

# Have Your Say

## Early Help Family Hubs Strategy

Earlier this year we consulted with parents, stakeholders and staff to hear their views on proposals to restructure Early Help services and the concept of family hubs. Family hubs are venues for delivering services to children and young people aged 0-25 and with a focus on working with the most vulnerable families. The views we gathered have helped to shape the proposals set out within this document and these form a second phase of the consultation.

### **Our Proposal**

We propose that Children's Centre services are delivered from six key buildings instead of the existing 26 buildings, namely: The Centre – Oswestry; Richmond House – Shrewsbury; Crowmoor Centre – Shrewsbury; and buildings in Ludlow, Whitchurch and Bridgnorth that are yet to be decided.

Children's Centre services would also be provided from local community venues and home visits.

Under these proposals 20 current Children's Centre buildings would no longer be required and so these will either be used to deliver the expansion of the 2/3/4 child care offer, or used by schools who will support the delivery of early childhood services.

Services provided by Shropshire Council's partners will also continue, these include midwifery services, 0-19 Public Health Nursing Service and services for vulnerable and disadvantaged children, including those with special needs.



## Have Your Say

We want your views on proposed changes to services for children and young people aged 0-25 and their families in Shropshire as detailed in this document. You may respond as someone who uses these services or on behalf of an organisation.

Please return this survey to your local Children's Centre or post it (no stamp needed) to: FREEPOST RSXA-YGES-CXCE, Big Conversation, Shropshire Council, Shirehall, Shrewsbury, Shropshire, SY2 6BR

If you'd prefer to complete this survey online you can do so at:  
[www.shropshire.gov.uk/get-involved](http://www.shropshire.gov.uk/get-involved).

## Questionnaire

**Q1 Have you read our report 'Phase 2 Early Help Family Hubs', published on 2 May 2018, that describes the proposed changes to Early Help services?**  
If you haven't, you can find a copy of it at [www.shropshire.gov.uk/get-involved](http://www.shropshire.gov.uk/get-involved)

Yes

No

**As described in our report, we propose to focus the delivery of future Early Help services from six 'Family Hubs' sited around the county in areas of highest need. These Family Hubs will continue as venues for Children's Centre services but will provide services for a wider age range 0-25 and will have a clear focus on working with the most vulnerable families.**

**Our research about current and future need has identified five towns where Family Hubs are most needed. We propose to use buildings already used in the delivery of early help services.**

**Q2a To what extent do you agree or disagree with the proposals to develop Family Hubs at each of the venues below:**

(Please tick one box on each row)

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
<b>Richmond House (Shrewsbury)</b>	<input type="checkbox"/>					
<b>Crowmoor Centre (Shrewsbury)</b>	<input type="checkbox"/>					

Q2a cont.

	<b>Strongly agree</b>	<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
Building to be determined <b>(Ludlow)</b>	<input type="checkbox"/>					
Building to be determined <b>(Whitchurch)</b>	<input type="checkbox"/>					
Building to be determined <b>(Bridgnorth)</b>	<input type="checkbox"/>					
The Centre <b>(Oswestry)</b>	<input type="checkbox"/>					

**Q2b If you would like to provide further information to support your answer please do so here.**

If your comments relate to a specific town or venue please state this clearly in your response.

**In the current financial climate the Council cannot afford to resource and fund the remaining 20 buildings currently used to deliver Children’s Centre services and so these will either be used to deliver the expansion of the 2/3/4 child care offer, or used by schools who will support the delivery of early childhood services. We are therefore proposing to withdraw existing Children’s Centre services from the following 20 buildings around the County:**

<b>Shrewsbury:</b>	Sunflower House	Buttercup Lodge	Honeysuckle Lodge	Mereside Primary	Meole Brace Primary
<b>Whitchurch:</b>	Ellesmere Primary	Wem – St Peter’s primary	Market Drayton Longlands	Market Drayton Infants	
<b>Bridgnorth:</b>	Albrighton Primary	Shifnal – St Andrew’s	Bridgnorth - St Mary’s Bluecoat Demountable	Highley – Severn Centre	
<b>Ludlow:</b>	Church Stretton – Demountable	Craven Arms – Stokesay Primary	Bishops Castle - Crowgate		
<b>Oswestry:</b>	Holy Trinity demountable	Woodside Primary	Baschurch village hall	Morda Primary	

**We anticipate that these changes will deliver savings of £875,000 securing the future of early help services via Family Hubs to those families most in need .**

**Q3 Do you have any comments about the withdrawal of Children’s Centre services from any of these venues?**

Note: these venues will either be used to deliver the expansion of the 2/3/4 child care offer, or used by schools who will support the delivery of early childhood services.

**If your comments relate to a specific town or venue please state this clearly in your response.**

**Q4 Feedback from our earlier consultation showed that some people were concerned that the proposals would leave a gap in Stay & Play / Family Drop Ins and child care, for parents and their children.**

**Our report (see Appendix A) lists the provision currently available within each town. Having looked at Appendix A, are you aware of any children’s or young people’s groups that we have not listed?:**

**Yes**

**No**

**Don’t know**




**If yes, please list below:**

Town	Activity/Group

**Q5 Thinking about our proposals and the alternative provision available (as listed in Appendix A), do you think there is still a gap for your family in the provision of general support for families?**

Note: Family Hubs will continue as venues for Children Centre services but will provide services for a wider age range 0-25 and will have a clear focus on working with the most vulnerable families.

**Yes**

**No**

**Don’t know**




**If yes, please explain below:**

**Q6a Parents have told us that they value spending time with other families. Some parents said that they would be happy to arrange to meet up with other parents themselves. Others told us that they would be willing to pay a contribution in order to retain certain support services that are currently delivered by Children’s Centres, for example Stay & Play.**

**We want to explore this idea more. If you are a parent, would you be willing to pay a contribution to attend Stay & Play?**

**Yes**

**No**

**Don’t know**

**Q6b If yes, what do you consider a reasonable (per child per session) contribution?**

**£**

**Q6c Do you have any comments about this idea?**

Feedback from parents has told us that being able to find up to date and easily accessible information about early help and children’s services is important and we agree. Parents made some suggestions about how we can improve communication and we’d like to know what you think.

**Q7 How likely would you be to look, or ask, for information about early help and children’s services on/from:**

(Please tick one box on each row)

	Very likely	Quite likely	Quite unlikely	Not at all likely	Don’t know
<b>Early Help website</b> www.shropshire.gov.uk/early-help/	<input type="checkbox"/>				
<b>Family Information Service website</b> www.shropshire.gov.uk/early-help/practitioners/the-early-help-offer-provision-of-early-help-services/family-information-service/	<input type="checkbox"/>				
<b>Local Offer website</b> www.shropshire.gov.uk/the-send-local-offer/	<input type="checkbox"/>				
<b>Facebook</b>	<input type="checkbox"/>				
<b>Twitter</b>	<input type="checkbox"/>				
<b>Live webchat with Council</b>	<input type="checkbox"/>				
<b>A mobile phone local ‘app’</b>	<input type="checkbox"/>				
<b>Your health worker/visitor</b>	<input type="checkbox"/>				

**Q8 How are you responding to this consultation? (please tick all that apply) :**

- As someone who personally uses the services and support described in this consultation
- As a representative of a group, forum or organisation with a professional interest in the services and support described in this consultation. Please state\_\_\_\_\_
- Other. Please state\_\_\_\_\_

## For individuals only

### About you

The information you provide will be used in our analysis of overall findings. It will not be used to identify you.

#### Q9 What is your gender?

- Male
- Female
- Prefer not to say

#### Q10 How old are you?

- Under 15
- 15-19
- 20-29
- 30-44
- 45-59
- 60-84
- 85+
- Prefer not to say

#### Q11 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes
- No
- Prefer not to say

#### Q12 Which of the following best describes your working status? (Please tick one box only)

- Employee in full time or part time work
- Self employed in full time or part time work
- Unemployed but looking/available for work
- Retired
- Long-term sick or disabled
- Student (working and non-working)
- Full time carer for a family member
- Looking after the home or family
- Doing unpaid voluntary work
- Doing something else
- Prefer not to say

#### Q13 What is your ethnic origin?

- White (British, Irish, Polish, Gypsy or Irish Traveller, Other White)
- Mixed (White and Black Caribbean, White and Black African, White and Asian, Other Mixed)
- Asian or Asian British (Indian, Pakistani, Bangladeshi, Chinese, Other Asian)
- Black or Black British (Caribbean, African, Other Black)
- Other Ethnic Group (Arab, Other)
- Prefer not to say

**Q14a** If there are children in your household, what are their ages? (Please tick all that apply)

- 0-4 years old
- 5-9 years old
- 10-14 years old
- 15-19 years old
- There are no children in my household (go to Q15)

**Q14b** Do any of those children have any health problems or disabilities that you expect will last for more than a year?

- Yes
- No
- Prefer not to say

**Q15** What is your postcode? *(This information is important for us to ensure that we obtain responses from across the county, it will not be used to identify you)*

\_\_\_\_\_

**Thank you very much for taking the time to tell us your views.**

Please return this survey to either:

Your local Children's Centre or

Post it (no stamp needed) to: FREEPOST RSXA-YGES-CXCE, Big Conversation,  
Shropshire Council, Shirehall, Shrewsbury, Shropshire, SY2 6BR or

Email it to [BigConversation@shropshire.gov.uk](mailto:BigConversation@shropshire.gov.uk)

**If you would like to know more about Shropshire's Early Help, please check out [www.shropshire.gov.uk/early-help/](http://www.shropshire.gov.uk/early-help/)**