

CABINET - 15TH MARCH 2018

Report of the Head of Neighbourhood Services Lead Member : Cllr Brian Page

Part A

ITEM 16 PROPOSED RESPONSE TO LEICESTERSHIRE COUNTY COUNCIL'S EARLY HELP REVIEW CONSULTATION

Purpose of Report

To present a response to Leicestershire County Council's (LCC's) consultation on their proposed changes to their Early Help services for approval.

Recommendation

That Cabinet notes the options being proposed by Leicestershire County Council for reducing expenditure on their Early Help Services and that the response to the consultation, attached as Appendix A, be endorsed.

Reason

To ensure that Members are aware of the options being consulted on and that the Council's views have been expressed in response to the consultation.

Policy Context and Previous Decisions

Leicestershire County Council's Cabinet approved the development of a Community Budget programme to meet more effectively the needs of Troubled Families at its meeting on 5th April 2011, with provisions being made towards the cost of leading place based community budget programmes within its Medium Term Financial Strategy in 2011.

Leicestershire Together agreed in principle contributions from local partner agencies at a meeting of its Executive Group on 10th May 2012.

Leicestershire County Council's Cabinet agreed a report on "Implementing the new services for Troubled Families on 12th June 2012.

Charnwood Borough Council's Cabinet agreed to affirm support and contribute financial and 'in kind' resources including office accommodation and management support to the Programme over three financial years at its meeting on 30th August 2012. This was reaffirmed on 22nd October 2015, when Cabinet approved continued direct financial revenue contribution of £90,000 being £30,000 in each of the financial years 2016/17, 2017/18 and 2018/19 (at the same level as the previous three years) subject to the budget setting process. Cabinet also approved the continued 'in kind contribution', comprising of management support to the programme, office accommodation and car parking (at the same level as the previous three years).

Heads of Service have delegated authority to respond to consultation documents in relation to those functions for which they have responsibility. However, it is considered that the significance of this consultation and potential impact warrants Cabinet's consideration of, and input to, the proposed response.

Implementation Timetable including Future Decisions and Scrutiny

The deadline for consultation responses is 22 April 2018.

It is anticipated that Leicestershire County Council will take a report to their Cabinet outlining the results of the consultation in June 2018 and if their cabinet makes a decision to go ahead with the proposals that further engagement would take place with service users as part of the transition to the new service.

If the decision is taken to go ahead with the proposals the new delivery model is expected to be operational in the spring of 2019.

The consultation paper and questionnaire can be found at :

<https://www.leicestershire.gov.uk/earlyhelp>

Report Implications

The following implications have been identified for this report.

Financial Implications

There are no direct financial implications associated with this decision.

The Council has currently agreed a revenue commitment of £90,000 towards the Supporting Leicestershire Families (SLF) programme in three £30,000 instalments in each of the financial years 2016/17, 2017/18 and 2018/19. Alongside, an 'in kind contribution' of management support, office accommodation and car parking (18 desks and car park passes). The funding from the Council is due to cease after 2018/19, at this stage there has been no request for further funding. There is no provision currently within the Council's budget proposals beyond this point.

Risk Management

There are no direct risks associated with the decision that Cabinet is asked to make. However, if the County Council reduces funding for Early Help Services this may have consequential adverse impacts on the services Charnwood delivers directly, or that provided by our key partners. It is too early in the consultation phase to fully understand the full impact.

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Reduction in Early Help Service provision will have an impact on the most vulnerable families in Charnwood	Likely	Moderate	Discussions with LCC re any thresholds set to understand potential impact. Ongoing review and monitoring and seeking alternative support if possible and where appropriate
Reduction in Early Help Service provision will increase demand on the Council's services	Likely	Moderate	Ongoing review and monitoring once service is implemented

Key Decision:

No

Background Papers:

Cabinet Report 30th August 2012 – Troubled Families: A Model for Charnwood Min 39

Policy Scrutiny Group 23rd April 2013 - Supporting Leicestershire Families Programme: A Model for Charnwood Min 44

Policy Scrutiny Group 19th November 2013 - Supporting Leicestershire Families Programme Update Min 33

Cabinet Report 22nd October 2015 – Supporting Leicestershire Families Min 58

Performance Scrutiny Group 16th February 2016 - Supporting Leicestershire Families Min 44

Performance Scrutiny Group 14th February 2017 – Supporting Leicestershire Families Min 44

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Part B

Background

National Troubled Families Programme – Supporting Leicestershire Families (SLF)

1. In April 2012, the Troubled Families Unit (TFU) at the Department for Communities and Local Government (DCLG) launched the £448 million Phase One Troubled Families Programme, with the aim of ‘turning around’ the lives of 120,000 families with multiple and complex needs in England.
2. The definition of ‘troubled families’ for the programme was based on households who met the following criteria:-
 - Are involved in crime and anti-social behaviour
 - Have children not in school
 - Have an adult on out of work benefits
 - Cause high costs to the public purse
3. In June 2013, the Government announced plans to expand the Troubled Families Programme for a further 5 years from 2015/16 and to reach up to an additional 400,000 families. £200 million was committed to fund the first year of this proposed five year programme.
4. Leicestershire’s response was the creation of a partnership approach across agencies to pool resources, including a pooled budget to deliver a programme of intensive family support to families with complex and multiple issues who placed demands on the resources of public sector services. From the outset of the programme Leicestershire chose to work with a much broader range of families beyond the prescribed Payment By Results (PBR) criteria to ensure that the new approach to working with complex families was targeted effectively across the County rather than solely focusing on the achievement of PBR.
5. Leicestershire entered Phase Two as an Early Starter in September 2014. The expanded programme set out a much broader focus and to be eligible each family must have at least two of the following six problems:-
 - Parents or children involved in crime or anti-social behaviour
 - Children who have not been attending school regularly
 - Children who need help: children of all agencies who need help, are identified as in need or are subject to a Child Protection Plan
 - Adults out of work or at risk of financial exclusion and young people at risk of worklessness
 - Families affected by domestic violence and abuse
 - Parents or children with a range of health problems
6. This expanded criteria mirrored the approach to identifying families that Leicestershire had in fact decided to take at the outset of the programme. The TFU identified that Leicestershire’s target for the expanded programme is 2770.

7. Of the 3300 Leicestershire families identified as 'Troubled Families' or 'At Risk' at the beginning of the programme approximately 1066 were identified in the Charnwood area, making up a third of the total number of families.
8. Cabinet, at its meeting on 30 August 2012 and subsequently on the 22 October 2015, agreed to support the Supporting Leicestershire Families Programme through management support, financial and in kind contributions. The Council recognised at that time that the Programme was being promoted as a potential cost saving initiative but that it was the right approach to take with those families where problems are most entrenched, for individuals, communities and services. The staff have been accommodated within the Council's Southfields Office and provided with 18 desks and car parking passes as part of the Council's 'in kind' support since that time.
9. The Team was expanded in 2015, moving the then Youth Service into SLF. This created a streamlined offer to children, young people and families using the whole family working approach. The offer from SLF is whole family intensive working, youth work intervention and groupwork; this includes a core offer of programmes and the ability to be responsive to community issues and delivered in partnership.
10. SLF referrals form part of the LCC Early Help Offer and integrated referral process. The referral is made to First Response Children's Duty (central team – combined with social care) that undertakes a triage of all referrals received. If the referral is below social care intervention threshold (Child Protection/Child in Need) it is then passed to the Early Help Information, Support and Assessment Service who will identify the most appropriate method of support for the family. There is no direct referral route to SLF. SLF is one option along with other LCC Services and early help services provided in localities.
11. LCC has been undertaking an evaluation of the work undertaken within Early Help and the Troubled Families programme which should be available at the end of Spring 2018. Some very early headlines from this are:
 - Work within Early Help has impacted significantly on the majority (approx 70%) of families referred and engaging with the programme.
 - Most progress with families is made around developing boundaries and behaviour, improving wellbeing of the children and adults, improving their physical health, family routines, improving children's engagement in education and parents in improving their journey to progressing to work.
 - Around 40% of the families engaged with SLF have children with Special Educational Needs and Disabilities (SEND).
 - High prevalence of single parent families or families with limited support networks engaged with the programme.
 - Reduction in social care involvement following an SLF intervention.
 - Linking in with the National Study, Leicestershire families tell us that they appreciate whole family working and having that one worker that really understands them.

- Staff feel confident that they can affect change with the families that they are working with.
12. In relation to Payment by Results (PbR), Leicestershire has consistently met the National Payment by Results targets. Leicestershire is in the top 5% of the country.
 13. District Councils have taken a key leadership role across the programme working to ensure that services at a locality level are dealing with families holistically and taking a preventative approach to issues. Charnwood Borough Council has identified a number of benefits arising from the SLF Teams being co-located within our office accommodation. Joined up work between SLF and Housing Needs, Landlord Services, Private Sector Housing, Children and Young People's Team, Community Safety, Neighbourhoods and Communities, Revenues and Benefits, Street Management and Sport and Active Recreation has been facilitated. This has led to swift action in relation to rent arrears, enforcement action around evictions, ASB and environmental health issues. Joint initiatives such as training and information sharing have been undertaken which has increased awareness of Council services regarding additional support for their most time consuming and in need customers.
 14. Local governance has continued to be provided by the multi-agency Think Family Partnership, the Locality Partnership Group that steers strategy and action for 0-19 year olds and their families that sits under Charnwood Together.
 15. All partner contributions cease after the 2018-2019 financial year under current agreements with SLF. The Department of Communities and Local Government (DCLG) have not released any plans to suggest that the Troubled Families programme will continue after this 2020.

Children's Centre Programme

16. This was introduced under the Government led 'Sure Start' initiative, LCC delivers targeted support and care to young children aged 0-5 and their families, with a particular focus on closing the achievement gap for children from disadvantaged backgrounds. This support is undertaken via 36 Children's Centres across Leicestershire and complementary outreach services.
17. Children's Centre locality programmes are developed in line with the needs of the local community so no one programme is the same. Services are delivered by :
 - Casework for families for one to one support in the home
 - Through an extensive range of group work
 - 0-2 Pathway – intensive support for parents to be with additional support needs, right from the beginning of their parental journey and through the first two years of the child's life.

There is also a variety of advice and signposting available through outreach support, plus an open group offer delivered by parents and volunteers.

18. The Children's centre programme in Leicestershire has been successful, achieving 7 'Good' Ofsted judgements through its targeted offer, clear outcomes and a successful 0-2 pathway.
19. At the start of the Children's Centre Programme the local budget for the Charnwood Children's Centre programme and commissioning was managed by what is now the Think Family Partnership but this changed in 2015, where the budget and the commissioning became centrally managed by LCC. Although, local governance has continued to be provided by the multi-agency Think Family Partnership, the Locality Partnership Group that steers strategy and action for 0-19 year olds and their families that sits under Charnwood Together

Early Help Service Review – proposals for a new 0-19 Family Support Service

20. Leicestershire County Council's Medium Term Financial Strategy requires a saving of £1.5m in 2019/2020 through a service review of Early Help Services (SLF, Youth Offending Service, Childrens Centre and the Early Help Information, Support and Assessment Service). The likely withdrawal of funding by the DCLG, Troubled Families Programme at the end of 2019/2020 raises this figure to £3.8m savings representing 31% of the current County Early Help budget of £12.4m per annum.
21. A report titled Early Help Review was presented to LCC Cabinet on 9th January 2018 to seek approval to consult on proposed changes to the Early Help Service. The Cabinet approved a 12 week public consultation exercise commencing on 22nd January 2018. The full report can be found on the LCC website <http://politics.leics.gov.uk/ieListDocuments.aspx?MId=5176> . The consultation is on a revised delivery model merging the four identified Early Help services including SLF and reducing the number of service delivery buildings from 40 to 15.
22. Early Help services aim to tackle problems at an early stage, helping to support children and young people and their families to enable them to reach their potential, to live in a safe environment and have the skills to deal with life's challenges. By preventing problems growing, these services help to reduce the need for Police, social care and other agencies to get involved.
23. At the moment, there are four separate services with separate staff, buildings and management. LCC are proposing that they can achieve better outcomes for children and young people when they focus on whole family and that this can be applied more effectively if they join up their early help services into a Family Wellbeing Service for 0-19 year olds.
24. By joining up support it is proposed that it will enable a range of specialist, tailored support to families, children and young people who need it the most. It will also help the programme be more efficient by reducing overheads such as

management costs and the number of buildings from which they deliver the service.

25. The consultation recognises that whilst it would help tackle the problems at an early stage more effectively, it does mean that fewer people would receive support.
26. Early Help currently includes :
 - Supporting Leicestershire Families (includes youth service)
 - Children's Centres
 - Youth Offending Services (YOS) and Community Safety
 - Early Help Information, Support and Assessment

Proposals in Detail

Delivery Model

27. The new proposed model would integrate the four existing services together into a single 0 – 19 Family Wellbeing service, providing a core age-related offer targeted at vulnerable children and their families, via whole family working. The new offer would continue on be run on a targeted basis. Although, a number of families (estimated to be around 290 across the County) who are currently receiving support would no longer qualify or would be referred to a waiting list.
28. The new model would be delivered across 2 operational localities in the County. Details are to be confirmed but would be based on demand, deprivation and alignment with key services such as health.
29. The New Family Wellbeing Service would deliver a core and targeted offer from the locality based teams operating from the 15 service building, but also incorporate flexible service delivery in people's homes and from community centres. Families will be assessed to identify need and multi skilled Early help workers will deliver group and one to one intervention proportionate to need.
30. The focus of the service will be on support to the most vulnerable families with the aim of helping families to function effectively, ensuring that children are safe and preventing escalation to statutory services which are already under significant pressure from rising demand.
31. Families will be triaged and an assessment undertaken and then direct families to the most appropriate level of support. This may include referral to external partners, the Family Wellbeing service, other County Council services, provision of information and advice, co-ordination of multi-agency responses.

32. Support would be offered through :

- Group work - provide more in depth and longer term practical advice and support to learn how to deal with more challenging issues
- Individual support – one to one – intensive support in the family home to help families deal with complex issues
- Drop In clinics – provide advice and guidance on arrange of topics

33. Bolstering the services above will be specialist support workers providing support on issues including emotional, health and wellbeing, care for disabled children and domestic abuse. There will also be specialist workers supporting young offenders as part of the statutory Youth Offending service.

34. The criteria for receipt of Early Help services will need to be refined further to target only the most vulnerable families where issues are likely to lead to poor outcomes for children if intervention is not put in place.

Proposed Service Delivery Locations

35. Proposed that the new Family Wellbeing Service is delivered by locality based teams through a 'hub and spoke' model, with 5 key public facing Family Hub Buildings which will be located strategically across Leicestershire.

36. The 5 Family Hub buildings are proposed at the following locations, with preferred buildings in brackets. :

- Loughborough - Mountfields Lodge Youth Centre
- Hinckley – Hinckley East Childrens / contact centre)
- Wigston – Wigston Magna Children's centre
- Melton – Venture House SLF Centre
- Coalville. – Greenhills SLF centre

Hub buildings will be key delivery points with space for group work, clinic sessions and will be locality team bases for staff.

37. Ten supporting Family 'spoke' buildings are proposed. 3 of these are proposed to be in Charnwood at :

- Shepshed – children's centre
- Thurmaston – children's centre
- Loughborough – Loughborough West Children's / contact centre

Others are proposed at Earl Shilton, Lutterworth, Market Harborough, Huncote, Castle Donnington, Measham and Coalville.

Spoke buildings are proposed to support the Hubs and enable efficient and effective delivery to the most vulnerable families and are linked to Social Care services in at least three locations. It is proposed that they will have areas adapted to deliver group work and space for individual support.

38. A number of factors have been taken into consideration to reach the proposals including;
- Where the buildings are located across the county
 - How suitable the building is
 - How accessible the location and building are from nearby towns and villages – on foot, by car and public transport
 - How people currently use services
 - Practicalities including running costs and whether we own or lease a building
39. The 25 proposed buildings which will no longer be used by the service will, if possible, be re-designated to support Early Years functions so that money for Children's Centres will not be claw backed by Department for Education. Where this is not possible future uses may include schools or local community groups.
40. In addition to the locality based teams it is proposed that there will be a centrally based unit at County Hall which will continue to work closely with First Response Children's Duty to manage the 'front door' to services. This team will also support the infrastructure of the locality services for example, through the provision of quality assurance activity, practice development, policy and process.

Key Risks Identified by LCC

41. The key risks identified by LCC in relation to the proposals are :
- Risked of significant increased spending on social care as a result of the reduction in Early Help Services – significant risk of increased financial pressure on LCC
 - Reduction in Early Help will lead to later intervention in the issues families face when the problems are more entrenched and it is more difficult to reach positive outcomes. Evidence indicates that late intervention services through social care prove more costly than early intervention services
 - Risk of reduction in services for vulnerable families – proposed reduction of 33% of frontline staff will reduce the number of families supported by approximately 290 families at any one time. As a consequence the threshold to receive support will need to be raised.

- Having fewer buildings will mean that service users will have to travel further to access Early Help and that this will be a significant barrier.
- A number of partners share space in Children's Centres and this may affect their ability to deliver services locally within communities.
- There is a risk around the potential DfE capital clawback as the Children's Centre buildings were developed largely through capital grants.

Summary of Charnwood Key Issues

42. The Council has currently agreed a revenue commitment towards the Supporting Leicestershire Families (SLF) programme of £30,000 annually in each of the financial years 2016/17, 2017/18 and 2018/19. Alongside, an 'in kind contribution' of management support, office accommodation and car parking (18 desks and car park passes). The Council will need to decide whether it wishes to continue to support either financially or in kind the proposed delivery model after 2018/19.
43. The Council fully supports the principles that the 0-19 Family Support Service should adopt the principles of a whole family approach, with children and young people at the heart of the support and that it should be targeted at the families facing the most complex and significant challenges.
44. The Council fully supports the establishment of integrated locality teams as it recognises that there is currently duplication, a lack of join up and whole family working across the current Early Help Services. However, there is currently insufficient detail in the consultation document to identify how the Early Help Service teams will be configured or what the threshold for receipt of services will be to identify how this will work and what the actual impact on Charnwood families will be. We would welcome further discussion regarding the proposed delivery model.
45. A 33% reduction in frontline staff, will reduce the numbers of families supported. This may result in Charnwood families receiving no service, increased waiting times, referral to other partner agencies or increased workload for staff in Children's Social Care. This could lead to implications for the Council regarding an increased demand in requests for service and support.
46. The Council are concerned regarding the proposal to signpost to other agencies including the Voluntary and Community Sector and community groups and whether these will have the capacity to respond to children and families who do not meet the revised thresholds for service.
47. Charnwood has always been identified as having a large number of families who require support (a third of the County's families at the start of the SLF programme) and the Council would like some assurance that this will be taken into consideration as part of the development of the integrated service locality teams and when allocation of resources is being considered.

48. Whilst the reduction of service buildings and proposed closure of Children's Centres is disappointing, with the level of budget reductions required it is felt that the focus of the review on maintaining the frontline service delivery of services by staff who provide the hands on support to families is the right priority. It is recognised that the majority of this is delivered in the family home and does not rely on buildings. Where group work or clinics are provided it will be important that these are delivered in local community venues to ensure that access to these does not become a barrier.
49. The reduction of service delivery buildings will mean that service users in Charnwood will have to travel further to access services and this will be a significant barrier. It is currently proposed that the Hub and spoke buildings in Charnwood are :
- Mountfields Lodge Youth Centre (Family Hub)
 - Shepshed Children's Centre
 - Loughborough West Children's / Contact Centre
 - Thurmaston Children's Centre

There is a significant geographical gap in proposed service locations between Thurmaston in the south of the borough and proposed locations in Loughborough and consideration needs to be given to how service users in this part of the borough would access services and which other community venues might be used to deliver services from. Consideration should be given as to whether keeping the Children's Centre in Mountsorrel as part of the service provision would help to address this issue.

50. In addition the proposed Hub Building at Mountfields SLF Centre in Loughborough which is proposed as a key delivery point for group work and clinic sessions and will be a locality base for staff is difficult to access by both foot and by public transport for the majority of service users. Consideration should be given as to whether one of the other Loughborough Children's Centres would enable better access for a larger number of service users given the number of families previously worked with in these areas.
51. It is disappointing that it is proposed that Anstey Children's Centre, Mountsorrel Children's Centre, Shelthorpe Children's Centre and Cobden Children's Centre will be closed / re-designated when a significant number of vulnerable families come from some of these locations and three of them are in priority neighbourhood areas with high levels of deprivation. Loughborough Hastings, Shelthorpe and Mountsorrel wards had a significant number of families worked with intensely in 2016/17.
52. The possible withdrawal of Early Help staff from Charnwood Borough Council Offices to be re located in the Family 'Hub' at Mountfields SLF Centre would lead to impacts on multi agency whole family approach, information sharing and joined up team around the family working, a key component of the benefits of the

originally established SLF programme. The Council would welcome further discussion as to how this could still be maintained or further enhanced in the new proposed delivery model.

Appendix A – Proposed response to LCC’s Early Help Review Consultation

Have your say on proposals for a new 0-19 Family Support Service

We are proposing to merge four early help services into one, new-style 0-19 Family Wellbeing Service.

We are proposing to deliver this from 15 Family Wellbeing Centres with space for group work, clinic sessions and a base for staff. The majority of the support will continue to be delivered through out-reach in people's homes and community venues.

We would like your feedback. We want to hear how effective you think this service would be in meeting needs and delivering services to the children, young people and families who are facing the most complex and significant challenges and would most benefit from support.

We would also like to understand how you think our proposals would impact on your and other people's ability to access early help services if they needed them.

Please read the supporting information provided before completing the questionnaire.

Thank you for your assistance. Your views are important to us.

Please note: Your responses to the main part of the survey (Q1 to Q18, including your comments) may be released to the general public in full under the Freedom of Information Act 2000. Any responses to the questions in the 'About you' section of the questionnaire will be held securely and will not be subject to release under Freedom of Information legislation, nor passed on to any third party.

Your role

Q1 In what role are you responding to this consultation? Please select one option only.

- Early help service user/ or family member of a service user (past or present) **Go to Q4**
- Interested member of the public **Go to Q7**
- Early help service professional (Leicestershire County Council) **Go to Q7**
- Education professional/ representative of a school/ nursery/ other education provider Continue
- Representative of a Voluntary or Community Sector (VCS) organisation Continue
- Health professional/ representative (CCG, NHS, GP, nurse) Continue
- Elected member (parish, district, county councillor) Continue
- Other stakeholder representative (e.g. Police, Fire & Rescue, Parish Council representative) Continue
- Other Continue

Please specify 'other'

Charnwood Borough Council

Q2 If you indicated that you represent an organisation, are you providing your organisation's official response to the consultation?

Yes

No

Q3 If yes, please provide your details.

Name:	Julie Robinson
Role:	Head of Neighbourhood Services
Organisation:	Charnwood Borough Council, Southfield Road, Loughborough
Organisation postcode:	LE11 2TR

This information may be subject to disclosure under the Freedom of Information Act 2000

If you indicated you are an 'Early help service user/ or family member of a service user (past or present)' in Q1, please answer Q4 to Q6. Otherwise, please skip to Q7.

Not Required to Answer

Service usage

Q4 How long ago did you last access early help services?

- Within the last 3 months
- Between 3 and 6 months ago
- Between 6 months and 1 year ago
- Between 1 year and 2 years ago
- Longer than 2 years ago
- Don't know/ can't remember

Q5 Which early help services have you used? Tick all that apply

Supporting Leicestershire Families (SLF)

- Children's Centres
- Youth Offending Service (YOS)
- Community Safety
- Early Help Information, Support and Assessment (EHISA)
- Don't know/ can't remember

Please briefly describe the service you received:

Q6 Where did you access these services? Tick all that apply N/A

- At a Children's Centre
- At a Supporting Leicestershire Families Centre (The Satellite Centre/ Venture House/ Mountfields Lodge/ Greenhill Youth Centre)
- At home
- At another location
- Don't know/ can't remember

Our proposals

Please see page 7 of the supporting document for information about our detailed proposals.

Q7 To what extent do you agree or disagree with the following principles we are proposing?

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Don't Know
An integrated service for 0-19 year olds	X				
Children and young people are at the heart of the support offered	X				
Whole family approach - families receive a coordinated approach that works for each member	X				
Support targeted at the families who are facing the most complex and significant challenges and would most benefit from support	X				

Q8 To what extent do you agree or disagree with the following ideas for delivering the service?

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Don't Know
Self-help information, advice and guidance available online for all parents and carers		X			
Targeted support provided locally through a mix of drop-in sessions, group work and hands-on individual support – supported by specialist support workers operating across the county		X			
Making effective use of services available from other organisations and groups in the local area	X				
Delivering services from Family Wellbeing Centres and community venues, as well as in people's homes as required	X				

We are proposing to deliver our integrated family wellbeing service from 15 hubs and centres and through outreach work. There would be five hubs offering space for group work and clinic sessions and a base for staff and 10 centres with space to provide a range of family services.

Please see page 9 of the supporting document for a map and list of the proposed locations. Support in the family home would be provided through our family support workers, and local community venues would also be used for drop-in sessions or group work.

Q9 To what extent do you agree or disagree that the 15 proposed locations for the Family Wellbeing Centres are best for delivering the service across the county?

Strongly Agree Tend to Agree Neither Agree nor Disagree Tend to Disagree Don't Know

Why do you say this? Are there any other locations you think should have a centre?

We would like further consideration of the locations in Charnwood

- So they are related to need and those areas of the Borough with the highest numbers of families and children who access the four services
- To take account of the geography of the Borough which is narrow, with the town of Loughborough in the north and other significant settlements along the corridor to the South - there is a significant gap from Thurmaston Children's Centre in the south of the borough to proposed locations of buildings in Loughborough – consideration needs to be given to how service users in this part of the borough would access services and which other community venues might be used to deliver services from. Consideration should be given as to whether keeping Mountsorrel Children's Centre as part of the service provision would help address this.
- The proposed Hub Building at Mountfields SLF Centre which is proposed as a key delivery point for group work and clinic sessions and will be the locality base for staff is difficult to access by both foot and by public transport for the majority of service users. Consideration should be given as to whether one of the other Loughborough Children's Centres would enable better access for a larger number of service users – given the number of families that have been worked with intensely in Loughborough Hastings and Shelthorpe.
- To take account of the higher number of families receiving help from Early Help Services compared to other areas of the County and accessibility via public transport and walking. Charnwood has a large number of families who require support (one third of the County's families) – this needs to be reflected as part of the development of the integrated service locality teams and when planning resource allocation
- There is insufficient information available on the impact of the reduced number of Centres on partners, eg. Health to endorse the current locations.

Q10 Overall, to what extent do you agree or disagree with our proposals?

Strongly Agree

Tend to Agree

Neither Agree nor
Disagree

Tend to Disagree

Don't Know

Q11 Is there anything you particularly **like** about our proposals?

- We support the opportunity the review provides to develop a coordinated and integrated service for families with children aged 0-19. The Council fully supports the principles of a whole family approach with children and young people at the heart of the support offered and targeted at the families who are facing the most complex and significant challenges
- The Council supports the principles of an integrated 0-19 service with a whole family approach model. We can see how the model would provide management and administrative efficiencies to maximise the number of front line face to face staff who deliver the service. However, there is currently insufficient detail in the consultation document to identify how the Early Help Service teams will be configured or what the threshold for receipt of services will be to identify how this will work and what the actual impact on Charnwood families will be. The Council would welcome further discussion regarding the proposed service delivery model.
- We also support the co-location of staff in teams and a whole of family approach.

Q12 Is there anything you particularly **dislike** about our proposals?

- There is insufficient information to comment on the impact of the budget reduction on numbers of families and children supported. It would seem likely there will be a reduced service for Charnwood's vulnerable families. This could potentially be detrimental to children's life chances and opportunities. There could also be an impact on demand for the Borough Council's services, eg. Housing services, benefits and customer services, community services and safeguarding referrals as Early Help currently provides support on a range of issues.
- It is difficult to comment on how effective the Drop Ins will be given the limited information about foot fall expectations and will likely depend on how accessible the location of the Centre is to the targeted families
- No supporting data currently available to comment on how likely the targeted families are to seek online support and information
- We support those families and children facing the most complex challenges receiving support but are concerned about the planned increase in the thresholds for service and likely impact on the current profile of families and children in Charnwood. This may result in Charnwood families receiving no service, increased waiting times or being signposted to other agencies, including the Voluntary and Community sector and community groups who may not have the capacity to respond to the needs of these families.
- The possible withdrawal of Early Help staff from Charnwood Borough Council Offices to be relocated in the Family Hub at Mountfields SLF Centre would lead to impacts on multi agency whole family approach, information sharing and joined up team around the family working, a key component of the benefits identified of the originally established SLF programme and hence their location in District / Borough Councils. The Council would welcome further discussion as to how this could still be maintained and further enhanced in the new proposed delivery model.

Q13 Are there any other ways we could deliver the service better within the resources available?

- Given families facing the most complex of challenges often have adult members facing issues such as drug and alcohol misuse, mental health and domestic abuse we would like to see closer integration and partnership working with relevant health and voluntary sector agencies. We would like to see this addressed in any new service model and with whole service redesign would lead to a fully integrated whole family approach.
- A Child Centred Family Wellbeing Service suggests a holistic approach and we would like to see how health, education, community voluntary sector services and other agencies will be integrated into the Service design.
- Currently many health services are delivered in and alongside the Children's Centre programme, there is concern that this join up and feel of one stop shop will be lost to families with young children. Further efficiencies could be found if there was join up across agencies, one integrated team, with shared management and resources.

Q14 How, if at all, do you think our proposals would impact on your ability to get support if you needed it? N/A

- Make it much harder

- Make it a little harder

- No difference

- Make it a little easier

- Make it much easier

- Don't know

Why do you say this?

Q15 What else would help you to access support if you needed it?

Q16 How, if at all, do you think our proposals would impact other people's ability to access the support they need?

Make it much harder

Make it a little harder

No difference

Make it a little easier

Make it much easier

Don't know

Why do you say this?

- In principle families should find it easier to engage with an integrated service with one referral entry and case management system. Should lead to a coordinated response to meet individual family and children's needs

Q17 What else would help people to access the support they need?

- Good non stigmatising community promotion of services to children/young people and families and how to access them. Timely and appropriate response to requests.
- Communication plan to ensure all agencies who may come into contact with families know about the service and how to help families refer

Any other comments

Q18 Do you have any other comments?

- The Council would request the service redesign prioritises mechanisms for effective partnership working. The location of SLF staff in CBC Office has direct benefits for information sharing and partnership working across matters such as safeguarding referrals, housing services, customer services, benefits and community safety. This could include looking at the co-location of staff and referral processes.
- The Council is concerned about our Voluntary Community Services capacity to respond to children and families who do not reach the higher thresholds for service. Our VCS provision has already received funding reductions and is struggling with capacity to deliver services.
- The Council would request the County use District/Borough Council boundaries rather than Health East and West CCG boundaries to promote effective partnership relationships and reduce the bureaucratic challenges.

Please continue if you are an 'Early help service user/ or family member of a service user (past or present)' or 'Interested member of the public' as identified in Q1. Otherwise, please skip to the instructions at the end of the questionnaire. **N/A**

About you

Leicestershire County Council is committed to ensuring that its services, policies and practices are free from discrimination and prejudice and that they meet the needs of all sections of the community.

We would therefore be grateful if you would answer the questions below. You are under no obligation to provide the information requested, but it would help us greatly if you did.

Q19 What is your gender identity?

- Male
- Female
- Other (e.g. pangender, non-binary etc.)

Q20 Is your gender identity the same as the gender you were assigned at birth?

- Yes No

Q21 What was your age on your last birthday? (Please enter your age in numbers not words)

Q22 What is your full postcode?

This will allow us to see how far people live from our centres. It will not identify your house.

Q23 Are you a parent or carer of a young person aged 17 or under?

 Yes No

Q24 If yes to Q23, what are the ages of the children in your care? Please tick all applicable

 0-4 11-15 5-10 16-17

Q25 If yes to Q23, do any of the children in your care have a long-standing illness, disability or infirmity?

 Yes No

Q26 Are you a carer of a person aged 18 or over?

 Yes No

Q27 Do you have a long-standing illness, disability or infirmity?

 Yes No

Q28 What is your ethnic group? Please tick one box only.

 White Black or Black British Mixed Other ethnic group Asian or Asian British

Q29 What is your religion?

 No religion Jewish Christian (all denominations) Muslim Buddhist Sikh Hindu Any other religion

Q30 In total, how many cars or vans are owned or available for use by members of your household?

 None Three One Four or more Two Don't know

Q31 What is your highest level of qualification you have obtained?

- | | |
|---|--|
| <input type="checkbox"/> No qualifications | <input type="checkbox"/> Lower degree or PGCE (e.g. BA or BSc etc) |
| <input type="checkbox"/> GCSEs/O-levels or equivalent | <input type="checkbox"/> Higher degree (e.g. MSc, Phd etc) |
| <input type="checkbox"/> A-levels or equivalent | <input type="checkbox"/> Professional, vocational or work-related qualifications |
| <input type="checkbox"/> Diploma in higher education | <input type="checkbox"/> Other |

Q32 Which of these activities best describes what you are doing at present?

- | | |
|--|--|
| <input type="checkbox"/> Employee in full-time job (30 hours plus per week) | <input type="checkbox"/> Full-time education at school, college or university. |
| <input type="checkbox"/> Employee in part-time job (less than 30 hours per week) | <input type="checkbox"/> Unemployed and available for work |
| <input type="checkbox"/> Self employed full or part-time | <input type="checkbox"/> Permanently sick / disabled |
| <input type="checkbox"/> On a government supported training programme - e.g. Modern Apprenticeship / Training for Work | <input type="checkbox"/> Wholly retired from work |
| | <input type="checkbox"/> Looking after the home |
| | <input type="checkbox"/> Doing something else |

Q33 Are you an employee of Leicestershire County Council?

- Yes No

Q34 Many people face discrimination because of their sexual orientation and for this reason we have decided to ask this monitoring question. You do not have to answer it, but we would be grateful if you could tick the box next to the category which describes your sexual orientation.

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Bi-sexual | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Other |
| <input type="checkbox"/> Heterosexual / straight | |

Thank you for your assistance. Your views are important to us.

When the consultation closes on Sunday 22nd April 2018, we will report the results back to Cabinet in Summer 2018.

Please return your completed survey to: Early Help Consultation, Leicestershire County Council, Have Your Say, FREEPOST NAT18685, Leicester, LE3 8XR

Data Protection: Personal data supplied on this form will be held on computer and will be used in accordance with the Data Protection Act 1998. The information you provide will be used for statistical analysis, management, planning and the provision of services by the county council and its partners. Leicestershire County Council will not share any information collected from the 'About you' section of this survey with its partners. The information will be held in accordance with the council's records management and retention policy. Information which is not in the 'About you' section of the questionnaire may be subject to disclosure under the Freedom of Information Act 2000.