like nurture) and continued where necessary. Communication is central		
		answered	149
		skipped	352





3. Focus Groups

Do you intend to come to any of the public consultation workshops?			Response Percent	Response Total
1	Yes		6.74%	18
2	No		30.34%	81
3	Don't know		62.92%	168
			answered	267
			skipped	234

4. About you

I identify my gender as			Response Percent	Response Total
1	Male		9.33%	46
2	Female		88.24%	435
3	Something else		0.00%	0
4	Prefer not to say		2.43%	12
			answered	493
			skipped	8

Are you a parent/carer for any children in any of the following age groups?			Response Percent	Response Total
1	Under 5		59.88%	300
2	5-9		24.15%	121
3	10-14		20.96%	105
4	15-19		12.18%	61
5	20 to 25 who have a special educational need or disabilities		1.60%	8
6	None of the above		9.78%	49
7	Prefer not to say		3.19%	16
			answered	501
			skipped	0

Do you or any of your family have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more which reduces your ability to carry out day to day activities?			Response Percent	Response Total
1	Yes		18.44%	90
2	No		66.39%	324
3	Don't know		2.87%	14
4	Prefer not to say		12.30%	60

Do you or any of your family have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more which reduces your ability to carry out day to day activities?

	Response Percent	Response Total
	answered	488
	skipped	13








What is your household income?

			Response Percent	Response Total
1	Under £15,000		18.79%	87
2	£15,001-£30,000		23.33%	108
3	£30,001-£45,000		16.63%	77
4	£45,001-£60,000		14.47%	67
5	over £60,000		26.78%	124
			answered	463
			skipped	38












Which of the following best describes your ethnic group?

			Response Percent	Response Total
1	White - English/Welsh/Scottish/Northern Irish/British		66.26%	326
2	White - Irish		1.42%	7
3	White- Gypsy or Irish Traveller		1.02%	5
4	White - Any other White background		5.49%	27
5	Mixed - White and Black Caribbean		0.81%	4
6	Mixed - White and Black African		0.00%	0
7	Mixed - Any other Mixed		1.22%	6
8	Asian/Asian British - Indian		3.46%	17
9	Asian/Asian British - Pakistani		11.99%	59
10	Asian/Asian British - Bangladeshi		0.41%	2
11	Asian/Asian British - Chinese		0.61%	3
12	Asian/Asian British - Any other Asian background		0.41%	2
13	Black/Black British - African		0.00%	0
14	Black/Black British - Caribbean		0.61%	3
15	Black/Black British - Any other		0.00%	0
16	Black/ African/Caribbean		0.20%	1
17	Arab		0.20%	1
18	Any other ethnic group		0.41%	2
19	Prefer not to say		4.27%	21
20	Other (please specify):		1.22%	6
			answered	492

Which of the following best describes your ethnic group?				
			Response Percent	Response Total
			skipped	9

Which one of the following best describes your religion?				
			Response Percent	Response Total
1	Hindu		1.86%	9
2	Christian		42.47%	206
3	Muslim		13.20%	64
4	Sikh		1.24%	6
5	No religion		29.90%	145
6	Other		3.09%	15
7	Prefer not to say		8.25%	40
			answered	485
			skipped	16

What is your postcode?				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	399
			answered	399
			skipped	102

In which area do you currently live?				
			Response Percent	Response Total
1	Ascot		3.79%	19
2	Windsor		30.34%	152
3	M Maidenhead		49.10%	246
4	Old Windsor		2.00%	10
5	Wraysbury		0.40%	2
6	Datchet		6.39%	32
7	Eton		0.40%	2
8	Eton Wick		1.80%	9
9	Cookham		1.40%	7
10	Hurley		0.00%	0
11	Prefer not to say		1.80%	9
12	Not applicable		2.59%	13
			answered	501
			skipped	0

Equality Impact Assessment (EIA) Form

Please use in conjunction with the [EIA toolkit](#), which has been designed to guide you through completing your EIA form.

Service Area:	Children and Health Services/ Youth Services
Name of service/policy/project being assessed:	Transforming Community Services
Officer leading on assessment:	Henry Kilpin, Head of Strategy and Programmes and equalities lead
Other officers involved:	Rachael Park-Davies, Communities Service Manager; Lin Ferguson, Director of Children's Social Care (DCSC)

1. Briefly describe the service/policy/project:

The project aims to transform early help services into an Integrated Family Hub model 0-19 years (up to 25 years for young people with a learning difficulty and/or disability). It will involve the rationalisation of Children's Centres, Youth Centres, Parenting Service, and the Family Resilience Service into Family Hubs as part of the Government's Life Chances agenda. This will include the proposed closure of selected children's centres and youth centres.

The current model for early help provision serves families across all the thresholds (Universal, Preventative, Targeted and Specialist). The new Integrated Family Hubs will be largely focussed on a targeted/ specialist offer with reduced preventive and minimal universal interventions. This will enable us to focus our provision on the families that need the support the most. This includes:

- Children not meeting their health and development milestones (as identified by the universal Health Visiting service).
- Children who are not immunised against preventable contagious and serious diseases.
- Children with learning difficulties or disabilities.
- Children and young people at risk of or already experiencing poor mental health.
- Children and young people who are living with parents with poor mental health.

- Children and young people whose parents require extra support in their parenting i.e. teenage parents, parents with physical disabilities or learning needs.
- Children who have “young carer” responsibilities.
- Children and young people who misuse substances and are affected by parental substance misuse.
- Children and young people at risk of exploitation and on-line dangers.
- Children and young people who go missing, including exploring the reasons why through “return home interviews”.
- Children who don't attend school or have poor school attendance thus risking achieving their educational potential.
- Young people at risk of not accessing education, employment or training (NEET).
- Children and young people who are exposed to violence , either at home or in their communities, including those young people at risk of becoming involved in gangs, serious youth violence or engaging in extremism.

The new model has been developed based on best practice research. We know that neighbouring local authorities have already successfully rolled out early help transformations based on an Integrated Family Hub model. Whilst this attracted media interest at the time of consultation and implementation, they are now operating successfully. The local authorities we have researched are Buckinghamshire, Hampshire and Bracknell Forest.

There are two main benefits of the project which are to:

- Deliver more efficient and effective services that are targeted at those most in need.
- Save £600k from the service.

The implementation of the new model would be dependent on the findings from a public consultation exercise and a final decision by the Council.

National context

Nationally, local authorities are facing a significant financial challenge to meet demand within resources. In relation to children's centres, according to a recent National Audit Office Study (<https://www.nao.org.uk/report/financial-sustainability-of-local-authorities-2018/>) , Sure Start budgets, which are used to fund children's centres, were reduced by £763m (50%) between 2010 and 2017 as councils have focused scarce funds on meeting a growth in demand for child protection services.

Furthermore, a Sutton Trust study (<https://www.cypnow.co.uk/cyp/news/2005120/as-many-as-1-000-childrens-centres-now-closed-study-finds>) has suggested that 1,000 children's centres have shut since 2010, with a fifth of local authorities considering reducing their children's centre provision and a third considering a reduction in services at, or access to, children's centres.

The majority of local authorities in and around Windsor and Maidenhead have already reduced or proposed a reduction in children's centre provision. This is set out in the table below:

Local Authority	% children centres closures (2009-10 to 2018)
Bracknell Forest	Reduction in hours
Oxfordshire	80.0% reduction (proposed)
Reading	69.2% reduction
Surrey	71.0% reduction (proposed)
Sutton	21.0% reduction

The proposed reduction in RBWM (20%- as set out below) is within range of the estimated national level of closures (34.8%) and significantly lower than some other local authorities such as Oxfordshire, Surrey and Reading. It is also worth noting that by 2017, 16 councils had closed at least half of their children's centres, which accounted for 55% of the total number of closures nationally. Further reductions are expected in many local authority areas due to the continuing financial challenge.

In addition, the national policy on future of children's centres has paused (<https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-7257>). In July 2016, the all Party Parliamentary Group (APPG) on Children's Centres published a report on Family Hubs, arguing that these should be incorporated into existing centres as part of the Government's Life Chances Strategy. However, in December 2016, it was announced that the Government would no longer be publishing a Life Chances Strategy.

Alongside the national closure of children's centres, research has shown there have been extensive cuts across the country to youth services with a funding decline of 70% by local authorities in England and Wales since 2010 (<https://www.localgov.co.uk/Youth-service-funding-cut-by-70-over-decade/49844>). More than 940 youth centres have closed their doors since 2010 and 4,500 youth work jobs have been lost.

It is within this difficult context that Achieving for Children has proposed the review and rationalisation of current children's centre and youth centre provision in RBWM.

Current service delivery

Achieving for Children currently deliver a range of early help services within Windsor and Maidenhead. This includes:

- Health Visiting and School Nursing.
- Parenting.
- Children's Centres.
- Youth Service.
- Youth Offending Team.
- Family Resilience.
- Wellbeing Service.
- Behaviour Support Team.

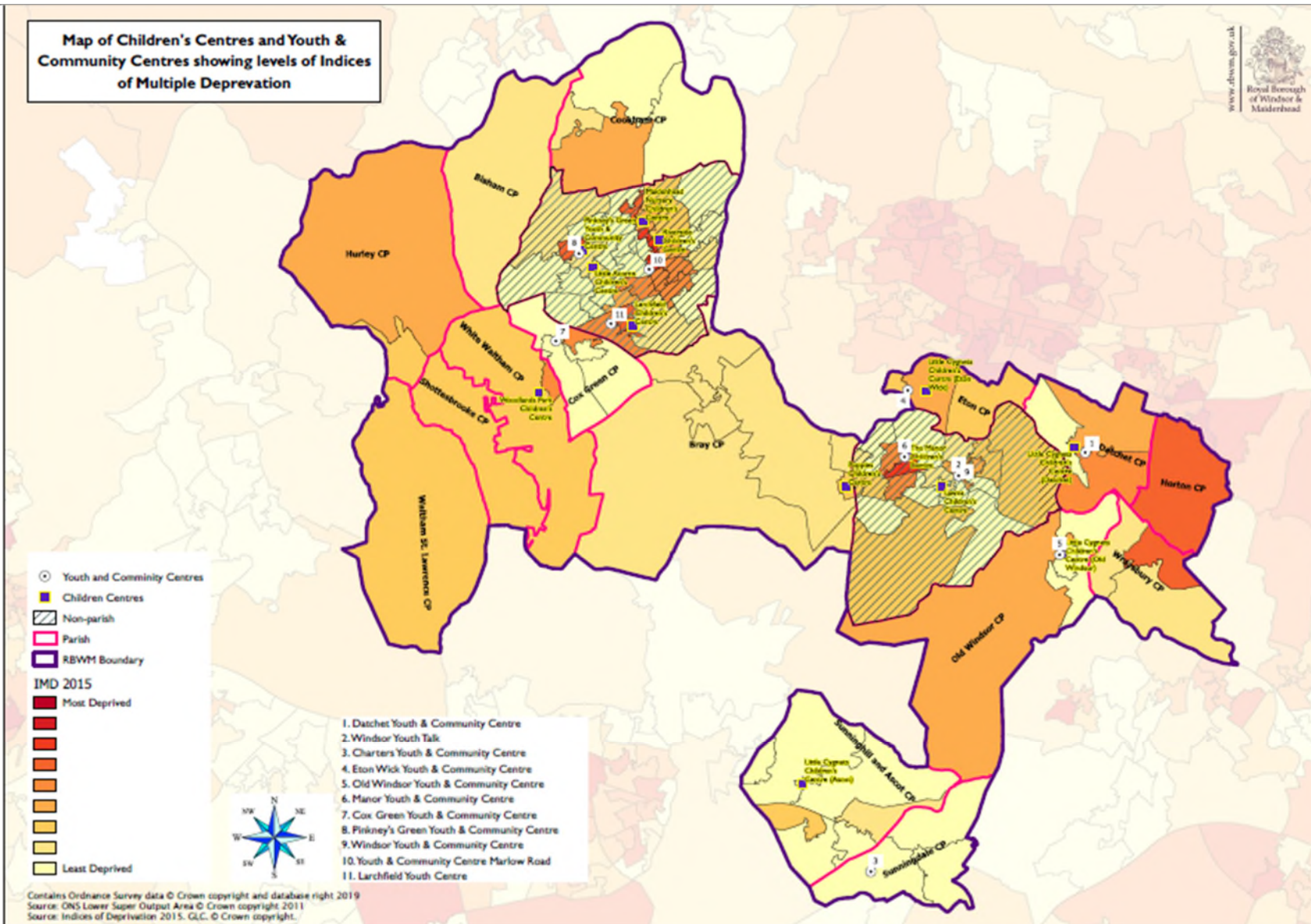
Not all these services will be affected by the proposed transformation. The table below sets out which services are likely to be impacted in terms of closures, reduction in staffing, and changes to service delivery:

Service	Description
Parenting Service	<p>Offer a range of parenting support including Triple P parenting programme, Emotional First Aid for Parents, and Reducing Parental Conflict. Each referral to the service is triaged and the parent contacted within a week to discuss what support is needed. Allocation times are dependent on which type of service the parent opts for, for example a place on a group is usually within four to six weeks, and the wait for one to one support is currently two weeks.</p> <p>If approved, the proposal will reduce the current level of parenting service by 50%. There are no planned staff redundancies in this area.</p>
Children's Centres	<p>There are 13 children's centre buildings delivering a range of groups from Stay and Play, to Baby Nurture groups and some more targeted groups like Freedom Programme. The children's centre service also reaches into our families homes. Solution-focused brief therapy and motivational interviewing is used to effect and facilitate changes that our service users identify.</p>

	<p>Locally, in Windsor and Maidenhead, the children's centre service offers key preventative and targeted services to support families and children. These include:</p> <ul style="list-style-type: none"> • range of evidence based parenting support- from one to one support in the home with a parent of a new-born all the way up to group positive parenting courses for parents of teenagers. • "Learning through play" support at home to improve the home learning environment. • links to the voluntary or charitable sector to provide specialist family support ie parenting special children organisation which provides parenting support for parents of children with autism or attention deficit disorder. • services to support family relationships such as 'reducing parental conflict' service, family mediation and restorative practice. • services to support parents who are suffering from post-natal illness. • freedom programme delivered in group or on a one to one basis to women surviving domestic abuse. • children living with parents who have a range of issues which might affect their ability to parent, young parents, parents with mental health issues or learning needs).
Youth Service	<p>The Youth Service offers a broad mix of traditional and innovative ways of delivering youth work to 8 to 18 year olds in various settings across the borough. Functions within the Youth Service are:</p> <ul style="list-style-type: none"> • universal youth clubs (Year 3+). • targeted projects (Esteem and SEN Life Skills). • youth participation and voice lead. • child sexual exploitation interventions (one-to-one, group work and class workshops) . • gang or criminal exploitation interventions (one-to-one, group work and class workshops) including overseeing gang mentoring service. • chairing EMRAC. • one-to-one interventions (Esteem, online safety, healthy relationships, friendships, low level anger management, young people of substance misusing parents – social care cases only: support with EET, housing, etc). • return home interviews. • parent, carer and professional training on CSE, gangs or criminal exploitation, substance misuse and online safety. • group education workshops for young people on CSE, gangs or criminal exploitation, substance misuse, realities of pornography and online safety. • Young Peoples' Substance Misuse Service (YPSM Service). • Children in Care Council. • Children In Care positive activities. • Corporate parenting operational lead. • Outdoor education. • Duke of Edinburgh's Award Scheme.

	<ul style="list-style-type: none"> ● building and youth centre management (including health and safety, and income generation) <p>The impact of interventions are measured in a number of ways depending on the level of intervention. Educational group workshops are measured through young people's initial feedback (longer term impact is complicated to measure) and 1-1 interventions are measured in a number of ways including; how a young person feels they have achieved against their personal goals, how they score their esteem based on the Rosenberg Esteem scale, how their knowledge level around the subject has increased, if their missing episodes have reduced and their exploitation risk.</p>
Family Resilience	<p>The Family Resilience Service in Windsor and Maidenhead provides intensive support to those families, children and young people facing complex needs who are living in complicated social circumstances. These needs often dominate a family's life, making it necessary to have additional support in order to help improve the situation.</p> <p>The service uses a range of evidence-based strategies to support families and young people to plan and achieve their goals. These families may be known to early help or our statutory services. The interventions that family coaches offer are as follows:</p> <ul style="list-style-type: none"> ● Family Mediation. ● Restorative Practice. ● Parenting Support. ● Reunification. ● Intensive Family Support.

The map below sets out the locations of children's centres and youth centres currently.



Details of the new proposed model

The new proposed model is underpinned by the following principles:

- To design a service that has a whole family focus, through the provision of multi-disciplinary Family Hubs situated across the borough.
- The Family Hubs will support predominantly targeted families across the age range of 0-19 years (or age 25 years where young people have learning difficulties and/or disabilities).
- The service will be flexible in approach and will be delivered where the need is, rather than being 'buildings centric';
- Our service provision will work in partnership with children, young people and families by supporting them to be more resilient.
- In response to community concerns about rising knife crime and County Lines activities, youth workers will operate on an outreach basis. In partnership with the Police and Community Safety, they will target crime hotspots i.e.: local parks, areas with ASB issues and areas of deprivation.
- We will predominantly focus on those who are at risk of poor outcomes for example children living in poverty, children being exploited or at risk of being exploited.
- Referrals will come into the Family Hub via the Single point of Access and be triaged to ensure those most in need are prioritised.
- We will work with volunteer organisations and early years provisions to support them and provide networking opportunities and accommodation.

As part of the implementation of the proposals we would:

- Rename and rebrand some of the key children's centres and youth centres as Integrated Family Hubs 0-19 (or age 25 years where young people have learning difficulties and/or disabilities). It is proposed that there will be a main hub in both Windsor and Maidenhead with four sub venues to ensure accessibility across the borough.
- Continue to deliver a range of targeted services and 'one stop shops' for families to source support at all stages and ages. The Family Hubs will continue to offer a range of services for children and young people delivered by independent providers at a cost to families but no cost to the Council. For example, 'Twinkle Twinkle', a parent run group for children with additional needs would continue to be delivered.
- Place Family Hubs at the heart of local Health and Wellbeing Strategies, with a strong emphasis on mental health and relationship support, including integration of all early help services such as education, health and the voluntary sector.
- Increase targeted early help support for those who are at risk of poor outcomes and families with complex needs; thus strengthening families and reducing demand for statutory services.
- Reduce the number of buildings, particularly in areas with the lowest need and those that are poorly attended. As a result, there will be a reduction in rents and building costs.
- Cancel the contract with Capita (estart) which is the children's centre database if we no longer need to measure universal footfall.

In terms of changes to services, the children's centres will continue to deliver:

- Full Healthy Child Programme, offering every family 5 health reviews in the first 3 years (crucial first 1000 days) of their child's life and a range of support services in the community, ie drop in clinics , new baby groups;
- School nursing services including enuresis clinics and support with long term conditions ie asthma, epilepsy;
- Support for care leavers including those who are parents;
- Specific services and groups for children with additional needs and their families, ie Joey Nurture Group;
- Specific services and groups for women at risk of or living with domestic abuse ie Freedom Programme;
- Specific services and groups for first time or young or vulnerable parents ie Baby Incredible Years programme;
- Services for families involved in statutory social care, ie on a child protection or child in need plan;
- Home visiting support for families whose child is developmentally delayed, socially isolated or living with other vulnerabilities i.e. toxic trio;
- Parenting courses or one to one parenting support ie Family Links, Triple P or Parents as First Teachers;
- Support for childminders and the children in their care;
- Support for parents in need of mediation or support with parental conflict;
- Support for parents with poor mental health ie Emotional First Aid for Parents;
- Opportunities for early years learning and development by continuing to host a range of activities and groups from the private sector.

The Youth Service will continue to prioritise supporting young people on a 1-1 basis who are:

- At risk or victims of exploitation - both sexual exploitation and criminal exploitation/gangs;
- Putting themselves at risk online;
- Drug and/or alcohol users;
- Children of drug or alcohol misusers;
- Subject to statutory plans;
- Children in Care/ Care leavers;
- Involved in an unhealthy relationship (either the victim or perpetrator);
- Suffering from low esteem.

The service will continue to:

- Carry out Return Home Interviews for young people reported as missing;
- Provide mechanisms for youth voice via organised forums that mean that young people's views are heard and taken into account ie: Youth Council, Girls Forum;
- Support the participation of Children in Care/ Care leavers within service design and delivery and the wider cohort of young residents;
- Develop and deliver targeted projects e.g Esteem - youth sessions focussed on increasing the confidence of children and young people who have low self esteem, exploitation projects such as the VALU programme that is delivered in the school holidays for young people at risk of criminal and sexual exploitation;
- Deliver parent/ carer/ professional workshops on CSE, gangs, substance misuse and online safety.

Whilst the expertise/ specialism of each service will remain, the delivery will be fully integrated within the Family Hubs.

An example of a proposed template for an integrated family hub is set out below:

AM	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Joey Nurture Group (Lfield)	(PP) baby Massage	HV Clinic(Pop)		(PP) Sing and Sign	Parents/Carers Workshops	
	Nurture Group(Pop)	Stay and Play (Rside)		Development Reviews (TBC)			
	(PP) Hartbeeps	Development reviews (Lfield)	Stay and Play (Wood)	Nurture Group (TBC)	Emotional First Aid for parents		
	(PP) Bumps, Babes & Beyond	(PP) Messy tots	Baby Incredible Yrs	Enuresis clinic			
			Nurture Group (Rside)		(PP) Moo Music		Parenting Programme
			(Vol) Arabic Group		HV Clinic (TBC)		
	SEND Gp (Lfield)		Childminders (Pop)		Parenting Programme		

PM	Nurture Group (Dat0	(PP) Crafty Cooks	(PP) Nurture Babes Baby massage	Development reviews(D)	(PP) Sing and Sign	Triple P	
	Freedom (Pop)		HV Clinic	(PP) Nurture Babes Baby massage	Emotional First Aid for parents		
	Enuresis clinic	Development Reviews		HV Clinic (Pop)	(PP) Die Klein Racker		
		HV Clinic (SA)	Baby IY		Twinkle Twinkle (SEND) parent run		
	HV Clinic(Rside)		Development Reviews (Rside)	Development Reviews(LField)	Development Reviews		
	Development Reviews	Nurture Group (SA)	Parenting Programme	Asian Womens Group (Rside)			
	Stay and Play Datchet	(PP) Bilinguasing	HV Clinic(Wood)				
			Freedom				
Evening	(PP) Adult Dyslexia	Esteem Project Jrs	Triple P	Triple P			
	Parents/Carers Workshops	Parents/Carers Workshops	Esteem Project Jrs	Parents/Carers Workshops			
			Esteem Project Snrs				
			Parents/Carers Workshops				

Key

Universal (PP = private provider)

Preventative

Targeted

The proposals would also see a number of children's centres and youth centres closed. The main reasons for proposed closure are:

- low footfall and usage;
- alternative venues nearby (within 1.5 miles); and
- potential to achieve efficiencies with the least impact on service users.

The details of the retention, closure or relocation are set out in detail below with the rationale for the chosen action.

Building	Retain/ Close	Rationale	Cost per annum
Riverside Children's Centre	Retain	Located centrally in Maidenhead with high footfall. Office space and base for Health Visiting and School Nursing teams co-located with Family Hub staff. Currently offers targeted support to the local community, ie adult learning, transition to school, parenting support.	£25,350
Pinkneys Green Youth Centre	Close	Current services to be delivered at Riverside CC (1.2 miles away). Youth services have low footfall.	£12,000
Larchfield Children's Centre	Retain	Bespoke Children's Centre building adjacent to Larchfield School. Used for targeted interventions, health services and supervised contacts in the community.	£6,080
Larchfield Youth Centre	Close	Used only for universal services	£6,580
Woodland's Park	Close	Existing services to be delivered from other sites- Larchfield (2.3 miles away) or Riverside (4.1 miles away)	£9,567
Marlow Road Youth Centre	Retain	Office space for Youth and Youth offending services. High number of targeted work. Building used for statutory social care meetings.	£35,375
Maidenhead Project	Move sites	Move current staff including Youth Offending Team (YOT) to Family Hub buildings.	£30,000

Centre, Reform Road		Part of RBWM regeneration. Potential office rental costs in interim period.	
Maidenhead Nursery	Retain	Site used to deliver Freedom programmes one afternoon pw.	No cost
Windsor Youth Centre	Retain	Office space for Family Hub staff, health clinics and targeted interventions.	External hires ensure that the centre runs as cost neutral
Poppies Children's Centre	Retain	Site provides office space for Family Hub and health staff. Well positioned for targeted interventions on army estate .	No cost
Datchet Children's Centre	Retain	Bespoke Children's Centre, delivering targeted early help and health services for Wraysbury, Horton and Datchet areas, including supervised contacts.	£5890
Manor Youth Centre	Retain	Well used site for families in Dedworth area	£16,090
Eton Wick Youth Centre	Close	Site currently offers one universal service with low attendance. Leased from Eton Wick and Boveney Trust.	£20,000
South Ascot	Retain	Site to be only used for health provision.	
Eton Wick Children's Centre	Close	Site currently offers one universal session and office space for 2 members of staff. Site rented from Eton Wick School.	£8,000
Datchet Youth Centre	Close	Site delivers one universal session pw with poor attendance. Site owned by Parish Council.	£6,980
Charters Youth Centre	Close	Centre on Charters School site. Revert to school use.	No cost
The Lawns Children's Centre	Close	Room rented from The Lawns school	£7,330

Old Windsor	Close	Hall rented for one session a week with low attendance.	£1,000
Wraysbury	Close	Hall rented for one universal session a week with low attendance.	£1,000 PA
Low ropes at Beech Lodge	Retain	Jointly funded and leased with RBWM. Built November 2019.	£500 (maintenance)
Outdoor provision in Hurley	Transfer to RBWM school /Beech Lodge	Canoe/ Kayak store with toilets on Thames in Hurley village.	£3,000 PA

The proposed model would also see a reduction in staffing of 18.0 FTE (a reduction from 51.75 FTE to 33.75 FTE). This represents a reduction of 34.8% of the current workforce. An EIA will be completed in relation to staff.

Governance

A project steering group is in place to provide leadership to the project. This is chaired by the DCSC with advice and guidance provided from operational services, HR, Properties and Communications. Updates on the project are provided quarterly to the Children's Senior Management Team.

2. What sources of information have been used in the preparation of this equality assessment? (e.g national research, JSNA, user feedback)

Information Source	Description and outline of the information source
Business case for early help transformation- autumn 2019	Report to RBWM Council to seek approval to undertake a public consultation on the proposed changes to early help services.
Windsor and Maidenhead children's centre scorecards- Q3 2019-20	Data relating to the use of children's centres across RBWM.
Early help impact report- January 2020	Annual report setting out the impact of early help services provided by Achieving for Children across RBWM.

Windsor and Datchet Hub and Maidenhead Hub datapack- Q3 2019-20	Data relating to the needs of the community in RBWM- including the children's centre users.
Achieving for Children Annual Equalities Report 2018-19	Annual report setting out how Achieving for Children met the public sector equality duty in 2018-19.

3. Analysis of Impact

Protected Group	Impact (mark with an 'X')			Include Data and Analysis
	Positive	Negative	None	
<i>Data presented below mainly relates to users of children’s centres and youth centres. Where additional information is known about the users of the others services included within the proposed changes, this has been noted.</i>				
Children’s centres <ul style="list-style-type: none"><i>During 2018-19, there were 20,266 attendees to the centres across the boroughs.</i>				
Youth Service <ul style="list-style-type: none"><i>There are expected to be over 28,000 attendees to youth provision during 2019-20 (predicated based on data up to quarter 3 2019-20).</i><i>Of these, over 7,000 are expected to be individuals regularly attending activities.</i><i>There have been 4,234 participants at training delivered by the Youth Service with 90% rating it as beneficial to them.</i>				
Age	X			Data <u>Background</u> There are 36,198 children and young people in Windsor and Maidenhead with the largest group within the 0-19 population being those aged five to nine years old. <u>Service users</u>

			<p>Data relating to the age of children's centre attendees and youth centre users is not routinely collected. However, the data that is available shows that in relation to children's centres:</p> <ul style="list-style-type: none"> • in the Windsor and Datchet Hub (which includes the following children's centres: Lawns; Little Cygnets in Ascot, Datchet, Eton Wick and Old Windsor; Poppies; and the Manor) there is a 0-4 population of 4,209. On average, 86% of children and within the reach areas for these centres are registered (3,627 out of 4,209). • in the Maidenhead Hub (which includes the following children's centres: Larchfield; Pinkneys; Riverside; and Woodlands Park) there is a 0-4 population of 4,586. On average, 72% of children within the reach areas for these centres are registered (3,295 out of 4,586). <p>Given that centres are aimed at children aged 0 to five, the assumption can be made that children in attendance are in that age bracket.</p> <p>For the Youth Service, available data and anecdotal evidence indicates that there is an equal split between users who are aged between eight and 16. It is also worth noting that currently the service holds specific sessions depending on age- separate youth club sessions are held for seven to 12 year olds and for young people aged 13 to 19 years old.</p> <p>Impact</p> <p>Given that children's centre provision is aimed at children aged 0-5, the proposals will undoubtedly impact on this age group. Similarly, Youth Services are primarily aimed at children and young people aged eight to 16 so they too will be impacted. Should the proposals be approved, there would be a direct impact on the children and young people who attend the children's centres or youth centres that are due to close and for those who regularly access universal provision. There is not likely to be any impact on those children or young people and families who attend the centres that will remain open or who access outreach/ locality wide activities.</p>
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				Staff will work with any children and young people and families who may attend children's centres or youth centres that could be closed to identify alternative venues to access services- either in other centres or at outreach sites.
Disability	X			<p>Data</p> <p><u>Background</u> There are 933 children and young people with a Statement of Special Educational Need (SEN) or Education, Health and Care Plan (EHCP) in Windsor and Maidenhead. In terms of primary need, in Windsor and Maidenhead, 35.7% have Autistic Spectrum Disorder (ASD); 18.0% have Speech, Language and Communication Needs (SLCN); and 12.4% have Social, Emotional and Mental Health (SEMH) needs. ASD is the most common primary need nationally.</p> <p><u>Service users</u> Data relating to families with disabled children and families with a disabled parent/ carer accessing children's centres is not routinely collected. However, currently the centres provide a range of support aimed at families with a child with SEND. This includes:</p> <ul style="list-style-type: none"> ● School nursing services including enuresis clinics and support with long term conditions i.e. asthma, epilepsy; ● Specific services and groups for children with additional needs and their families, i.e. Joey Nurture Group; ● links to the voluntary or charitable sector to provide specialist family support i.e. parenting special children organisation which provides parenting support for parents of children with autism or attention deficit disorder. <p>These sessions are well-attended so it can be assumed that a proportion of users do have children with a disability.</p>

				<p>In the Youth Service, available data and anecdotal evidence suggests that universal services are not accessed by many children and young people with a disability. However, specific sessions held for those with a disability are usually well-attended.</p> <p>Impact</p> <p>The Integrated Family Hubs will continue to provide support for families with children with special needs. This will see a continuation of the services currently delivered in children's centres, as set out above.</p> <p>Staff will work with any families who may attend children's centres that could be closed to identify alternative accessible venues to attend sessions- either in other centres or in outreach sites. This will take into account any mobility issues relating to the parent or child.</p> <p>The Youth Service will continue to provide specialised sessions for children and young people with disabilities. Any children and young people with disabilities who regularly attend universal services will be supported to identify other activities to participate in.</p> <p>Given the established link between disability and poverty (research in 2016 indicates that half of people in poverty are disabled or live with a disabled person), the strengthened focus on the most vulnerable families and hard to reach families is likely to have a positive impact on those families with a parent or carer who has a disability.</p>
Gender (Sex)	X			<p>Data</p> <p><u>Background</u></p> <p>The gender breakdown of males and females aged 0-19 is almost 50/50 across the borough.</p>

				<p><u>Service users</u></p> <p>Data relating to the gender of parents/ carers and the children and young people that attend children's centres is not routinely collected. However, it can be assumed that the largest majority of parents and carers attending are female as they generally remain the primary carer.</p> <p>In terms of Youth Service participants, available data and anecdotal evidence suggests that around 75% are male and 25% are female.</p> <p>Impact</p> <p>The changes to the children's centre service are likely to have more of impact on females as these services are predominantly taken up by women as the primary carers as set out above. It is worth noting however that fathers are actively encouraged to engage in services and additional groups for fathers are run. Staff will work with any families who may attend children's centres that could be closed to identify alternative venues to access services- either in other centres or at outreach sites.</p> <p>The changes to youth centres are more likely to impact on males given the gender split in terms of users. Again, support will be provided to identify other participation opportunities available to children and young people should the universal provision be discontinued.</p>
Gender reassignment			x	<p>Data</p> <p>The children's centres and youth centres do not collect information relating to gender reassignment.</p>

			<p>However, the Youth Service does provide support to young people who may be transgender. For example, transgender young people have been part of residential trips organised by youth workers to build confidence and self-esteem.</p> <p>In addition, the service delivers gender and identity training. Between April and December 2019, 187 participants attended this training and 82% felt the training was beneficial to them.</p> <p>Impact Gender reassignment is considered of low relevance to this equality assessment. However this will be kept under review.</p> <p>It is worth noting that the Youth Service will continue to work with young people who may be transgender or considering transitioning. This will not change as a result of the proposed new model.</p> <p>There will also be an expectation that all staff within early help have an understanding of transgender and gender identity when working with users accessing services.</p>
Marriage and civil partnership		x	<p>Data Information relating to marriage and civil partnership is not collected by any of the services proposed to undergo change.</p> <p>Impact Marriage and civil partnership is considered of low relevance to this equality assessment. However this will be kept under review.</p>

Pregnancy and maternity	X			<p>Data Children's centres provide services to expectant and new parents although data is not available in relation to numbers.</p> <p>Impact Although the services that will be affected by the proposed changes are considered to be of high relevance to pregnancy and maternity, the impact of the changes is not likely to be significant. Children's centres will continue to offer post-natal services to parents although some universal services may come to an end or be offered at a cost to parents. Most services will remain largely unaffected, for example, as part of the Full Health Child Programme, families will be offered five health reviews in the first three years (crucial first 1,000 days) of their child's life and a range of support services in the community, i.e. drop in clinics , new baby groups. It is worth noting the location of some sessions may alter and will be accessible via outreach or community venues rather than children's centres.</p> <p>In addition, specific services and groups for first time or young or vulnerable parents i.e. Baby Incredible Years programme will continue to be offered regardless of whether the proposed changes are implemented. In addition, support for care leavers including those who are parents will continue to be provided.</p>
Race/ethnicity	X			<p>Data</p> <p><u>Background</u> 20.0% of children and young people from Windsor and Maidenhead (this total includes 'White Other') are from a Black, Asian or Minority Ethnic (BAME) background. 80.0% of children and young people in Windsor and Maidenhead are White British. In Windsor and Maidenhead the 0-19 population is less diverse than the overall population with 22.0% of the overall population from a BAME background.</p>

				<p><u>Service users</u></p> <p>Children's Centres and the Youth Service do not routinely collect data relating to race/ethnicity.</p> <p>However, in recognition that some BAME groups in the community are hard to reach and may not be accessing services, the children's centres service have established specific and targeted sessions to engage with families from a BAME background. This has included, for example, working with 108 Asian women in Maidenhead to celebrate and build on their achievements in overcoming barriers to achieve better outcomes for their children; and successfully organising a beach trip in the summer of 2018 for 136 asian women and children from the borough. These services will continue should the new proposed model be implemented.</p> <p>In terms of the Youth Service, available data and anecdotal evidence suggests that the majority of users are White British with a small number from an Afro-Caribbean background or from other BAME ethnic groups.</p> <p>Impact</p> <p>The new proposed model, with a greater targeted approach for families most in need, should have a positive impact on those from a BAME background given the proven link between ethnicity and poverty. Research has shown that poverty is higher among all black and minority ethnic groups than among the majority white population (https://www.jrf.org.uk/sites/default/files/jrf/migrated/files/poverty-ethnicity-evidence-summary.pdf). The proposals recognise this as the intention is to maintain centres located close to the areas with the highest levels of deprivation in the borough. As families from a BAME background are more likely to be vulnerable and are more likely to live in areas of deprivation, the increased focus on those most in need should help to ensure these families receive the support they require. The intention is also to continue</p>
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			<p>to deliver the sessions targeted at specific hard to reach groups in the BAME community to ensure they are able to access services.</p> <p>If any BAME families are impacted by the proposed closures, the service will work in a culturally sensitive way to identify opportunities to access services at other centres or at outreach sites.</p> <p>In terms of the Youth Service, as with children's centres, given the link between ethnicity and poverty, the continued focus on vulnerable young people should ensure those from a BAME background receive the additional support that they need, as they are statistically more likely to need help. For example, nationally it is known that BAME young people are disproportionately represented amongst the children in care cohort. As part of the offer going forward, the Youth Service will continue to deliver 1-2-1 support to children in care.</p> <p>More generally, the new Integrated Family Hubs will continue to be delivered in such a way that the needs of families from diverse ethnic backgrounds can be met, based on demographic information in the local area.</p>
Religion and belief including non-belief		x	<p>Data Data relating to religion and belief is not collected by the children's centres or youth centres.</p> <p>Impact Religion and belief is considered to be of low relevance to the proposals. However this will be kept under review.</p> <p>The children's centres and youth centres are open to all religious backgrounds and staff are expected to understand and respect a range of religions and beliefs and what they</p>

				<p>may mean for families i.e. diet. Achieving for Children will continue to take into account the use of certain local buildings for outreach services in relation to religion to ensure people do not feel unable to take part.</p> <p>It is also worth noting that we will continue to deliver events to celebrate the diversity of our communities. For example, the intention is to repeat successful events held previously:</p> <ul style="list-style-type: none"> • In the summer of 2018, over 100 families attended Riverside Children's Centre Family Fun Day to celebrate Eid in Windsor and Maidenhead. The Mayor and Mayoress joined in the festivities and families celebrated with food, Bollywood dancing and a mini-farm. The health visiting team also delivered a quiz highlighting the importance of home safety and accident prevention. • During the past 2018-29, 250 participants from the Muslim community attended personal development and parenting groups linked to Islamic values for both men and women. The aim has been to improve engagement with multi-faith communities. Work has also been undertaken with the community to set up Muslim youth groups and work alongside local and national Christian and Jewish leaders to organise multi-faith events for women.
Sexual orientation			X	<p>Data Data relating to sexual orientation is not collected by the children's centres or youth centres.</p> <p>However, anecdotal evidence from the Youth Service suggests around 10% of participants are Lesbian, Gay, Bisexual or Transgender (LGBT).</p> <p>Impact</p>

				<p>Sexual orientation is considered to be of low relevance to the proposals. However this will be kept under review.</p> <p>In addition, there will be an expectation that children's centre and youth work staff have an understanding and respect the sexual orientation of users of the children's centres and Youth Service provision.</p>
Other i.e. carer, or those on a low income	x			<p>Data shows that there are 9.3% of children in Windsor and Maidenhead who are living in poverty (compared to the national average of 19.9%). By targeting services at vulnerable families in or close to the areas of deprivation in the borough, the Integrated Family Hubs should continue to be accessible by those who most need support. This may include lone parent families, families from a workless household and families who receive benefits.</p>

What consultation have you undertaken in the development of this policy/ project or with stakeholders or critical friends?

Outline the consultation method and what feedback has been received

Following approval at November 2019 Cabinet to undertake a public consultation on the transformation of our early help services into an integrated Family Hub model, a consultation process was commenced.

The consultation process sought to:

- Ascertain the views of the public on transforming early help services into integrated Family Hubs for 0-19 year olds; and
- Ascertain the priorities of those likely to be most affected by the proposed changes.

The findings from the consultation have influenced the final proposals.

Consultation methodology

Residents were consulted on the proposed changes to the delivery of early help services through a variety of methods:

- A 12-week online survey, which launched on Monday 6 January 2020 and closed on Monday 30 March 2020. Paper copies of the survey were made available at libraries and current early help service sites. Paper copies submitted made up approximately 10% of the overall survey.
- Six public focus group sessions held at Children's and Youth Centres across the borough. It is worth noting that a seventh session was planned to take place in South Ascot on 18 March 2020, but due to the COVID-19 pandemic this had to be cancelled. The list of sessions that were held is below:
 - Woodlands Park Children's Centre (13 January 2020);
 - Windsor Youth Talk (21 January 2020);
 - Pinkneys Green Youth & Community Centre (3 February 2020);
 - Datchet Children's Centre (8 February 2020);
 - Riverside Children's Centre (22 February 2020); and
 - The Manor, Dedworth (4 March 2020).

Consultation results

During the 12-week consultation, 501 responses were received. This number takes into account paper copy responses, which were keyed into the data. This is a relatively strong response rate. By comparison, Buckinghamshire County Council received 752 responses to their own equivalent 12-week public consultation from a population approximately four times the size.

The vast majority (88%) of responders to the survey identified themselves as female within the age range of 25-49 years (80%). 84% described themselves as 'parent/carers' with most (60%) having children under the age of 5. Over three-quarters (79%) were based in Windsor or Maidenhead towns with most (27%) declaring household incomes of over £60,000 a year.

83% of responders confirmed that they had accessed one of the available family services within the last 12 months. Children's centres and parenting support services were the most regularly accessed with 48% saying they accessed these at least once a week. The sites where responders had accessed these services from was mixed, but Riverside Children's Centre in Maidenhead appeared to be the most well-used with almost a third (32%) having attended a session there within the last year.

When responders were asked to state the maximum amount they would be willing to pay to attend a children's centre or youth centre session, the majority (37%) said they would be willing to spend up to £3.00. Over a quarter (28%) said they would be willing to spend up to £1.50 and 15% said up to a maximum of £5.00. 20% stated that they would not want to pay any sum to attend a session.

As part of the consultation, responders were shown the proposed aims for its early help services and were asked whether they agreed. 36% confirmed that they did agree with the new family hub proposals set out, while 32% said they disagreed. 32% also stated that they were neutral or did not know.

Other suggestions for a remodelled delivery of services were invited. Ideas and comments put forwards included:

- Work closer with existing charities and volunteer groups;
- Better coordinate services with local schools;
- Focus on Special Educational Needs and Disabilities (SEND) children;
- Please do not change anything; keep universal services as they are;
- Services should be open to all, not just those deemed vulnerable;
- How will you define vulnerable? The term is too subjective.
- These centres are invaluable to their local communities;
- Charge more per session if it means that services can continue;
- Turn them into a part-time service and include a paid for option;
- Reconsider site opening times and where/how you publicise;
- Services should be weighted towards those with very young children;
- The current offer is a lifeline for me and my child;
- Offer more for teenagers, particularly during the school holidays;
- If what's proposed can be done, that would be brilliant;
- Please do not reduce sessions, consolidate the existing offer at the hubs;
- The hubs must be in the most accessible locations;
- There's nothing for families that don't live in Maidenhead or Windsor towns;
- Ascot and the south of the Borough is being forgotten in all of this;
- Continue with the Asian support groups and mother tongue sessions;
- You need more local sub-hubs for those outside the big towns;
- Tailor sessions towards improving mental health.

When asked to prioritise areas where support should be targeted, the most common response was 'one-to-one support for families in crisis'. 'Positive parenting groups for parents to help manage their children's behaviour' and 'emotional wellbeing support for new parents' made up the top three. 'Drop-in youth groups in the community' was considered the least priority.

There was a noticeably low response from users of youth centres. Only 12% of responders said they had accessed a youth service session in the past year and only 8% said they used them on a weekly basis. The most well-attended youth centre by participating responders was Windsor Youth Club.

Responders were asked to list what other groups or sessions in the community they and their families attended. The below lists a summary of their answers:

- National Childbirth Trust (NCT) sessions.
- Baby sensory, baby yoga, baby massage.
- Church sessions, e.g. baby, toddler and youth groups.
- Library sessions, e.g. rhyme time, story time and sing-a-longs.
- Scouts, Guides, Cubs, Beavers, Brownies and Rainbows.
- Army, Aea and Air Cadets.
- Music groups, e.g. Bilinguasing, Diddy Disco, Moo Music, Teddies Music.
- Sports clubs, e.g. Maidenhead United, Puddleducks swimming, Phoenix Gym.
- Hartbeeps.
- Birth matters.
- Norden Farm.
- Tumbletots.
- Esteem Project

Focus Group Sessions

Six public consultation meetings were held at various venues and different times of the week and day to ensure maximum accessibility. Social media, print media and poster campaigns were used to publicise and advised service users, stakeholders and residents to partake in the survey or attend a public meeting.

The key concerns that emerged were:

- Reduction of universal services will make early help difficult if families only get support when they are already having issues.
- Danger of labelling or stigmatising families if all have a targeted service.
- Most children's centres groups are well attended, meaning that families value service.
- Potential loss of outdoor education and natural environment experiences ie Nature Play.
- Risk of isolation for families.
- Reduction of buildings-decrease accessibility for those unable to drive.
- Stay and Play sessions offer informal support to parents.
- Reduction in funding for voluntary sector i.e. Family Friends.
- Non council play sessions or music groups can be expensive.
- Poor public transport in area.
- Increased risk of postnatal depression due to isolation.
- Waiting times for CAMHS and Wellbeing services.
- Losing well trained and experienced staff.
- Provision for army families .

The attendees identified a number of priorities for the service going forward:

- Maintain health visitor clinics in Children's Centres including breastfeeding support.
- Keep supporting children, young people or families most in need with home visits on a one to one basis.
- Links with voluntary sector and keep a central directory of all community groups, i.e. those run from churches, or by parents.
- Keep targeted groups , ie Freedom, Esteem.
- Continue supporting children with additional needs.
- More support for children excluded from school or at risk of exclusion.
- Keep parenting courses going.
- Use more volunteers.
- Keep links with the rest of children's social care.
- Keep mental health and wellbeing support , i.e. emotional first aid for parents.
- Consider families who live in rural areas with limited public transport.
- Keep access to early learning opportunities.

- Consider BME groups.

Summary of findings

The proposed model to transform community services in Windsor and Maidenhead reflects the Government's Life Chances agenda and the approach successfully implemented by a number of other local authorities. The proposal is a response to the challenging financial situation both locally and nationally but it provides an opportunity to ensure the early help offer remains sustainable and maximises limited resources.

As such, it seeks to ensure that the overall impact of the changes is positive by focusing on ensuring those families who most need help and support are able to access it. Although the location of children's centre and youth centre provision will change, the targeted offer will broadly remain the same through the use of outreach and community venues. There is recognition however that universal provision will reduce in relation to children's centre services and cease completely for the Youth Service.

Early Help services will become one complete, holistic integrated service providing support to vulnerable children and young people aged 0-19 (or age 25 years where young people have learning difficulties and/or disabilities). Children/young people who have multiple needs often require the support of more than one agency. A key strength of this model will be on collaborative multi-disciplinary and multi-agency working, promoting the concept that early help is everyone's responsibility.

With the significant proposed reduction of universal services and the running of buildings, the model will be more 'family centric' as opposed to 'building centric'. It can be operated by a streamlined 'multi skilled' workforce and management structure, all of which will contribute to delivering the proposed savings, whilst at the same time offering a more efficient and flexible structure.

The proposed new model will aim to enable children and young people at risk of poorer outcomes to achieve educationally, socially and physically by supporting parents/carers to build their skills and resilience. By enabling parents to more effectively meet their children's developmental needs and by offering support as needs arise, this can prevent difficulties escalating into something more complex, requiring statutory intervention.

The new model delivers a number of potential benefits:

- Reduction in waiting times for targeted interventions.
- Better use of skills and qualifications of staff.

- Responsive, agile service meeting the changing needs of residents.
- Targeting early help services at the families most in need.
- Following the consultation some universal services may be retained and may be families who can afford to do so will pay for the provision.
- Risky behaviour workshops will be paid for by schools.
- Well established, well respected existing services.
- Potential efficiency cost saving of £600,000.

It also provides a number of potential opportunities:

- Increased opportunities for local volunteers/ community groups.
- Greater opportunities for co-production of services with the community.
- Development of an outstanding targeted service, not diluted by trying to be “all things to all people”
- School holiday activities for targeted young people.
- Managers can focus on targeted work rather than overseeing, training and managing large cohort of part-time staff.
- Youth Service, Family Resilience and children’s centres staff working within the same buildings.
- Outreach youth work to be developed to target hot spots. Close partnership working with community safety and police.

While understanding the numerous potential benefits of the model, there is acknowledgement that the changes may have a negative impact on some children and young people and families in the borough, particularly those who use the centres that are proposed to be closed or those that access universal services that will no longer be delivered. In addition, as part of the development of the proposal a number of specific potential negative impacts have been identified:

- Less youth workers to allocate cases to, which reduces the opportunity match young people to the most appropriate worker.
- No opportunities for in-house high quality outdoor activities/ projects for targeted groups/young people.
- Risk of decrease in Return Home Interviews (RHI) being completed within the timeframe.
- Risk of increase in anti social behaviour due to a reduction in positive activities for young people and informal support from youth workers at a universal stage.
- Decrease in schools workshops due to schools unwilling to pay, therefore young people not getting the education to help keep themselves safe and then the potential increase in ongoing cost to services.
- Longer waiting time or no support for low level early help issues. This may lead to issues increasing and poorer outcomes for children and young people plus increase in costs down the line.

- Potential reduction in exploitation support for children in care and risk of not meeting our Corporate Parenting responsibilities.

The potential negative impacts of the changes will be closely monitored by the service and action will be taken to mitigate as far as possible. It is also acknowledged that while there may be some negative impact as a result of the changes, overall the model will deliver significant benefits particularly for children, young people and families who are most in need of support.

ACTION PLANNING

What consultation have you undertaken with stakeholders or critical friends about the key findings? Include any identified data gaps.

<i>Issue identified</i>	<i>Planned action</i>	<i>Lead officer</i>	<i>Completion Date</i>
Lack of data relating to protected characteristics of users available to report on.	Improve data collection and reporting in relation to the protected characteristics for users of the Integrated Family Hubs should the model be implemented.	Rachael Park- Davies, Community Services Manager	Ongoing

PUBLISHING THE COMPLETED ANALYSIS

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Completed Date:	January 2020
Lead Officer:	Henry Kilpin
Signed off by (Director level):	Lin Ferguson, Director of Children's Social Care

Please send your completed EIA to henry.kilpin@achievingforchildren.org.uk or edwina.gregory@achievingforchildren.org.uk for publication.