<u>Appendix A</u> – Summary - Universal activity currently available

(The information below summarises all of the provision universally available. Information provided on the following pages breaks this down into areas. Those activities highlighted in red are the current universal stay and play sessions delivered by children's centres)

	Oswestry	South Oswestry	Ellesmere/ Wem	Whitchurch Market Drayton	Borders	Roman Way Shropshire Hills	Mortimer Forest	Severn Valley	Pebble Brook	River Rea
Children aged 0-5										
Toddler groups/stay and play sessions	4	2	6	1	7	14	13	12	6	10	8	5
Rhyme time/story sessions	2		2	1	2	2	3	1	1	1	1	
Music/Drama/Dance groups	7		2			14	5			2	2	
Total	13	2	10	2	9	30	21	13	7	13	11	5
Children and young people (age 5 plus)												
Social and youth clubs	7	6	10	6	3	13	5	12	9	10	5	4
Music/Drama/Dance	3		2		4	25	2	1				
Sports Clubs	5	2	5	4	3	6	11	5	2	3	1	2
SEN Youth Groups	7			1		8	7		2	2		
Support and Advice							1					
Total	22	8	17	11	10	52	26	18	13	15	6	6
Parents and carers												
Support and Advice	2				2	3			1	2		

Area - Oswestry	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
Holy Trinity CE Primary CE	Football	Gobowen Youth	
Woodside Primary	Football	Oswestry Boys & Girls FC	
Baschurch Village Hall	Music/Drama/Dance	Dewdrops	6 months to 2 years
	Music/Drama/Dance	Raindrops and Rainbows	2-3
	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Music/Drama/Dance	Dewdrops	6 months to 2 years
	Music/Drama/Dance	Raindrops and Rainbows	2-3
	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Music/Drama/Dance	Sunbeams	5-7
	Music/Drama/Dance	Stagecoach	4-6
	Music/Drama/Dance	Stagecoach	6-18
	Music/Drama/Dance	Baby Sensory	0-2
	Leisure Centre	Oswestry Leisure Centre	All Ages
	Leisure Centre	Rhyn Park Sports Hall	All Ages
	Parent Support	Autism Advice Session	
	Parent Support	AWM Coffee Morning	
	Shropshire Scouting	Oswestry	6+
	Shropshire Scouting	St Martins	6+
	Shropshire Scouting	Gobowen	6+
	Library events	Oswestry Rhyme and Storytimes	0-4
	Library events	Gobowen Bookstart Rhyme Time	0-4
	SYA	Fusion Arts Oswestry	11+
	SYA	Holy Trinity Church Youth Group	11+
	SYA	Selattyn Youth Club	11+
	SYA	St Martins Youth Club	11+
	Carer and Toddler Group	Little Badgers	0-4
	Carer and Toddler Group	St Oswalds Parent/Carer and Under Fives	0-4
	Carer and Toddler Group	Tea and Toddlers	0-4
	SEN Youth Group	Swimming Session	7-16
	SEN Youth Group	Swimming Session	7-16
	SEN Youth Group	Swimming Session	7-16
	SEN Youth Group	Swimming Session	7-16
	SEN Youth Group	TNS Foundation	4-9
	SEN Youth Group	TNS Foundation	10-18
	Sports	Oswestry Olympians	9+
	SEN Youth Group	Empathy Family Friendship groups	All Ages
	Carer and Toddler Group	Stay and Play (Oswestry)	0-4
	Carer and Toddler Group	Stay and Play (St Martins)	0-4
	Carer and Toddler	Stay and Play (Woodside)	0-4

Group		

Area - South Oswestry	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
Morda Primary	Football	Baschurch Juniors	
	Football	Llanymynech Juniors	
	Shropshire Scouting	Baschurch	6+
	SYA	Nesscliffe Young Farmers Club	10-26
	SYA	Llanymynech Youth Club	11+
	SYA	Nesscliffe Youth Club	11+
	SYA	West Felton Youth Club	11+
	SYA	Knockin and District Youth Group	11+
	Carer and Toddler Group	Ness Kids	0-4
	Carer and Toddler Group	West Felton Parent and Toddler Group	0-4
	Carer and Toddler Group	Bumps to Babes (Baschurch)	0-4
	Carer and Toddler Group	Stay and Play (Baschurch)	0-4

Area - Ellesmere/Wem	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
St Peters Primary	Football	Ellesmere Rangers	
Ellesmere Primary	Football	Wem Town	
	Music/Drama/Dance	Raindrops and Rainbows	2-3
	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Music/Drama/Dance	Stage 2	7+
	Music/Drama/Dance	Stage 2	15+
	Leisure Centre	Thomas Adams Sports Centre	All Ages
	Leisure Centre	Lakelands Sports Centre	All Ages
	Leisure Centre	Wem Swimming Pool	All Ages
	Shropshire Scouting	Ellesmere	6+
	Shropshire Scouting	Wem	6+
	Library events	Wem Rhyme time	0-4
	Library events	Ellesmere Bookstart Rhyme time	0-4
	SYA	Wem Young Farmers Club	10-26
	SYA	Whittington and Oswestry Young Farmers Club	10-26
	SYA	Ellesmere Youth Project	11+
	SYA	Loppington Youth Club	11+
	SYA	Myddle Youth Club	11+
	SYA	Wem Baptist Church Young Person's Fellowship	11+
	SYA	Wem Methodist Church Shell Club	11+
	SYA	Wem Youth Club	11+
	Carer and Toddler Group	Cockshutt Toddler Group	0-4
	Carer and Toddler Group	Loppington Parent and Toddlers	0-4
	Carer and Toddler Group	Clive Toddlers	0-4
	Carer and Toddler Group	Tiddlywinks	0-4
	Carer and Toddler Group	Toddlers - Wem	0-4
	Carer and Toddler Group	Whixall Parent and Toddlers	0-4
	Carer and Toddler Group	Stay and Play (Ellesmere)	0-4
	Carer and Toddler Group	Stay and Play (Whittington)	0-4
	Carer and Toddler Group	Play Pals at Oswestry	0-4
	Carer and Toddler Group	Bumps to Babes (Wem)	0-4
	Carer and Toddler Group	Stay and Play (Wem)	0-4

Area - Whitchurch	Provision		
Children's Centre	**Type**	**Group Name**	Age
Whitchurch CE Infants	Football	Whitchurch Alport Juniors	
	Football	Prees Club FC	
	Leisure Centre	Whitchurch Leisure Centre	All Ages
	Leisure Centre	Whitchurch Swimming Centre	All Ages
	SEN Youth Group	Saturday Youth Group	9-18
	Shropshire Scouting	Prees	6+
	Shropshire Scouting	Whitchurch	6+
	Library events	Whitchurch Rhyme time	0-4
	SYA	Whitchurch Young Farmers Club	10-26
	SYA	Beechtree Youth Project	8-12
	SYA	Beechtree Youth Project	12-18
	SYA	Prees Youth Group	11+
	Carer and Toddler Groups	Parents and Toddlers	0-4
	Carer and Toddler Groups	Bumps to Babes (Whitchurch)	0-4
	Carer and Toddler Groups	Stay and Play (Whitchurch)	0-4
	Carer and Toddler Groups	Young Parents Group	0-4

Area - Market Drayton	**Provision**		
Children's Centre	**Type**	**Group Name**	**Age**
Longlands Primary School	Football	FC Hodnet	
Market Drayton Infants & Nursery	Football	Market Drayton Tigers	
	Music/Drama/Dance	Zumbatonic	4-7
	Music/Drama/Dance	Zumbatonic	8-12
	Music/Drama/Dance	Zumbatonic	4-7
	Music/Drama/Dance	Zumbatonic	8-12
	Leisure Centre	Market Drayton	All Ages
	Parent Support	Autism Advice Session	
	Parent Support	AWM Coffee Morning	
	Shropshire Scouting	Market Drayton	6+
	Shropshire Scouting	Market Drayton	14-18
	Shropshire Scouting	Hodnet	6+
	Library events	Market Drayton Rhyme Time	0-4
	Library events	Market Drayton Board Games and Biscuits	All Ages
	Carer and Toddler Group	Bumps, Babes and Beyond	0-4
	Carer and Toddler Group	Hinstock Hoglets Under 5s	0-4
	Carer and Toddler Group	Stoke on Tern Pre-school Toddler Group	0-4
	Carer and Toddler Group	Little Dragons Tots	0-4
	Carer and Toddler Group	Market Drayton Methodist Church Toddler Group	0-4
	Carer and Toddler Group	Norton in Hales Toddler group	0-4
	Carer and Toddler Group	Woore Parent carer and baby Group	0-4
	Carer and Toddler Group	Bumps to Babes (Market Drayton)	0-4
	Carer and Toddler Group	Stay and Play (Longlands)	0-4
	Carer and Toddler Group	Stay and Play (Market Drayton Infants)	0-4

Area - Border	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
Sunflower House	Football	Shrewsbury Juniors	
Buttercup Lodge	Football	Shawbury Juniors	
Honeysuckle Lodge	Music/Drama/Dance	Bomere Heath Music Tots	0-4
	Music/Drama/Dance	Through the Doorway Mini Music	0-4
	Music/Drama/Dance	Raindrops and Rainbows	2-3
	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Music/Drama/Dance	Stage 2	8+
	Music/Drama/Dance	Stage 2	9+
	Music/Drama/Dance	Stage 2	13+
	Music/Drama/Dance	Stage 2	5+
	Music/Drama/Dance	Stage 2	5+
	Music/Drama/Dance	Stage 2	8+
	Music/Drama/Dance	Stage 2	12+
	Music/Drama/Dance	Stage 2	5+
	Music/Drama/Dance	Stage 2	11+
	Music/Drama/Dance	Stage 2	16+
	Music/Drama/Dance	Stage 2	all
	Music/Drama/Dance	Stage 2	10+
	Music/Drama/Dance	Stage 2	8+
	Music/Drama/Dance	Stage 2	13+
	Music/Drama/Dance	Stage 2	15+
	Music/Drama/Dance	Stage 2	11+
	Music/Drama/Dance	Stage 2	2-4
	Music/Drama/Dance	Stage 2	2-4
	Music/Drama/Dance	Stage 2	5+
	Music/Drama/Dance	Stage 2	16+
	Music/Drama/Dance	Stage 2	13+
	Music/Drama/Dance	Stage 2	14+
	Music/Drama/Dance	Stage 2	7+
	Music/Drama/Dance	Stage 2	15+
	Music/Drama/Dance	Mini Professors	2-3.5
	Music/Drama/Dance	Mini Professors	3.5-5
	Music/Drama/Dance	Sing and Sign	5mths to 2 years
	Music/Drama/Dance	Sing and Sign	5mths to 2 years
	Music/Drama/Dance	Sing and Sign	5mths to 2 years
	Music/Drama/Dance	Sing and Sign	5mths to 2 years
	Music/Drama/Dance	Get your Wiggle on	4+
	Leisure Centre	Sundorne Games Hall	All Ages
	Leisure Centre	London Road Sports Centre	All Ages
	Leisure Centre	Shrewsbury Sports Village	All Ages
	Leisure Centre	The Grange Sports Centre	All Ages
	Parent Support	Parent's Support Group	
	Parent Support	Autism Advice Session	
	SEN Youth Group	Lego Club	All Ages

Parent Support	Understanding your Child with Autism	
Shropshire Scouting	Bomere Heath	6+
Shropshire Scouting	Wattlesborough	6+
Shropshire Scouting	Monkmoor	6+
Shropshire Scouting	Shawbury	6+
Library events	The Lantern Bookstart Stories and Rhymes	0-4
Library events	The Lantern Code Club	9-11
SYA	Alberbury Young Farmers Club	10-26
SYA	RAF Shawbury Air Play	
SYA	Rea Valley Young Farmers Club	10-26
SYA	Shawbury Young Farmers Club	10-26
Music/Drama/Dance	déjà vu (dance group)	11+
SYA	Ford Young Persons group	11+
SYA	Shawbury Youth Project	11+
SYA	Shropshire Wildlife Trust	All Ages
Music/Drama/Dance	Stage Door Youth Theatre	All Ages
SYA	SYA Youth Zone	11+
SYA	Youth Overload	11+
Carer and Toddler Group	Emmanuel Toddler Group	0-4
Carer and Toddler Group	Happitots	0-4
Carer and Toddler Group	Twiglets	0-4
Carer and Toddler Group	Bumps to Babes (Crowmoor)	0-4
Carer and Toddler Group	St Peter's Toddler Group	0-4
Carer and Toddler Group	Toddle in at St Peter's Church Hall	0-4
Carer and Toddler Group	Bicton Toddlers	0-4
Carer and Toddler Group	Bomere Heath Toddlers Group	0-4
Carer and Toddler Group	Hadnall Toddlers	0-4
Carer and Toddler Group	Shawbury Tots	0-4
Carer and Toddler Group	Baby Bounce and Rhyme (Honeysuckle Lodge)	0-4
Carer and Toddler Group	Meadow Farm Carer and Toddler Group	0-4
Carer and Toddler Group	Sunbeams	0-4
Carer and Toddler Group	Sunflower Day Nursery Family Drop In	0-4
SEN Youth Group	Moving and Grooving	
SEN Youth Group	London Road Sports Centre	8-18

SEN Youth Group	Shrewsbury Sports Village	8-16
SEN Youth Group	Shrewsbury Sports Village	8-16
SEN Youth Group	Little Rascals SEN Sports Club	5+
SEN Youth Group	Little Rascals SEN Sports Club	5+
SEN Youth Group	Jigsaw Family Group	All Ages
Carer and Toddler Group	Stay and Play (Grange)	0-4
Carer and Toddler Group	Stay and Play (Harlescott)	0-4
Carer and Toddler Group	Stay and Play (Crowmoor)	0-4
Carer and Toddler Group	Bumps to Babes (Castlefields)	0-4
Carer and Toddler Group	Bumps2Babes (Sundorne)	0-4
Carer and Toddler Group	Stay and Play (Castlefields)	0-4
Carer and Toddler Group	Stay and Play (Sundorne)	0-4

Area - Shrewsbury	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
Mereside Primary	Football	Bayston Hill Juniors	
Meole Brace Primary	Football	Meole Brace Juniors	
Roman Way	Football	Mereside FC	
Crowmore Primary School	Football	Shrewsbury Town RTC	
Richmond House	Football	Shrewsbury Up & Comers	
	Football	SAHA FC	
	Music/Drama/Dance	Dewdrops	6 months to 2 years
	Music/Drama/Dance	Raindrops and Rainbows	2-3
	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Music/Drama/Dance	Shropshire Youth Theatre	7-13
	Music/Drama/Dance	Shropshire Youth Theatre	13-25
	Youth Group	Belle Vue Youth Group	9-11
	Music/Drama/Dance	Baby Sensory	0-2
	Music/Drama/Dance	Tumble Tots	2-5
	Leisure Centre	Roman Road Sports Centre	All Ages
	Leisure Centre	Meole Brace Golf Club	All Ages
	Leisure Centre	The Quarry	All Ages
	SEN Youth Group	Relax Kids	8-12
	Shropshire Scouting	Bayston Hill	6+
	Shropshire Scouting	Meole Brace	6+
	Library events	Shrewsbury Bookstart Stories and Rhymes	0-4
	Library events	Shrewsbury Bookstart Rhyme time	0-4
	Library events	Bayston Hill Bookstart Stories and Rhyme	0-4
	SYA	Belle Vue Youth Club	11+
	SYA	Trinity Youth Club (Meole Brace)	11+
	Carer and Toddler Group	ABC Coffee Club	0-4
	Carer and Toddler Group	St Giles Church Pre-school Parent and Toddler Group	0-4
	Carer and Toddler Group	Barney Tots - Longden	0-4
	Carer and Toddler Group	Holy Trinity Church Toddler Group	0-4
	Carer and Toddler Group	Little Lambs Toddler Group	0-4
	Carer and Toddler Group	Shrewsbury United Reformed Church Toddler Group	0-4
	Carer and Toddler Group	Oxon Parent and Toddlers	0-4
	Carer and Toddler Group	Copthorne Toddler Group	0-4
	Carer and Toddler Group	Little Dragons	0-4

Carer and Toddler Group	Mini Mammoths	0-4
Carer and Toddler Group	First Steps	0-4
Carer and Toddler Group	Little Buds	0-4
Carer and Toddler Group	Trinity Tots	0-4
SEN Youth Group	Action for Children Saturday Activity Club	4-11
SEN Youth Group	Action for Children Saturday Activity Club	12-18
SEN Youth Group	Shrewsbury Town in the Community	5-14
SEN Youth Group	Swimming Club	7-16
SEN Youth Group	Swimming Club	7-16
Sports	Shrewsbury Athletics Club	9+
Sports	SYTri	9+
Advice and support	BEAM	6+
SEN Youth Group	Jigsaw Family Group	All Ages
Carer and Toddler Group	Funky Friday (Mereside)	0-4
Carer and Toddler Group	Stay and Play (Mereside)	0-4
Carer and Toddler Group	Stay and Play (Bayston Hill)	0-4
Carer and Toddler Group	Stay and Play (Gains Park)	0-4
Carer and Toddler Group	Bumps and Babes (Meole Brace)	0-4
Carer and Toddler Group	Stay and Play (Meole Brace)	0-4

Area - Shropshire Hills	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
St Lawrence Primary	Football	Church Stretton Magpies	
Bishops Castle Primary	Football	Worthen Juniors	
Church Stretton Demountable	Music/Drama/Dance	Rainbow Gang	5-11
	Leisure Centre	Bishop's Castle	All Ages
	Leisure Centre	Church Stretton	All Ages
	Leisure Centre	Mary Webb Sports Centre	All Ages
	Shropshire Scouting	Church Stretton	6+
	Shropshire Scouting	Bishop's Castle	6+
	Library events	Pontesbury Bookstart Stories and Rhyme	0-4
	SYA	Chirbury and Marton Young Farmers Club	10-26
	SYA	Dorrington Young Farmers Club	10-26
	SYA	Rushbury Young Farmers Club	10-26
	SYA	Worthen Youth Club	11+
	SYA	Bishop's Castle Youth Club	13+
	SYA	Cardington Kidz Club	11+
	SYA	Condover Parish Youth Club	11+
	SYA	Hanwood Youth Club	11+
	SYA	Hope Church Youth Club	11+
	SYA	Westbury Youth Club	11+
	Carer and Toddler Group	Little Fishes Family Drop in - Bishop's Castle	0-4
	Carer and Toddler Group	Little Oaks Carer and Toddler Group - Bishop's Castle	0-4
	Carer and Toddler Group	Little Squirrels Drop In - Bishop's Castle	0-4
	Carer and Toddler Group	Norbury Toddlers Family Drop In	0-4
	Carer and Toddler Group	Worthen Toddlers Group	0-4
	Carer and Toddler Group	St. Laurence's Parent and Toddler Group	0-4
	Carer and Toddler Group	Condover Baby and toddler Group	0-4
	Carer and Toddler Group	Dorrington Toddlers	0-4
	Carer and Toddler Group	Little Acorns Stay and Play	0-4
	Carer and Toddler Group	Wistanstow Toddlers	0-4
	Carer and Toddler Group	Little Dragons group	0-4
	Carer and Toddler Group	Tommy's Toddlers Church	0-4
	Carer and Toddler Group	Family Drop In (Bishop's Castle)	0-4

Area - Mortimer Forest	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
Stokesay Primary	Football	Craven Arms Juniors	
Ludlow Rock Spring	SYA	Clee Hill Youth Forum	11-16
	Leisure Centre	Ludlow	All Ages
	Parent Support	Autism Advice Session	
	Shropshire Scouting	Ludlow	6+
	Shropshire Scouting	Ludlow	14-18
	Library events	Ludlow Rhyme time	0-4
	Library events	Ludlow Lego Club	All Ages
	SYA	Clun Valley Young Farmers Club	10-26
	SYA	Craven Arms Young Farmers Club	10-26
	SYA	Ludlow Young Farmers Club	10-26
	SYA	Ludlow Youth Club	11+
	SYA	New Corvedale Youth Club	11+
	Carer and Toddler Group	Bumps, Babes and Beyond	0-4
	Carer and Toddler Group	Bitterly Toddler Group	0-4
	Carer and Toddler Group	Tiny Tots (Craven Arms)	0-4
	Carer and Toddler Group	Little Lambs (Craven Arms)	0-4
	Carer and Toddler Group	Playbox parent and Toddler Group	0-4
	Carer and Toddler Group	Clun Parent and Toddler Group	0-4
	SEN Youth Group	Marches Family Network	3-18
	SEN Youth Group	Empathy Family Friendship Groups	All Ages
	Carer and Toddler Group	Family Drop in (Craven Arms)	0-4
	Carer and Toddler Group	Bumps and Babes (Ludlow)	0-4
	Carer and Toddler Group	Family Drop In (Ludlow)	0-4
	Carer and Toddler Group	Stay and Play Session (Newcastle on Clun)	0-4

Area – Severn Valley	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
St Mary Bluecoat	Music/Drama/Dance	Baby Sensory	0-2
Ste Leonard's CE Primary	Music/Drama/Dance	Tumble Tots	2-5
	Leisure Centre	Much Wenlock Leisure Centre	All ages
	Leisure Centre	Bridgnorth Leisure Centre	All Ages
	Parent Support	AWM Coffee Morning	
	Parent Support	Autism Advice Session	
	Shropshire Scouting	Bridgnorth	6+
	Shropshire Scouting	Broseley	6+
	Shropshire Scouting	Much Wenlock	6+
	Library events	Bridgnorth Bookstart Rhyme Time	0-4
	SYA	Bridgnorth Young Farmers Club	10-26
	SYA	Brown Clee Young Farmers Club	10-26
	SYA	Much Wenlock Young Farmers Club	10-26
	Shropshire Girl Guiding	1st Cressage Brownies	8-11
	SYA	Bridgnorth Junior and Senior Youth Clubs	11+
	SYA	Broseley Youth Club	11+
	SYA	The Bridge Youth centre	11+
	Carer and Toddler Group	Sunshine Corner - Alveley	0-4
	Carer and Toddler Group	Bridgnorth Baptist Church Toddlers	0-4
	Carer and Toddler Group	Little Owls Family Group	0-4
	Carer and Toddler Group	Much Wenlock Baby and Toddlers	0-4
	Carer and Toddler Group	Puddleducks Family Drop in	0-4
	Carer and Toddler Group	Church Preen Teenie Preemies'	0-4
	Carer and Toddler Group	Toddle Time (Cross Houses)	0-4
	Carer and Toddler Group	Chelmarsh Toddler Family Drop in	0-4
	Carer and Toddler Group	Brockton and District Pre-school Toddlers	0-4
	Carer and Toddler Group	Storytime	0-4
	SEN Youth Group	Tickwood Farm Woods Meets Words	5-11
	SEN Youth Group	Tickwood Farm Moves	11-14
	Sports	Bridgnorth Athletics Club	9+
	Carer and Toddler Group	Bumps and Babes (Bridgnorth)	0-4
	Carer and Toddler Group	Family Drop In (Bridgnorth)	0-4
	Carer and Toddler	Family Drop In (Broseley)	0-4

	Group		

Area - Pebble Brook	**Provision**		
Children's Centre	**Type**	**Group Name**	**Age**
St Andrew's CE Primary	Music/Drama/Dance	Raindrops and Rainbows	2-3
Albrighton Primary	Music/Drama/Dance	Raindrops and Rainbows	3-4
	Leisure Centre	Idsall Sports Centre	All Ages
	Shropshire Scouting	Sheriffhales	6+
	Shropshire Scouting	Albrighton	6+
	Shropshire Scouting	Shifnal	6+
	Library events	Shifnal Bookstart Rhyme Time	0-4
	SYA	RAF Cosford Youth Club	11+
	SYA	Say Yes - Shifnal and Albrighton	11+
	Carer and Toddler Group	Cosford Community Playhouse Toddler Group	0-4
	Carer and Toddler Group	St Cuthbert's Little People (Albrighton)	0-4
	Carer and Toddler Group	Thursday Toddlers - Albrighton	0-4
	Carer and Toddler Group	Claverley Toddler group	0-4
	Carer and Toddler Group	St. Peter's Toddlers and Co Worfield	0-4
	Carer and Toddler Group	Ladybird Tots and Toddlers	0-4
	Carer and Toddler Group	Little Fishes at St Andrews Church	0-4
	Carer and Toddler Group	Norton Nippers	0-4
	Carer and Toddler Group	Bumps and Babes (Albrighton)	0-4
	Carer and Toddler Group	Family Drop in (Shifnal)	0-4
	Carer and Toddler Group	Family Drop in (Much Wenlock)	0-4

Area - River Rea	Provision		
Children's Centre	**Type**	**Group Name**	**Age**
The Severn Centre: Highley	Leisure Centre	Cleobury Mortimer	All Ages
	Leisure Centre	Highley Severn Centre	All Ages
	Shropshire Scouting	Cleobury Mortimer	6+
	Shropshire Scouting	Cleobury Mortimer	14-18
	SYA	Cleobury Mortimer Young Farmers Club	10-26
	SYA	The Friday Event (Highley)	11+
	Carer and Toddler Group	Thro' the Door	0-4
	Carer and Toddler Group	Dad's and Male carers Group (Highley)	0-4
	Carer and Toddler Group	Little Tiddlers	0-4
	Carer and Toddler Group	Mini Minors Family Drop In	0-4
	Carer and Toddler Group	Tiny Stots (Chorley Family Group)	0-4
	Carer and Toddler Group	Family Drop in (Highley)	0-4

Appendix B – consultation analysis report

Early Help Delivery Model

March 2018 Consultation

Feedback Report

Summary
The first stage of consultation on a new Early Help delivery model for children, young people and their families took place during February and March 2018 for six weeks. It comprised an online questionnaire (paper copies were also available) and a number of public and partner workshop sessions held across the county.
459 people took part in the consultation: 186 respondents (including service users and representatives of organisations) completed a questionnaire and 273 people attended a workshop session.

Key Findings and Messages

The Proposed Early Help Delivery Model

- 23% of survey respondents either agreed or strongly agreed with the proposed solution as described in the questionnaire. 57% either disagreed or strongly disagreed. Attendees at the workshop session were less divided with 32% strongly/agreeing and 33% strongly/disagreeing.

The open ended questions about the proposed solution have been analysed to highlight key themes within the comments but overall the main messages appear to be:

- That there are mixed feelings among members of the public and partners. Some people see the proposed changes as a positive development and see opportunities for improvement. Others highlight concerns that services will reduce or be lost.

- The importance of peer support is strongly emphasised within the feedback and parents express the importance of groups and courses as a way of overcoming social isolation, preventing lower level mental health issues and encouraging positive action such as breastfeeding and good parenting skills.

- Early Help is well understood as a concept and people understand that the preventative nature of support is important, as a means of preventing issues from developing, and reducing the need for more intensive and specialist one to one support.

- Those who participated in the Stage 1 consultation highlighted the skills of Early Help staff members and workers are clearly valued within their communities.

- There were questions about the definition of a 'vulnerable' family. People felt it was important that Early Help supported all parents, not just those who fit the definition of vulnerable.

- People want to see the retention of universal access to support in their local community. The groups and courses are highly valued with Understanding Your Child and Stay and Play mentioned frequently within the comments. They suggested ways to help resource this including a voluntary payment to attend sessions, sharing or renting out building space and involving partners or the VCS in the running of sessions.

  Finding Information, Advice and Activities

- 61% of survey respondents said it was either very or fairly easy to find the information they needed. 19% said it was either fairly or very difficult. This question was not asked at the workshop sessions.

The open-ended question about ways to improve how information is shared has been analysed and the following key themes emerged:

- The most popular way to receive information was face to face. A range of opportunities were mentioned, the most common being the Health Visitor.

- It was important to families that the new offer is advertised well. There were concerns that they would not know where to ask for help if groups were discontinued and that FIS needs to be better promoted.

- The use of modern technology was advocated with social media (Facebook) being mentioned regularly. There was also the suggestion of an early help app as well as using offering web chat.

Other Feedback

- Those involved in the stage 1 consultation were keen to explore solutions and work with Shropshire Council to design and develop a new model. It was recognised that cost savings need to be made and that improvements could be achieved through stronger integration of support and services.

Possible Gaps

The analysis of the consultation suggests there may be some gaps to address within the second phase of the consultation:

- The analysis highlights geographical gaps. There may be a need to gather more feedback from Pebble Brook, Mortimer Forest, South Oswesty, and Ellesmere & Wem Children's Centre areas.
- Men are not well represented among the stage 1 respondents.
- Responses were very focused on Children's Centres. Is more feedback required from the wider range of Early Help services and support?
- Although partners were involved in the consultation they were not represented in significant numbers considering the wide range of organisations with an interest in Early Help.
- It may be that there are groups within the community with specific needs or characteristics who need to be consulted within more specifically. For example should work take place to ensure Shropshire's Armed Forces communities are engaged with under the Armed Forces Covenant?
- The analysis suggests that only a very small proportion of survey respondents were unemployed.

Recommendations

1. The range of engagement options offered was important and allowed more people to take part. It is recommended that that same range of engagement options are offered: survey, attendance at a meeting/event, direct correspondence (e.g. email/letter).

2. It is recommended that the design of any further consultation works to overcome the gaps highlighted above.
   - Geographical – it is recommended that venues in settlements with fewer respondents need to be a focus for stage 2 consultation.
   - Social Groups - Groups with Protected Characteristics and High Risk Groups (Men, unemployed, Children and young people) should form a focus within Stage 2.

3. Strong themes within the comments are universal access to support, access and how vulnerability will be defined. This should be recognised and responded to in stage 2.

4. It is recommended that stage 2 build on the solution focused feedback received at Stage 1 (perhaps focused on specific elements of the model where there is an opportunity to influence).

5. It is recommended that the staff consultation highlights the very positive feedback received and how much staff members and their work is valued by those who responded to the stage 1 consultation.

6. It is recommended that more work takes place with key partner organisations. In particular some comments related to concerns that the proposals could have a negative impact on schools and the voluntary and community sector. Health visitors were commonly mentioned within the comments too. Integration between services was a dominant theme in the feedback received and, as a result, should form a focus within Stage 2.

7. It is recommended that Children's Services leads complete the You Said, We Have, We Will Template to inform the Stage 2 Consultation.

8. It is recommended that work takes place to focus on the Stage 2 communications. The comments on the consultation process and from the communication/information question should be reviewed in advance. The messages will need to be clear, focused and work to ensure people understand what the Early Help model will look like in the future. It is recommended that audience specific messages are issued (e.g. targeted at parents, schools, health, voluntary and community sector etc.)

9. It is recommended that the Stage 2 engagement is based on the following approach:
   a. This is what you told us at Stage 1. You liked x. You didn't like x.
   b. How we will address those concerns. This is what we can't do and why not.
   c. Our revised proposal based on your feedback (as specific as possible).
   d. What else do we need to know before the model is implemented? What impact will it have? Any ideas/ solutions?

Detailed Analysis

The table below summarises responses to the Stage 1 Consultation by Children's Centre area. It shows that whilst some areas (such as Oswestry, River Rea, Severn Valley and Shropshire Hills) are very well represented, other areas saw very low representation, namely Pebble Brook, Mortimer Forest, South Oswestry and Ellesmere & Wem.

Children's Centre Area	Number of Families[1]	Number of Survey Respondents[2]	% Survey Response	Number of workshop participants[3]	% Workshop Response	% Total Response[4]
Borders (North Shrewsbury)	175	16	*9%*	20	*11%*	**21%**
Ellesmere & Wem	98	8	*8%*	8	*8%*	**16%**
Market Drayton	115	14	*12%*	19	*17%*	**29%**
Mortimer Forest (South West Shropshire including Craven Arms, Ludlow and Clun)	108	5	*5%*	8	*7%*	**12%**
Oswestry	166	22	*13%*	59	*36%*	**49%**
Pebble Brook (East Shropshire including Shifnal and Albrighton areas)	74	3	*4%*	0	*0%*	**4%**
River Rea (South East Shropshire including Highley and Cleobury Mortimer)	28	1	*4%*	14	*50%*	**54%**
Roman Way (South Shrewsbury)	234	33	*14%*	51	*22%*	**36%**
Severn Valley (including Broseley and Bridgnorth areas)	84	3	*4%*	35	*42%*	**45%**
Shropshire Hills (West Shropshire including Bishops Castle, Church Stretton and Pontesbury areas)	57	32	*56%*	35	*61%*	**118%**
South Oswestry (including Baschurch area)	54	6	*11%*	0	*0%*	**11%**
Whitchurch	87	9	*10%*	24	*28%*	**38%**
Out of Area		5				
Unknown		29				
Total	**1280**	**186**		**273**		

1 Numbers of families accessing groups (Universal and Targeted Groups) recorded on Estart based on where the family lives (rather than where the group operates), 1st April to 31st October 2017. These figures do not include any contact with families on targeted caseload

2 Based on respondents residential postcode

3 Based on venue of workshop session

4 Highly likely that people who attended the workshop also completed the online questionnaire. These figures are likely to be inflated response rates.

This rest of this report details the feedback submitted during the consultation, it is split into two sections:

Section 1. Questionnaire Summary
- 1.1 Respondent Profile
- 1.2 Survey Feedback

Section 2. Workshop Summary
- 2.1 Attendee Profile
- 2.2 Workshop Feedback

Section 1. Feedback from the questionnaire

186 responses were submitted of which:

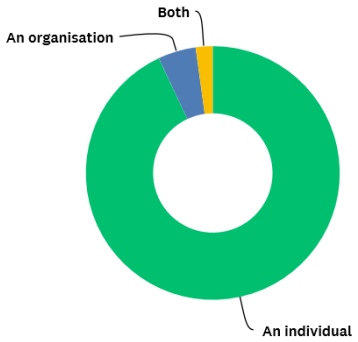
- 144 were completed online
- 42 were completed using the paper survey

It should be recognised that many people attending the workshops told facilitators that they had, or intended to, complete the online survey.

1.1 Respondent Profile

Are you completing this survey as:

Answered: 186 Skipped: 0



ANSWER CHOICES	RESPONSES	
An individual	93%	173
An organisation	5%	9
Both	2%	4

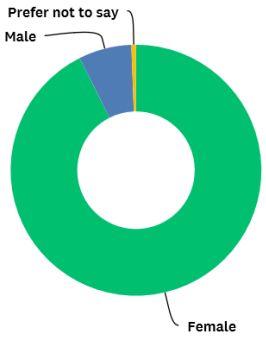
Note: The online survey did not allow respondents to tick more than one answer, therefore feedback representing both an individual and/or an organisation is likely under counted. Caution should be used using this question response.

There are insufficient responses from organisations to undertake a detailed and robust analysis of their feedback. The following organisations responded (where known):

- Crowgate Child Centre
- School
- Clive Parish Council
- Shropshire Community Health Trust
- Whitchurch Food Bank
- Oakmeadow Primary School
- Connexus Housing Ltd.

What is your gender?

Answered: 175 Skipped: 11

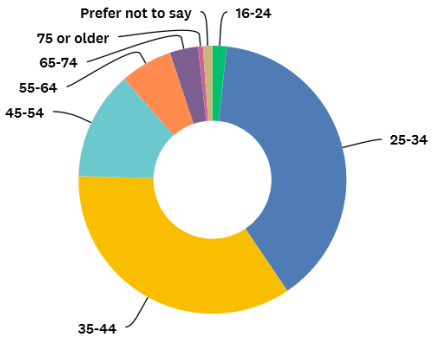


Note: Men formed only 7% of all respondents. Whilst this is very low, this may be proportionate to the user profile of early help services. It is recommended that this assumption is confirmed.

ANSWER CHOICES	RESPONSES	
Female	93%	162
Male	7%	12
Prefer not to say	1%	1
Transgender	0%	0

How old are you?

Answered: 175 Skipped: 11

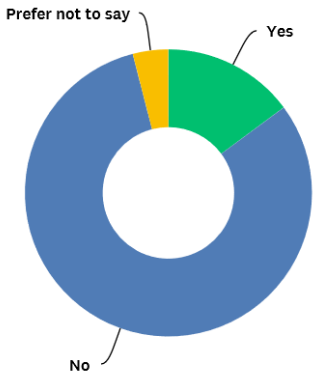


Note: Overall, the profile demonstrates a representation of all ages. However, only 2% (3) respondents were aged 16-24. Whilst this is very low, this may be proportionate to the user profile of early help services. It is recommended that this assumption is confirmed.

ANSWER CHOICES	RESPONSES	
16-24	2%	3
25-34	39%	68
35-44	35%	61
45-54	13%	23
55-64	6%	11
65-74	3%	6
75 or older	1%	1
Prefer not to say	1%	2

Do you have any health problems or disabilities that you expect will last for more than a year?

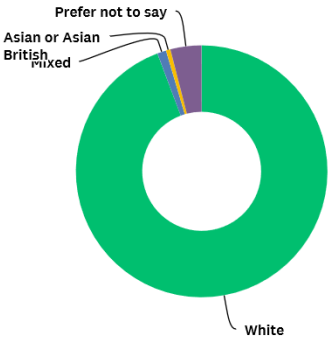
Answered: 175 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	15%	26
No	81%	142
Prefer not to say	4%	7

To which of these ethnic groups do you consider you belong?

Answered: 175 Skipped: 11

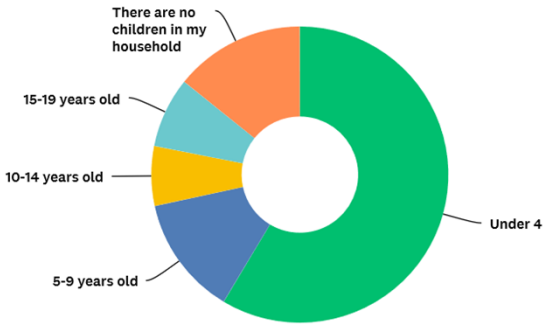


Note: Overall, the profile demonstrates a good representation of ethnicity which is proportionate to the Shropshire area population profile.

ANSWER CHOICES	RESPONSES	
White	94%	165
Mixed	1%	2
Asian or Asian British	1%	1
Black or Black British	0%	0
Other groups	0%	0
Prefer not to say	4%	7

If there are children in your household, what are their ages? (please tick all that apply)

Answered: 169 Skipped: 17



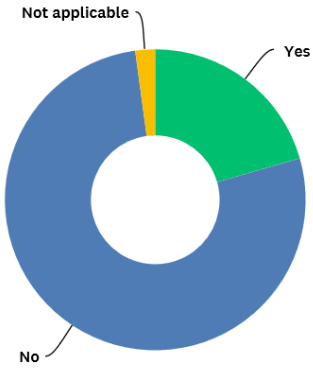
ANSWER CHOICES	RESPONSES	
Under 4	59%	99
5-9 years old	13%	22
10-14 years old	7%	11
15-19 years old	8%	13
There are no children in my household	14%	24

Note: The online survey did not allow respondents to tick more than one answer, therefore it is likely children's age groups 5-9, 10-14 and 15-19 are under counted. Caution should be used using this question response.

Of those parents with children:

If there are children in your household, do any of them have any health problems or disabilities that you expect will last for more than a year?

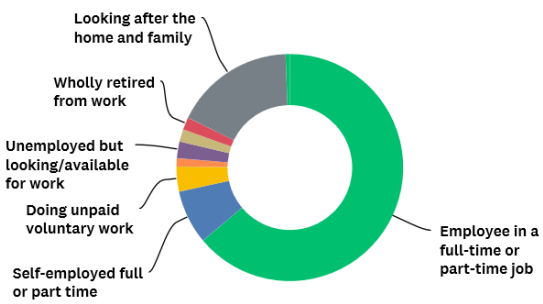
Answered: 141 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	21%	29
No	77%	109
Not applicable	2%	3

Which of these activities best describes what you are doing at present?

Answered: 169 Skipped: 17



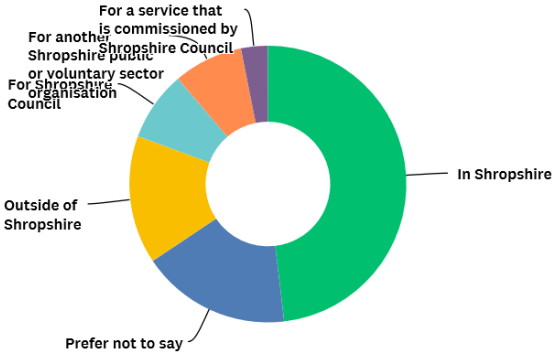
Doing something else	1%	1

Note: The majority of respondents (are in full / part time employment (72%) or are looking after the home and family (17%).

Only 2% (4 people) are unemployed. Q. Are the views of this group fully understood?

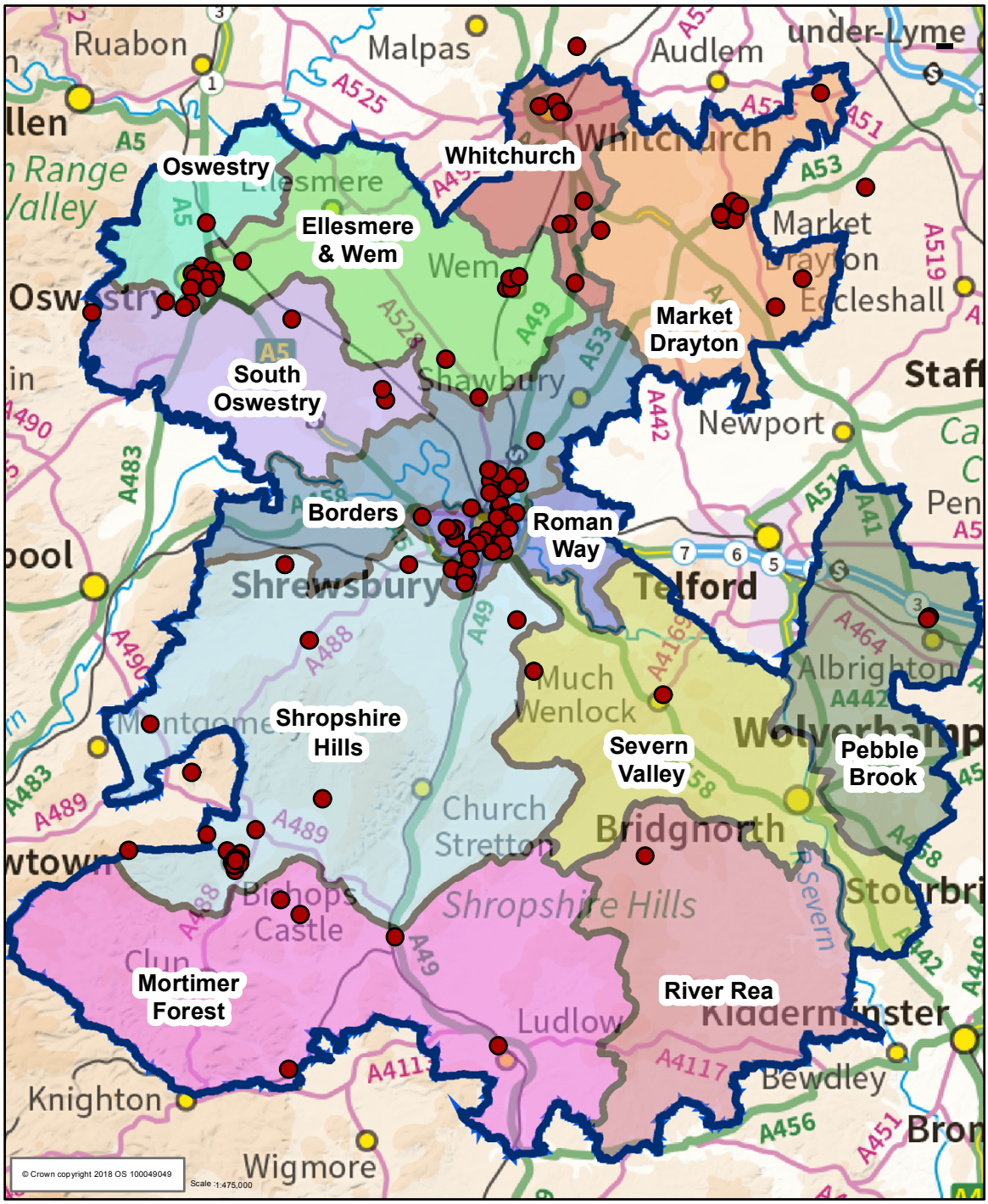
If you are currently working, which of the following best describes where you work?

Answered: 160 Skipped: 26



ANSWER CHOICES	RESPONSES	
In Shropshire	48%	77
Prefer not to say	18%	28
Outside of Shropshire	15%	24
For Shropshire Council	8%	13
For another Shropshire public or voluntary sector organisation	8%	13
For a service that is commissioned by Shropshire Council	3%	5

Respondents mapped by postcode

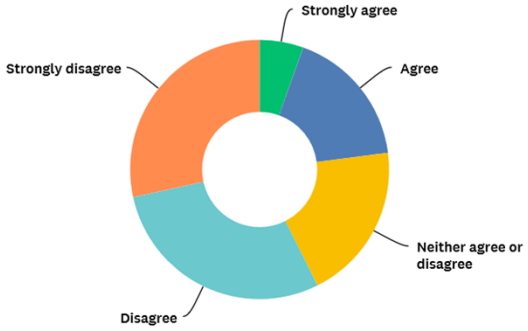


33 postcodes provided in the survey were unable to be plotted as they were incomplete or not a recognisable postcode.

1.2 Survey Feedback

To what extent do you agree with the proposed solution for the new Early Help delivery model?

Answered: 183 Skipped: 3

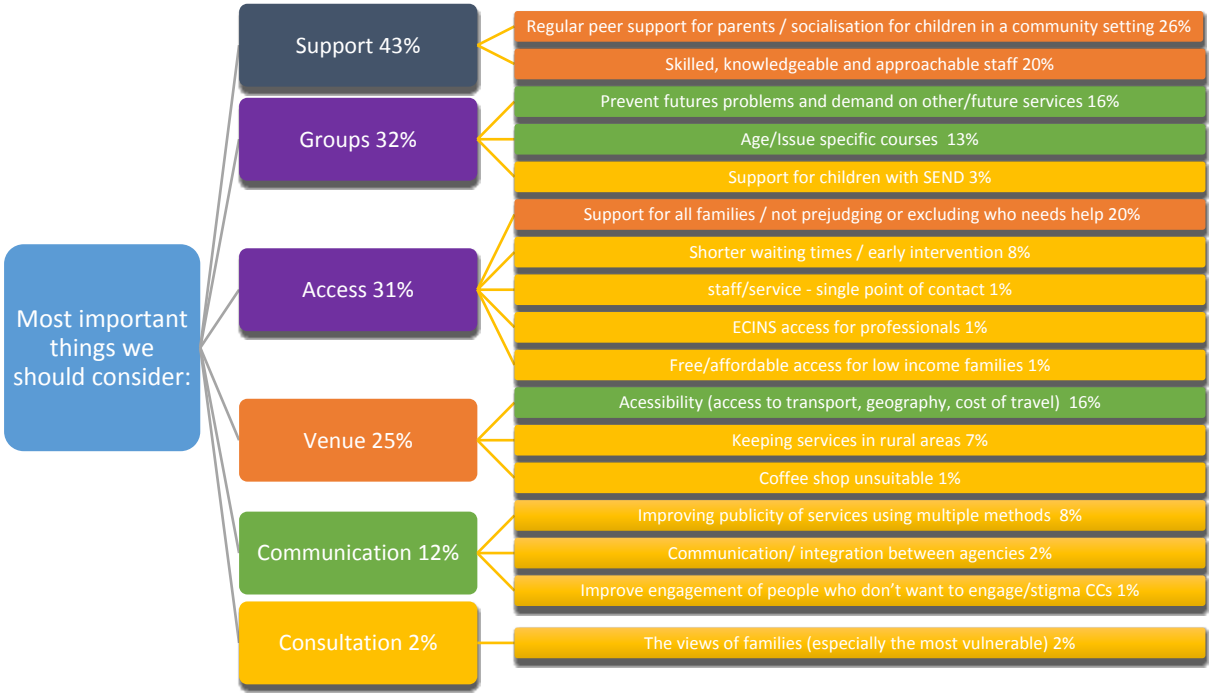


Note: 23% of respondents agree /strongly agree with the proposal.
57% of respondents disagree/ strongly disagree.

ANSWER CHOICES	RESPONSES	
Strongly agree	5%	10
Agree	17%	32
Neither agree or disagree	20%	36
Disagree	29%	53
Strongly disagree	28%	52

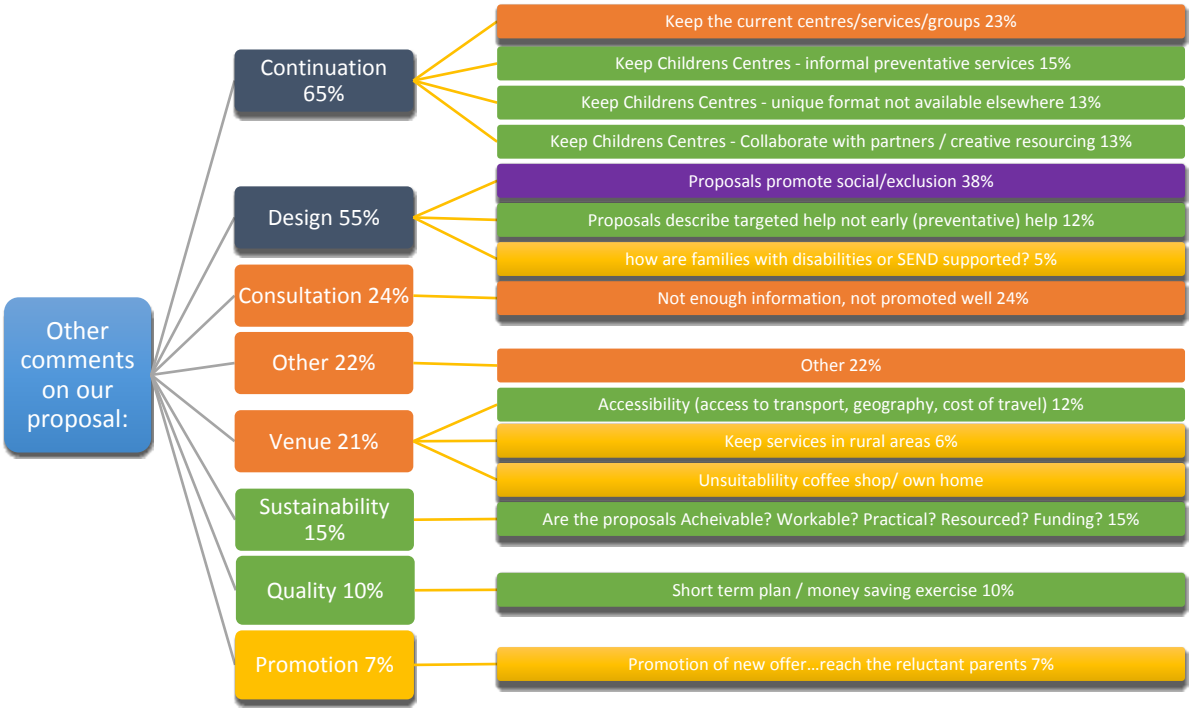
When improving the way we deliver services for children and their families, what are the most important things we should consider?

165 respondents made comments which have been themed as follows:



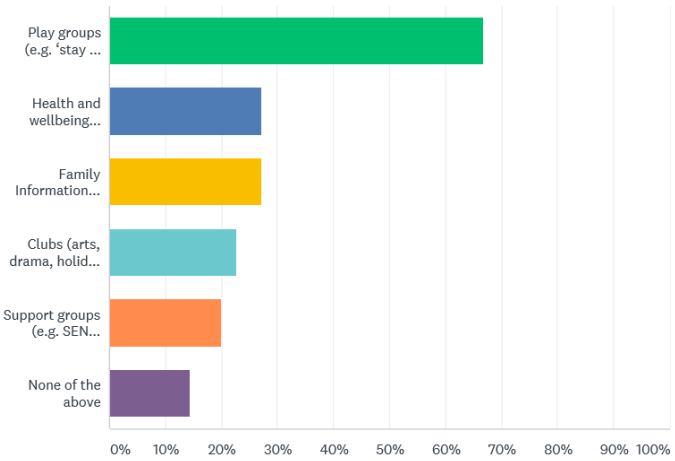
Do you have any other comments on our proposal for the new Early Help delivery model?

142 respondents made comments which have been themed as follows:



In the last 12 months, have you or your family used any of the following services? (Please tick all that apply)

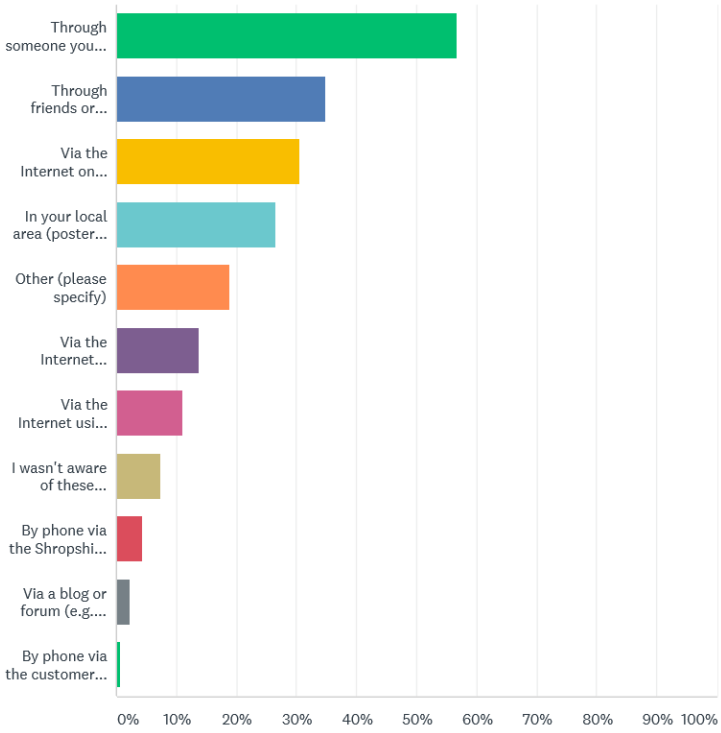
Answered: 180 Skipped: 6



ANSWER CHOICES	RESPONSES	
Play groups (e.g. 'stay and play' sessions, toddler groups)	67%	120
Health and wellbeing activities (e.g. baby massage, baby swimming, ante-natal)	27%	49
Family Information Service	27%	49
Clubs (arts, drama, holiday clubs, youth clubs)	23%	41
Support groups (e.g. SEN support groups, mental health, lone parents)	20%	36
None of the above	14%	26

How did you find out about these services? (Please tick all that apply)

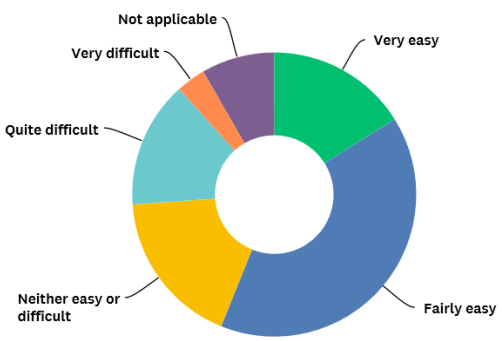
Answered: 180 Skipped: 6



ANSWER CHOICES		RESPONSES	
Through someone you already know (e.g. health visitor, family worker)		57%	102
Through friends or family		35%	63
Via the Internet on social media e.g. Facebook & Twitter		31%	55
In your local area (posters, advertising)		27%	48
Other (please specify)	Responses	19%	34
Via the Internet Shropshire Family Information Service website		14%	25
Via the Internet using a search engine (e.g. Google, Bing)		11%	20
I wasn't aware of these services		7%	13
By phone via the Shropshire Family Information Service		4%	8
Via a blog or forum (e.g. Mumsnet)		2%	4
By phone via the customer service number at the council		1%	1

How easy or difficult was it to find the information you needed?

Answered: 180 Skipped: 6

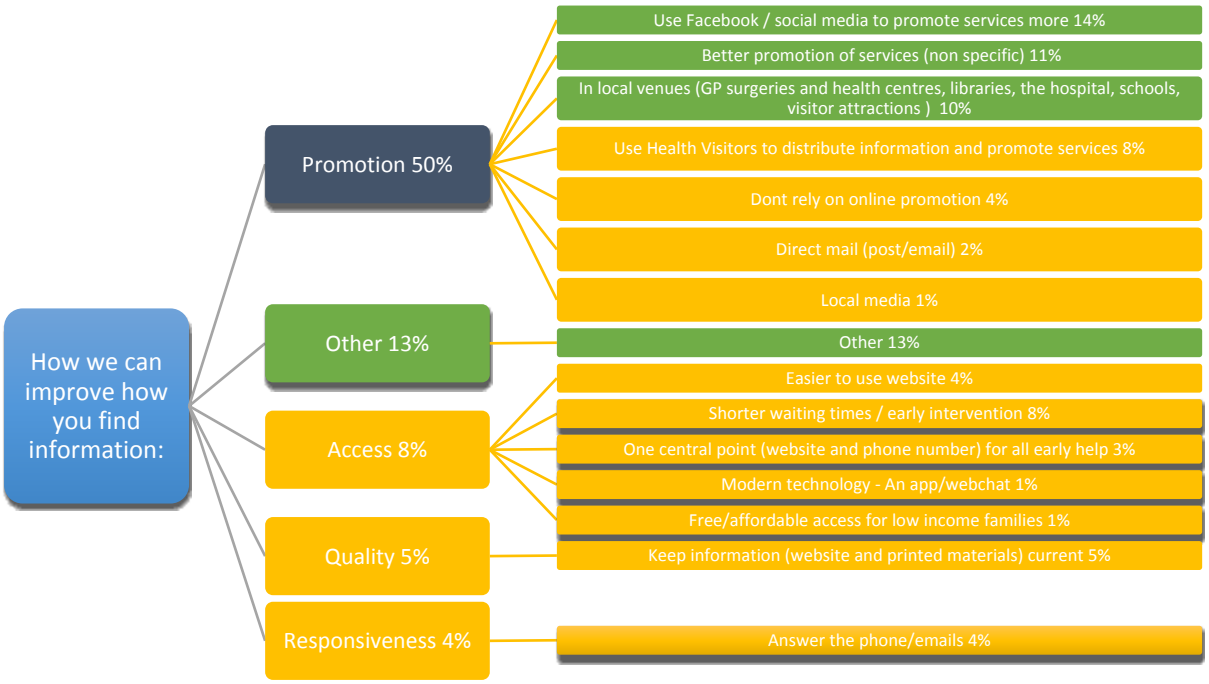


Note: Of those who had tried to find information:
61% say it was very or fairly easy to find.
19% of respondents say it was quite or very difficult.

ANSWER CHOICES	RESPONSES	
Very easy	16%	29
Fairly easy	40%	72
Neither easy or difficult	18%	32
Quite difficult	14%	26
Very difficult	3%	6
Not applicable	8%	15

Do you have any other comments about how we can improve how you find information, advice and activities for you and your family?

82 respondents made comments that have been themed as follows:



Section 2. Workshop Feedback

2.1 Participant Profile

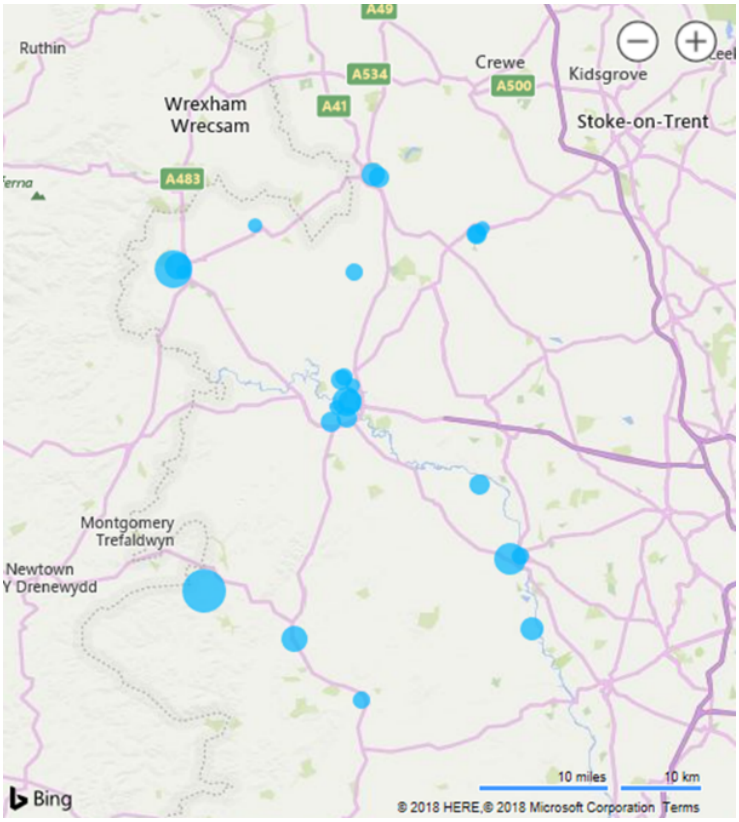
273 people attended the workshops, 187 were family users of early help, and 87 attended representing an agency or partner organisation. It should be recognised that many people attending the workshops told facilitators that they had, or intended to, complete the online survey.

Type of participant	No.	%
Parent	139	50.7
Parent Representative/Volunteer	4	1.5
Young Person/Child	40	14.6
Grandparent	4	1.5
VCS group/organisation	22	8.0
School	22	8.0
Education/Colleges	2	0.7
Targeted Early Help	14	5.1
Public Sector (Health, Police, DWP, Fire and Rescue)	8	2.9
Early Years providers, nurseries etc.	6	2.2
Housing provider	5	1.8
Community Enablement Team	4	1.5
Elected Member	3	1.1
Shropshire Libraries	1	0.4

Note: 52% (143) of those attending the public meetings and events were parents. 1.4% of participants were grandparents (4).

The map below highlights the spread of venues used across Shropshire. The size of dot indicates the size of group at each meeting/event.

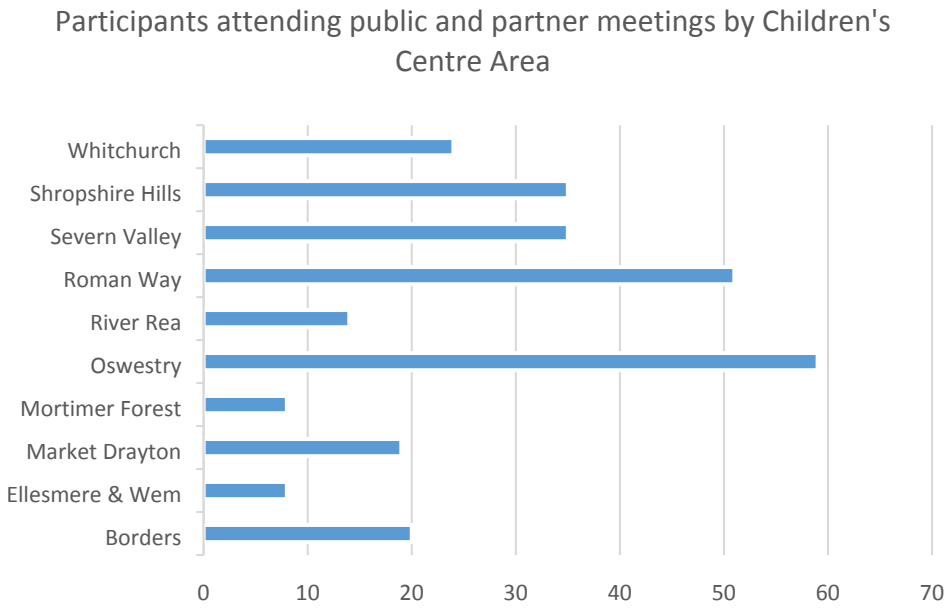
Map of public and partner meetings



The table below highlights the way in which people were involved in the public consultation events and group meetings. 142 people attended a group discussion, 80 attended an event targeted at partners, and 44 young people participated in a discussion aimed at children and young people. 8 participants fed into the meetings and events on a one to one basis or by providing written feedback. Allowing this range of engagement method is a good approach and one that should be replicated to prompt maximum engagement within the stage 2 consultation.

Method of response	**Number of participants**	%
Group discussion	142	52
Partner Meeting	80	29
Young People's Consultation Event	44	16
Individual survey	5	2
One to one conversation	2	1
Total	**273**	**100**

Consideration of workshop attendance by Children's Centre area is helpful and the chart below shows that, although meetings and events were held in all Children's Centre areas, there may have been more opportunities to attend meetings in some areas than others. The Pebble Brook area is not represented at all (no venues were offered for workshops in that area). It may also be helpful to encourage further feedback from the Mortimer Forest, Ellesmere & Wem and River Rea Children's Centre areas.



Note: The analysis is based on the workshop location. Participants may live or work in other Children's Centre areas.
This analysis could allow for other locations to be used or added for the stage 2 consultation.

The Table below (on the following page) provides more detail and highlights how many people attended workshops at each location. It is possible that numbers attending meetings in Ellesmere, Ludlow and Craven Arms were too low to adequately reflect the views of the public and partners living and working in those communities. It would also be helpful to ensure Pebble Brook is an area of focus for the next stage of work.

Location	**Children's Centre Area**	**Number of participants**	**%**

Location	Children's Centre Area	Number of participants	%
Bishop's Castle - Children's Centre	Shropshire Hills	35	12.8
Bridgnorth - Oldbury Wells School	Severn Valley	22	8.0
Bridgnorth - St Mary's	Severn Valley	5	1.8
Broseley - Children's Centre	Severn Valley	8	2.9
Craven Arms - Children's Centre	Mortimer Forest	3	1.1
Ellesmere - Children's Centre	Ellesmere & Wem	1	0.4
Highley - Severn Centre	River Rea	14	5.1
Ludlow - Rockspring Centre	Mortimer Forest	5	1.8
Market Drayton - Infant and Nursery School	Market Drayton	8	2.9
Market Drayton - Infant Children's Centre	Market Drayton	7	2.6
Market Drayton - Longlands Children's Centre	Market Drayton	4	1.5
Oswestry - Holy Trinity Centre	Oswestry	14	5.1
Oswestry - The Centre	Oswestry	29	10.6
Oswestry – Woodside	Oswestry	16	5.8
Shrewsbury - Buttercup Lodge	Borders	3	1.1
Shrewsbury - Crowmoor Children's Centre	Roman Way	12	4.4
Shrewsbury - Meole Brace	Roman Way	8	2.9
Shrewsbury - Richmond House	Borders	7	2.6
Shrewsbury - Shrewsbury Training & Development Centre	Roman Way	19	6.9
Shrewsbury - Sutton Farm Carers Trust 4 All Offices	Not applicable	8	2.9
Shrewsbury - The Grange Youth Centre	Borders	10	3.6
Shrewsbury - The Hive	Roman Way	4	1.5
Wem - Children's Centre	Ellesmere & Wem	7	2.6
Whitchurch - Children's Centre	Whitchurch	11	4.0
Whitchurch - Civic Centre	Whitchurch	13	4.7
Total		**273**	**100.0**

2.2 Workshop results

In addition to exploring where the workshops were held and who attended, it is helpful to know how much each discussion contributed to the total workshop feedback. This can help shape further engagement and target underrepresented areas. The table below highlights that the public consultation event held in Bishop's Castle, The Central Strengthening Families Locality Meeting, and the Highley Strengthening Families Locality Meeting generated the most comments/feedback. Similarly the Oswestry Strengthening Families Locality Meeting and Whitchurch Strengthening Families Locality Meeting participants contributed well. There were only 2 comments gathered at the Ellesmere public consultation event.

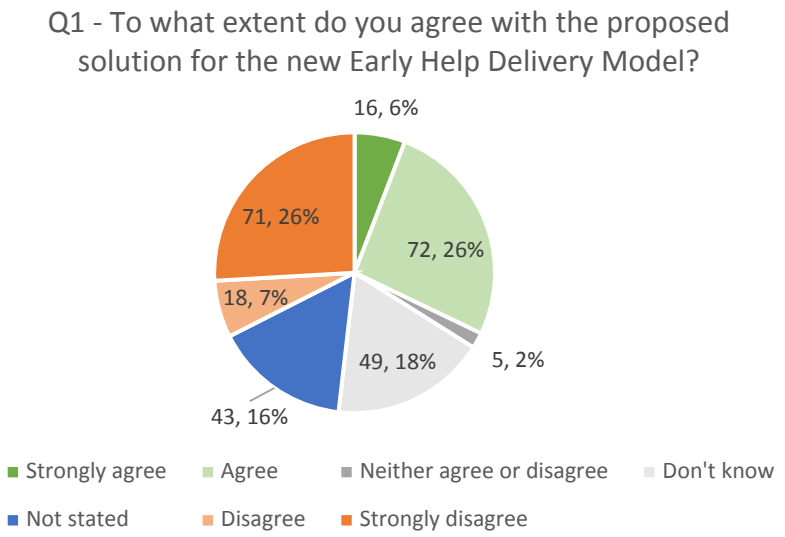
Volume of Feedback by Group and Question

Workshop discussion/event	Q2	Q3	Q4	Total comments	%
Bishop's Castle Strengthening Families Meeting	4	4	4	12	2
Bishop's Castle Children's Centre Public Consultation	17	14	10	41	8
Bridgnorth UYC group	5	1	3	9	2

Workshop discussion/event	Q2	Q3	Q4	Total comments	%
Broseley Children's Centre Public Consultation	4	8	6	18	4
Buttercup Lodge - Stay and Play	3	3	3	9	2
Carers Trust 4 All - Young Carers Group	5	7	5	17	3
Central Strengthening Families Locality Meeting	15	19	5	39	8
Craven Arms Children's Centre - Public Consultation	1	2	2	5	1
Crowmoor Children's Centre Public Consultation	3	3	3	9	2
Crowmoor UYC group	6	1	4	11	2
Ellesmere Children's Centre Public Consultation Event	1	1	0	2	0
Highley Strengthening Families Locality Meeting	14	14	14	42	8
Holy Trinity Children's Centre - Parent representative Meeting	2	2	0	4	1
Holy Trinity Children's Centre Public Event	6	12	6	24	5
Ludlow, Sandpits UYC group	1	1	4	6	1
Market Drayton Infant Children's Centre Parent Representative Meeting	5	5	2	12	2
Market Drayton Infant Children's Centre Public Consultation	2	2	0	4	1
Market Drayton Longlands Children's Centre Public Consultation	4	4	0	8	2
North East Area Advisory Board Meeting Children's Centres	8	8	1	17	3
North West Area Advisory Board Meeting Children's Centres	2	2	1	5	1
Oldbury Wells School Group from Years 9 - 11	0	2	1	3	1
Oswestry Strengthening Families Locality Meeting	12	12	10	34	7
Oswestry UYC Group	7	3	4	14	3
Partner Meeting, Owestry Resilient Communities, The Centre Oswestry	5	3	1	9	2
Richmond House Stay and Play	3	2	0	5	1
Richmond House UYC group	3	2	2	7	1
Rockspring Centre Public Consultation	1	1	1	3	1
Shrewsbury Detached Youth Work Project	3	0	2	5	1
Shrewsbury Meole Brace Children's Centre Public Consultation	7	8	4	19	4
Wem Children's Centre Public Consultation Event	7	7	2	16	3
Whitchurch Children's Centre - Public Consultation	5	5	1	11	2
Whitchurch Children's Centre Parent Representative Meeting	6	6	4	16	3
Whitchurch Strengthening Families Locality Meeting	13	11	10	34	7
Woodside Children's Centre - Public event (with SEND representatives)	4	3	4	11	2
Woodside Children's Centre - Stay and Play	0	9	0	9	2
Young Shrewsbury Youth Club - Shrewsbury Town	3	2	3	8	2

Workshop discussion/event	Q2	Q3	Q4	Total comments	%
Council					
Not applicable (email)	1	0	0	1	0
Total	**188**	**189**	**122**	**499**	**100**

The chart below highlights just how divided opinion is over the Early Help proposals. The first question used within the workshops asked "To what extent do you agree with the proposed solution for the new Early Help Delivery Model?" There is a fairly even split between those who agree, those with no opinion/don't know and those who disagree.



Note: When we combine the categories we see that:
32.1% Strongly agree or agree
35.4% Have no opinion, don't know or didn't answer the question
32.5% Disagree or strongly disagree

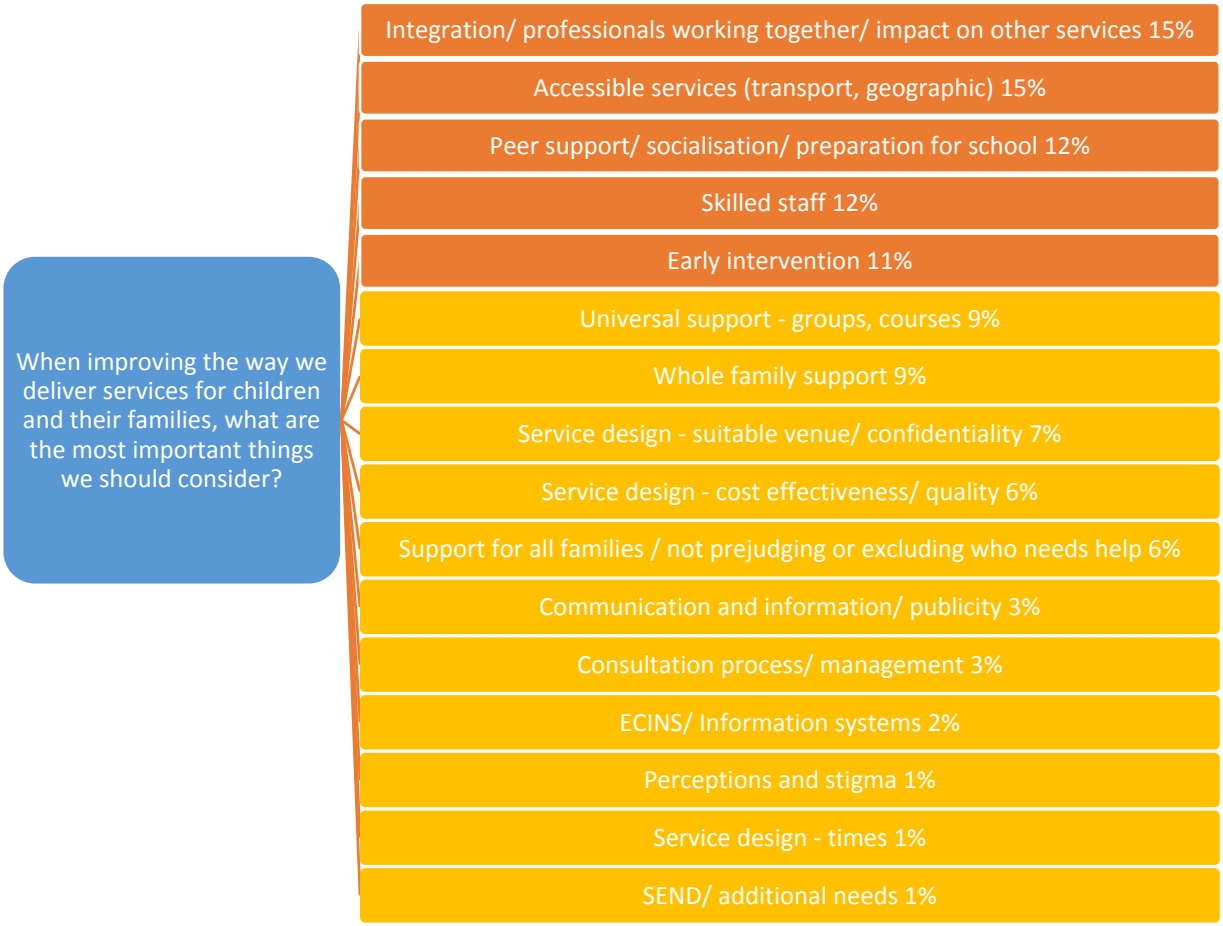
It will be important to explore people's feelings about the proposals in more depth within the second phase of the consultation.
The second question within the workshops and events asked "When improving the way we deliver services for children and their families, what are the most important things we should consider?" The You Said, We Have, We Will table accompanying this report considers the feedback to the three open ended questions in more detail. Only the main themes are shown in the diagram below.
The top answer to this question from the workshops was around integration between services and professionals and the impact that the proposals may have upon other services. Services mentioned within the comments included schools, health visitors and the voluntary and community sector. There were some other services mentioned but to a much lesser degree (nurseries, GPs for example).
Other priority themes were:

- Accessible services – Workshop participant were concerned that if Children's Centre services are lost they will not be able to travel to another location and that the rural nature of the county means there are few, or no, other accessible sources of support remaining within the community.
- Peer support/ socialisation/ preparation for school – The comments highlight that Children's Centres are highly valued by the people who use them. Common comments were that the Children's Centres reduced social isolation among parents, provided peer support, allowed young children to socialise with each other and to develop the skills needed to prepare for school.
- Skilled staff – The knowledge and skills of staff was a commented on frequently within the feedback. Workshop participants were very concerned that if access to skilled staff was lost then needs within the community would increase or go unmet.

- Early intervention – This theme is linked to the comments mentioning skilled staff. The workshop discussions highlighted the importance of identifying issues early and meeting needs before they escalate.

A very strong message from participants was how much they value the access to groups and courses. Understanding Your Child and Stay and Play were mentioned by many.

Question 2 – Themes from the comments

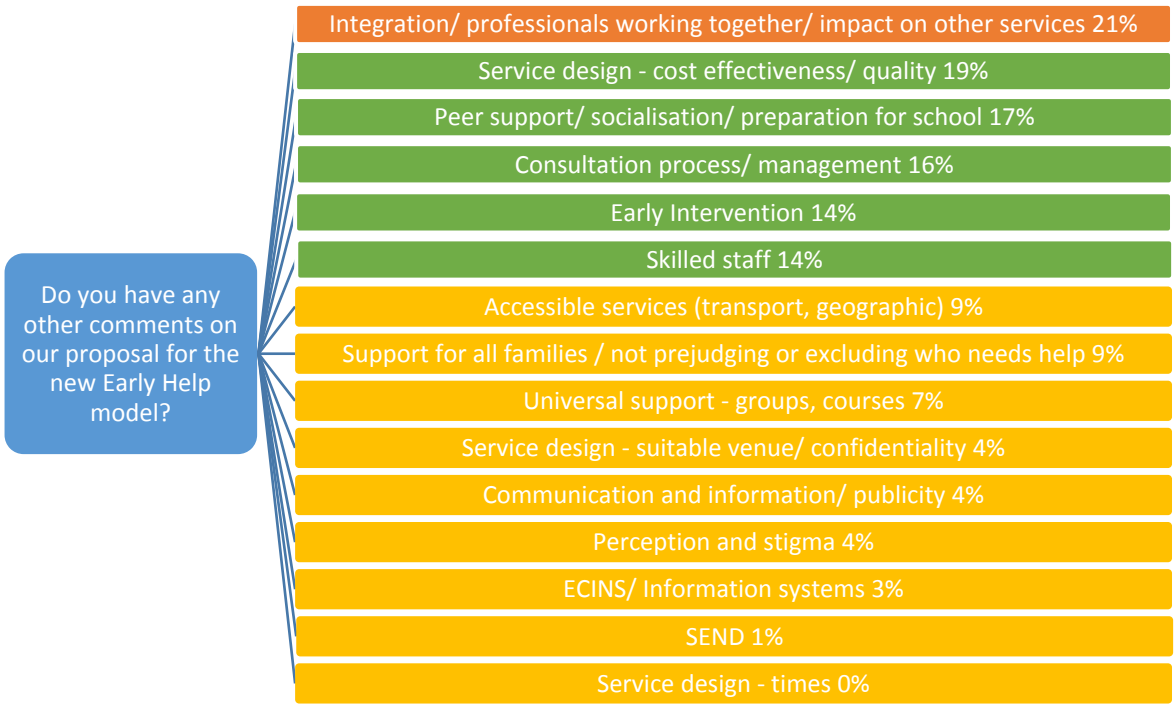


The themes mentioned in the response to question 3 were very similar to question 2. More detail is provided within the You Said, We Have, and We Will table accompanying this report. Integration/ professionals working together/ impact on other services was a dominant theme. This was raised within the partner discussions in particular but it was also highlighted within the public meetings.
One noticeable difference in the responses to question 3 were that there were more comments made suggesting the actions that could be taken to change services and make them more sustainable. Parents suggested using alternative venues, renting out space in children's centres, paying for groups/services, closing a children's centre if there was another very close by etc.
At the same time as comments about change of venue, it should be noted that one of the themes was around suitability of alternative venues. Parents commented that a safe, confidential environment is important and there were concerns raised that cafés and some community venues would not be appropriate as a place for holding peer support groups or accessing other forms of support.

It is also important to note that a theme that arose in both question 2 and 3 (but more so under question 3) was 'support for all families/ not prejudging or excluding those in

need of help'. These comments were largely around how vulnerable families are identified. There seemed to be general agreement that the needs of those most vulnerable should be a priority but parents expressed concerns that a loss of universal support would mean a) it is harder to find those in most need of support and b) people in need of help would be missed because they do not meet the definition of vulnerable. A number of parents pointed out that all parents can need help at times.

Question 3 – Themes from the comments



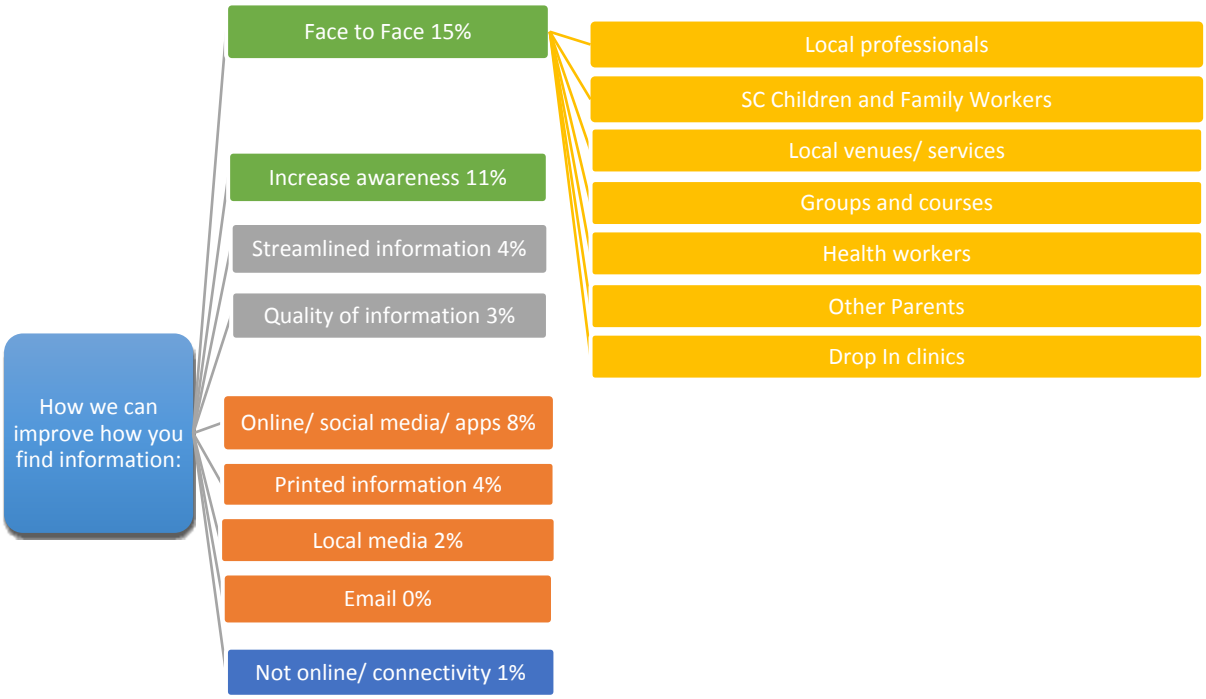
Questions 2 and 3 both generated comments on the consultation process. These should be explored in more detail in order to assist with the design of the second phase of the consultation. There were some positive comments but a common theme was a concern that the phase 1 consultation was not clear enough. Many people voiced concerns that they didn't understand the future model or proposals well enough to comment adequately.

The last question focused on communication and information. Overall opinion is split in relation to communication methods. People appear to have different preferences in the way they wish to be communicated with. However, a dominant category was the desire for face to face information in local venues and from local professionals/ services. 15% of the workshop participants asked for face to face communication. The type of face the face contact that was requested has been listed in order with the most commonly mentioned source of information top of the list.

Opinion was divided over online information. Some people requested more information online and others highlighted the fact that not everyone has good access to the internet.

A proportion of people did highlight concerns that awareness of Early Help services is not as widespread as it could be and there were a few comments recorded from people to highlight that they had not been aware of the Family Information Service in particular. Before preparing more information and communications it is recommended that the individual comments are reviewed. The comments are valuable and provide a good insight into the way people like to receive information.

Question 4 – Themes from the comments



For more information about the analysis undertaken please contact the Feedback and Insight Team, Commissioning Support, Shropshire Council. commissioning.support@shropshire.gov.uk

The above information has been summarised in the infographic below for ease of reference.

Infographic Draft1.pdf

Appendix C
Key Messages - Early Help Consultation - March 2018

You said, We have, We will

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Q2 When improving the way we deliver services for children and their families, what are the most important things we should consider?					
Peer support/ socialisation/ preparation for school Main messages from parents included: • Positive impact on emotional health and reduced social isolation. • The importance of children being prepared for school. • The importance of identifying problems early through groups. • Concerns that	12% - Public and Partner Event Feedback 26% Survey Feedback	• "Without this group my mental health would undoubtedly have suffered when I moved to the area 3 years ago. I didn't know anyone locally and used the group to meet people who also had children. If I had not had this as an option I would have been very isolated which would have impacted on me emotionally." • "There are a lot of mums who if not supported by Children's Centre groups, would fall into mental health problems such as postnatal depression as they are more isolated this would be more costly in the long run". • "Where do we go for help if we need it if we can't come to groups? Picking up the phone is hard – not all have the confidence. Groups give me confidence." • "If a child is under school age how do you find out if they are struggling? By coming to Stay and Plan groups every week and the free crèche for the Understanding your Child	There is the 0 – 25 emotional health and well being service available for children and young people – now called BeeU. For children and young people there is the range of universal and low level emotional mental health support via on line messaging/chat with trained Mental Health Workers, alongside drop in sessions for those children and young people who prefer to use more informal support, delivered by Kooth and the Children's Society. When issues become more complex Children and Adults Mental Health Services (CAMHS) delivers interventions through referral process to assign 1:1 key workers across	During the consultation some parents have expressed that they would be able to make a donation towards stay and play costs – which could be explored with parents to ensure they understand how much stay and play cost in full. To examine if this is viable option. We will deliver Understanding your child parenting programmes universally and targeted across Shropshire, covering all ages including Understanding your Teenager.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
community groups do not have the specialisms to replace current services.		course the support workers can get help to children earlier because they will be able to pick up any issues before the child gets to school age." • "The core purpose of Children's Centres is school readiness, where will my child gain school readiness? Community group locally is like chaos, and they don't do safeguarding and are not trained. Community provision is not quality."	Shropshire. Fore parents/mothers have maternal mood an assessment will be undertaken by midwives and health visitors in the postnatal period. Where there is mild –moderate depression then they are offered low level CBT or self-help through health visitor. They may also be referred or self-refer to IAPT For adults with emotional health and well-being issues – there is a range of support services commissioned via SSSFT which would include IAPT counselling/therapy referral is via the GP Homestart offers practical hands on support in the home and community settings which supports the whole family. The new 0 – 25 Public Health Nursing service has been launched, in March 2017. The core programme includes the		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			healthy child programme – where public health nurses visit families with new babies, at one year and again (if necessary) at two and half years. This is now being integrated into a joint assessment for those children who are accessing their free entitlement of nursery provision 24U. There are currently 369 settings providing a range of child care provision across Shropshire. There is a range of universal activity available in all Children's Centre catchment areas for young children as well as young people – including music, dance and drama, sports, rhyme time/story sessions, toddler groups and play sessions. The full list can be found in appendix B.		
Early Intervention Main messages were: • The importance of short waiting	11% - Public and Partner Event Feedback 24%	• "Waiting times – shorter". • "Should be able to catch things early – should be early help – not 3 months down the line. Early Help needs to be at the right time, not 6 weeks later". • "Being able to access support in a universal	Proposed Early Help Family hubs will deliver targeted 1:1 whole Family Support in family's homes, providing a faster co-ordinated response and a workforce with the right skills and knowledge.		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
times for support. • The importance of identifying any and concerns early. • The role of universal support as a way of identifying needs and preventing needs from escalating. • The importance of support before children reach school age.	Survey Feedback	group is important to prevent needs increasing". • "If you take the Understanding your Child course away and the Stay and Play groups a lot of people will not have the support they need, and should have the right to, so will then need one to one at home which will put even more pressure on the system". • "If you close groups you could potentially increase the number of vulnerable families – if I didn't go to the groups and courses I wouldn't be as strong as I am now and would be a vulnerable family and need one to one support". • "Early Help should focus on the early years as this is where change can be affected more effectively".	Universal and targeted Understanding your Children programmes – including on line for those parents who prefer, will continue to be delivered across Shropshire Universal Early Help provision is still widely available across Shropshire for example All In – universal activities for families with a child with a special educational need or disability TAMHs – mental health support available for children and young people in schools		
Accessible Services The comments were very similar and most expressed concerns about a lack of public transport or alternative local service.	15% - Public and Partner Event Feedback 16% Survey Feedback	• "I can't drive so couldn't get to another town. There is no public service transport from market Drayton to Whitchurch." • "Community provision in my area is non-existent, the nearest toddler group is 6 or 7 miles away. I can drive, but others cannot." • "In a semi-rural county, the locations of bases are crucial. Transport is a big problem". • "Need to consider rural outlying areas with families who may not be able to access the	Families will be offered a home visit – ensuring confidentiality, in the main families feel more comfortable in the home environment. There is 369 settings providing quality child care – a family should be able to find what suits their needs in getting children ready for school. The strategy to deliver quality child		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
		market towns. No public transport between Market Drayton and Whitchurch anymore".	care includes the option to expand places, where more places are required. As part of the parent to provide childcare needs survey – January 2017 - 70.6% of children aged 0 – 4 receive child care in a day nursery or day nursery with out of school setting and 22.6% receive childcare with a primary school or primary school with nursery setting. Accessibility – asked parents whether they were able to access the hours they needed – 79% a large majority said 'yes' they could.		
Skilled Staff The feedback gathered highlighted that parents and partners value the Early Help staff. Comments suggest people are concerned that access to skilled staff may reduce.	12% - Public and Partner Event Feedback 17% Survey Feedback	• "Without universal services supported by trained workers how will we manage early intervention? Families will be identified later e.g. when they start school. Not all schools are equipping themselves to meet the developmental needs of young children or have the knowledge and understanding of adverse childhood experiences." • "Universal groups led by other agencies are not supportive if not staffed by support workers with relevant and current knowledge and experience, might as well go for an afternoon at Funzone."	The new 0 – 25 Public Health Nursing service was launched, in March 2018. The new team has a range of skill and expertise used effectively in skilled mixed teams who cover the whole of Shropshire. The core programme includes the healthy child programme – where public health nurses visit families with new babies, at one year and again (if necessary) at two and half years. This is now		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
		• "Access to specialisms when needed." • "Workers need support/training around awareness of different cultures/nationalities and lifestyles – be more inclusive with families who have additional needs in all areas."	being integrated into a joint assessment for those children who are accessing their free entitlement of nursery provision 24U – there are currently 369 day/care setting across Shropshire. Early Help Family Hubs proposal will continue to explore new ways to integrate the Early Help Partnership workforce – which includes housing, police, health, the community, voluntary and independent sectors. To ensure multi agency, multi-disciplinary teams are using data focussing on current local issues and those that can be predicted for future planning. A workforce development plan has been devised to ensure the Early Help workforce has the right skills and knowledge to improve families lives across a 0 – 19 age range and upto 25 for a child with disability or special educational need.		
		• "How will you measure what makes a	The Strengthening Families		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Support for all families / not prejudging or excluding who needs help There were questions concerning the definition of vulnerable and whether targeting vulnerable families would mean others in need of support are missed.	6% - Public and Partner Event Feedback 20% Survey Feedback	vulnerable family? Just because a family may not be classed as 'vulnerable' it doesn't mean that families in groups don't need support too. Opportunity for working parents to have support (in groups) who may not be classed as a vulnerable parent. ....Problems can be managed at a lower level rather than when a family get into crisis which costs more to put right both financially and socially." • "How are the vulnerable families identified – will they have to get to crisis before funding allows then to ask for support? How will parents get advice and support?" • "I agree that it will be good that the most vulnerable families get support when they need it but I disagree with services only being given to the most vulnerable. All parents need support at some point; that is the nature of being a parent".	programme (nationally known as the Troubled Families programme) has a range of indicators that describes what makes a child or young people more vulnerable in a family, this is were children are impacted by domestic abuse, drugs and alcohol and mental health issues. Where children are not attending school, or have been engaged in anti social behaviour, involved in gangs or risk of being exploited, and is child in need of help. This also effects parents with long term health conditions including mental health, and who are out of work and unemployed. For children and young people impacted by the above – we will provide a targeted 1:1 key worker who will co-ordinate the support package. For those families where there are some issues but at a lower level – who still require support we are proposing to jointly commission a schools family support model. The idea is that		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			Early Help Family workers will be based in schools across Shropshire, picking up problems before they get worse. The initial response from the education/school system has been positive.		
Universal Support / Groups & Courses The feedback was that all parents need support at times and that groups and courses are an easy way of finding support from professionals and peer groups.	9% - Public and Partner Event Feedback 13% Survey Feedback	• "Support with being a parent and doing it well. Courses like Understanding your Child and the Stay and Play groups do this already without making you feel you are a bad parent because someone needs to come to your house to help you. Surely everyone should have help with being a parent and doing it well". • "The Understanding your Child Course gives you all the tools you need to build better relationships in your family, friends and everyone you meet. The course has completely changed the way I think about things, how I parent, how I teach and how I speak to and treat other people. Without the free crèche I would not have been able to do this course". • "You can get help straight away every week in groups. Is there a waiting list for one to one? There's no waiting list for a group".	Understanding your Child – parenting programmes will continue to be delivered both universally and targeted via a range of mediums eg on line and group work.	We will ensure that these programmes are communicated well to the public who needs them via the Early Help web pages, Early Help Newsletter, Family Information Service, Local Offer and partner agencies and front line staff. We are currently trailing a new way of delivering these course through local parenting programme clinics in venues where parents and cares have suggested or that are busy and viable in community settings	
		• "We welcome the plans to further integration	The new 0 – 25 Public Health		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Integration/ professionals working together/ impact on other services Key messages included closer working with health visitors, schools, nurseries, GPs and the voluntary and community sector. Parents asked for continuity of support and not needing to repeat information. Participants from schools were concerned that changes in Early Help would lead to more pressure on schools.	15% - Public and Partner Event Feedback 2% Survey Feedback	with health related services and the voluntary and community sector." • "It is important for Health Visitors to be part of Early Help." • "Health Visitors are not always focused on encouraging the take up of 2-year-old places since the pilot finished. Need much better links between Health Visitors and Early Years." • "Designated pastoral/family support workers in schools in particular areas linking – primary/secondary." • "Making sure all the right services or professionals are represented within a space and they talk/communicate." • "Telling the family story once is key." • "Having the same worker so I don't have to repeat everything. You get to trust a worker and then they leave, this is hard." • "It is better for Early Help to be all in one place so there are not lots of different referrals to different services, better for the children and better engagement".	Nursing service has been launched, in March 2017. The new team has a range of skill and expertise used effectively in skilled mixed teams who cover the whole of Shropshire. The core programme includes the healthy child programme – where public health nurses visit families with new babies, at one year and again (if necessary) at two and half years. This is now being integrated into a joint assessment for those children who are accessing their free entitlement of nursery provision 24U – there are currently 369 day/care settings across Shropshire. Early Help Family Hubs proposal will continue to explore new ways to integrate the Early Help Partnership workforce – which includes housing, police, health, the community, voluntary and independent sectors. To ensure multi-agency, multi-disciplinary teams are using data focussing on current local		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			issues and those that can be predicted for future planning. A workforce development plan has been devised to ensure the Early Help workforce has the right skills and knowledge to improve families lives across a 0 – 19 age range and upto 25 for a child with disability or special educational need		
Communication and information/ publicity	3% - Public and Partner Event Feedback 8% Survey Feedback	"Seeking views of families in a very pro-active way." "Better advertisement and make it clearer as to what's on/available" "Use social media to advertise support"	Proposed Early Help Family Hubs will build on the good work of the Children's Centre Advisory Boards made up of local parents who help to shape delivery and share their lived experiences.		
Whole Family Support The comments within this theme were very similar and all supported an approach based around meeting the needs of the whole	9% - Public and Partner Event Feedback	• "There will need to be an upskilling of the workforce to be able to support families as whole family". • "As a service [name removed] has seen the value of the whole family approach and the benefits this can bring for lasting outcomes for children and families". • "The whole family e.g. also grandparents/extended families". • "Time to listen to family".	Phase 2 – Early Help Family Hubs proposal will continue to explore new ways to integrate the Early Help Partnership workforce – which includes housing, police, health, the community, voluntary and independent sectors. To ensure multi-agency, multi-disciplinary teams are using data focussing on current local	It is important that families, children and young people's views, suggestions and ideas continue to shape the proposed new Early Help Delivery model well into the future. During the implementation phase upto March 2019, there will be a range of workshops and events used to engage parents carers to ensure the flow of work ie referral processes, access, and	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
family.			issues and those that can be predicted for future planning. A workforce development plan has been devised to ensure the Early Help workforce has the right skills and knowledge to improve families lives across a 0 – 19 age range and upto 25 for a child with disability or special educational need	ways to communicate effectively are designed from a families perspective – alongside front line staff and partner agencies. This will help to ensure that the day to day operation of a Family Hub meets the needs of families.	
Service design - suitable venue/ confidentiality The main message within this theme was the importance of safe, confidential venues.	7% - Public and Partner Event Feedback 1% Survey Feedback	• "Families need a safe and familiar place to go to – a one stop shop". • "I would see lots of problems with having coffee shop type venues to deliver support e.g. they are not confidential, not as safe and secure, not accessible to everyone. Why not use Children's Centres as these are purpose built and with minor adaptations could be used for families with older children too". • "Need child friendly and confidential spaces for families to go to for support".	The proposed Early Help Family Hubs will be one stop shops for families to access a range of services that are well co-ordinated to meet the whole family's needs. This proposal ensures six of the children's centres will be used to facilitate the one stop shop of Early Help Hubs. These venues will offer flexible accommodation, being family friendly with space that is safe for families to share their issues. All families – whether they live	Where buildings are not required as part of the proposal we will explore how buildings could be used to deliver early childhood services as described in the statutory Children's Centres guidance and Childcare act 2006, to benefit local communities.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			in rural or suburban areas will have access to a key worker who will co-ordinate a multi-agency response if it is required to support the family.		
Rural Service Issues	0% - Public and Partner Event Feedback 7% Survey Feedback	"Urban and suburban parents often have more access to support than rural groups, simply because they have the numbers, but that means as well that the difficulties of being a rural parent aren't understood by the people making funding decisions" "Ensure that facilities that are currently available in more rural areas are not removed and made more isolated"	All families will have access to quality universal provision via the 0 – 25 public health nursing service, 0 – 25 emotional health and well-being service, Understanding your child parenting programme provision and a range of other universal support including stay and plays, toddler groups,		
Service design - cost effectiveness/ quality The feedback under this theme focused on the following main points: - Group sessions can cost less than offering 1 to 1 support. - Some parents would be happy to pay to attend a	6% - Public and Partner Event Feedback 0% Survey Feedback	• A support worker can reach 20 families in a groups – how long would this take in a one to one basis? • "Travel time for staff using a one to one basis would increase time and money. Groups do not cost so much". • "Going to people's homes will cost more than supporting 30 people in a group, due to travel time and travel costs". • "Seeing families in a community venue would save money on petrol costs and time". • "We would happily contribute to the group, other groups charge, and it doesn't have to be for all parents – some can come for free if they need to".	1 to 1 family support delivers evidence based interventions for the whole family and does not deal with just one issue raised by professionals for one child in the family. Parenting course offer evidence based programmes for larger groups of parents both universally and targeted, and in mixed groups ensuring positive role modelling is available within a group setting.	We will explore more opportunities for parents contributions –	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
group.				particularly related to stay and play sessions – which is what parents and carers of young children fear losing. There is currently a wide range of local activities that are included in appendix B, we will endeavour to understand lessons learned from those voluntary/private sector organisations who offer the type of activity wanted by parents to see of it can be expanded into areas where there is not as much provision.	
Consultation process/ management	3% - Public and Partner Event Feedback 2% Survey Feedback	"This (the proposal) is too vague, you're being too vague and won't tell us if this means this group is closing so how can you expect us to vote on whether we agree or disagree when we don't know exactly what we'd be agreeing or disagreeing with? It is unfair." "I noticed none of the drop in sessions for feedback are based where families with SEND may currently attend" "To consider our most vulnerable families as part of the consultation and access their opinions, including SEND families, Ethnic minority families"	Phase 1 proposed Early Help Delivery Model – aimed to widely consult the public to gather their views, experiences and comments. This model is not predicated on buildings – and has an emphasis on targeting the most vulnerable families supported by multi-agency, multi-disciplinary teams based in and from Early Help Family Hubs. Universal provision is still available across Shropshire. The model indicates that universal provision does not need to be delivered by the Council given		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			the range available from other organisations and partners. Some of whom have been commissioned/contracted to deliver it ie 0 – 25's Public Health Nursing provision. If we had proposed Children's Centres closures during Phase 1 – we would not have the breadth of feedback, comments, and suggestions. The Early Help Delivery Model – consultation feedback report attached at appendix C, makes recommendations about which groups/areas where under represented for example – including men, unemployed people, areas included Ellesmere and Wem, South Oswestry etc. Phase 2 consultation aims to ensure that these groups are reached and the areas listed in the report are reached to ensure views/ideas and suggestions are collected from these areas and these groups		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
SEND and additional needs	1% - Public and Partner Event Feedback 3% Survey Feedback	"Children with additional needs – if needs are identified early then that reduces costs in the long term. It's so important to get it right from the word go." "Provide more help for children with mental health issues and support networks. Provide opportunities and activities regularly for families with children with send."	Care and support for children with a special educational need, needs to be proactive, planned and co-ordinated – with input from both children and young people and their parents or carers. The Council works in partnership with organisations who solicit the views and suggestions from parents and carers who have children with special educational need or disability, for example The Parents and Carers Council. The Council has commissioned an organisation called Humanly who have recently undertaken a programme of work to collect the views and comments directly from children and young people who have a special education need or disability. The recommendations have been forwarded to the SEND Partnership Board for scrutiny and to implement next steps. All In provision across Shropshire is universally	We will ensure that the pathways to ensure that care and support is proactive, planned and co-ordinated is available to all families through the Local Offer. We will explore the opportunities to further improve pathways to ensure support and care is available for children with autism, learning disabilities with mental health issues and/or challenging behaviour – through joint commissioning and the Transforming Care Programme Board who are charged with making these improvements.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			available to all families who have a child with disability or special educational need.		
ECINS/ information systems	2% - Public and Partner Event Feedback 1% Survey Feedback	"All professionals need to be using ECINS for Early Help to be effective. Communication is key to success and if that is not taking place due to an inconsistent approach to the IT system then no current or new model will work." "At the moment the ECIN system creates a barrier for multi-disciplinary agencies. It requires a considerable amount of time to complete…"	We accept that when the new Ecins system was implemented that there have been issues – given that over 800 users are external to the council. To counter these issues there has been a yearlong programme of training and development for internal staff and external partners – which has helped to communicate the key messages to fully utilise options to share information when consent has been gained. This really helps families to avoid repeating their story over and again.	We will offer individual as well as group training and support to professionals.	
Perceptions and stigma	1% - Public and Partner Event Feedback 1% Survey Feedback	"I can see a value in community groups and toddler groups which take place in the community but I would not have felt confident to access these to ask for help as I would have felt judged by the other parents running these groups. By coming to a professionally run stay and play I feel that I can ask for support before things become a problem without feeling judged. There is less stigma. Isn't this Early Help?"	Early Help intervenes before a problem arises and delivers the interventions that have the greatest possible impact to improve outcomes for children and young people. This is a partnership wide responsibility – we need to ensure that the partnership wide work force has	We will ensure that there is a wide representation of partners who take responsibility for delivering quality Early Help Services through the Early Help Partnership Board and its local advisory groups linked to proposed Early Help Family Hubs.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			the right skill and knowledge to deliver quality Early Help services – no matter if this delivered by the Council or partner agencies including the voluntary, community and independent sector.		
Service design – times	1% - Public and Partner Event Feedback 0% Survey Feedback	"Services should be flexible and responsive to the wishes and needs of service users. Which often means working in the evening to accommodate working parents or using venues in the community to meet with individuals".	The 0 – 25 public health nursing provision will be delivering services upto 8:00pm in the evening during the working week, to accommodate working parents.		
Q3 Do you have any other comments on our proposal for the new Early Help model?					
Peer support/ socialisation/ preparation for school	17% - Public and Partner Event Feedback 38% Survey Feedback	• "Being a first time mum the baby group provided me with support from other mums. Somewhere for both my son and myself to socialise and get out of the house in a safe and friendly environment." • "Children's Centre groups which are open to everyone give parents and children the chance to mix with others. It helped me feel less alone." • "This (referring to Playpals Group) is what helped me through and kept me going through the years before my son was 4 years old and other help kicked in. I know I can wait for a Wednesday to ask questions, it's	There is a range of provision universally available to support young parents – ie music/dance and drama, stay and play and toddler groups through Shropshire, these groups and activities are listed at appendix B. Through the consultation some parents expressed that they would be willing to contribute to the costs of universal provision that they require – ie stay and	We will explore more opportunities for parents contributions – particularly related to stay and play sessions – which is what parents and carers of young children fear losing. There is currently a wide range of local activities that are included in appendix B, we will	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
		always welcoming." • "I can think of a question about my baby every day, if I had to go to a doctor I'd be there all the time. I can ask for support at the group instead."	play/toddler play sessions	endeavour to understand lessons learned from those voluntary/private sector organisations who offer the type of activity wanted by parents to see of it can be expanded into areas where there is not as much provision.	
Universal support - groups, courses These comments were similar to the peer support category and highlighted how much people value universal support. They also recognised how early help prevents future, more invasive intervention.	7% - Public and Partner Event Feedback 45% Survey Feedback	• "Understanding Your Child at the Children's Centre helped change my life. I wouldn't want to see something so valuable go." • "Understanding Your Child completely changed my outlook on parenting. If there is no crèche I couldn't attend as childcare would be too much money." • "We need to have the universal provision within the local authority to ensure quality and equality." • "Universal support groups – very important. Access for all." • "Early general support provided at the Sure Start Centres can be extremely helpful and successful in preventing more invasive and costly intervention down the line"	Universal parenting programme – including Understanding your Child and Teenager will continue to be available across Shropshire.		
Service design - cost effectiveness/ quality The main messages	19% - Public and Partner Event Feedback	• "Why can't small contributions be made per family so the service can be offered to everyone?" • "I would happily pay to attend Children's Centre groups if they could remain. We already pay to access community groups that		We will explore opportunities ie stay and play groups where small contributions can be made per family – this already exists with some providers and we will explore how this works in reality and how it	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
were positive in nature and formed suggestions of how to reduce costs. Ideas included reducing buildings, holding groups in other locations, charging for sessions, collaborating with partners etc, There were a few concerns that cuts would increase costs in the long term.	23% Survey Feedback	are not as well-structured and don't offer the levels of support that we have at the Children's Centre stay & play. I don't see an issue with asking for a voluntary donation to support running costs." • "There's got to be a halfway point where you can consolidate groups and reduce buildings." • "Surely the first stage would be to shut one building (Children's Centre) in Market Drayton as we have two." • "If buildings are to go, can you rent other buildings for groups instead?" • "The money may be saved initially but in the long term it will cost more." • "I assume this is also working with partners and colleagues in housing, child protection, benefits, police and ASB services, education etc? i.e. really multi-agency" • "To use local town / parish councils to support local initiatives"	Phase 1 – new delivery Early Help Model was not predicated on buildings and therefore it is possible in phase 2 – to make better use of the One Public Estate (effective use of all public sector buildings) to ensure efficiencies, rationalisation and protect front line staff were possible.	can be expanded – where appropriate. The 24U provision ensuring quality child care is available across Shropshire – might be one way to ensure that stay and play provision is of quality, delivered by qualified and experienced staff.	
Consultation process/ management Opinion about the consultation was very split within the comments for	16% – Public and Partner Event Feedback 24% Survey	• "It seems shady by not telling parents exactly what is going to happen. It is misleading on what it is asking you. The information needs to be in your face, obvious, and clear, not long winded." • "A lot of people are not coming to the consultations as they think it's a waste of time and that the decision has already been made".	Phase 1 proposed Early Help Delivery Model – aimed to widely consult the public to gather their views, experiences and comments. This model is not predicated on buildings – and has an emphasis on targeting the most vulnerable families supported by multi-	The Early Help Delivery Model – consultation feedback report attached at appendix C, makes recommendations about which groups/areas where under represented for example – men, unemployed people, areas included Ellesmere and Wem, South Oswestry etc. Phase 2	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
question 3. Some people were very positive about the proposals but many called for more detailed information and greater clarity on the proposed new model.	Feedback	• "I am concerned that people do not know exactly what they are being consulted about. The questions are vague and I'm not sure the public (or professionals) are aware of any impact to changes proposed; both positive and negative. Language used is very 'professionally biased'. Not plain English." • "Proposal thorough. Self-explanatory." • "The consultations to be redone the turnout is extremely low as no body new about it."	agency, multi-disciplinary teams based in and from Early Help Family Hubs. Universal provision is still available across Shropshire. The model indicates that universal provision does not need delivered by the Council given the range available from other organisations and partners, some of whom have been commissioned to deliver it ie 0 – 25's Public Health Nursing contract. If we had proposed Children's Centres closures at this point – we would not have the breadth of feedback, comments, and suggestions, as you can see in this document. For phase 1 consultation – there was a wide range of communication, the comments and views of the general public were collected from a range of events – and an on line questionnaire. 459 people took part in the consultation. The on line questionnaire had a 96% completion rate. 273 individuals attended workshop	consultation aims to ensure that these groups are able to share their comments and views.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			sessions. The full consultation report is available at appendix C		
Early Intervention The feedback for question 3 was similar to question 2. Participants value group sessions as a way of easily accessing support from others and identifying and meeting needs.	14% - Public and Partner Event Feedback 15% Survey Feedback	• "This place has stopped me going downhill." • "How will vulnerable families be identified without CC groups to attend early before crisis?" • "How will family's needs be met early in the new model? If groups go then more families will reach crisis so I fail to see how the new model will work." • "I am worried that if stay & play groups run by Children's Centres close then a lot of parents will not get the early support that they need. I am worried that their problems will escalate as there will not be early help provided early enough. The problem could be de-escalated in a group before it has chance to escalate."	We have data and intelligence down to street level which identifies vulnerable families, by working in Family hubs we will be able to work together to identify which professional is best placed to co-ordinate support around the whole family. This is more cost effective and ensures problems don't escalate. There are far more families stepped down from children's social care – than are stepped up. This evidences that those families who consent to receive Early Help Support – receive it at the right time for the right reason, alleviating the pressure on high cost, high end services, where outcomes for families are poorer.		
Skilled Staff / Unique Offer	14% - Public and Partner	• "Baby Groups (in Children's Centres) have professionals, other groups don't have these and could give information incorrectly. We trust the professionals to give us the right	There is a range of universal provision across Shropshire delivered by an experienced and qualified work force other	We will explore opportunities ie stay and play groups where small contributions can be made per family – this already exists with	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
The answers to question 3 included similar comments to question 2. Parents value the contact they have with skilled staff at groups, an offer unavailable at alternative community playgroups.	Event Feedback 13% Survey Feedback	information." • "From a child's point of view they will not get age appropriate play, interaction, speech and language support, rhyme time, story time if groups are closed. This is not always available at community groups as they don't have qualified staff running them. If these children do not get this early intervention the health visitors, speech and language services will be even more stretched than they already are. The community groups don't have the structured play that helps the children develop." • "Parent led groups are helped by having a professional to go to with support questions we can't answer."	than that provided by the Council. Universal provision available will be communicated through the Shropshire Councils Family Information Service and Early Help web pages so that families can easily find what is available and where to access it.	some providers and we will explore how this works in reality and how it can be expanded – where appropriate. The 2forU provision ensuring quality child care is available across Shropshire – might be one way to ensure that stay and play provision is of quality, delivered by qualified and experience staff.	
Support for all families / not prejudging or excluding who needs help A main message from participants was an expression of concern that they would not receive help because they are not deemed	9% - Public and Partner Event Feedback 15% Survey Feedback	• "I am not in a 'system' probably deemed not 'in most need' but I still need help (advice/ friendship etc.)!" • "Why should this apply to just all families that need one to one support? Why doesn't everybody have it? The rest of us are being discriminated against (referring to the list of areas of support in the proposal)." • "How vulnerable do you have to be to get support?" • "If a group was referral only and families going were all in difficult circumstances, the children don't experience a mixture of	The model provides the opportunities to get more from the limited resources available by working in partnership with other agencies including housing, police, health and the community and voluntary sector. We need to do more for less. There is universal provision still available – not delivered by the Council and can be better delivered in some circumstances by other organisations who have the		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
vulnerable.		families, and the peer support will be different – we need a range of families."	expertise, knowledge and community networks ie the community and voluntary sector, who can also access funding that the Council can't. If we looked across the continuum of need for families ie level 1 = universal provision this is still available, level 2 – supporting families – where issues are bubbling – and the family require a multi-agency response – any range of agency professionals can be become the lead professional – and takes responsibility for co ordinating help. Level 3 – targeted intensive 1:1 family support, meeting the Strengthening Families Criteria – multiple and complex family issues impacting directly on children and young people. In the main this will be delivered by a range of professionals integrated through Early Help Family Hubs. Level 4 – Children's Social care, Early Help avoids intervention where safeguarding children is not an		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			issue.		
Integration/ professionals working together/ impact on other services This was a dominant theme (as it was under question 2). There were more of a range of messages under question 3 but common concerns were the impact of changes on schools, the importance of working with health visitors and the need for different services to work together.	21% - Public and Partner Event Feedback 0% Survey Feedback	• "Referral to Early Help works well. In reference to current Early Help process: Early help social worker consultations are good." • "Health Visitors are brilliant if you can get hold of them, I know they are busy." • "If you remove support in universal groups then caseload will go up to school – a huge impact." • "There needs to be guidance for universal agencies to follow for when cases step down from targeted services. Universal agencies (especially schools) are left holding support work that they are not confident to manage which results in needs escalating back up to targeted." • "Could community groups e.g. The Derwen College, Designs in Mind be involved in making the support drop-in at The Centre more welcoming with a community café to ensure it is used to its full advantage?" • "Should be a team around the child/family rather than a 'one worker' model."	The phase 2 proposal – new arrangements for delivering Early Help Services links to the Early Help Strategy. A large section of this strategy explains the need to co-ordinate a multi-agency workforce development plan to ensure workers feel supported and have the right level of skill and knowledge to support families across all levels of need. The workforce plan has been refreshed to ensure the workforce is confident and knowledgeable. Further practice support sessions, peer to peer support, quality and regular supervision is available to Early Help professionals. This has been planned into the new proposed model. We have been working with schools to jointly commission Early Help Family Support workers – who will be able to support families at lower levels of intervention.		
	9% - Public	• "If this makes it easier for families and	The model ensures that families		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Accessible services (transport, geographic) Access to support and travel costs were strong themes. Participants from Bishop's Castle and Market Drayton were particularly concerned about access issues.	and Partner Event Feedback 12% Survey Feedback	children to get support in their own town great! Otherwise it will exasperate issues with fuel poverty. Lack of access due to parents and family problems worsening." • "The model doesn't consider the transport issues that rural areas suffer. Bishops Castle people are unable to access services in Ludlow or Shrewsbury!!" • If the Market Drayton building goes, then where can we go to groups? • "The hubs are only good for those that can access them. If you don't drive or have reliable public transport you are isolated and alone"	with complex needs who are most vulnerable have access to a 1:1 key worker. Who will visit them in their own home – we are not expecting families to travel, no matter where they live. Times of home visiting will be at the convenience of the family, and in venues that are convenient at the family's request. We want families to consent to work with us – and will ensure that skilled staff persuade families of the benefits of our support to stop issues escalating and getting worse. Early Help Family Hubs have been proposed to be in areas of highest need linked to vulnerability. Detailed data and local intelligence will used by a team of professionals to predict demand, work with local parents and partners and head off issues before they get worse. This is best facilitated when dedicated integrated teams are based together or can work together on		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			daily/weekly basis. We know that there is a range of universal and low level support for families in place as described above.		
Sustainability There were concerns that the model was not practical.	0% - Public and Partner Event Feedback 15% Survey Feedback	• "I fail to see any cost saving and envisage a cost extra with service offered" • "Will there be enough workers to support the new team of 0-19 year olds. Services are already stretched what will become after the new model is in place." • "How long would it take to get round 30 peoples houses to help them? At the moment there are about 30 people at stay and play on a Wednesday we had a chat and worked out about 20 of us would need 1 to 1 help at the moment without the help we get or have received from that group, but the other 10 could need help in the future."	There is universal provision available for parents and carers with younger children. Data attached as part of the provision of information appendix A. Highlights that on average per month usage in children's centres is low. Usage is higher in areas of highest disadvantage – lower in some of the rural areas, even though the buildings are accessible, in rural locations.		
Communication and information/ publicity There were a range of comments but the most people called for communications to lead to greater	4% - Public and Partner Event Feedback 7%Survey Feedback	• "As part of the new model it needs to be made clear what the difference is between targeted and universal Early Help. There is still a lack of understanding." • "How do we find out about this Help model? i.e. everybody – all professionals." • "Helping children and young people to know about the services that are available to them within Early Help."	If we looked across the continuum of need for families ie level 1 = universal provision this is still available, families don't require additional support, level 2 – supporting families – where issues are bubbling – and the family require a multi-agency response – any range of agency professionals can be	We will ensure the benefits of Early Help Support is clear for families – we will ensure families know where to access simple information, that tells them what they need to know.	

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
clarity and understanding of the model.		• "Ensure those most marginalised are encouraged to use the service and agencies working with them understand what can be gained from it."	become the lead professional – who takes responsibility for co ordinating help and support. Level 3 – targeted intensive 1:1 family support, meeting the Strengthening Families Criteria – multiple and complex family issues impacting directly on children and young people. In the main this will be delivered by a range of professionals integrated through Early Help Family Hubs. Level 4 – Children's Social care, Early Help avoids intervention where safeguarding children is not an issue. The Early Help Webpages and Family Information Services are a good source of information and describe support available to families, professionals and partners. Early Help professionals can also gain support from Early Help Social workers based in Compass if there are any concerns or questions that can be checked out and supported, before referring.		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
SEND/Additional needs	1% - Public and Partner Event Feedback 5% Survey Feedback	• "It's important to have groups for families with children with additional needs – what else is out there?" • "…if needs are identified early then that reduces costs in the long term. It's so important to get it right from the word go." • "Please include key support from people and professionals who understand SEND for families who have a child with SEND"	There is no reason why this can't be facilitated through the proposed phase 2 consultation processes.	We will ensure that the Local Offer is updated and easy for Parents and Carers with a child with special educational or disability will find easier to use – with content that is informative and easily accessible. Work is being undertaken to through the Councils Digital Transformation programme to amalgamate information systems – so that families will go to one place to find the information they need.	
Rural Services Issues	0% - Public and Partner Event Feedback 6% Survey Feedback	• "We should keep services in rural areas all the time we have cuts and money saved and it always effect us in the rural areas." • "…removing services from a rural community will have a negative impact, the effects will be long term."	Families consent to work together with us – and families will offered a home visit. For most families this is the most convenient location for them to feel comfortable and to talk about their issues. The model aims to offer flexibility and deals with multiple problems at once cutting down on costs. Where a family state another venue is more convenient for them we will facilitate this to happen. This is the same whether families live in rural areas or in suburban areas.		
		• "I have an issue with telling parents to go to	Families consent to work with		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Service design - suitable venue/ confidentiality Responses were similar to question 2. Participants called for suitable venues within their local community and highlighted the importance of confidentiality.	4% - Public and Partner Event Feedback 2% Survey Feedback	coffee shops to access support. This is not safe or secure. There are health and safety concerns with this and I am worried about confidentiality. Also going to somewhere that you have to pay for a coffee will be a barrier for the most vulnerable as they will not be able to afford this." • "Children's Centres are built fit for purpose rather than using spaces that are not child friendly." • "Is there any scope in using community buildings for example the Festival Centre in Market Drayton – this is less costly but can keep the facility going somewhere else."	us and to share their information with other partners if it helps to support the family. Families will also choose the location that is most convenient for them – in the main this will take place in the family's home or in venues that have more private spaces to talk. The model is designed to be flexible to support families and is not predicated on buildings. There is the scope to look at buildings used by the one public estate as well as community buildings – if they are more appropriate. Some of the buildings we have looked at would struggle to deliver what we require in terms of space to house multi-agency integrated teams		
Perception and stigma	4% - Public and Partner Event Feedback 0% Survey Feedback	• To be able to talk openly without fear of "children being taken away." • "Not social workers – there is a stigma attached if coming from a social worker." • "It is easier to ask for help in group – less stigma."	Group work will still be available across Shropshire through the parenting programme 'Understanding your Child or Teenager'. These will be available universally. The Early Help workforce is		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			made up of a range of professionals who come from different disciplines ie public health nursing, midwives, housing support workers, Early Help workers, SEN support officers, police and fire service, schools and the community and voluntary sector. We work together across professional boundaries by putting children and young people at the centre of everything we do, ensuring their voice is strong. The large majority of families consent for us to work with the whole extended family and their experience of us is a good one, we know this because they tell us. We know this because we measure the success of the delivery of our interventions in terms of impact on children and young people and improved outcomes ie more parents have the practical skills to parent their children, school attendance is improved, more parents and children have less emotional health and well-being problems and can get on with		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			living their lives, with major problems, impacting on children and young people.		
ECINS/ Information systems The responses under this theme for question 3 were very different to question 2. Rather than promote ECINS comments related to concerns.	3% - Public and Partner Event Feedback 0% Survey Feedback	• "In reference to current Early Help process: ECINS has made early Help more formal, I preferred the Team Around the Child approach, I find the Webstar a sticking point." • "I just know I feel paralysed with some of the current systems." • "A fit for purpose IT system that all services can access and input concerns will be required."	We have taken on board comments made by professionals about the Ecins case management system. The system has been improved over the last 12 months to ensure it easier to use and to navigate. The Early Help Partnership is exploring the benefits of being on the same system as adults and children social care – who will move onto Liquid Logic. As yet no decision has been made.		
Q4 Do you have any comments about how we can improve how you find information, advice and activities for you and your family?					
Face to Face	15% - Public and Partner Event Feedback 8% Survey Feedback	Face to face was the most popular way of receiving information suggestions were: - Health workers/visitors (21+8%) - Local professionals (26%) - SC Children/Families workers (18%) - Local services/venues (15%) - Groups and courses (13%) - Other parents (10%) - Drop in clinics (5%)	We will ensure that the range of professionals who make up the Early Help workforce are engaged in the design and development of the proposed Early Help Family Hubs, along with parents and carers, children and young people. A communication plan will form		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
			part of the proposal to ensure that parents and carers can access simple information that describes the changes, and ensures they know where to go to get help if they need it. We will ensure that professionals have the right information available to pass onto families they are engaging with.		
Online/ social media/ apps/webchat	8% - Public and Partner Event Feedback 15% Survey Feedback	• "Develop an app/website with quick easy access to all services across the board." • "Social media with regular updates. Twitter. Facebook page." • "Having a webchat would be beneficial for those parents who work and for young people to access information"	We will ensure there is a range of mediums available to support families, children and young people, which will include face book, twitter, early help web access, Local offer – for families of children who have a special educational need or disability. Proposed Early Help Family Hubs will learn the lessons from Children's Centres who use face book as a means of two way communication with parents and carers.		
	11% -	• "How will we know where to ask for Early	There are opportunities to		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Increase awareness (there were lots of comments requesting increased advertising and information)	Public and Partner Event Feedback 11% Survey Feedback	Help? We have found this from groups, but if there are no groups where do we go to ask?" • "No one knows about FIS… it's a starting point for early help, needs to be raised profile."	utilise routes in libraries and GP practices through smart TV screens – which will enhance communication.		
Printed information - posters, leaflets, cards	4% - Public and Partner Event Feedback 10% Survey Feedback	Information on local boards i.e. health centre, community centre, housing office, library, schools, post office (not all households have internet access). "Anywhere where people queue"			
Quality of information	3% - Public and Partner Event Feedback 5% Survey Feedback	Information is sometimes too 'council'. Not in plain language. Not easy to understand. This needs to be considered when the council are putting information out there. • "Please don't "signpost" to services that don't exist or are dysfunctional." • "Keep printed media current." • ""when groups are cancelled it would be helpful to have a little more warning"	The Councils Digital Transformation strategy will help to ensure consistent and relevant information in a format that is easily accessible and available for its customers. Part of the strategy looks at how we can improve our customers interaction with us – making it easier for us to communicate with other, making it easier to do more on line as this is what most people tell us, they prefer.		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
Streamlined information	4% - Public and Partner Event Feedback 3% Survey Feedback	One stop shop. All services in the area in one place. Families hear about other services via other parents. Understanding Your Child groups known via social workers. • "Have one hub of information, where all events are advertised and all services are found."	The Early Help web pages hold all information related to Early Help information – we want this to be the one place, one address that families and professionals recognise, will go to and will help design to ensure there are no gaps in information.		
Not Online/ Connectivity poor	1% - Public and Partner Event Feedback 4% Survey Feedback	Not everyone accesses the internet so this is not always the best way. • "We are in a technology age, but some of our community can't afford it" • "Phone signal and broadband not reliable in Bishops Castle area" • "…not everybody uses a computer…."	The Council is working hard with business to eliminate 'not spots', given Shropshire's rural geography.		
Make the website easier to navigate	0% - Public and Partner Event Feedback 4% Survey Feedback	• "Make websites more straight forward and have a search bar at the top of the screen or list each town." • "Easy online service links." • "Website didnt work on several occasions"	There is a number of points of access – it is intended to rationalise this to ensure families access information through one single point. Which will make life easier.		
Improve response times to phone and email requests	0% - Public and Partner Event Feedback	• "Family Information is difficult to gain an answer from lines are constantly busy." • "I was told to call a number but the phone was never picked up, even after several attempts over a number of days."	Our communication plan is being revamped and your comments will be taken on board. Moving forward it is vital that we are a quick and responsive Early Help Service.		

You said - Theme and main messages	% of feedback for that question	You Said	We have	We will work towards (and Phase 2 consultation actions)	
	4% Survey Feedback	• "I emailed the Early Help team and never had a response." • "Email response is very slow! Waited up to a week for response therefore missing out on a group."	Communication between agencies is quicker and more focussed on helping families to solve their own problems when they co located or working more effectively together.		
Local media (newspapers, magazines and radio)	2% - Public and Partner Event Feedback 1% Survey Feedback	Newspapers e.g. more user friendly ways. • "Use existing communication channels such as parish magazines"	Good idea – we will explore the benefits and work required to do this.		
Targeted information (specific ages and audiences were mentioned)	2% - Public and Partner Event Feedback 0% Survey Feedback	Send age relevant advice to families.	Early Help web pages contain age relevant information. The attached universal provision is age relevant at appendix B.		
Email/Post	<1% - Public and Partner Event Feedback 2% Survey Feedback	When you go to Sure start children's centres you give a lot of information including emails address. Could information be sent to families in this way? • "Post or email text updates for activities and info in your postcode area" • "I think more information could be available through a sign up email service."	Yes we send information via email if this is preferred by families. Although it is a task in itself to keep on top of this type of detail if it changes regularly.		

<u>Appendix D</u>: Shropshire Council Equality and Social Inclusion Impact Assessment (ESIIA)

Name of service change: Early Help Family Hubs – future Early Help Service delivery arrangements.

A. Contextual Notes 2016

The What and the Why:

The Shropshire Council Equality and Social Inclusion Impact Assessment (ESIIA) approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

This assessment encompasses consideration of social inclusion. This is so that we are thinking as carefully and completely as possible about all Shropshire groups and communities, including people in rural areas and people we may describe as vulnerable, for example due to low income or to safeguarding concerns, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, e.g. Age. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The guidance and the evidence template are combined into one document for ease of access and usage, including questions that set out to act as useful prompts to service areas at each stage. The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report

is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A ***full report (Part Two)*** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. Where there is some uncertainty as to what decision to reach based on the evidence available, a full report is recommended, as it enables more evidence to be collected that will help the service area to reach an informed opinion.

B. Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change
Early Help Family Hubs – a new delivery model and future arrangements

Aims of the service change and description
C.Purpose and detail of the assessment: This assessment has been undertaken in order to understand the impact on different groups of people in Shropshire of the proposal to create a new Early Help delivery model – through Early Help Family Hubs – which will facilitate efficiencies and savings of £875,000. We want to provide support to children and families who are most in need of our help, quickly and in the right way. There are many families who get support from a number of organisations to help with problems they are facing, but this support isn't always coordinated in a way that makes sense to the family. This causes confusion and frustration for the family and it doesn't always enable things to improve quickly enough, or for those improvements to be sustained. There is a need to focus our resources on those who need our help the most. This may require changes to how we identify and interact with families in need in our communities. To achieve this, consultation with families, stakeholders and our staff about a new model of delivery and future arrangements will inform how we work in the future with families in need. The proposal we are consulting on aims to bring together all the people who work with families when problems are emerging, by creating one service: the Early Help service. In future we will integrate services and organisations working with families, to ensure help is timely and effective. We will deliver coordinated services in collaboration with our partners, in fewer buildings as we concentrate our resources on front line staff, with the right skills and knowledge to meet family's needs. It is proposed that there should be a new Early Help service across the county providing whole family support (across a 0 – 19 age range and up to 25 for children with a disability or special educational need), dealing with all the issues a family faces, with their

involvement and consent. The new model would be formed by remodelling the current service provision.

The focus of the new service will be to make real, measurable changes for the children in the family by helping the family as a whole, and to build resilience so that families are better equipped to handle future problems as they arise. These changes or outcomes will be measured on a family basis, but also across the cohort of families involved. Early Help Family hubs will be able to provide a base for integrated multi-agency, multi-disciplinary teams. By co coordinating the Early Help offer with all partner agencies more effectively – localised issues can be given more of a focus and locally proposed solutions will ensure the community is engaged in designing the new service offer.

The proposal is that there would be six teams of lead family workers, working in community settings across the county. These teams will support families where they are e.g. in their homes, in community and other settings. They will use innovative, creative and very practical techniques and interventions to help families understand where they are (assessment) and where they need to be (outcomes), and develop a clear plan with them to help the families get there.
Some of the interventions will be with the whole family, some with individuals and some with targeted groups. The Early Help Partnership, The Children Trust and the Children's Safeguarding Board are all responsible for ensuring the effectiveness of Early Help, by delivering the full range of Early Help services. For example, midwifery services will continue to be delivered. The idea to co locate community midwifery teams with or alongside Early Help Family Hubs will be further explored, if this proposal is approved. The health visiting and school nursing service – 0 – 25 Public Health Nursing contract commissioned by Shropshire Council will continue to monitor the mental health of pregnant women and mothers up to the age of 5 and refer to appropriate support services where mental health has been identified. The public health nursing service also delivers a level of breastfeeding support as part of the healthy child programme, which includes contact with new mothers.

The graduated pathway which aligns SEN support in schools, complemented by support via Shropshire Councils SEN team, has already been implemented. As well as a new Early Help support pathway which aims to work with the whole family where there is child or young person with a disability or special educational need. Both pathways will continue to be monitored via the SEND Board to ensure outcomes for these children and young people improve.

To mitigate against the impact on rural communities the proposal includes an outreach service, the new service will ensure that the majority of a key workers time is spent supporting families, assessing their needs, this could be done in the family's home or in venue where families feel comfortable to attend in the local community. The Councils Digital Transformation programme will explore how to keep in touch using digital technology to enhance communication between service users and the council. Early Help Hubs will embrace digital technology whilst ensuring families that live in the most outlying areas of Shropshire still have access to Early Help and Family Support services when they need them.

The Early Help Family Hub teams will make full use of community resources already available, including volunteers, and sensitively take into account the

values and beliefs of families who are non-British or from ethnic minorities.

Context

National policy is moving to a more co-ordinated approach to problem solving and service delivery to ensure a better use of public assets. Many other local authorities have already taken decisions to streamline and co-ordinate Early Help services to be more effective for users, better value for money for residents and more sustainable in the long term. There is increasing evidence that this approach is producing better outcomes and reductions on statutory services. The main finding in the current research is that strong political and cross partnership leadership is essential for the successful implementation of any new approaches.

There has also been an increase in demand for children's social care statutory services over the last 5 years. This demand is projected to continue to rise. The reasons for this are complex, but include demographic changes and pressures, reductions in universal services provided by the Council and other partners and anxiety experienced by front line practitioners about perceived risk to children. This means that more children and their families are already having and will increasingly have intrusive, often unwelcome and costly statutory intervention. Detailed research and needs analysis undertaken as part of the self-evaluation for the Children's Social Care Ofsted inspection (which includes Early Help), summarises the key findings, indicating that demand for statutory services is driven by the following factors impacting on a family and children living within that family:

- Domestic abuse
- Behavioural problems
- Mental health
- Relationship breakdown
- Poverty and worklessness

Problems for children commonly appear in the early years and in adolescence, and it is the combination of problems which has most impact on children.

Currently most Early Help services are focused on a particular age group, a single issue or one approach. Feedback from children and families as well as local and national research has consistently shown that this is not the best approach to improve outcomes and build resilience. Problems within a family invariably link together and impact across the family. For example, parental mental health issues are likely to impact on their employability but also on the attendance, behaviour and attainment of their children in school. Similarly, one child's serious or long term disability brings both mental and financial pressures onto the whole family, while domestic abuse or relationship problems are proven to have serious consequences for the long term outcomes of children. So tackling one problem or one individual is less likely to be effective than dealing with everything that is

going on for the family as a whole.

The Council's overall financial position has determined that there is less financial resources available to deliver what it currently delivers, and shortfalls in funding available has opened up an opportunity for The Early Help service to review its performance against best practice. This proposal aims to deliver integration by focussing on the whole Early Help system, not just the services that the Council currently delivers. Ensuring value for money, effectiveness in improving outcomes for children and young people, keeping children safe, whilst ensuring that a more co-ordinated service meets the statutory function.

In the past, children's centres have been clustered with three or four sites. One children's centre in the cluster being designated with the Department of Education as the main site. For Shropshire this means that there are currently 12 designated children's centre clusters, including 26 buildings. In this proposal we require 6 of those designated, which will remain as children's centres as described in the Childcare Act 2006, but will have wider age range 0 – 25 and will have a clear focus on working with the most vulnerable families. The Council cannot afford to maintain and fund the rest of the 20 buildings, and these will either be used to deliver the expanding 2/3/4 child care offer, or used by schools who will support the delivery of early childhood services.

The proposed new delivery model has identified Early Help services where a new improved delivery model has the potential to deliver £875,000 of savings included within the Council's financial plans.

Intended audiences and target groups for the service change

Parents and carers
Young people and children
Partner agencies including health, housing, police and fire service
The voluntary, community and independent sector
Schools – including pre-schools, primaries and secondary's
Staff
Other Council services supporting children and young people

Evidence used for screening of the service change

Analysis of data has been significant and utilised to understand the needs of vulnerable families, local need, deprivation, and accessibility, given where the majority of these families live. This evidence of need has been used to propose where the likely sites for Family Hubs are required and how outreach services will be delivered.

Currently there is wide range of Early Help services delivered from a wide range of areas and buildings, often making it more confusing for families to know where to

go for help and support. Based on the evidence of need the proposal is to have 6 Early Help Family Hubs. The accommodation will assist with co-location (where possible) and integration of Early Help teams.

It is proposed that the following will accommodate the hubs: The Centre - Oswestry, Richmond House - Shrewsbury, Crowmore Centre - Shrewsbury, Rockspring Centre – Ludlow, a building in Whitchurch yet to be determined and a building in Bridgnorth yet to be determined, will be part of Council's One Public Estate strategy, which will determine which buildings are fit for purpose.

Specific consultation and engagement undertaken with intended audiences and target groups, to help shape future arrangements

Developing future arrangements

In developing a proposed solution for Shropshire, reviewed national research, together with insight from over 10 other local authorities about best practice. Key messages include: It is most effective to target help where there is more likely to be higher risk (evidence is strongest for programmes that target based on early signals of risk e.g. child behaviour problems, insecure attachment, delayed development of speech)

- Focusing on dealing with root causes rather than symptoms will produce better results
- Most effective interventions are preventative instead of reactive
- Whole family approach is important to long term sustainability
- Reconfiguring staff and resources to build a new Early Help service, supporting whole family work, is more effective than a number of different services working separately.

The consultation on the new proposed Early Help delivery model ensured that the public, staff and partners where able to express their views. Views of parents and carers where mixed – but what was clear from the feedback report was that a larger proportion of parents who had used the children's centres in the past and had younger children, expressed their views. The expressed fears about the losing universal stay and play sessions, loss of well used parenting programmes, and the closure of children's centres

The consultation ran for six weeks and was completed in March 2018, which aimed to gather views on a new delivery model – accommodated in Family Hubs. 459 respondents took part in the consultation, 273 people attended workshops, 186 respondents completed the on line questionnaire.

Key findings and key messages are highlighted below:

In general, there are mixed feelings among members of the public and partners. Some people see the proposed changes as a positive development and see opportunities for further improvement

Respondents expressed that the new model will improve:

- Integration of multi-disciplinary teams – who have skilled and knowledgeable and experienced staff to support families
- Families have access one consistent key worker – those who participated highlighted the skills of Early Help staff members and workers are clearly valued within their communities
- They are able to get support/information for more than one thing
- The most important way to receive information was face to face. A range of opportunities were mentioned, the most common being the health visitor

- The use of modern technology was advocated with social media being mentioned regularly. There was also the suggestion of an early help app as well as being offered web chat.
- Early Help is well understood as a concept in reducing the need for more specialist one to one support
- Keenness to explore solutions and to work with Shropshire Council to design and develop the new model. It was recognised that cost savings need to be made and that improvements could be achieved through stronger integration of support services

Respondents expressed that they are concerned about:

- Not knowing where to go for help – it was important to families that the new offer is advertised well. There were concerns that they would not know where to ask for help if groups were discontinued and the Family Information Service needs to be better promoted
- Communication needs to be better – with a range of information on the new arrangements that is plain English and makes sense to families
- There were questions about the definition of a 'vulnerable family'. People felt it important that Early Help supported all parents, not just those who fit the definition of vulnerable.
- People want to see the retention of universal access to support in their local community. The groups and courses are highly valued with Understanding Your Child and stay and play mentioned frequently within the comments.

Use of consultation feedback to help shape future arrangements

It is proposed that there should be a new delivery model for Early Help services across the county providing whole family support, dealing with all the issues a family faces, with their involvement and consent. The proposed new model would be formed by remodelling the current service provision, creating hubs in fewer buildings, accommodating multi-agency teams.

The focus of the new service will be to make real, measurable changes for the children in the family by helping the family as a whole, and to build resilience so that families are better equipped to handle future problems as they arise. These changes or outcomes will be measured on a family basis, but also across the cohort of families involved.

The proposal is that there will be six teams of lead family workers, working from Early Help Hubs as described earlier in this report. These teams will support families where it is most convenient for them e.g. in hubs, in their homes, in community and other settings. They will use innovative, creative and very practical techniques and interventions to help families understand where they are (assessment) and where they need to be (outcomes), and develop a clear plan with them to help the families get there. Some of the interventions will be with the

whole family, some with individuals and some with targeted groups.

The teams will make full use of community resources already available, including volunteers.

They will use innovative, creative and very practical techniques and interventions to help families understand where they are (assessment) and where they need to be (outcomes), and develop a clear plan with them to help the families get there.

The Early Help Partnership, The Children Trust and the Children's Safeguarding Board are all responsible for ensuring the effectiveness of Early Help, by monitoring the quality and impact of the full range of Early Help services. For example, midwifery services will continue to be delivered. The idea to co locate community midwifery teams with or alongside Early Help Family Hubs will be further explored, if this proposal is approved. The health visiting and school nursing service – 0 – 25 Public Health Nursing contract commissioned by Shropshire Council will continue to monitor the mental health of pregnant women and mothers up to the age of 5 and refer to appropriate support services where mental health has been identified. The public health nursing service also delivers a level of breastfeeding support as part of the healthy child programme, which includes contact with new mothers.

The graduated pathway which aligns SEN support in schools, complemented by support via Shropshire Councils SEN team, has already been implemented. As well as a new Early Help support pathway which aims to work with the whole family where there is child or young person with a disability or special educational need. Both pathways will continue to be monitored via the SEND Board to ensure outcomes for these children and young people improve.

To mitigate against the impact on rural communities the proposal includes an outreach service, the new service will ensure that the majority of a key workers time is spent supporting families, assessing their needs, this could be done in the family's home or in venue where families feel comfortable to attend in the local community. The Councils Digital Transformation programme will explore how to keep in touch using digital technology to enhance communication between service users and the council. Early Help Hubs will embrace digital technology whilst ensuring families that live in the most outlying areas of Shropshire still have access to Early Help and Family Support services when they need them.

The Early Help Family Hub teams will make full use of community resources already available, including volunteers, and sensitively take into account the values and beliefs of families who are non-British or from ethnic minorities.

Parenting programmes valued by parents and carers will continue to be delivered universally across Shropshire

The needs analysis tells us where we should target help for children and families, but it is also key that the new model provides geographical flexibility to respond to changing demand.

The individual skill set of workers will be fully utilised, with a clear intention that

every worker will be supported to develop new skills and expertise to deliver whole family work across all the issues families face. A staff training plan would be developed to support the implementation of the proposed new model.

We are already engaging with key partners in Health (including Mental Health services for adults and children), the Criminal Justice System, Education, and the Voluntary and Community Sector to work towards further transformational approaches. We have aligned this proposal to other strategies being delivered including Shropshire Councils Childcare Sufficiency Assessment 2017. There is a proportion of quality child care that provides universal parent and toddler sessions – we will explore the possibility of this being replicated in areas where there is a need. The universal provision information attached at appendix B will help to provide the evidence for this.

The report attached at Appendix C – "You Said, We Did, We Will" – is important to try to answer all of the contributed comments, to respond to what the public said. In response to the comments on universal spread of provision, we have provided what is currently available from The Councils information systems.
As a result what the public said – we will continue to provide the range of universal parenting programme provision 'Understanding you Child/Teenager', across Shropshire – with a concerted effort to reach parents who live in rural areas, as well as suburban areas.

Demand for Early Help is not evenly spread across the county, with more than 70% being generated from the market towns, significant demand particularly in Shrewsbury and Oswestry. However, demand for Early Help services is not confined to the market towns and there is need in more rural areas. Demand has shifted as the demography of the county changes and this is likely to continue. Whatever the future, the best way forward will be to have a model that has the advantage of geographical flexibility.

Potential impact on Protected Characteristic groups and on social inclusion

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:

    - their current needs and aspirations and what is important to them;
    - the potential impact of this service change on them, whether positive or negative, intended or unintended;
    - the potential barriers they may face.

2. If the intended audience and target groups have not been consulted directly, have their representatives or people with specialist knowledge been consulted, or has research been explored?

3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?

4. Are there systems set up to:
    - monitor the impact, positive or negative, intended or intended, for different groups;
    - enable open feedback and suggestions from a variety of audiences through a variety of methods.

5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?

6. Will the service change as proposed have a positive or negative impact on:
    - Fostering good relations? Social inclusion?

Initial assessment for each group:

Protected Characteristic groups and other groups in Shropshire	**High negative impact** *Part Two ESIIA required*	**High positive impact** *Part One ESIIA required*	**Medium positive or negative impact** *Part One ESIIA required*	**Low positive or negative impact** *Part One ESIIA required*
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg child for whom there are safeguarding concerns eg older person with disability) The change in the age range of children that the new delivery model will engage with means that parents and carers may perceive that services are spread thinner and resources diluted, reducing the opportunity for their concerns to be identified early.			✓	

Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV) Families where there are disabled parents and or disabled children may find travelling further to access support not viable and more expensive			✓	
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				✓
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				✓
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment) Reduced access to support for pregnant women and new mothers could increase the prevalence of mental health concerns			✓	
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller) Families from non-British national or ethnic origins may not feel comfortable accessing an Early Help service. This could lead to a lack of social cohesion and increased isolation.				✓
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others) The use of religious buildings to provide services could isolate people of different religions or with no beliefs who may not be able to access				✓

certain religious buildings, leading to a lack of social cohesion and increased isolation				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)			✓	
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				✓
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people for whom			✓	
there are safeguarding concerns; people you consider to be vulnerable) Impact on rural communities			✓	

D. Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

E. Decision, review and monitoring

Decision	**Yes**	**No**
Part One ESIIA Only?	✓	

Proceed to Part Two Full Report?		✓

Actions to mitigate negative impact or enhance positive impact of the service change

It is proposed that there should be a new Early Help service across the county providing whole family support, dealing with all the issues a family faces, with their involvement and consent. The new model would be formed by remodelling the current service provision.

The focus of the new service will be to make real, measurable changes for the children in the family by helping the family as a whole, and to build resilience so that families are better equipped to handle future problems as they arise. These changes or outcomes will be measured on a family basis, but also across the cohort of families involved.

The initial proposal is that there would be six teams of lead family workers, working in community settings across the county. These teams will support families where they are e.g. in their homes, in community and other settings. They will use innovative, creative and very practical techniques and interventions to help families understand where they are (assessment) and where they need to be (outcomes), and develop a clear plan with them to help the families get there. Some of the interventions will be with the whole family, some with individuals and some with targeted groups. The teams will make full use of community resources already available, including volunteers.

The needs analysis tells us where we should target help for children and families, but is also key that the new model provides geographical flexibility to respond to changing demand.

The individual skill set of workers will be fully utilised, with a clear intention that every worker will be supported to develop new skills and expertise to deliver whole family work across all the issues families face. A staff training plan would be developed to support the implementation of the new model.

As part of the development of a new Early Help service, we are already engaging with key partners in Health (including Mental Health services for adults and children), the Criminal Justice System, Education and the Voluntary and Community Sector to work towards further transformational approaches. Much of this work is being co-ordinated through the multi-agency Early Help Partnership Board, which jointly with the Shropshire's Safeguarding Children Board develops and delivers the Early Help Strategy.

Actions to review and monitor the impact of the service change Evaluation and review of the ESIIA to incorporate feedback from the proposed consultation and any changes to the likely impacts of the proposed new Early Help Model of Delivery, and future arrangements to deliver these changes. Consideration of the use of social media to gain further feedback from the general public and children and young people in Shropshire This will include ongoing efforts to strengthen engagement with people in Protected Characteristic groupings and people at risk of social exclusion, and to define and deliver actions accordingly to mitigate any negative impact and enhance positive impact of the Strategy in its draft and final versions. This is supported and evidenced by the You Said, We Have, We will report available at Appendix C

Scrutiny at Part One screening stage:

People involved	**Signatures**	**Date**
Lead officer carrying out the screening *Fran Doyle Head of Early Help, Partnerships and Commissioning*		
*Any internal support**		
*Any external support*** *Lois Dale – rural and equalities specialist*		
Head of service **Fran Doyle** **Head of Early Help, Partnerships and Commissioning**		

Sign off at Part One screening stage:

Name	Signatures	Date
Lead officer's name		
Head of service's name **Fran Doyle** **Head of Early Help, Partnerships and Commissioning**		

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Evaluation Decision: Proceed

1. No barriers identified, therefore activity will proceed.

Will this EIA be published: Yes
Date completed: 05/04/2018
Review date (if applicable): N/A

Appendix E – Consultation Timetable - PUBLIC CONSULTATION EVENTS

29th May – Monday 9th July 2018

Children's Centres

Date	Time	Venue
Monday 4th June	1.30pm – 2.30pm	**Ellesmere** Children's Centre
Tuesday 5th June	10.00am – 11.00am	Meole Children's Centre, **Shrewsbury**
Wednesday 6th June	2.00pm – 3.00pm	Trinity Methodist Hall, **Shifnal**
	1.30pm – 2.30pm	Woodside Children's Centre, **Oswestry**
Monday 11th June	10.00 am – 11.00am	Sunflower House, **Shrewsbury**
	2.00pm – 3.00pm	St Mary's Children's Centre, **Bridgnorth**
Tuesday 12th June	10.00 am – 11.00am	Honeysuckle Lodge, Martin Wilson School, **Shrewsbury**
Wednesday 13th June	2.00pm – 3.00pm	Mereside School, **Shrewsbury**
Thursday 14th June	10.00am – 11.00am	Buttercup Lodge, Sundorne Infant School, **Shrewsbury**
Tuesday 19th June	6.30pm – 7.30pm	**Bishops Castle** Children's Centre
Wednesday 20th June	2.00pm – 3.00pm	**Albrighton** Children's Centre
Thursday 21st June	10.00am – 11.00am	**Baschurch** Children's Centre
Monday 2nd July	10.00am – 11.00am	**Wem** Children's Centre
Wednesday 4th July	10.00am – 11.00am	**Craven Arms** Children's Centre
	1.30pm – 2.30pm	Children's Centre, **Market Drayton** Infant School

on – Children's Centres

Date	Time	Venue
Tuesday 5th June	10.30am – 11.30pm	**Cleobury Mortimer**, Country Centre
Monday 11th June	7.00pm – 8.00pm	**Church Stretton,** Mayfair Centre
Monday 18th June	7.00pm – 8.00pm	**Whitchurch,** Civic Centre
Tuesday 19th June	10.30am – 11.30am	**Highley**, Severn Centre
Tuesday 26th June	1.30pm – 2.30pm	**Broseley**, Birch Meadow Centre
Thursday 28th June	10.00am – 11.00am	**Bayston Hill**, Library
Tuesday 3rd July	2.00pm – 3.00pm	**Minsterley**, Parish Rooms
Thursday 12th July (Childminders network)	6.30pm – 7.30pm	**Shrewsbury,** Riversway
		Shawbury
		Much Wenlock, Primary School
Jigsaw Family Group		