

Appendix A - Early Help Targeted Commissioned Services (in scope of the Early Help Remodelling project)

Contract name (Service Provider)	Provider	Contract Value (per year/term)	Location of service (Cluster Area)	Supervised Play Locations
Belgrave Playhouse	Belgrave Playhouse	£91,066	North	Belgrave
Braunstone Adventure Playground	Braunstone Adventure Playground	£116,978	South West	Braunstone
Goldhill Play Association	Goldhill Play Association	£116,340	South	Saffron
Highfields Adventure Playground Association	Highfields Adventure Playground Association	£109,848	Central	Highfields
Mowmacre Young People's Play & Development Association	Mowmacre Young People's Play & Development Association	£84,110	North West	Mowmacre
New Parks Play Association	New Parks Play Association	£121,200	West	New Parks
Northfields & District Play Association (Playbarn)	Northfields & District Play Association (Playbarn)	£138,991	North East	Northfields
St Andrews Play Association	St Andrews Play Association	£88,689	South West	St Andrews
What Cabin (St Matthews Children's Action Group)	What Cabin (St Matthews Children's Action Group)	£84,186	North	St Matthews
Woodgate Adventure Playground	Woodgate Adventure Playground	£116,575	West	Woodgate
Centre for Fun and Families	Centre for Fun and Families	£31, 500	All 6	n/a
Early Help Workforce Development	Voluntary Action Leicester	£40,000	All 6	n/a
Book Start	Leicester City Council (Service Level Agreement)	£53,000	All 6	n/a
Welfare Rights	Leicester City Council (Service Level Agreement)	£84,000	All 6	n/a

Statutory Requirements: Children Centres, consultation and capital clawback

1. Introduction

1.1. What follows is a summary of information provided by the Department for Education (DfE) in 'Children Centres: a short guide for local authorities'; This draws upon the Childcare Act 2006.

2. What is a Sure Start Children's Centre?

2.1. A children's centre is defined by the Childcare Act 2006 as a place or group of places that provide early childhood services in an integrated way; that either provides services on site or provides advice and assistance on gaining access to those services elsewhere; and from which on-site services are provided for young children¹.

3. What are early childhood services?

3.1. These are defined as follows:

3.1.1. Early years provision (childcare)

3.1.2. Social services functions

3.1.3. Health services relating to children parents and prospective parents

3.1.4. Training and employment services to assist parents/prospective parents

3.1.5. Information, advice and assistance (i.e. Family information directory)

4. What does a local authority need to consider when making changes to its provision of children centres and early childhood services?

4.1. **The statutory duty to provide sufficient children centres to meet local need**, (5A).

4.1.1. Local need is defined as the needs of parents, prospective parents and young children, including identifying those in the first two groups who are unlikely to take advantage of early childhood services.

4.2. **The statutory duty to consult** everyone who could be affected by any proposed changes – before opening, closing, merging centres, or making significant changes to the range and nature of services provided through the children centres.

4.3. **The number of activities to be provided on site for it to remain a designated children centre.**

4.3.1. The DfE advises that local authorities have a wide margin of discretion in determining this and will need to come to their own view after considering local circumstances and seeking legal advice. The DfE suggests that local authorities should consider the following in coming to their own view:

a. Section 5A - local authorities must, so far as is reasonable practicable, include arrangements for sufficient provision of children centres to meet local need, (Section 5A).

b. Section 3(2) - local authorities must make arrangements to secure that early childhood services in their area are provided in an integrated manner calculated to facilitate access and maximise the benefit of those services. Alongside this local authorities must consider section 1, which provides local authorities with a general duty to improve the well-being of young children in their area and reduce inequalities.

c. Ofsted's framework for inspection of children centres (which is currently under review).²

4.4. **A children centre will no longer meet the statutory definition of a children centre** if it ceases to make available, through the centre, each of the early childhood services listed in paragraph 3 above.

4.5. **Capital clawback:** when a local authority puts forward proposals on change of use of capital projects which were funded through the Sure Start and Early Years Capital Grant, they must inform the Department of the proposed changes and set out whether the new use would fulfil the conditions of the capital funding and

¹ Provision of onsite services for young children is a must.

² Children and young people now: <http://www.cypnow.co.uk/cyp/news/1156386/children-s-centres-consultation-to-launch-in-summer>; <http://www.cypnow.co.uk/cyp/news/1156207/safeguarding-fears-raised-over-suspension-of-ofsted-inspections>.

Appendix B - Statutory Requirements: Children Centres, consultation and capital clawback

what legal advice, if any, they have received on their proposals with regard to staying within the original conditions of grant.

4.5.1. Subject to prior approval with the DCSF, there will be no clawback of the grant where an asset is sold and the proceeds are reinvested in another asset for a similar purpose consistent with Sure Start, Early Years and Childcare aims. Where the asset being disposed is a building, the market value of the asset should be determined and confirmed by the district valuer and a second, independent valuer prior to disposal. Clawback of funding is triggered where an asset funded wholly or partly by the Department **is disposed of** or the asset is **no longer used to meet the aims and objectives consistent with the Sure Start Early Years grant**.

4.5.2. Disposal means a sale, transfer of a capital asset, or a change of a use of a capital asset from its original intention. Disposal also includes the transfer of ownership of a lease, or freehold assets. Where an asset has previously been created for Sure Start local programmes, or other DCSF programmes, the appropriate accountable body is liable and must notify and consult with the Department about any proposal to dispose of it. The Department should be notified at least three months prior to the date the proposed disposal is intended to take place.

4.5.3. Where the asset is valued at the same level or less than the initial grant contributed, we would expect the clawback amount to be the full market value obtained from the disposal of the asset, proportionate to the level of the Department's contribution to the original costs of the asset concerned.

4.5.4. Accountable bodies should make provision on the presumption that clawback will be enforced by the Department if a capital asset it funded fully or in part is sold or otherwise disposed of. The only exception is where a specific written consent has been obtained from the Department prior to the disposal, for the clawback to be waived or deferred.

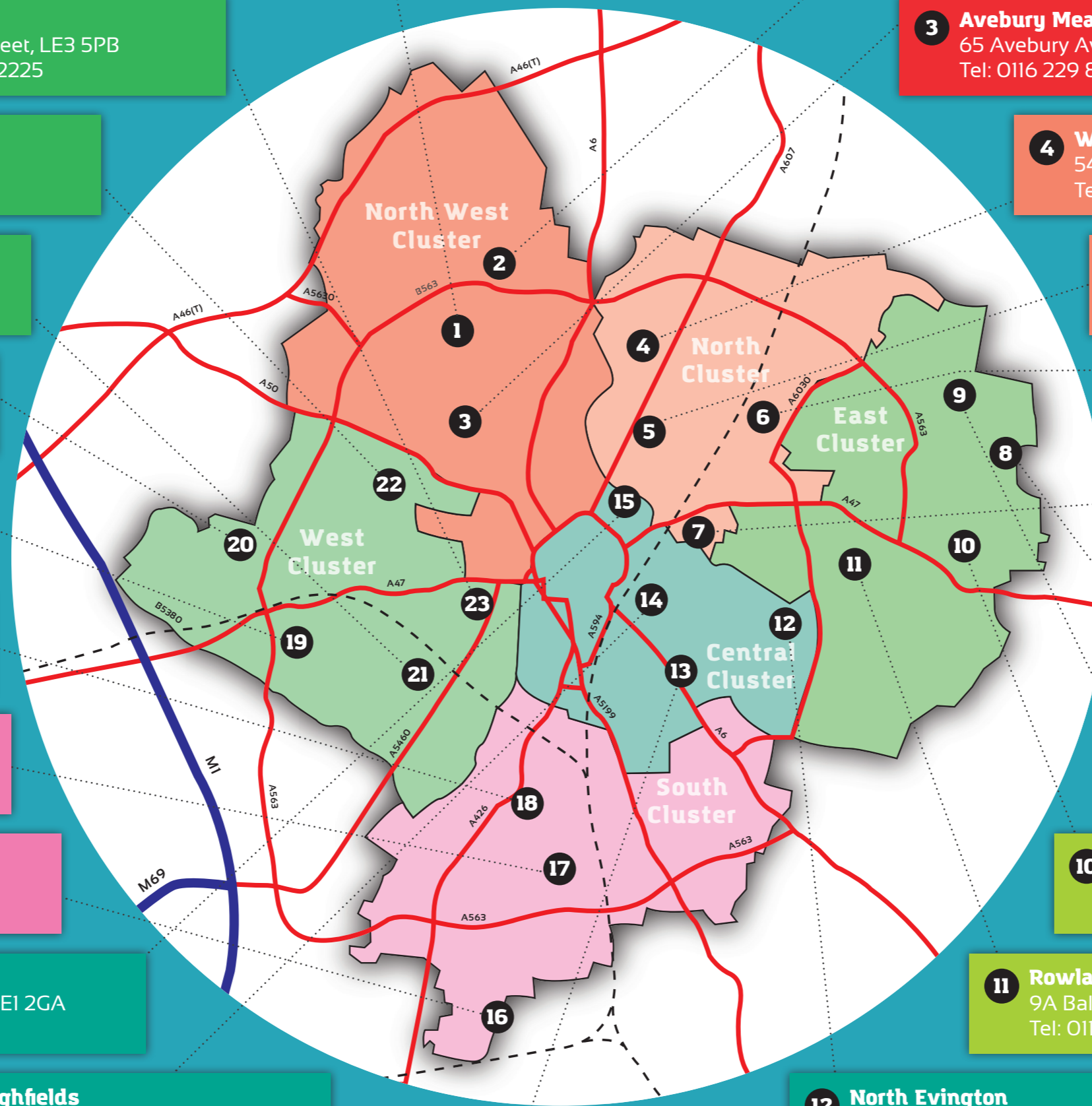
5. Conclusion and next steps

- 5.1. The key conclusion is that although the Council operates six designated CYPF's and seventeen satellite sites, all CYPF's will be subject to statutory consultation, which has been confirmed by the DfE.
- 5.2. The next step is to establish a project plan, and process, to manage capital clawback as part of the scoping work to remodel early help. Plans are required to manage the remodelling outcome for each building, minimise financial risks to the Council and where possible retain resources within local communities (i.e. identify opportunities to dispose and reinvest).

6. Key Acts and statutory guidance

- 6.1. Childcare Act 2006: <http://www.legislation.gov.uk/ukpga/2006/21/contents>
- 6.2. Sure Start Children's Centres Guidance: <https://www.gov.uk/government/publications/sure-start-childrens-centres>
- 6.3. Working together to safeguard children 2015: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Cluster Area Map



1 Beaumont Leys & Stocking Farm
Home Farm Walk, LE4 ORW
Tel: 0116 373 7350

2 Bewcastle
47 Bewcastle Grove, LE4 2JY
Tel: 0116 221 1199

3 Avebury Meadows
65 Avebury Avenue, LE4 OHD
Tel: 0116 229 8220

4 Woodbridge
54A Woodbridge Road, LE4 7RG
Tel: 0116 221 1760

5 Belgrave & Rushey Mead
Cossington Street, LE4 6JD
Tel: 0116 291 4604

6 Northfields & West Humberstone
343 Gipsy Lane, LE4 9DD
Tel: 0116 292 4580

7 St Saviours
10 St Saviours Road, LE5v3GE
Tel: 0116 221 1774

8 Netherhall
68 New Romany Crescent, LE5 1NG
Tel: 0116 292 4540

9 Hamilton
75 Maidenwell Avenue, LE5 1TG
Tel: 0116 294 6134

10 Thurnby Lodge
Dudley Avenue, LE5 2EG
Tel: 0116 292 4590

11 Rowlatts Hill
9A Balderstone Close, LE5 4ES
Tel: 0116 292 4500

12 North Evington
315 Gwendolen Road, LE5 5FP
Tel: 0116 292 4556

13 Mayfield
Mayfield Road, LE2 1LR
Tel: 0116 294 6120

14 Highfields
20 Barnard Close, LE2 0UZ
Tel: 0116 294 6200

15 St Matthews
34 Vancouver Road, LE1 2GA
Tel: 0116 373 7130

16 Eyres Monsell & Gilmorton
Hillsborough Road, LE2 9PT
Tel: 0116 225 2200

17 Saffron
The Crossway, LE2 6QW
Tel: 0116 222 1810

18 Lansdowne
70 Knighton Lane, LE2 8BE
Tel: 0116 229 8555

19 Braunstone
Gallards Hill, LE3 1QR
Tel: 0116 373 7150

20 Braunstone Frith
21 Cuffling Drive, LE3 6NF
Tel: 0116 229 8750

21 Rowley Fields
40 Imperial Avenue, LE3 1AH
Tel: 0116 229 8730

22 New Parks
Pindar Road, LE3 9RN
Tel: 0116 229 3257

23 West End
5 Catesby Street, LE3 5PB
Tel: 0116 225 2225

Priority Children, Young People and Families (CYPF) List

The priority CYPF list is an electronic database that is populated by other council systems such as EStart, One and Liquidlogic to identify families who have the vulnerability indicators as described below. Service users also contribute to this by identifying themselves as having one of these indicators either through our formal registration process or as a result of directly engaging with us an updating their circumstances.

There are approximately 12,000 children and young people on this priority list, therefore to ensure resources are targeted effectively, whilst Early Help services are available for all priority CYPF, three indicators are chosen annually to target. The top 3 are chosen in relation to what is a corporate priority eg) school readiness, child poverty or increasing demand.

For 2015-16 and 2016-17 the priority CYPF list were as follows:

CYPF Priority List 2015-16
Top 3 target priorities
Sibling in Bottom 20% (gap between the median and mean total score for Early Years Foundation Stage Profile results)
Live in a 5% most deprived super output area
Children who are eligible for 2 year early education funding but do not access it
Additional priorities
On Child in Need register/ Child Protection Plan/ Looked After Child
Family Support Case or Troubled Family
Special Educational Need or Disability
EAL (English as Additional Language)
FSM (Free School Meals)
Lone /Teen Parent/ Parent with Disability
Low Income/ Homeless (At risk of) / Traveller

60.9% of families who accessed CYPF services in 2015-16 were from the priority groups above.

CYPF Priority List 2016-17
Top 3 target priorities
Families who are identified as meeting the criteria for Troubled Families
Sibling in Bottom 20% (gap between the median and mean total score for Early Years Foundation Stage Profile results)
Children who are eligible for 2 year early education funding but do not access it
Additional priorities
On Child in Need register/ Child Protection Plan/ Looked After Child
Family Support Case
Special Educational Need or Disability
Live in a 5% most deprived super output area
FSM (Free School Meals)
Lone /Teen Parent/ Parent with Disability
Low Income/ Homeless (At risk of) / Traveller
Children involved in incidents of domestic violence

Troubled families must meet at least two of the following six criteria to be eligible for support: domestic violence, at risk of or involved in offending, non-attendance at school, mental health, open to social care and worklessness.

Leicester's Family Outcomes Plan

1. Children who have not been attending school

Leicester's strategic goals <ul style="list-style-type: none"> • Plan sufficient & appropriate high quality educational places • Ensure every school/setting is good or outstanding • Secure good leadership and governance in all schools • Close the gap for vulnerable groups • Improve progress and outcomes in mathematics • Sustain improvement in literacy • Reduce persistent & unauthorised absence 		
Indicators <ul style="list-style-type: none"> • A child who is persistently absent from school for an average across the last 3 consecutive terms. • A child who has received at least 3 fixed term exclusions in the last 3 consecutive school terms; or a child at primary school who has had at least 5 school days of fixed term exclusion in the last 3 consecutive terms; or a child of any age who has had at least 10 days of fixed term exclusion in the last 3 consecutive terms. • A child who has been permanently excluded from school within the last 3 school terms. • A child who is in alternative educational provision for children with behavioural problems. • A child who is neither registered with a school, nor being educated in an alternative setting. • A child nominated by education professionals as having school attendance problems of equivalent concern to the indicators above because he/she is not receiving a suitable full time education. 		
Sustained & Significant Outcome What success will look like	Measure How we will measure success	How reported/recorded How and where we can obtain this data
1.1 All school age children have a school place and attend at least 90% of possible sessions on average across three consecutive school terms	The attendance rate for each school aged child in the household over 3 consecutive terms.	ONE.net database, county school data. Keyworker / lead professional report at start, review & close, school input. EWO input
1.2 Each child in the household has received less than 3 fixed term exclusions in the last 3 consecutive terms and less than 10 school days of fixed term exclusion during this period	The number of fixed terms exclusions each child has received over 3 consecutive terms	ONE.net database, county school data. Keyworker / lead professional report at start, review & close, school input. EWO input.
1.3 School leavers who were persistently absent or had multiple exclusions are in Education Employment or Training.	School leavers are in Employment, Education or Training	Keyworker /Lead practitioner assessment at start, review & close. Connexions data (Client Information Caseload System)

2. Parents and children involved in crime or anti-social behaviour

<p>Leicester's strategic aims</p> <p>To work together to prevent and reduce offending; To reduce crime and the fear of crime; To assist communities and victims of crime; To reduce the harm caused by substance misuse to communities; To reduce drug related crime and associated anti-social behaviour; To work in partnership to improve outcomes for vulnerable young people including those who have offended or who are at risk of offending (Safer Leicester Partnership aims).</p>		
<p>Leicester's strategic goals</p> <ul style="list-style-type: none"> • Reduction in offending • To reduce fear of crime • To create stronger neighbourhoods • Reduction of first time entrants to the criminal justice system • To reduce drug related crime and associated anti-social behaviour • To work in partnership to improve outcomes for vulnerable young people including those who have offended or who are at risk of offending 		
<p>Indicators</p> <ul style="list-style-type: none"> • A child who has committed a proven offence in the previous 12 months. • An adult or child who has received an anti-social behaviour intervention (or equivalent local measure) in the last 12 months. • An adult prisoner who is less than 12 months from his/her release date and will have parenting responsibilities on release. • An adult who is currently subject to a licence or supervision in the community, following release from prison, and has parenting responsibilities. • An adult currently serving a community order or suspended sentence, who has parenting responsibilities • Adults and children nominated by professionals because their potential crime problem or offending behaviour is of equivalent concern to the indicators above. 		
Sustained & Significant Outcome What success will look like	Measure How we will measure success	How reported/recorded How and where we can obtain this data
2.1 Offending rate by all minors in the family has reduced by at least 33% in the last 6 months compared to the number of offences committed in the 12 months prior to intervention	The number of proven offences by under-18 year olds in a 6 month period.	Keyworker/lead professional assessment at start, review & close. YOS / IOM data
2.2 No family member has been subject to an ASB intervention in the last 6 months	The number of ASB interventions in a 6 month period	Keyworker/lead professional assessment at start, review & close. Sentinel/LASBU data
2.3 A reduction in offending by young adults (18 – 24yrs) by at least 33% in the last 6 months	The number of proven offences by 18 – 24 year olds in a 6 month period.	Keyworker/lead professional assessment at review & close. IOM data

3. Adults out of work or at risk of financial exclusion or Young People at risk of worklessness

<p>Leicester's strategic aims Tackling worklessness & youth unemployment; Improving skills & delivering quality training (Leicester to Work Strategy)</p>		
<p>Leicester's strategic goals</p> <ul style="list-style-type: none"> Supporting people on their journey to back to work Tackling worklessness & youth unemployment; Improving skills & delivering quality training 		
<p>Indicators</p> <ul style="list-style-type: none"> An adult in receipt of out of work benefits or an adult who is claiming Universal Credit and subject to work related conditions. A child who is about to leave school, has no/ few qualifications and no planned education, training or employment. A young person who is not in education, training or employment. Parents and families nominated by professionals as being at significant risk of financial exclusion. This may include those with problematic/ unmanageable levels and forms of debt and those with significant rent arrears. 		
<p>Sustained & Significant Outcome What success will look like</p>	<p>Measure How we will measure success</p>	<p>How reported/recorded How and where we can obtain this data</p>
<p>3.1 An adult in the family has moved off benefits and into continuous employment</p>	<p>Continuous employment is 6 months for those previously claiming JSA, and 3 months for those claiming ESA or IS.</p>	<p>Keyworker /Lead practitioner assessment at start, review & close. DWP data</p>
<p>3.2 An adult in the family is taking steps towards work</p>	<p>2 or more of the following steps have been undertaken:</p> <ul style="list-style-type: none"> Obtained ID (e.g. passport, birth certificate, driver's license) opened a bank account benefit sanctions reviewed or lifted organise childcare Start skills training Complete basic skills training Create a professional email address Write a CV Register with a job brokering website Register with an employment agency Start a work experience placement or volunteering Complete/maintain a work experience placement or volunteering Attending JCP appointments (if ESA SG) 	<p>Keyworker /Lead practitioner assessment at start, review & close or DWP confirmation.</p>

Appendix E

	<ul style="list-style-type: none"> • Attending additional JCP appointments IS (O) or IS (LP) • Engage with the EHEA or GREAT Navigator 	
3.3 Young people in the family are in Education Employment or Training.	Family members aged 16 – 24 years old are in Employment Education or Training	Keyworker /Lead practitioner assessment at start, review & close. Connexions data (Client Information Caseload System)
3.4 The family feel more confident in managing their finances and have accessed services in relation to debt and budgeting as appropriate.	<p>Family members report a reduction in debt and increased confidence in managing their finances.</p> <p>or</p> <p>Family members report movement towards their 'desired state' in relation to money on the Rickter Lifeboard</p>	Keyworker /Lead practitioner assessment at start, review & close

4. Parents and children with a range of health problems

<p>Leicester's strategic aims Improve outcomes for children & young people; Reduce premature mortality; Improve mental health and emotional resilience (taken from closing the gap, Leicester's joint health & well-being strategy)</p>		
<p>Leicester's strategic goals</p> <ul style="list-style-type: none"> • Reduce infant mortality • Reduce teenage pregnancy • Promote healthy weight & lifestyles in children and young people • Increase physical activity and healthy weight • Reduce smoking & tobacco use • Reduce harmful alcohol & drug consumption • Improve the identification & management of life limiting illnesses • Promote the emotional well-being of children and young people • Address common mental health problems in adults and mitigate the risks of mental health problems in vulnerable groups • Support people with severe & enduring mental health needs 		
<p>Indicators</p> <ul style="list-style-type: none"> • An adult with mental health problems who has parenting responsibilities or a child with mental health problems • An adult with parenting responsibilities or a child with a drug or alcohol problem • A new mother who has a mental health or substance misuse problem and other health factors associated with poor parenting. This could include mothers who are receiving a Universal Partnership Plus service or participating in a Family Nurse Partnership. • Adults with parenting responsibilities or children who are nominated by health professionals as having any mental and physical health problems of equivalent concern to the indicators above. This may include unhealthy behaviours, resulting in problems like obesity, malnutrition or diabetes. 		
Sustained & Significant Outcome What success will look like	Measure How we will measure success	How reported/recorded How and where we can obtain this data
4.1 Adults and children have access to, and engage with health services, as appropriate, to meet their health needs.	Adults and/or children are registered with and are accessing health services to meet their needs (as appropriate) e.g. the GP, Dentist, Sexual Health Advice, Breastfeeding Support, Active Lifestyles, Smoke Free Homes	Keyworker/lead professional assessment at start, review & closure
4.2 Adults & children report improved health & well-being at the end of intervention.	Adults and/or children report improvements in wellbeing and/or physical, mental or emotional health or Family members report movement towards their 'desired state' in relation to health and happiness on the Rickter Lifeboard	Key worker/lead professional assessment at start, review & close
4.3 Adults & children have reduced or cease their harmful alcohol and/or drug use at end of intervention.	Family members report a reduction in harmful alcohol and drug use. or Family members report movement	Key worker/lead professional assessment at start, review & close

	towards their 'desired state' in relation to drugs and/or alcohol (as appropriate) on the Rickter Lifeboard	
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5. Families affected by domestic violence and abuse

<p>Leicester's strategic aims Prevention; Support & Protect</p>		
<p>Leicester's strategic goals</p> <ul style="list-style-type: none"> • Increase the number of people accessing domestic abuse services across Leicester City • Improve support for victims and their families in Leicester • Improve safety of repeat victims of domestic abuse in Leicester City • Effectively manage Leicester City perpetrators to reduce harm caused • Improve confidence within communities and satisfaction of users of our domestic abuse services in Leicester City 		
<p>Indicators</p> <ul style="list-style-type: none"> • A young person or adult known to local services has experienced, is currently experiencing or is at risk of experiencing domestic violence or abuse. • A young person or adult who is known to local services as having perpetrated an incident of domestic violence or abuse in the last 12 months. • The household or a family member has been subject to a police call out for at least one domestic incident in the last 12 months. 		
<p>Sustained & Significant Outcome What success will look like</p>	<p>Measure How we will measure success</p>	<p>How reported/recorded How and where we can obtain this data</p>
<p>5.1 Incidents of DV/SV have reduced in severity during the period of intervention compared to the 6 month period prior to start. (if current DV/SV)</p>	<p>The number and severity of domestic or sexual violence incidents at start and end of intervention (self-reported / data)</p>	<p>Keyworker/lead professional assessment at start, review & close. Police / IOM data</p>
<p>5.2 Adult victims and children in the family report a greater ability to keep themselves safe (if current DV/SV)</p>	<p>Family members report feeling somewhat or much safer at end of intervention</p>	<p>Keyworker/lead professional assessment at start, review & close</p>
<p>5.3 The impact of historic DV/SV is reduced for victim and children</p>	<p>Family members report feeling improved wellbeing or Family members report (%?) movement towards their 'desired state' in relation to happiness and relationships on the Rickter Lifeboard</p>	<p>Keyworker / lead professional assessment at start, review & close</p>

6. Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.

<p>Leicester's strategic aims Protect and promote the welfare of all children and young people; Ensure that a co-ordinated approach to Early Help is adopted through an offer of integrated support to vulnerable children, young people and families.</p>		
<p>Indicators</p> <ul style="list-style-type: none"> • A child who has been identified as needing early help. This may include children below the threshold for services under Section 17, Children Act 1989. • A child who has been assessed as needing early help.¹⁸ • A child 'in need' under Section 17, Children Act 1989. • A child who has been subject to an enquiry under Section 47, Children Act 1989. • A child subject to a Child Protection Plan. • A child nominated by professionals as having problems of equivalent concern to the indicators above 		
<p>Sustained & Significant Outcome What success will look like</p>	<p>Measure How we will measure success</p>	<p>How reported/recorded How and where we can obtain this data</p>
6.1 Family needs are met or being managed by services as appropriate	EHAs closed due to work being complete, and families identified needs have been met or are being managed with support of services, as appropriate	Keyworker assessment/Liquidlogic/ Police / IOM data, DWP data, ONE.net database (as appropriate)
6.2 Family no longer requires Social Care involvement	CIN or CP cases closed or stepped down to Early Help Services with no subsequent re-referrals to Social Care for 6 months.	LiquidLogic
6.3 Children and Young People at risk of sexual exploitation or who are being exploited and identified and supported to stay safe	CSE Plan outcomes met and identified risks reduced	Keyworker/lead professional assessment at start, review & close
6.4 Young People who are reported as missing are identified and supported to stay safe	No further incidents of children going missing	Liquid Logic
6.5 Parents/carers have improved parenting skills sufficiently to enable them to handle problems that might arise in the future.	MST cases completed based on mutual agreement of the primary caregiver and the MST team, with at least 80% of instrumental outcomes achieved	MST professionals report and therapist assessment at close of case

Appendix G – Final service proposals

The early help service offer - final service proposals

(Please note that all activity is per week per cluster, unless otherwise stated. *Children, young people and families who meet eligibility criteria only, refer to Appendix D)

	(1) Current service offer	(2) Initial service proposals (pre consultation)	(3) Final service proposals pending a decision (post consultation)
Posts	300 full time equivalent (FTE)	172.5 FTE (dependent on staff org review outcome)	<u>185 FTE (depending on outcome of staff org review)</u>
Buildings	23	12 – (transfer/close remaining 11)	12 (transfer/close remaining 11)
Base Budget	£8,960,600	£4,960,600	<u>£5,460,600</u>
Saving	N/A	£4 million saving	<u>£3.5 million</u>
Early Childhood Services For children aged 0 - 5	Antenatal programmes x 1 Telephone Advice Point in each cluster (6) & 23 centres Stay & Play x 5 Toy & Book Library from 23 buildings Weekly parent engagement activity Annual events and 2 x activities per wk of school hols 2 x Volunteer/ community dev sessions 4 x Targeted EY Education & Development sessions 2 x Parenting groups 1 x Domestic Violence support group 3 x Crèches to support overall delivery Home learning service Children Centre Teacher service Welfare rights Service Bookstart service Early Help co-located with the Healthy Child Prog. Adult & Family Learning provided from centres	Antenatal programmes x 1 One telephone advice point for the city & access through the centres Stay & Play x 2 Toy & Book Library from 12 buildings Fortnightly parent engagement activity Annual events & 1 x week school hol for ages 0–8 1 x Volunteer and community dev session 3 x Targeted EY Educ. & Development sessions* 1 x Parenting groups* 1 x Domestic Violence support group 3 x Crèches to support overall delivery Cease Home learning service Cease Children Centre Teacher Service Cease Welfare rights service Cease Bookstart service Early Help co-located with the Health Child Prog. Adult & Family Learning provided from centres	Antenatal programmes x 1 One telephone advice point & face to face access through the 12 centres Stay & Play x 2 <u>co delivered with HCP and flexibility to deliver 3 sessions</u> Toy & Book Library from 12 buildings <u>Parent engagement in decision making delivered as part of everyday practice</u> Annual events and 1 x activity per week of school hols for <u>ages 0 – 12</u> <u>Volunteering and community projects delivered by citywide team</u> 3 Targeted sessions* <u>with flexibility to deliver 3rd session as Stay and Play</u> 1 x Parenting group* 1 x Domestic Violence support group 3 crèches to support overall delivery Cease Home Learning service <u>Children Centre Teachers service funded until April 2018 initially</u> <u>Reduce funding to Welfare Rights Service by 40% *</u> <u>Bookstart service will continue - funded by alternative source</u> Early Help co-located with the Health Child Programme Adult & Family Learning provided from centres
Whole Family Working	Advice Point as above 14 x FTE Traded Family Support Family Support service Early Help Response Team £1.1 million grant - Adventure Playgrounds (AP) Multi agency workforce development 9 x Parenting programmes focused on teenagers	Advice Point as above 14 x FTE Traded Family Support Family Support service * Early Help Response Team & one central telephone Advice Point 50% tapered reduction to AP's by 2020 & potential transfer of buildings Multi agency workforce development 9 x Parenting programmes focused on teenagers	Advice Point as above <u>Citywide Traded Family Support (14 FTE) that is not restricted by criteria</u> Family Support service* Early Help Response Team & one central telephone Advice Point <u>Further analysis to be undertaken before decision on reductions taken.</u> Multi agency workforce development 9 x Parenting programmes <u>responding to need and demand</u>
Interface with Social Care	Step down of cases from social care to Early Help Joint casework incl. single assessments Short term response and crisis support Weekly surgeries for social workers	Reduced capacity: Step down of cases to EH Reduced capacity: joint casework Reduced capacity: Short term response and crisis support	<u>Step down of cases from social care to Early Help</u> <u>Development of EH Partnership Allocations Hub for Early Help Assessments</u> <u>Cease joint work on social care cases apart from joint work with single assessment team as part of step down process</u> <u>Edge of care response as part of overall delivery model above</u> <u>One telephone number and route to access EH and SC</u>

Early Help Remodelling

Consultation Analysis

Date: January 2017

1. Introduction

Consultation approach

- 1.1. The Education and Children’s service undertook a 12 week public consultation, from the 6 September to the 6 December 2016, on its proposals to remodel early help services and adventure play. This report presents the results of the consultation analysis to aid decision making and is therefore a detailed analysis. We have also produced a summary report, which will be published following the Executive’s consideration of consultation feedback and the final service proposals, (expected to take place March 2016).
- 1.2. In undertaking the consultation we took advice from the council’s communication, legal and equality services and feedback is that the consultation process meets the local authority’s statutory duties set out in the Childcare Act 2006 and revised Best Value Guidance. The consultation contained 26 questions overall, 22 of which presented proposals that were specifically for the public/service users. Three questions presented proposals that were for stakeholders only as they concerned functions that support front line early help services and are not directly used by the general public, (e.g. parents or children). One further question was provided to allow people to make any other comments.
- 1.3. We developed a communication plan with the aim of identifying and reaching key groups who could be impacted by the proposals and may have wanted to take part in the consultation. The communication plan included council members, council staff, key partner organisations (e.g. partners based in the children centres, Children’s Trust, Leicester City Children’s Improvement Board, Leicester Education Strategic Partnership, Schools Forum, Early Help Locality Partnerships, Leicester Safeguarding Children’s Board and key parent and child service user groups).
- 1.4. We provided three main ways for people to take part in the consultation:
 - 1.4.1. Online – for everyone (service users, staff and stakeholders)
 - 1.4.2. Paper questionnaire – for service users only
 - 1.4.3. Focus Group Toolkit – for everyone (service users, staff and stakeholders).
- 1.5. To allow for a wider reach, we also included comments submitted by email, letters and social media (e.g. Facebook).

- 1.6. Focus groups included: work with 23 parent forums in each of the 23 ‘Children, Young People and Family Centres’; children and young people (e.g. Young People’s Council, Children’s Council and young people participation groups); and stakeholders (e.g. Early Help Locality Partnerships).
- 1.7. The consultation focused on **one proposal** for each of the commissioned services¹ but made a **range of proposals** for the services delivered from the councils early help service.

There are a number of reasons for this difference in number and approach. First, the council is not responsible for the aims and objectives, or the delivery arrangements, of the adventure play providers, so we can only make commissioning and funding proposals here. Secondly, in relation to the other commissioned services, the proposal was to either end or continue commissioning/funding arrangements and this could be set out in one proposal per service. By contrast, the early help services are **directly provided or delivered** by the council through the Children, Young People and Families (CYP&F) centres and we are therefore required, for clarity and to meet our statutory duty to provide a fair and transparent consultation, to set out our proposals in line with the range of services accessed by parents and children through the centres.

How we analysed the data

- 1.8. The analysis was undertaken in Excel and was split into two parts: analysis of a ‘tick box option’ and analysis of the written statements made by respondents.
- 1.9. In the first part, the ‘tick box option’, we asked respondents to tell us how they felt each proposal would affect them – e.g. negatively, positively, no affect, not applicable. We counted the number of responses to each and the results are presented in the following sections, cross referenced by respondent type, (e.g. parent, young person, member of staff etc.).
- 1.10. For the second part, we read all the written statements made in response to each proposal and identified a range of **key messages**. We also identified that these key messages fell into **four key themes**:
 - a. **Comments about the services, proposals and consultation** – e.g. supportive of the proposal, not supportive of the proposal, identification of how children, young people and parents benefit from a service. When highlighting key benefits, respondents may have implied that these benefits may be lost as a result of the proposal, where the proposal was to reduce or end something. A number of comments were made about the consultation process, which will be included in a lessons learned log.
 - b. **Suggested potential impacts (of the proposals)** – e.g. impact on children with additional needs, impact on early prevention. In contrast to respondents who highlighted a benefit of a service, some respondents chose to focus on impacts (e.g. what may be lost) as a result of a proposal.
 - c. **Suggestions concerning the services and proposals** – e.g. prepared to pay more council tax, alternative proposals

¹ e.g. Adventure Play Providers, Bookstart, Welfare Rights, Workforce Development, Parenting Programmes. The Adventure Play Providers were treated as a group. Commissioned services here means services delivered through grant funding arrangements, service level agreements and service contracts.

- d. **Questions** – things that people are unclear about. Questions will be responded to in a FAQ document and posted on Citizen Space, and will inform future communication plans.

1.11. It should be noted that the 1,224 people taking part in the consultation did not answer all 26 questions. Some took part in the ‘tick box option’ only, some provided a written response only and some did both.

1.12. The results of the analysis were considered by the project lead and a council response is presented for each proposal below for consideration and endorsement by the Executive.

Report layout

1.13. The council’s proposed responses to consultation feedback are presented for each service proposal against the four key themes set out in 1.7 above.

1.14. The consultation analysis is presented in the following sections, which include:

- a) Section 1 (this section) – introduction and summary, (page 3 to 5).
- b) Section 2 – summary of who took part in the consultation and how they took part, (page 6 to 8).
- c) Section 3 to section 27 – analysis of consultation responses for the 26 questions/proposals, including ‘any other comments’, (page 9 to 68)
- d) Section 28 – appendix 1 (Equality monitoring, page 69 to 74).

Summary analysis

1.15. In total, **1,224** people took part in the consultation:

- a) 640 people (52%) took part in the consultation through focus groups, 374 (31%) took part on line and 210 (17%) took part through a paper booklet.
- b) Parents/carers were the largest group to take part in the consultation (**452/1224, 37%**), followed by referral agencies/organisations (**375/1224, 31%**) and children and young people aged 19 or under (**138/1224, 11%**). The remaining 21% were made up of other respondent types. For further details of who and how people took part in the consultation please refer to section 2 below.

1.16. Ethnic monitoring of the responses to the consultation is presented in appendix 1. In summary, 46% of respondents who took part in the consultation online and through the paper booklet were white British, followed by 15% who were Indian (Asian or Asian British). For the focus group consultation, 73% did not provide any ethnic monitoring data. Of the 27% that did provide data: 10% reported an ethnic category of White British, followed by 9% Indian. The majority of respondents were female (63% online/paper booklet). Eight percent of respondents who took part in the consultation online and through the paper booklet reported a disability, whereas 3% taking part in the focus groups reported a disability.

1.17. The council also received a petition that met the threshold for a debate at full council, i.e. greater 1,500 signatures. This was submitted by Playfair on 9 November 2016. The petition asked the council to withdraw the proposed cuts affecting 9 of the 10 adventure play providers represented by Playfair.

1.18. For 15 of the 25 proposals we asked respondents to tell us how the proposal would affect them and provided a tick box option for them to do this (e.g. it will affect us negatively/positively/not at all). A summary of majority answers is provided below:

Consultation response	Proposals
For 5 proposals a majority of both the public and stakeholders were in agreement that the proposal would negatively affect me/us/my clients .	<ul style="list-style-type: none"> • Adventure Play • Children Centres • Bookstart • Stay and Play • Welfare Rights
For one proposal a majority of stakeholders were in agreement that the proposal would negatively affect me/my clients	<ul style="list-style-type: none"> • Early Help Response – only stakeholders were presented with this proposal for comment (because it is a function that involves stakeholders to support front line delivery with service users).
For 8 of the proposals members of the public said the proposal ' would not affect me/us ' but stakeholders responded to say the proposal would negatively affect 'me/my clients'	<ul style="list-style-type: none"> • Cluster Advice Points • Early Years Learning and Development • Family Support Service • Home Learning Service • Parenting Groups and Crèche • School Holiday Events • Toy and Book Library • Volunteering, Employment, Education and Training
For one proposal both the public and stakeholders said the proposal ' would not affect me/us/clients '.	<ul style="list-style-type: none"> • Weekly Parent Engagement.
For 11 proposals, respondents were not provided with a tick box response, because the proposals were for no change	<ul style="list-style-type: none"> • Adult and family learning and crèche • Antenatal courses • Children centre teachers • Domestic violence groups and crèche • Family support service (traded with schools) • Health child programme • Parenting programmes • Targeted services • Interface with social care • Partnership and workforce development

1.19. For a summary of **the comments made by respondents**, please refer to the following sections where we present our analysis of comments under the relevant proposal. We analysed the comments and grouped them into 'comments about the service/proposal' (1,428 comments), 'suggested potential impacts of the proposal' (1,516), 'suggestions concerning the service/proposals' (519) and questions (298).

The council's response to consultation feedback – at a glance

1.20. The following sections of this report present the council's **proposed responses** to consultation feedback. The council's responses set out in this report are presented as **proposals** because the Executive has yet to consider and endorse them.

1.21. The table below provides a list of the initial proposals that featured in the consultation and highlights if consideration of consultation feedback has led the council to propose a change to the initial proposal. The council is proposing to update 12 of the 25 initial proposals that featured in the consultation.

Table 1: List of initial proposals that featured in the consultation and the council's proposed responses to consultation feedback

Q	Proposal name	Did consideration of consultation feedback lead to a change to the initial proposal? (y/n)	Where to find full details in this report.
1	Adventure Play	Yes	See page 11
2	Children Centres	No	See page 15
3	Adult and family learning and crèche	No	See page 16
4	Antenatal courses	No	See page 17
5	Bookstart	Yes	See page 20
6	Children centre teachers	Yes	See page 22
7	Cluster advice points	No	See page 25
8	Domestic violence groups and crèche	No	See page 26
9	Early years, learning and development	Yes	See page 29
10	Family support service	No	See page 32
11	Family support service (traded with schools)	Yes	See page 34
12	Health child programme	No	See page 35
13	Home learning service	No	See page 38
14	Parenting groups and crèche	No	See page 41
15	Parenting programmes	Yes	See page 42
16	School holiday events	Yes	See page 45
17	Stay and Play	Yes	See page 48
18	Targeted services	No	See page 50
19	Toy and book library	No	See page 53
20	Volunteering, employment, education and training	Yes	See page 56
21	Weekly parent engagement	Yes	See page 59
22	Welfare rights	Yes	See page 62
23	Early help response	No	See page 64
24	Interface with social care	Yes	See page 66
25	Partnership (multi-agency) and workforce development	No	See page 67
26	Any other comment	Not applicable/points considered elsewhere.	See page 68

2. Summary of who took part in the consultation and how they took part

Table 2: How did people take part in the consultation?

Type of response	How many responses were submitted?	Comment
Online questionnaires	374 online questionnaires	Completed by service users and stakeholders
Paper booklet questionnaires	210 paper booklet questionnaires	Completed by service users only
Focus group toolkit questionnaires	62 focus group toolkit questionnaires	Completed by service users and stakeholders. More than one person took part in each focus group.
Total	646 individual and group responses	

Table 3: How many people responded, by respondent type

Respondent type	Online questionnaire	Paper booklet questionnaire	Focus group toolkit questionnaires (more than one person per group)	Total
member of public / service user	231	210	276	717 (59%)
member of staff / service provider / partner organisation / referral agency	143	n/a	364	507 (41%)
Total	374 (31%)	210 (17%)	640 (52%)	1224 (100%)

Table 4: Who responded and how many, (members of public/service user)

Respondent type (public)	Online questionnaire	Paper booklet questionnaire	Focus group toolkit questionnaires	Total
A young person aged 19 or under	45	8	85	138 (19%)
A parent or carer of a child / young person aged 0-19	141	128	177	446 (62%)
A parent or carer of a child / young person aged 0-19 & pregnant	4	2	n/a	6 (1%)
A Leicester resident	35	35	14	84 (12%)
An individual who hires space in a children's centre (public)	2	0	n/a	2 (0.5%)
Other	3	1	n/a	4 (1%)
Not selected (+1)	1	36	n/a	37 (5%)
Total	231 (32%)	210 (29%)	276 (38%)	717 (100%)

Table 5: Who responded and how many, (stakeholders)

Respondent type (stakeholder)	Online questionnaire	Paper booklet questionnaire	Focus group toolkit questionnaires	Total
A member of staff (LCC or other)	99	Completed by service users only	n/a	99 (20%)
A service provider / partner organisation	18		n/a	18 (4%)
An organisation that delivers services from a children's centre	9		n/a	9 (2%)
A referral agency / organisation	6		255	261 (51%)
A referral agency / organisation & An organisation that delivers services from a children's centre	3		109	112 (22%)
A referral agency / organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre	2		n/a	2 (0.5%)
An individual or organisation that hires space in a children's centre	2		n/a	2 (0.5%)
Other	3			3 (1%)
Not selected	1			1 (0.5%)
Total	143 (28%)		0	364 (72%)

2.1. A guide has been produced to aid the reading of the tables in the following sections that set out **how members of the public/stakeholders responded to the proposals**, for example table 6, page 9 and table 7, page 10.

Table guide

Follow the numbers to find out how to read the tables: how members of the public (or stakeholders) responded to the consultation (table 6 page 9 used here as an example).

1	2						3	
<ul style="list-style-type: none"> The public were given the following options below to tell us who they were. Some people did not select a respondent type ('not selected') but still took part in the consultation – however they had to tell us if they were a member of the public or a stakeholder. 	<ul style="list-style-type: none"> Respondents were asked how the proposal would affect them and we provided them with a 'tick box' option that included <u>five responses</u>. Respondents were also given two free text boxes – one to tell us how the proposed change would affect them and the second for any other comments. This information is not shown here. Note that people taking part in focus groups were not given a 'tick box' option to complete because they provided a group response. Some people completed the tick box option only, some completed the tick box option and the free text boxes and some completed the free text boxes only. Those that completed the free text boxes only are highlighted below in the statement only column (<u>see (*)</u>). We can see, by way of an example, that 215/349 members of the public taking part in the consultation online and through the paper booklets (62%) said the adventure play proposal would affect them in a negative way. 						<ul style="list-style-type: none"> 349 (79%) of the 441 members of the public that took part in the consultation online and through the paper booklet responded to the Adventure Play proposal. 	
Respondent type (public) online	(1) I have no opinion	(2) It will affect me/us in a negative way	(3) It will affect me/us in a positive way	(4) It won't affect me / us	(5) Not applicable	(*) Statement only	Numbers of responses	Response rate (online/paper booklet)
A Leicester resident	1	29	0	11	8	10	59 (17%)	79% 349 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
A parent or carer of a child / young person aged 0-19	6	109	1	46	17	13	192 (55%)	
A parent or carer of a child / young person aged 0-19 & pregnant	0	4	0	1	0	0	5 (1%)	
A young person aged 19 or under	0	46	1	2	1	1	51 (15%)	
An individual who hires space in a children's centre (public)	0	2	0	0	0	0	2 (1%)	
Other	0	3	0	0	0	1	4 (1%)	
Not selected	2	22	2	2	0	8	36 (10%)	
Total	9 (3%)	215 (62%)	4 (1%)	62 (18%)	26 (7%)	33 (9%)	349 (100%)	

3. Question 1 - Adventure playgrounds

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> There are currently ten adventure playgrounds that provide a range of indoor and outdoor supervised play activities for children aged 5 – 15. These are run by different service providers who in total receive a £1.1 million grant from the council each year. 	<ul style="list-style-type: none"> A gradual reduction in the grant, starting in spring 2017, leading to an eventual reduction of 50% (£550,000) by 2020. The council will work with adventure play providers to determine initial and eventual reduction levels, help them source alternative funding, expand their current range of services and provide volunteers with new skills training. The transfer of buildings to adventure playgrounds' ownership is also being considered.

Consultation responses (Adventure play)

Table 6: How members of the public responded to the adventure play proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
A Leicester resident	1	29		11	8	1	59 (17%)	79% 349 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
A parent or carer of a child / young person aged 0-19	6	19	1	46	17	13	192 (55%)	
A parent or carer of a child / young person aged 0-19 & pregnant		4		1			5 (1%)	
A young person aged 19 or under		46	1	2	1	1	51 (15%)	
An individual who hires space in a children's centre (public)		2					2 (1%)	
Other		3				1	4 (1%)	
Not selected	2	22	2	2		8	36 (10%)	
Total	9 (3%)	215 (62%)	4 (1%)	62 (18%)	26 (7%)	33 (9%)	349 (100%)	

Table 7: How stakeholders responded to the adventure play proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	5	68	5	9	7	4	98 (70%)	98% 140 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	1	4					5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		3					3 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		2					2 (1%)	
A service provider / partner organisation		15		1	1	1	18 (13%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	1	7		1			9 (6%)	
Other		2			1		3 (2%)	
Not selected		1					1 (1%)	
Total	7 (5%)	103 (74%)	5 (4%)	11 (8%)	9 (6%)	5 (5%)	140 (100%)	

Table 8: How members of the public responded to the adventure play proposal, by adventure playground most frequently visited (Online/paper booklet)

Response online	Belgrave	Braunstone	Goldhill	Highfields	Mowmacre	New Parks	Northfields	St Andrews	What Cabin	Woodgate	Playground information not available	Total
I have no opinion			2		1						6	9 (2%)
It will affect me/us in a negative way	5	11	43	39	14	27	7	1		28	4	215 (49%)
It will affect me/us in a positive way			3			1						4 (1%)
It won't affect me/us	3	1	3			1	1		1	1	5	62 (14%)
Not applicable			1				1				24	26 (6%)
Statement only		1	1		5				2		15	33 (7%)
Not answered	5	1	2	13			4				67	92 (21%)
Total	13 (3%)	15 (3%)	64 (15%)	52 (12%)	2 (0%)	29 (7%)	13 (3%)	1 (0%)	3 (1%)	29 (7%)	202 (46%)	441

Table 9: Consultation feedback – themes and key messages

Themes	Key messages (Adventure Play)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Service information: e.g. service is frequently used and popular, other funding streams are reducing, service should be viewed as an asset.	144	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 88 service suggestions submitted to the consultation: 35 could not be implemented because they would not be cost effective; 45 are already a feature of the proposed service offer; and 8 cannot be implemented by the early help service and will be forwarded to the appropriate service provider for their attention. A proposal was received from one provider of AP which is specific to their provision and will be considered.
	Not supportive of the proposal: e.g. statements such as 'please do not cut the service', concerned about cuts to those in need, service provision is already not sufficient.	14	
	Service user benefits: e.g. children make new friends and learn new skills, play is important, service provides more than just play.	212	
	Supportive of the proposal: e.g. understand the need to make cuts locally, following central government cuts.	18	
	Provides a safe place to play and keeps children occupied	185	
	Comments about staff providing an excellent service	35	
	Comments about the consultation: e.g. involve service users directly.	12	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	273	Comments on service suggestions 1) Service suggestions will be forwarded to the Adventure Play (AP) providers for information and consideration. These providers are independent of the council and are responsible for their business and operational delivery. The council provides a grant to AP's to support the delivery of services but has no influence on the service. 2) Maintaining the level of funding or reducing further services within the council's early help service to fund more AP provision is not an option as it would not be achieve the savings required or meet service user demands or the council's statutory requirements. A change to the initial proposal is recommended - details below: 1) Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council. Further analysis to be undertaken, no reduction in grant funding at this time. 2) The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 3) Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 4) Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 5) Explore opportunities to develop Community Asset Transfer and long term lease arrangements for land and buildings occupied by the AP's.
	Impact on staff: e.g. Job losses	27	
	Impact on the community: e.g. increase in anti social behaviour, social cohesion	80	
	Impact on service provision: e.g. service may close if the proposal is implemented, opportunities for play will be reduced, service quality may be affected.	217	
	Impact on access to adventure play if some centres close: e.g. travel options, cost	28	
	Impact on partners: e.g. police, schools and children centres	1	
Suggestions concerning the service and proposal	Suggestions concerning service delivery (feedback to the providers of adventure play): e.g. expand range of services, evaluate effectiveness of the service, join up work with other services.	8	
	Suggestions concerning service delivery, (feedback for the council): e.g. more money not less, commission services differently (bring services in-house for the council to deliver, divert funding from other council services, increase council tax, children should be involved in decision making, more activities for disabled children).	80	
Questions	Various questions	14	

4. Question 2 - Children Centres

Proposal

Current situation	Proposed option for consultation for consultation
<ul style="list-style-type: none"> There are currently 23 Children, Young People and Family Centres (also known as children's centres) across Leicester. They are located in six different 'cluster areas', though people can access services at any of the centres, regardless of where they live in the city. Each centre has different opening hours, offering a number of different services / activities each week. 	<ul style="list-style-type: none"> Twelve of the centres will continue to provide council-run services (such as health visiting, school nursing services, etc). Six main centres will offer the full range of early childhood services and family support, Monday to Friday, 8.30am - 5pm, and six satellite centres will offer a limited range of services, depending on need. External organisations will be charged a fee for using the centres, though community groups will still be able to deliver services from centres at no cost. We will look at different options for the remaining 11 centres, including the possibility of transferring them to external organisations who deliver childhood services (such as childcare providers).

Consultation responses (Children Centres)

Table 10: How members of the public responded to the children centre proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	2	27	1	8	2	1	41 (20%)	47% 207 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	1	19		3	7	3	150 (72.5%)	
a parent or carer of a child / young person aged 0-19 & pregnant		2		2			4 (2%)	
a young person aged 19 or under		1		4	1		6 (3%)	
An individual who hires space in a children's centre (public)		2					2 (1%)	
Other	1	2					3 (1%)	
Not selected				1			1 (0.5%)	
Total	4 (2%)	143 (69%)	1 (0%)	45 (22%)	10 (5%)	4 (2%)	207 (100%)	

Table 11: How stakeholders responded to the children centre proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	4	72	4	5	5	2	92 (70%)	92% 131 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation		4		1			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		2				1	3 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1		1			2 (2%)	
A service provider / partner organisation		8	1	2	2	1	14 (11%)	
An individual or organisation that hires space in a children's centre	1	2					3 (2%)	
An organisation that delivers services from a children's centre		8					8 (6%)	
Other		1	1		1		3 (2%)	
Not selected		1					1 (1%)	
Total	5 (4%)	99 (76%)	6 (5%)	9 (7%)	8 (6%)	4 (3%)	131 (100%)	

Table 12: How members of the public responded to the children centre proposal, by children centre most frequently visited (Online/paper booklet)

Statement	Central	East	North	North West	West	South	Cluster information not available	Total
I have no opinion		2			1		2	5 (1%)
It will affect me / us in a negative way	5	27	9	34	39	19	10	143 (32%)
It will affect me / us in a positive way				1				1 (0.5%)
It won't affect me / us		4	4	2	5	4	26	45 (10%)
Not applicable				1	1		8	10 (2%)
Statement only		1		2				3 (1%)
Not answered	38	7	20	12	5	9	143	234 (53%)
Total	43 (10%)	41 (9%)	33 (7%)	52 (12%)	51 (12%)	32 (7%)	189 (43%)	441 (100%)

Table 13: How respondents usually travel to the children centre (public only)

Travel type	Central	East	North	North West	South	West	Cluster information not available	Total
Walk	23	16	16	24	17	28	10	134 (30%)
Car	5	9	7	12	9	6	13	61 (14%)
Walk, car	4	9	7	4	1	9	1	35 (8%)
Walk, bus	6	2	1	4	1	2		16 (4%)
Bus	3	1	1	3	2			10 (2%)
Car, mobility			1	1	1		1	4 (1%)
Walk, bus, car		1		2	1			4 (1%)
Bus, car				1		1		2 (0.5%)
Motorcycle	1							1 (0.5%)
Walk and cycle						1		1 (0.5%)
Walk, bus, cycle		1						1 (0.5%)
Walk, car, cycle						1		1 (0.5%)
Walk, car, taxi, cycle	1							1 (0.5%)
Not answered		1		1		3	165	170 (39%)
Total	43 (10%)	40 (9%)	33 (7%)	52 (12%)	32 (7%)	51 (12%)	190 (43%)	441 (100)

Table 14: Consultation feedback – themes and key messages

Themes	Key messages (Children Centre Buildings)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Service user benefits: e.g. benefits children, parents, new arrivals, additional needs.	178	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 56 service suggestions submitted to the consultation: 5 could not be implemented because they would not be cost effective; 2 would not be viable/practicable to implement; and 49 are already a feature of the proposed service offer.</p>
	Supportive of the proposal: e.g. makes sense to concentrate resources, 12 centres will be more manageable.	21	
	Service information: e.g. service users struggle to understand opening times.	1	
	Not supportive of the proposal: e.g. statements such as 'please do not cut the service', concerned about cuts to those in need, service provision is already not sufficient.	47	
Suggested potential impacts (of the proposals)	Comments about the consultation: e.g. more information required about the proposal and how the council determined which centres should be proposed for alternative uses.	11	<p>Comments on service suggestions</p> <p>1) From the 441 respondents asked how they travel to centres, 30% solely walk to centres. Mapping work was undertaken to inform the proposals for which centres were the most utilised. Reviewing updated data, this has not changed. There will be 2 centres open all weekdays per cluster.</p> <p>2) Opportunities will be explored with interested parties who have similar objectives for the delivery of childhood services to take on ownership of the buildings the council will no longer be responsible for. This will be part of a separate programme of work alongside the service completing their transition to a new delivery model. In addition, we will negotiate opportunities where possible to deliver services from those buildings and continue to seek to deliver services from other community venues that are accessible to the local community e.g.) libraries</p> <p>3) Co-location with the provider of Healthy Child Programme will be agreed to ensure there is a mixed model of staff based from each centre.</p> <p>4) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p><u>No change to the initial proposal is recommended.</u></p>
	Impact on service users: e.g. children, parents, vulnerable families, carers, children with additional needs/disabilities, low income families, working parents.	193	
	Impact on access to children centres/early help: e.g. service users may struggle to travel to the 12 children centres proposed to remain open, services may become over subscribed	180	
	Impact on partners: e.g. not enough space for co-location, nursery provision may close or struggle to relocate, other services may see an increase in demand for their services.	25	
	Impact on the local community: e.g. local businesses near to centres proposed for disposal/alternative uses	13	
	Impact on early intervention: e.g. families will not receive support early enough, leading to an escalation of need before support is provided.	12	
Suggestions concerning the service and proposal	Impact on staff: e.g. Job losses	13	<p>27</p> <p>29</p>
	Suggestions concerning service delivery: e.g. work more closely with schools, deliver from variety of venues, allow some staff to work part time, increase council tax, divert money from other service areas	27	
Questions	Suggestions concerning children centre building proposals: e.g. suggestions to re-look at which buildings should remain.	29	<p>19</p>
	Various questions	19	

5. Question 3 – Adult/Family learning, crèche (non-council provider)

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Adult learning and family learning courses delivered from some children's centres. Three courses are available per week in each cluster. 	<ul style="list-style-type: none"> Access to this service will not be affected as a result of the proposed changes to the location and number of children centres (see section 2 – Buildings).

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 15: Consultation feedback – themes and key messages

Themes	Key messages (Adult and family learning, and crèche)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Service user benefits: e.g. supports key groups such as young and single mums	8	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 26 service suggestions submitted to the consultation; 9 could not be implemented because they would not be cost effective; 1 would not be viable/practicable to implement; 12 are already a feature of the proposed service offer; and 4 cannot be implemented by the early help service and will be forwarded to the appropriate service provider for their attention.
	Supportive of the proposal: e.g. to retain the service, service reduces demand for other services.	38	
	Comments about the consultation: e.g. more information required about the proposal and how the council determined which centres should be proposed for alternative uses.	2	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	36	
Suggestions concerning the service and proposal	Service suggestions: e.g. cut the service, increase availability, make available in more areas, maintain a database of opportunities to aid referrals, increase council tax.	17	
	Commission differently: e.g. not a priority service, allow other providers to deliver (e.g. NHS).	9	
Questions	Various questions	7	Comments on service suggestions 1) Service suggestions will be forwarded to the Adult Learning service for information and consideration. <u>No change to the initial proposal is recommended.</u>

6. Question 4 – Antenatal courses (e.g. Bump to Baby)

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> A four-week course for expectant parents, delivered by the council's children centre service and the NHS (midwifery team). Courses are run on a rota basis, with one course being available in each cluster at any given time. 	<ul style="list-style-type: none"> No change to this service

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 16: Consultation feedback – themes and key messages

Themes	Key messages (Antenatal courses)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. as it benefits expectant and new parents, and children.	94	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 34 service suggestions submitted to the consultation: 5 would not be viable/practicable to implement; and 29 are already a feature of the proposed service offer. Comments on service suggestions 1) These courses are already delivered in partnership with early years and health professionals. Suggestions will be fed into the planning process regarding operating at different times to respond to demand and delivering from other suitable venues. 2) Promotional materials will be reviewed to ensure they are accessible and widely distributed. <u>No change to the initial proposal is recommended.</u>
	Service user benefits: e.g. benefits expectant and new parents.	94	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	13	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. target the service at vulnerable users, deliver at time suited to working parents, deliver from community venues/adventure play buildings, deliver at weekends, advertise more.	30	
	Commission differently: e.g. not a priority service, allow other providers to deliver (e.g. NHS).	4	
Questions	Various questions	9	

7. Question 5 – Book Start (council run)

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Bookstart is for priority families with children aged 18 months - 2 years. The service encourages parents to use books and language with their children, to help them develop a love of books and reading. The service also provides book packs for children. Up to 72 sessions are delivered each year across Leicester. 	<ul style="list-style-type: none"> The Bookstart service will end in Spring 2017, although advice and information about how to access similar support will still be available from children centres, voluntary organisations, libraries and the online Family Information Directory families.leicester.gov.uk

Consultation responses (Bookstart)

Table 17: How members of the public responded to the book start proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	4	17		8	4	3	36 (20%)	41% 182 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	11	53		61	4	4	133 (73%)	
a parent or carer of a child / young person aged 0-19 & pregnant		3		1			4 (2%)	
a young person aged 19 or under		1		3			4 (2%)	
An individual who hires space in a children's centre (public)		2					2 (1%)	
Other		2					2 (1%)	
Not selected				1			1 (1%)	
Total	15 (8%)	78 (43%)	0 (0%)	74 (41%)	8 (4%)	7 (4%)	182 (100%)	

Table 18: How stakeholders responded to the book start proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	9	47	1	20	2	3	82 (73%)	79% 113 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	1	2		2			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		1					1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		2					2 (2%)	
A service provider / partner organisation		7		2		1	10 (9%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	1	4		3	1		9 (8%)	
Other		1			1		2 (2%)	
Not selected		1					1 (1%)	
Total	11 (10%)	66 (58%)	1 (1%)	27 (24%)	4 (4%)	4 (4%)	113 (100%)	

Table 19: Consultation feedback – themes and key messages

Themes	Key messages (Bookstart)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Service user benefits: e.g. supports parents and children's development, route into other services	53	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 34 service suggestions submitted to the consultation: 2 could not be implemented because they would not be cost effective; and (31) are already a feature of the proposed service offer. One service suggestion is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>e1) Opportunities will be explored with interested parties who have similar objectives for the delivery of childhood services to take on ownership of the buildings we will no longer deliver services from. This will be part of a separate programme of work alongside the service completing their transition. In addition, we will negotiate opportunities where possible to deliver services from those buildings and continue to seek to deliver services from other community venues that are accessible e.g.) libraries</p> <p>e2) Discussions took place with the affected service area to understand more about the benefits of this service, the impact of proposed reductions and discuss alternative proposals. This resulted in an alternative proposal which been accepted for recommendation as outlined below.</p> <p>A change to the initial proposal is recommended - details below:</p> <p>The council will no longer fund this service.</p> <p>However in the event that early help funding ceases, the affected service explored alternatives and secured funding from the Schools Forum via the Dedicated Schools Grant (Early Years Block) until April 2018, therefore there will be no change to this service delivery.</p> <p>The Bookstart service will continue to work closely with and operate from the Children, Young People and Family Centres. In addition both services will work together to develop a stronger evidence base to demonstrate impact and secure longer term funding for this and other early years initiatives.</p>
	Supportive of the proposal: e.g. other options are available to support reading.	27	
	Not supportive of the proposal: e.g. statements such as 'its dangerous get rid of the service', 'a step backwards'.	44	
	Comments about the consultation: e.g. more information required about the proposal.	7	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, vulnerable families, carers, children with additional needs/disabilities, low income families, working parents, English as an additional language.	122	
	Impact on partners: e.g. not enough space for co-location, nursery provision may close or struggle to relocate, other services may see an increase in demand for their services.	4	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	8	
	Impact on reading and school readiness.	25	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. service needs to be available in local areas, look at meeting this need differently, keep for first time parents.	34	
Questions	Various questions	10	

8. Question 6 – Children Centre Teachers

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> • Children centre teachers provide support to children and parents through one to one and groupwork sessions. They also provide direct teaching and learning support to pre-schools and influence the delivery of stay and play sessions. • Some of this work is in the family's home and is intended to raise awareness of child development (children learn from their parent(s) at this early age). • Children centre teachers also complete personal education plans for all Looked After Children aged under 3. 	<ul style="list-style-type: none"> • The government is planning to change the way this service is funded and this may affect it in the future. • This service is currently funded until March 2017. • Family support will still be available from existing childhood services.

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 20: Consultation feedback – themes and key messages

Themes	Key messages (Children Centre Teachers)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of retaining the service: e.g. valuable in supporting families	75	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 32 service suggestions submitted to the consultation: (31) are already a feature of the proposed service offer. One service suggestion concerning a focus on summer born children is recommended for consideration.
	Not supportive of retaining the service: e.g. Should be provided by other services	8	
	Comments about the value of the team's skills and strengths	10	
	Service user benefits: e.g. supports parents and children's development, route into other services	11	
	Comments about the consultation: e.g. more information required about the proposal.	8	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families, safeguarding, prevention.	47	Comments on service suggestions 1) This service area already has a dedicated role to work with external early years settings which has been identified as requiring support to improve practice.
	Impact on partners: e.g. PVI settings and foster carers.	3	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. move the service into schools or nurseries, work can be done by other staff members	32	A change to the initial proposal is recommended - details below: 1) Funding has been secured from the Schools Forum via the Dedicated Schools Grant (Early Years Block) until April 2018. The work of this service area will be aligned to the new early help service offer and will have a concentrated focus on developing a stronger evidence base to demonstrate impact so as to secure longer term funding. The service will also include a focus on summer born children to improve school readiness. If funding is not secured post April 18, this service will cease.
Questions	Various questions	16	

9. Question 7 – Cluster Advice Points

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> There is currently one advice point in each of the six clusters across the city, providing advice, short term support and signposting. 	<ul style="list-style-type: none"> The proposal is to create one central advice point across the city. This would mean that there would be one number to telephone for advice, guidance and requesting support. However, advice, short term support and signposting to other services will still be available in any one of the remaining 12 centres. Face to face support would continue to be provided in the cluster area where you live.

Consultation responses (Cluster advice points)

Table 21: How members of the public responded to the cluster advice points proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	4	7	4	9	4	2	30 (17%)	86% 180 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	26	24	8	55	2	4	137 (76%)	
a parent or carer of a child / young person aged 0-19 & pregnant	1			3			4 (2%)	
a young person aged 19 or under		1		3	1		5 (3%)	
An individual who hires space in a children's centre (public)				1			1 (1%)	
Other		2					2 (1%)	
Not selected				1			1 (1%)	
Total	31 (17%)	34 (19%)	12 (7%)	72 (40%)	25 (14%)	6 (3%)	180 (100%)	

Table 22: How stakeholders responded to cluster advice points proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	8	45	11	13	10	2	89 (74%)	<p>85%</p> <p>121 of the 143 stakeholders taking part in the consultation online responded to this proposal.</p>
A referral agency / organisation		2		3			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre				1			1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		2					2 (2%)	
A service provider / partner organisation		5	1	3		1	10 (8%)	
An individual or organisation that hires space in a children's centre	1	1					2 (2%)	
An organisation that delivers services from a children's centre	3	3		2			8 (7%)	
Other	1	1			1		3 (2%)	
Not selected	1						1 (1%)	
Total	14 (12%)	59 (49%)	12 (10%)	22 (18%)	11 (9%)	3 (2%)	121 (100%)	

Table 23: Consultation feedback – themes and key messages

Themes	Key messages (Cluster advice points)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. Dedicated central line will be helpful and free up staff time.	70	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 25 service suggestions submitted to the consultation: 23 are already a feature of the proposed service offer. One service suggestion concerning the promotion of the advice point and provision of local knowledge is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>1) Consideration was given to having an answer machine service for out of hours, however this would increase the workload to work through any calls that are logged. Therefore, the Advice Point will be open each weekday and during working hours. If there are any concerns about a child, callers can still access the Duty and Advice service which is 24 hours, 7 days per week.</p> <p>2)) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p>3) Using the councils principles for Channel Shift, there will be a greater emphasis on providing a range of information using a range of formats, which are accessible to all. Anyone who is multi lingual and accessing the Advice Point will be supported through the council's Language Line service if required.</p> <p><u>No change to the initial proposal is recommended.</u></p>
	Not supportive of the proposal: e.g. Face to face is better than a telephone service.	18	
	Service information: e.g. phone lines can be a poor service, prefer face to face contact	19	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access; vulnerable service users may find it difficult to access the service by phone	20	
	Impact on staff: e.g. staff may not have sufficient knowledge of the	21	
	Impact on service provision: e.g. impact on service quality and relationships with families	47	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. sufficient staff, knowledgeable staff, automated out of hours service, opening times responsive to needs, good publicity concerning service offer and opening times, provide advice for multiple languages, provide low level advice in each centre too.	25	
Questions	Various questions	21	

10. Question 8 – Domestic violence groups and crèche

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Group support for families experiencing domestic violence, including crèche facilities whilst the group meets. One group is available each week in each cluster area. 	<ul style="list-style-type: none"> No change to this service

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 24: Consultation feedback – themes and key messages

Themes	Key messages (Domestic violence groups and crèche)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. DV support needed, essential service.	76	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 14 service suggestions submitted to the consultation: 14 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) Service suggestions will be forwarded to the commissioner of Domestic Violence services for information and consideration. Work has already commenced to strengthen partnership links with services to reduce duplication and improve practice.</p> <p>2) Co-delivery with partners will be strengthened to ensure a consistent offer across the city.</p> <p>3) The commitment to provide one DV programme per cluster at any one time remains. However, there will be circumstances where there will not be the need due to demand, this will be regularly assessed and influence future planning.</p> <p><u>No change to the initial proposal is recommended.</u></p>
	Service information: e.g. DV rising therefore support is essential, services need to be kept local, concerned the service will be cut in the future.	12	
	Service user benefits: e.g. supports and protects children	9	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	3	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. support teenage victims, separate staff to deliver crèches, quality checks, better promotion, liaise with secondary schools, train all staff to run these courses.	10	
	Commission differently: e.g. community providers could deliver for less money, increase the range of venues where this is delivered.	4	
Questions	Various questions	4	

11. Question 9 – Early Years Learning

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Groups for parents and children. The key aims are to encourage learning through play, the development of speech and language skills (and learning and development in general) and to prepare children for school. Four sessions are currently available each week in each cluster area. (some people may know this service as PEEP) 	<ul style="list-style-type: none"> Three sessions per week in each cluster area.

Consultation responses (Early Years Learning)

Table 25: How members of the public responded to the early years learning proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	3	9	1	12	4	1	30 (17%)	39% 173 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	16	37	2	57	13	6	131 (76%)	
a parent or carer of a child / young person aged 0-19 & pregnant		2		2			4 (2%)	
a young person aged 19 or under		1		3			4 (2%)	
An individual who hires space in a children's centre (public)		2					2 (1%)	
Other		1					1 (1%)	
Not selected		1					1 (1%)	
Total	19 (11%)	53 (31%)	3 (2%)	74 (43%)	17 (10%)	7 (4%)	173 (100%)	

Table 26: How stakeholders responded to the early years learning proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	14	36	7	13	6	4	80 (71%)	<p style="text-align: center;">78%</p> <p style="text-align: center;">112 of the 143 stakeholders taking part in the consultation online responded to this proposal.</p>
A referral agency / organisation	1	1	1	2			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		1		1			2 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation	1	4	2	4			11 (10%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	2	2		1	2	1	8 (7%)	
Other		1					1 (1%)	
Not selected		1			1	1	3 (3%)	
Total	18 (16%)	48 (43%)	10 (9%)	21 (19%)	9 (8%)	6 (5%)	112 (100%)	

Table 27: Consultation feedback – themes and key messages

Themes	Key messages (Early years, learning and development)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. happy that some sessions are proposed.	34	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 31 service suggestions submitted to the consultation: 3 could not be implemented because they would not be cost effective; and 27 are already a feature of the proposed service offer. One service suggestion concerning the group work sessions is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>1) There will continue to be a commitment to developing parent volunteers to support delivery.</p> <p>2) Where possible, we will seek to deliver provision from alternative venues within local communities e.g.) libraries</p> <p>3) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p><u>A change to the initial proposal is recommended - details below:</u></p> <p>1. There will be at least 2 x targeted group work session/courses per cluster per week for children who meet our eligibility criteria. The 3rd weekly session per week will be flexible to respond to demand either as a universal stay and play or as a targeted group work session.</p>
	Not supportive of the proposal: e.g. cutting down isn't the answer,	22	
	Service user benefits: e.g. service valued and frequently used, supports children, parents and families.	36	
	Comments about the consultation: e.g. more information required about the proposal.	6	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	70	
	Impact on early intervention: e.g. families will not receive support early enough, leading to an escalation of need before support is provided.	4	
	Impact on service provision: e.g. capacity, service may become over-subscribed.	17	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	10	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. reduce further, parent volunteers instead of reductions, assess effectiveness, open group with targeted element, work with the VCS to promote the service, deliver from multiple venues.	31	
Questions	Various questions	14	

12. Question 10 – Family support service

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Short and long-term support (one to one and group work) with any children, young people and families who require help to prevent any problems they have from getting worse and requiring more specialist intervention (for example, 	<ul style="list-style-type: none"> Families / individuals will need to meet specific criteria to receive support under this service <p>(see 'targeted services' section)</p>

Consultation responses (Family support service)

Table 28: How members of the public responded to the family support service proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	3	8	1	11	7	2	32 (18%)	40% 178 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	1	27	1	62	26	8	134 (75%)	
a parent or carer of a child / young person aged 0-19 & pregnant		1		3			4 (2%)	
a young person aged 19 or under				3		1	4 (2%)	
An individual who hires space in a children's centre (public)					1		1 (1%)	
Other		2					2 (1%)	
Not selected				1			1 (1%)	
Total	13 (7%)	38 (21%)	2 (1%)	80 (45%)	34 (19%)	11 (6%)	178 (100%)	

Table 29: How stakeholders responded to the family support service proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	7	53	5	8	8	6	87 (73%)	<p>83%</p> <p>119 of the 143 stakeholders taking part in the consultation online responded to this proposal</p>
A referral agency / organisation		3	1	1			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		1		1			2 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation		6		1	1	1	9 (8%)	
An individual or organisation that hires space in a children's centre		2					2 (2%)	
An organisation that delivers services from a children's centre	1	4	1	2	1		9 (8%)	
Other		2			1		3 (3%)	
Not selected		1					1 (1%)	
Total	8 (7%)	73 (61%)	7 (6%)	13 (11%)	11 (9%)	7 (6%)	119 (100%)	

Table 30: Consultation feedback – themes and key messages

Themes	Key messages (Family support service)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. agree with the change, not much of a change	34	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 16 service suggestions submitted to the consultation: 1 could not be implemented because it would not be cost effective; 14 are already a feature of the proposed service offer; and 1 does not meet service user needs as identified through service data. One service suggestion is recommended for consideration, which concerns how to better manage service capacity to meet demand.
	Not supportive of the proposal: e.g. should not change, how will families cope.	21	
	Service information: e.g. families should support themselves, not affective, targeted services can have a stigma attached to them, support should be available to all.	49	
	Comments about the consultation: e.g. more information required about the proposal.	3	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	55	Comments on service suggestions 1) The management structure will be reduced in line with the requirements to support frontline staff. 2) Consideration was given to having an answer machine service for out of hours, however this would increase the workload to work through any calls that are logged. Therefore, the Advice Point will be open each weekday and working hours. If there are any safeguarding concerns, callers can still access the Duty and Advice service which is 24 hours, 7 days per week. 3) Groupwork sessions will remain for 'targeted' families, however we will review this through our equality impact assessment and may amend service delivery to have mixed groups with non eligible families if required. 4) Staff will be provided with adequate training opportunities to fulfil their role 5) Using the councils principles for Channel Shift, there will be a greater emphasis on providing a range of information using a range of formats, which are accessible to all. 6) Changes to staff working arrangements will be considered as part of the separate organisational staff review. 7) A partnership allocations hub will be developed and facilitated by the council to strengthen multi agency working to provide support to families who require multi agency support and do not meet social care thresholds. This hub will have a flexible response for families within each agency's remit and will have a simplified process which includes reviewing current processes, eligibility criteria and paperwork. Scrutiny will be provided by the Children's Trust. 8) There will be one telephone number and one route to access social care and early help.
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	7	
	Impact on staff: e.g. Job losses	4	
	Impact on partners: e.g. PVI settings and foster carers.	9	
	Impact on early intervention: e.g. families will not receive support early enough, leading to an escalation of need before support is provided.	42	
Suggestions concerning the service and proposal	Impact of cumulative cuts to the service.	3	No change to the initial proposal is recommended.
	Suggestions concerning service delivery: e.g. more group work with mixed families, work with partners re new service, effective screening and signposting, make savings from management not frontline, provide brief interventions.	15	
Questions	Funding options: e.g. increase council tax	1	
	Various questions	13	

13. Question 11 – Family Support - schools

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Short and long-term support (one to one and group work) with any children, young people and families who require help to prevent any problems they have from getting worse and requiring more specialist intervention (for example, social care). <p>(this is the same service as outlined in section 10 but purchased by schools to work directly with their students and families).</p>	<ul style="list-style-type: none"> The council proposes to continue this service with schools that choose to purchase this service.

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 31: Consultation feedback – themes and key messages

Themes	Key messages (Family support service - traded with schools)	Numbers of statements	
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. should be offered in all schools.	51	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 14 service suggestions submitted to the consultation: 11 are already a feature of the proposed service offer; and 2 cannot be implemented by the early help service and will be forwarded to the appropriate service for their attention. One service suggestion concerning the provision of a city wide team is recommended for consideration.
	Service information: e.g. well placed in schools, well placed in early help.	7	
	Service user benefits: e.g. supports disabled children in schools.	1	
Suggested potential impacts (of the proposals)	Impact on service provision: e.g. requirement to pay for the service could lead to service fragmentation; not all schools can afford to pay for hi, schools could provide it more cheaply.	16	Comments on service suggestions 1) Opportunities are being explored to develop a supervision and support package for schools where they have their own staff delivering family support services but do not purchase. 2) There is already a costed model in place. 3) If traded services are no longer required, this area of work will need to be reviewed.
	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	8	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. manage service city wide not by cluster	12	A change to the initial proposal is recommended - details below: 1) A citywide team will be developed so that it can provide a consistent offer to schools across the city, respond to demand without balancing the needs of the cluster delivery and with overarching management oversight. If there is capacity due to schools not purchasing the service, support will be provided to families from cluster areas. 2) Schools purchasing traded Family Support services will not be restricted by the council's eligibility criteria as it will be for all students they identify to receive this service.
	Commission differently: e.g. join up funding streams for the service and save time and money.	2	
Questions	Various questions	11	

14. Question 12 – Healthy Child Programme

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Health visiting service for all children aged 0-5, and parenting support for first time mothers under the age of 20. 	<ul style="list-style-type: none"> Access to these services will not be affected as a result of the proposed changes to the location and number of children centres (see section 2 - Buildings).

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 32: Consultation feedback – themes and key messages

Themes	Key messages (Healthy child programme)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal	31	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 6 service suggestions submitted to the consultation: 6 cannot be implemented by the early help service and will be forwarded to the appropriate service provider for their attention.
	Service user benefits: e.g. supports parents and children's development, route into other services	24	
Suggested potential impacts (of the proposals)	Service information: e.g. there is some service duplication between the HCP and EH.	1	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	17	
	Impact on staff: e.g. space to work in the children centres	7	
	Impact on service provision: e.g. impact on partnership work.	1	
Suggestions concerning the service and proposal	Impact on partners: e.g. requirement to pay accommodations costs.	2	5 Comments on service suggestions 1)The Healthy Child Programme (HCP - Health Visiting and School Nursing) is a universal service. 2) Discussions will take place with the HCP provider to assess requirements for the location of staff across the 12 centres. Delivery space within the proposed remaining 12 centres will be protected.
	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	5	
Questions	Various questions	2	No change to the initial proposal recommended.

15. Question 13 – Home Learning

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Short-term support for a maximum of 12 weeks, delivered in the home by dedicated child learning staff who help some parents support their children's learning, establish routines and manage behavior. Six families are supported at any one time. 	<ul style="list-style-type: none"> The current service will end although Public Health's Healthy Child Programme (HCP) will continue to provide home learning services, offering appropriate support for families in need.

Consultation responses (Home Learning)

Table 33: How members of the public responded to the home learning proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	1	3	1	15	5	4	29 (18%)	37% 163 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	12	11	2	68	21	5	119 (73%)	
a parent or carer of a child / young person aged 0-19 & pregnant				4			4 (2%)	
a young person aged 19 or under				3	1	1	5 (3%)	
An individual who hires space in a children's centre (public)					1		1 (1%)	
Other		2				1	3 (2%)	
Not selected				1		1	2 (1%)	
Total	13 (8%)	17 (10%)	3 (2%)	91 (55%)	28 (17%)	12 (7%)	163 (100%)	

Table 34: How stakeholders responded to the home learning proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	18	38	2	12	9	2	81 (74%)	76% 109 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	2	1		2			5 (5%)	
A referral agency / organisation & An organisation that delivers services from a children's centre	1						1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation	1	2		2	1	2	8 (7%)	
An individual or organisation that hires space in a children's centre	1						1 (1%)	
An organisation that delivers services from a children's centre	3	1		3	1		8 (7%)	
Other		2			1		3 (3%)	
Not selected		1					1 (1%)	
Total	26 (24%)	46 (42%)	2 (2%)	19 (17%)	12 (11%)	4 (4%)	109 (100%)	

Table 35: Consultation feedback – themes and key messages

Themes	Key messages (Home learning service)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. there is currently overlap in service provision.	19	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 29 service suggestions submitted to the consultation: 9 could not be implemented because they would not be cost effective; 2 would not be viable/practicable to implement; 19 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) Mapping work was undertaken with commissioners of the HCP which identified that both the council and Leicestershire Partnership Trust were delivering similar services for families with young children within the home environment. This led to an opportunity to review both services, reduce duplication and develop a clearer pathway for families with young children to access services within the home, on a one to one basis and within group work sessions in the community. The HCP has a mandatory requirement to provide 4 levels of service for all children aged under 5, which covers the same type of services currently delivered by council early years' staff.</p> <p>2) There has been feedback concerning the quality of provision, which will be fed back to the provider of HCP services.</p> <p>2) Using the council's principles for Channel Shift, there will be a greater emphasis on providing a range of information including signposting to other services using a range of formats which are accessible to all.</p> <p>3) There will continue to be training opportunities for staff from different agencies to train together to improve understanding and practice.</p> <p>4) We will be exploring widening the remit of our current early years to undertake whole family work where there are children under the age of 8.</p> <p>5) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p>No change to the initial proposal is recommended.</p>
	Not supportive of the proposal: e.g. Should not end, how will families cope.	22	
	Service information: e.g. not used to full capacity,	2	
	Service user benefits: e.g. benefits children and parents, vulnerable families, early intervention/prevention.	26	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	28	
	Impact on staff: e.g. space to work in the children centres	11	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	9	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. should be integral to all early help services.	29	
Questions	Various questions	22	

Question 15 – Parenting groups/crèche

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Group courses for parents that are linked to public health issues and service user demand (for example, positive parenting, stop smoking, health and safety, etc). Two sessions are currently available each week in each cluster area. 	<ul style="list-style-type: none"> One session available each week in each cluster area

Consultation responses (Parenting groups/crèche)

Table 36: How members of the public responded to the parenting groups/ crèche proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	1	9	1	16	4	1	32 (20%)	36% 157 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	10	16		63	20	5	114 (73%)	
a parent or carer of a child / young person aged 0-19 & pregnant				4			4 (3%)	
a young person aged 19 or under				3	1	1	5 (3%)	
An individual who hires space in a children's centre (public)	1						1 (1%)	
Other		1					1 (1%)	
Not selected							0	
Subtotal	12 (8%)	26 (17%)	1 (1%)	86 (55%)	25 (16%)	7 (4%)	157 (100%)	

Table 37: How stakeholders responded to the parenting groups/ crèche proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	21	29	2	17	11	1	81 (%)	77% 110 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	2	2		1			5 (%)	
A referral agency / organisation & An organisation that delivers services from a children's centre				1			1 (%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (%)	
A service provider / partner organisation	1	3		1	1	2	8 (%)	
An individual or organisation that hires space in a children's centre		1				1	2 (%)	
An organisation that delivers services from a children's centre	4	1	1	1		1	8 (%)	
Other		1			1	1	3 (%)	
Not selected	1						1 (%)	
Total	29 (26%)	38 (35%)	3 (3%)	21 (19%)	13 (12%)	6 (5%)	110 (100%)	

Table 38: Consultation feedback – themes and key messages

Themes	Key messages (Parenting groups and crèche)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. reductions minimal, glad the service is continuing.	26	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 12 service suggestions submitted to the consultation: 11 are already a feature of the proposed service offer; and 1 do not meet service user needs as identified through service data.</p> <p>Comments on service suggestions</p> <p>1) We will continue to support parent volunteers so they can support service delivery.</p> <p>2) We will review the nature of our services and develop a consistent range of evidence based programmes which will respond to demand and need.</p> <p>3) Only families who are meet our criteria for eligibility will be able to access targeted parenting groups, however the eligibility criteria will be reviewed annually to reflect changing demographics and need.</p> <p>4) We will seek to maximise opportunities to co-deliver with partners.</p> <p>No change to the initial proposal is recommended.</p>
	Service user benefits: e.g. popular service, preventative service.	14	
	Service information:	4	
	Not supportive of the proposal: e.g. Don't reduce the service	13	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	16	
	Impact on the local community: e.g. local businesses near to centres proposed for disposal/alternative uses	5	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	20	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. target service, peer mentoring, prioritise sessions not delivered elsewhere, joint work with HCP	12	
Questions	Various questions	7	

16. Question 15 – Parenting programmes

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> • Courses focusing on parenting techniques for families with teenagers. • Up to nine courses across the city each year. 	<ul style="list-style-type: none"> • No change. • Parenting programmes will continue to be commissioned from a non-council provider.

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 39: Consultation feedback – themes and key messages

Themes	Key messages (Parenting programmes)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: e.g. benefits service users	40	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 12 service suggestions submitted to the consultation: 2 could not be implemented because they would not be cost effective; 1 would not be viable/practicable to implement; 6 are already a feature of the proposed service offer; and 2 do not meet service user needs as identified through service data. One service suggestion, concerning the focus of the parenting groups, is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>1) We will continue to develop opportunities for staff to be trained to co-deliver provision with external agencies.</p> <p>2) It is not cost effective to bring the service in house at this stage as it meets a specific need which cannot be met within a reduced staffing structure.</p> <p>3) There will be no charge for parents to access this provision as it may disadvantage low income families.</p> <p>A change to the initial proposal is recommended - details below:</p> <p>This service will continue to be commissioned from a non-council provider, but the nature of the provision will be in response to demand and need.</p>
	Service user benefits: e.g. benefits children and parents, vulnerable families, early intervention/prevention.	23	
	Service information: e.g. parents unlikely to attend if they have to pay.	6	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. vulnerable families	1	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. training, robust contracts with service providers, joint working	6	
	Commission differently: e.g. council should deliver.	6	
Questions	Various questions	17	

17. Question 16 – School holiday events

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> There is an annual programme of activities and campaigns run by the clusters (National Play Day, Book Reading Week, etc). Each cluster also puts on two events for children aged 0-8 each week. These events include outdoor activities, breakfast clubs, 'get up and go' physical activity and work with the National Citizen Service for young people in years 10 and 11. 	<ul style="list-style-type: none"> There will be no change to the annual programme of activities and campaigns. Each cluster will only put on one event for children aged 0-8 each week during school holidays.

Consultation responses (School holiday events)

Table 40: How members of the public responded to the school holiday events proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident		1	2	15	4	2	33 (21%)	36% 160 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	9	3	3	49	14	5	110 (69%)	
a parent or carer of a child / young person aged 0-19 & pregnant	2					1	3 (2%)	
a young person aged 19 or under				3	1	6	10 (6%)	
An individual who hires space in a children's centre (public)			1				1 (1%)	
Other		1				1	2 (1%)	
Not selected				1			1 (1%)	
Total	11 (7%)	41 (26%)	6 (4%)	68 (43%)	19 (12%)	15 (9%)	160 (100%)	

Table 41: How stakeholders responded to the school holiday events proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	17	35	4	16	6	4	82 (74%)	78% 111 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	2	2		1			5 (5%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		1					1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation	1	4		1	1	2	9 (8%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	2	3	2	1		1	9 (8%)	
Other		1			1		2 (2%)	
Not selected		1					1 (1%)	
Total	22 (20%)	49 (44%)	6 (5%)	19 (17%)	8 (7%)	7 (6%)	111 (100%)	

Table 42: Consultation feedback – themes and key messages

Themes	Key messages (School holiday events)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. no change	31	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 42 service suggestions submitted to the consultation: 4 could not be implemented because they would not be cost affective; 1 would not be viable/practicable to implement; 37 are already a feature of the proposed service offer.
	Not supportive of the proposal: e.g. should not change	6	
	Service information: e.g. valuable service, low cost	36	
Suggested potential impacts (of the proposals)	Impact on the local community: e.g. anti social behaviour	10	
	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	66	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service.	10	
Suggestions concerning the service and proposal	Funding options: e.g. more savings could be made, service should be increased	17	Comments on service suggestions 1) We will ensure that the type of provision is spread across all ages with specific activities for younger and older children/young people. 2) Initiatives such as Breakfast Clubs, community events etc. will continue where there is capacity from joint working and responding to demand. 3) We will continue to support parent volunteers to co-deliver services.
	Suggestions concerning service delivery: e.g. increase age range accessing service, more activities not less, co-delivery with parents	23	
	Commission differently: e.g. let the adventure playgrounds/other non-council providers deliver events.	2	
Questions	Various questions	19	A change to the initial proposal is recommended - details below: 1) School holiday activities will be for children aged 0 - 12 year olds instead of 0 - 8 year olds.

18. Question 17 – Stay and Play

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Stay and Play sessions are available in children’s centres to encourage child development, learning, child/parent interaction, bonding and readiness for school. Apart from certain antenatal and baby sessions, these services are available to all families with children aged 0-4 (up to age eight during school holidays). Five sessions are available in most cluster areas each week. 	<ul style="list-style-type: none"> Two Stay and Play sessions in each cluster area each week.

Consultation responses (Stay and Play)

Table 43: How members of the public responded to the stay and play proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident		2	2	11	1	2	36 (20%)	41% 180 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	2	84	1	32	8	4	131 (73%)	
a parent or carer of a child / young person aged 0-19 & pregnant		4					4 (2%)	
a young person aged 19 or under		1		3	1	1	6 (3%)	
An individual who hires space in a children’s centre (public)		1					1 (1%)	
Other		1					1 (1%)	
Not selected		1					1 (1%)	
Total	2 (1%)	112 (62%)	3 (2%)	46 (26%)	10 (6%)	7(4%)	180 (100%)	

Table 44: How stakeholders responded to the stay and play proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	9	56	2	7	6	4	84 (72%)	82% 117 of the 143 stakeholders taking part in the consultation online responded to this proposal
A referral agency / organisation	1	3		1			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		2					2 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation		7		1	1	2	11 (9%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	2	3	3		1		9 (8%)	
Other		1			1	1	3 (3%)	
Not selected		1					1 (1%)	
Total	12 (10%)	75 (64%)	5 (4%)	9 (8%)	9 (8%)	7 (6%)	117 (100%)	

Table 45: Consultation feedback – themes and key messages

Themes	Key messages (Stay and play)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. service under-used.	5	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 25 service suggestions submitted to the consultation: 7 could not be implemented because they would not be cost affective; 1 would not be viable/practicable to implement; 15 are already a feature of the proposed service offer. Two service suggestions, one concerning the number of stay and plays and the other concerning co-working with the HCP, are recommended for consideration.
	Not supportive of the proposal: e.g. should not change, how will families cope.	46	
	Service user benefits: e.g. popular service, preventative service, benefits children's development.	130	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	148	Comments on service suggestions 1) We will continue to support volunteers to co-deliver services. 2) Using the council's principles for Channel Shift, there will be a greater emphasis on providing a range of information including signposting to other services using a range of formats which are accessible to all. 3) We did consider retaining 5 weekly sessions per cluster and shortening the length but this was not practical due to the same amount of pre time required to set up/close up. The delivery time ranges from 1.5 - 2hrs therefore reducing this would have an impact on how effective it can be for children and families. 4) Terminology will be reviewed to reflect the nature and benefits of this provision. 5) We will not charge service users to access stay and play as the administration costs required would not be cost effective and would disadvantage low income families.
	Impact on staff: e.g. job losses		
	Impact on service provision: e.g. capacity, service may become over-subscribed.	30	
	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	25	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. charge a fee, alternative mix of stay and play/PEEP sessions, volunteers/peer mentoring.	21	A change to the initial proposal is recommended - details below: 1. There will be at least 2 universal stay and play sessions per cluster per week. There will be the option to deliver a 3rd session per week to respond flexibly to demand, either as a universal stay and play or as a targeted group work session. 2. In addition the Healthy Child Programme will co deliver stay and play provision alongside council staff to support children and parents with access to early years health information and support. 3. Children Centre Teachers will also lead the teaching and learning as part of the planning process.
	Commission differently: e.g. schools and parents could deliver this service	4	
Questions	Various questions	9	

19. Question 18 – Targeted Services

Proposal

Proposal

We will continue to offer services such as stay and play and antenatal courses to all. However, financial pressures may result in us having to restrict other early help services to children, young people and families who do not meet any of the following criteria:

- Children and young people not attending school
- Families involved in offending behaviour
- Families with health concerns
- Children with an older sibling who is not achieving certain educational goals
- Children who are eligible for two year funded early education entitlement (FEEE) but do not access it
- Children known to children’s social care or family support services
- Children with a special educational need or disability
- Children who live in the top 5% most deprived areas of the city
- Children who are entitled to free school meals
- Lone parents / teen parents / parents with disability
- Low income / unemployed
- Homeless or at risk of being homeless
- Children at risk of or involved in incidents of domestic violence

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 46: Consultation feedback – themes and key messages

Themes	Key messages (Targeted services)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. support the change	23	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 15 service suggestions submitted to the consultation: 3 could not be implemented because they would not be cost affective; 4 would not be viable/practicable to implement; 8 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) The eligibility criteria will be reviewed annually to take into consideration changing needs and responses to demand e.g.) summer born children, families affected by substance misuse.</p> <p>2) Careful consideration will be given to how we promote the criteria so that people are aware of who can access targeted services.</p> <p>3) Using the councils principles for Channel Shift, there will be a greater emphasis on providing a range of information using a range of formats which are accessible to all.</p> <p>No change to the initial proposal is recommended.</p>
	Comments about staff providing an excellent service	3	
	Service information: e.g. targeted families do not always access service, some parents unaware of the service, prevention/early intervention important.	59	
	Not supportive of the proposal: e.g. Don't implement the proposal	13	
	Comments about the consultation: e.g. more information required about the proposal.	1	
Suggested potential impacts (of the proposals)	Impact on early intervention: e.g. families will not receive support early enough, leading to an escalation of need before support is provided.	8	
	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	49	
	Impact on staff: e.g. job losses	1	
	Impact on the local community: e.g. anti social behaviour	3	
Suggestions concerning the service and proposal	Impact on partners: e.g. increased referrals to children's social care.	5	
	Suggestions concerning service delivery: e.g. maintain early intervention/prevention, add more groups to the priority list, mixed groups needed to support role modelling.	15	
Questions	Various questions	20	

20. Question 19 – Toy and book library

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> There is currently a toy and book library in each of the 23 children's centres, enabling parents to hire toys and books for free. 	<ul style="list-style-type: none"> The current stock of books and toys would be redistributed to the remaining 12 children's centres across the city, providing a wider choice of items in each of these centres. The service will remain free of charge for families.

Consultation responses (Toy and book library)

Table 47: How members of the public responded to the toy and book library proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	3	11		13	1	1	29 (18%)	36% 159 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	14	31	4	51	12	6	118 (74%)	
a parent or carer of a child / young person aged 0-19 & pregnant	1			3			4 (3%)	
a young person aged 19 or under				3	1	1	5 (3%)	
An individual who hires space in a children's centre (public)	1						1 (1%)	
Other		1					1 (1%)	
Not selected				1			1 (1%)	
Total	19 (12%)	43 (27%)	4 (3%)	71 (45%)	14 (9%)	8 (5%)	159 (100%)	

Table 48: How stakeholders responded to the toy and book library proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	19	28	7	14	7	5	80 (74%)	76% 108 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	2	2		1			5 (5%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		1					1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation		3	1	3	1	1	9 (8%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	4	2	1		1		8 (7%)	
Other		1			1		2 (2%)	
Not selected		1					1 (1%)	
Total	25 (23%)	40 (37%)	9 (8%)	18 (17%)	10 (9%)	6 (6%)	108 (100%)	

Table 49: Consultation feedback – themes and key messages

Themes	Key messages (Toy and book library)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. support the change	41	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 14 service suggestions submitted to the consultation: 3 could not be implemented because they would not be cost affective; and 11 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p>2) Work has already commenced to strengthen partnership links with library services to reduce duplication and improve practice.</p> <p>3) Of the 441 respondents asked about how they travel to the children centres, 30% solely walk. There will be 2 centres open per cluster with a focus for provision to be delivered from venues within the local community where the children centres are no longer operating. Mapping work was undertaken to inform the proposals for which centres were the most utilised. Reviewing updated data, this has not changed.</p> <p>4) We will continue to support volunteers to support service delivery.</p> <p>5) We will review the current arrangements for this service with regards to length of time resources are borrowed. We will not incur a charge as the administration costs required would not be cost effective and this may disadvantage low income families.</p> <p>No change to the initial proposal is recommended.</p>
Comments about the service, proposals and consultation	Service user benefits: e.g. benefits children and parents, vulnerable families, early intervention/prevention.	15	
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. Don't implement the proposal	9	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	13	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. service users may struggle to travel to the 12 children centres proposed to remain open, services may become over subscribed; children centre building proposals will impact on access to the service; reduced service may impact on access.	50	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. organise books better, involve libraries and the community sector,	14	
Questions	Various questions	12	

21. Question 20 – Volunteering, employment, education and training

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Volunteering, employment, education and training, advice and support, with at least one activity per week in each cluster area. 	<ul style="list-style-type: none"> One activity per month in each cluster area.

Consultation responses (Volunteering)

Table 50: How members of the public responded to volunteering proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident		6	1	14	3	2	26 (17%)	34% 152 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	14	18		61	21	1	115 (76%)	
a parent or carer of a child / young person aged 0-19 & pregnant				4			4 (3%)	
a young person aged 19 or under		1		3	1		5 (3%)	
An individual who hires space in a children's centre (public)	1						1 (1%)	
Other		1					1 (1%)	
Not selected								
Total	15 (10%)	26 (17%)	1 (1%)	82 (54%)	25 (16%)	3 (2%)	152 (100%)	

Table 51: How stakeholders responded to the volunteering proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	21	29	2	14	11	2	79 (76%)	<p>73%</p> <p>104 of the of the 143 stakeholders taking part in the consultation online responded to this proposal</p>
A referral agency / organisation	2	1		2			5 (5%)	
A referral agency / organisation & An organisation that delivers services from a children's centre				1			1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre				1			1 (1%)	
A service provider / partner organisation		3		2	1		6 (6%)	
An individual or organisation that hires space in a children's centre						1	1 (1%)	
An organisation that delivers services from a children's centre	1	2		1	3		7 (7%)	
Other		1			1	1	3 (3%)	
Not selected		1					1 (1%)	
Total	24 (23%)	37 (36%)	2 (2%)	21 (20%)	16 (15%)	4 (4%)	104 (100%)	

Table 52: Consultation feedback – themes and key messages

Themes	Key messages (Volunteering, employment, education and training)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. supports the change	16	<p>Feedback</p> <p>a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 22 service suggestions submitted to the consultation: 8 could not be implemented because they would not be cost affective; 13 are already a feature of the proposed service offer; and 1 do not meet service user needs as identified through service data.</p> <p>Comments on service suggestions</p> <p>1) The council is working in partnership with Voluntary Action Leicestershire to host seconded roles from VAL within early help that will have a key focus in supporting adults back into employment and training.</p> <p>A change to the initial proposal is recommended - details below:</p> <p>1. The level of resource is proposed to be reduced as supporting children and families to be involved in decision making and shaping of services is embedded within everyday practice. However, there will continue to be a dedicated role for community development, volunteering and consultation. 2. Options are being explored to review the participation roles within different children’s services, developing one citywide participation team. If viable, this will reduce duplication, provide consistency and develop a stronger infrastructure for participation and engagement work. If this option is not viable, the participation role will continue within this service area. 2. Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p>
Comments about the service, proposals and consultation	Service user benefits: e.g. provides work experience and supports employment.	5	
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. Don’t implement the proposal	40	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	19	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service; reduced service may impact on access.	8	
Suggested potential impacts (of the proposals)	Impact on staff: e.g. pressure on volunteers	3	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. streamline the service, consistency across clusters, more activities per month.	22	
Questions	Various questions	13	

22. Question 21 – Weekly parent engagement

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> • Consultations, community projects and parent engagement meetings for parents wishing to work with services to influence decision-making and service delivery. • Activities take place on a weekly basis in each cluster. 	<ul style="list-style-type: none"> • One parent engagement activity every two weeks in each cluster area.

Consultation responses (Weekly parent engagement)

Table 53: How members of the public responded to weekly parent engagement proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	2	5	1	14	3		25 (17%)	33% 145 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	17	11	1	59	19	3	110 (76%)	
a parent or carer of a child / young person aged 0-19 & pregnant	1			3			4 (3%)	
a young person aged 19 or under				3	1		4 (3%)	
An individual who hires space in a children's centre (public)				1			1 (1%)	
Other		1					1 (1%)	
Not selected								
Total	20 (14%)	17 (12%)	2 (1%)	80 (55%)	23 (16%)	3 (2%)	145 (100%)	

Table 54: How stakeholders responded to the weekly parent engagement proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	26	22	3	18	8	1	78 (76%)	71% 102 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	2			2			4 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre				1			1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre				1			1 (1%)	
A service provider / partner organisation		2		4	1		7 (7%)	
An individual or organisation that hires space in a children's centre	1						1 (1%)	
An organisation that delivers services from a children's centre	3			1	3		7 (7%)	
Other		1			1		2 (2%)	
Not selected		1					1 (1%)	
Total	32 (31%)	26 (25%)	3 (3%)	27 (26%)	13 (13%)	1 (1%)	102 (100%)	

Table 55: Consultation feedback – themes and key messages

Themes	Key messages (Weekly parent engagement)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. supports the change	24	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 8 service suggestions submitted to the consultation: 1 could not be implemented because they would not be cost effective; and 7 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) Using the councils principles for Channel Shift, there will be a greater emphasis on providing a range of information including signposting to other services using a range of formats which are accessible to all.</p> <p>2) The service will seek to connect existing local volunteers who are unable to travel to other centres with other organisations in the local area.</p> <p><u>A change to the initial proposal is recommended - details below:</u></p> <p>1. Participation of children and parents in decision making will continue as part of everyday practice rather than prescribed as weekly through the various mechanisms used by staff to influence service improvement.</p> <p>2. The service will be flexible and create opportunities for families to engage in decision making and shaping of services outside of traditional working times e.g.) weekends.</p>
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. Don't implement the proposal	8	
Comments about the service, proposals and consultation	Service information: e.g. parents unlikely to attend if they have to pay.	5	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. impact on participation opportunities.	10	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. work more closely with partners, parent representative, options for working parents, run every 2 weeks.	8	
Questions	Various questions	12	

23. Question 22 – Welfare rights

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> The welfare rights service provides advice and guidance on a range of issues that include debt management, benefits and financial support. A free weekly welfare rights advice service is currently available in each cluster. Options include drop-in sessions and face to face appointments. 	<ul style="list-style-type: none"> The council-run welfare rights service in children's centres will end on 31 March 2017. Information will be available on the online Family Information Directory families.leicester.gov.uk

Consultation responses (Welfare rights)

Table 56: How members of the public responded to the welfare rights proposal (online and paper booklet)

Respondent type (public) online	I have no opinion	It will affect me/us in a negative way	It will affect me/us in a positive way	It won't affect me / us	Not applicable	Statement only	Numbers of responses	Response rate (online/paper booklet)
a Leicester resident	2	15	5	14	4	4	44 (18%)	56% 249 of the 441 members of the public taking part in the consultation online and through the paper booklet responded to this proposal.
a parent or carer of a child / young person aged 0-19	11	94	5	59	17	5	191 (77%)	
a parent or carer of a child / young person aged 0-19 & pregnant		1		3	1	1	6 (2%)	
a young person aged 19 or under				3	1	1	5 (2%)	
An individual who hires space in a children's centre (public)				1			1 (0.5%)	
Other		2					2 (1%)	
Not selected								
Total	13 (5%)	112 (45%)	10 (4%)	80 (32%)	23 (9%)	11 (4%)	249 (100%)	

Table 57: How stakeholders responded to the welfare rights proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	15	48	2	5	9	6	85 (73%)	81% 116 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	1	3		1			5 (4%)	
A referral agency / organisation & An organisation that delivers services from a children's centre		2					2 (2%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre		1					1 (1%)	
A service provider / partner organisation	1	5		2	1	1	10 (9%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre		5		2	1		8 (7%)	
Other		2			1		3 (3%)	
Not selected		1					1 (1%)	
Total	17 (15%)	68 (59%)	2 (2%)	10 (9%)	12 (10%)	7 (6%)	116 (100%)	

Table 58: Consultation feedback – themes and key message

Themes	Key messages (Welfare rights)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Service user benefits: e.g. popular and frequently used, families whose first language is not English	21	<p>Feedback</p> <p>a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 71 service suggestions submitted to the consultation: 50 could not be implemented because they would not be cost affective; 19 are already a feature of the proposed service offer; and 1 do not meet service user needs as identified through service data. One service suggestion, concerning funding and delivery arrangements, is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>1) A meeting took place with the affected service area to understand more about the benefits of this service, the impact of proposed reductions and discuss alternative proposals. This resulted in an alternative proposal which been accepted for recommendation as outlined below. 2) A range of information was presented from the Welfare Rights service affected which evidenced that the service was delivering from 11 centres, responding to demand but that a significant percentage of those accessing appointments were adults with no children in the household.</p> <p>A Change to the initial proposal is recommended - details below:</p> <p>1) An alternative proposal has been submitted by the affected service to reduce the annual funding by 40%. This would result in the service being able to offer appointments from 6 - 8 of the 12 centres spread across the clusters for families who are eligible to access any of the councils early help services. 2) A 40% reduction to the annual grant is now proposed instead of a 100% reduction which would retain resources to provide welfare rights services from each cluster to families accessing early help services.</p>
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. support provided elsewhere	14	
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. Don't cut welfare rights, where will people go.	78	
Comments about the service, proposals and consultation	Service information: e.g. parents unlikely to attend if they have to pay.	28	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. impact on participation opportunities.	198	
Suggested potential impacts (of the proposals)	Impact on access to the service : e.g. children centre building proposals will impact on access to the service.	7	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. more not less support, deliver service differently (reduce/by appointment only)	71	
Questions	Various questions	1	

24. Question 23 – Early help response team

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> The early help response team is a central citywide team that: Screens all requests for targeted early help and allocates them to clusters to pick up work. This includes referrals from children's social care. Undertakes return interviews for children and young people who are not known to social care and have been identified as 'missing'. Completes short term work with families. 	<ul style="list-style-type: none"> The key change is that the team will also become the one central advice point for members of the public and professionals to access telephone support for advice and signposting. This will not stop people being able to access direct support through walking into any of the centres. Return interviews will become the responsibility of the newly developed CSE (child sexual exploitation) and Missing team.

Consultation responses (Early help response team) Only stakeholders responded to this question.

Table 59: How stakeholders responded to the welfare rights proposal (online)

Respondent type (stakeholder)	I have no opinion	It will affect me/them in a negative way	It will affect me/them in a positive way	It won't affect me/my client(s)	Not applicable	Statement only	Numbers of responses	Response rate (online only)
A member of staff (LCC or other)	13	33	10	16		4	82 (71%)	81% 116 of the 143 stakeholders taking part in the consultation online responded to this proposal.
A referral agency / organisation	1		1	2		1	5 (5%)	
A referral agency / organisation & An organisation that delivers services from a children's centre				1			1 (1%)	
A referral agency/organisation & An organisation that delivers services from a children's centre & An individual or organisation that hires space in a children's centre							0 (0%)	
A service provider / partner organisation	1	3	1	1		1	7 (7%)	
An individual or organisation that hires space in a children's centre		1					1 (1%)	
An organisation that delivers services from a children's centre	2	3		1	1	1	8 (8%)	
Other		1			1		2 (2%)	
Not selected	1						1 (1%)	
Total	18 (18%)	41 (40.5%)	12 (12%)	21 (20.5%)	2 (2%)	7 (7%)	101 (100%)	

Table 60: Consultation feedback – themes and key messages

Themes	Key messages (Early help response)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. Once central advice point	21	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 16 service suggestions submitted to the consultation: 1 would not be viable/practicable to implement; and 15 are already a feature of the proposed service offer.</p> <p>Comments on service suggestions</p> <p>1) There will continue to be a reduced Early Help Response team (EHRT) as part of the one front door response, which will provide a citywide telephone advice point and triage all requests for early help services. This will include progressing requests through to a new partnership allocations hub. (refer to interface with social care for more details on the partnership hub)</p> <p>2) The EHRT will develop its multi-agency response by co-locating with the police, mental health and early year's health professionals.</p> <p>3) They will also provide the interface between council early help services and children's social care. Due to capacity, the EHRT will stop doing some of the current work they do which is outlined in proposal 'interface with social care'</p> <p>4) Consideration was given to having an answer machine service for out of hours, however would increase the workload to work through any calls that are logged. Therefore, the Advice Point will be open each weekday and working hours. If there are any concerns, callers can still access the Duty and Advice service which is 24 hours, 7 days per week.</p> <p>4) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p>No change to the initial proposal is recommended.</p>
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. service needs to be available in all areas.	9	
Suggested potential impacts (of the proposals)	Impact on staff: e.g. workload	17	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. more difficult to engage and get information.	9	
Suggested potential impacts (of the proposals)	Impact on partners: e.g. increased referrals to children's social care.	4	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. clear criteria and referral process, better partnership with children's social care,	16	
Questions	Various questions	4	

25. Question 24 – Interface with children’s social care

Proposal

Current situation	Proposed option for consultation
<p>1. Step down of all cases from social care, where targeted early help is still required for a period of time, as an early help assessment with an identified lead worker and partners working together with the family.</p> <p>The aim is to prevent escalation and support family to meet their needs independently with universal services.</p> <p>2. Joint work with social care providing families with support services for a specific piece of work as part of their social care plan.</p>	<ul style="list-style-type: none"> This service will continue. However, responses to requests for support may be subject to a delay due to the proposal to reduce and/or prioritisation of the numbers of staff that could support this service.

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 61: Consultation feedback – themes and key messages

Themes	Key messages (Interface with social care)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. supports retention of the service	4	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 15 service suggestions submitted to the consultation: 1 would not be viable/practicable to implement; and 14 are already a feature of the proposed service offer. Two service suggestions are recommended for consideration, which concerns how to better manage service capacity to meet demand.</p> <p>Comments on service suggestions</p> <p>1) Changes to staff working arrangements will be considered as part of the separate organisational staff review.</p> <p>2. In response to concerns raised by social care professionals regarding the reduced capacity to respond to support social care, a bespoke additional consultation forum was arranged for social care staff to discuss concerns with separate discussions taking place with senior managers of social care services.</p> <p>A change to the initial proposal is recommended - details below:</p> <p>1) The Early Help Response team will continue to undertake joint work with the Single Assessment Team where it is considered that it may result in early help support.</p> <p>2) The council's early help service will no longer be able to undertake joint work on cases that are open to child protection, child in need or LAC plans, therefore will only take cases that are 'stepped down' (families no longer require statutory social care intervention but still require support to prevent escalation). As one of the six criteria for troubled families are children subject to social care intervention, this falls within the new parameters of the service alongside other eligibility criteria as outlined in our priorities children's list.</p> <p>3) In relation to staff capacity and meeting the needs of families, priority has been given to step down rather than joint work as this will enable a smoother transition for families to meet their needs independently and increase the likelihood of not requiring further high cost and statutory intervention. Data over the period April 15 to March 16 has evidenced that of all cases stepped down from social care to early help, 98% of those did not come back to social care. To date this year, 82% of step downs have not gone back to social care.</p> <p>3)The EHRT will no longer attend initial social care conferences but will attend reviews where 'step down' is being considered.</p> <p>4) The Early Help Partnership Allocations hub will be responsible for picking up direct work with families within their agencies remit as part of a multi agency early help assessment.</p> <p>5) This service will contribute to an 'edge of care response' to prevent children and young people coming into care in a number of ways in addition to the overall service offer:</p> <p>5a)The Family group conferencing service will be located within Early Help to provide specialist mediation and resilience planning at an earlier stage when risk is first identified whilst upskilling early help and social care staff to embed FGC principles within their work to prevent family breakdown.</p> <p>5b) Expand the remit of the multi-agency support panel (MASP) to provide advice and resources for any case across early help and social care that is stuck, high cost and escalating with an interface with the resource and placement panel for children's social care.</p> <p>5c) Utilise Troubled Families funding to spot purchase short term specialist resources for families within the early help threshold but identified as edge of care.</p>
Comments about the service, proposals and consultation	Not supportive of the proposal: e.g. reduces resources for families	10	
Comments about the service, proposals and consultation	Service user benefits: e.g. popular and frequently used, families whose first language is not English	2	
Comments about the service, proposals and consultation	Comments about the consultation: e.g. more information required about the proposal.	4	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. concerned about potential delays in support.	30	
Suggested potential impacts (of the proposals)	Impact on staff: e.g. capacity	5	
Suggested potential impacts (of the proposals)	Impact on partners: e.g. demand will increase	13	
Suggested potential impacts (of the proposals)	Impact on service provision: e.g. capacity, service may become over-subscribed.	12	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. clarity around roles and responsibilities.	15	
Questions	Various questions.	9	

26. Question 25 – Partnership and workforce development

Proposal

Current situation	Proposed option for consultation
<ul style="list-style-type: none"> Leicester City Council commissions a voluntary service provider to manage a partnership early help workforce development programme on a range of topics to improve the skills of the workforce to support families in the community. 	<ul style="list-style-type: none"> Workforce development will continue to be commissioned from a non-council provider

Respondents were only asked if they wanted to make any comments about this proposal and the responses they provided are detailed in the following table.

Table 62: Consultation feedback – themes and key messages

Themes	Key messages (Partnership and workforce development)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposal: i.e. supportive of the proposal	13	<p>Feedback</p> <p>a) All comments have been considered and noted.</p> <p>b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making.</p> <p>c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation.</p> <p>d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy.</p> <p>e) Of the 12 service suggestions submitted to the consultation: 11 are already a feature of the proposed service offer. One service suggestion concerning the responsiveness of the service is recommended for consideration.</p> <p>Comments on service suggestions</p> <p>1) We will continue to develop opportunities for staff and external agencies to be trained together , exploring opportunities to co-deliver provision with external agencies.</p> <p>2) It is not cost effective to bring the service in house at this stage as it meets a specific need which cannot be met within a reduced staffing structure.</p> <p>No changes to the initial proposal are recommended.</p>
Comments about the service, proposals and consultation	Service user benefits: e.g. popular and frequently used, families whose first language is not English	1	
Comments about the service, proposals and consultation	Comments about the consultation: e.g. more information required about the proposal.	2	
Suggestions concerning the service and proposal	Commission differently: e.g. deliver in house by the council.	13	
Suggested potential impacts (of the proposals)	Impact on staff: e.g. workload	1	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	1	
Suggested potential impacts (of the proposals)	Impact on partners: e.g. demand/costs will increase	1	
Suggested potential impacts (of the proposals)	Impact on service provision: e.g. quality and costs	12	
Questions	Various questions	8	

27. Question 26 – Any other comments

Table 63: Consultation feedback – themes and key messages

Themes	Key messages (Any other comments)	Numbers of statements	Council's response
Comments about the service, proposals and consultation	Supportive of the proposals overall	6	Feedback a) All comments have been considered and noted. b) Suggested impacts are referenced within the equality impact assessment and will be subject to regular scrutiny to inform future planning and decision making. c) A 'Lessons learnt' log has been developed to take into account processes undertaken for this consultation. d) Where appropriate, questions have been responded to, otherwise, they have informed our future communication strategy. e) Of the 28 service suggestions submitted to the consultation: 13 would not be viable/practicable to implement; and (13) are already a feature of the proposed service offer.
Comments about the service, proposals and consultation	No supportive of the proposals overall	31	
Comments about the service, proposals and consultation	Service user benefits: e.g. services essential for families	4	
Comments about the service, proposals and consultation	Comments about the consultation: e.g. more information required about the proposal.	25	
Suggested potential impacts (of the proposals)	Impact on staff: e.g. workload	7	
Suggested potential impacts (of the proposals)	Impact on service users: e.g. children, parents, families, carers, children with additional needs, low income families.	22	
Suggested potential impacts (of the proposals)	Impact on partners: e.g. demand/costs will increase	8	
Suggested potential impacts (of the proposals)	Impact on service provision: e.g. quality and costs	1	
Suggestions concerning the service and proposal	Suggestions concerning service delivery: e.g. charge, make the savings from elsewhere	26	
Questions	Various questions	5	

28. Appendix 1 – Equality monitoring

Table 1: Ethnicity - online and paper booklet (public and stakeholder)

Ethnicity	Central Cluster	East Cluster	North Cluster	North West Cluster	South Cluster	West Cluster	Cluster information not available	Total
White: British	3	19	9	24	21	38	152	266 (46%)
Asian or Asian British: Indian	30	10	16	7	6	2	18	89 (15%)
White: European		1		4		2	9	16 (3%)
Black or Black British: Caribbean		1		2		2	7	12 (2%)
Black or Black British: African				3			5	8 (1%)
Other ethnic group: Any other ethnic group	2		1				4	7 (1%)
Asian or Asian British: Pakistani	2	3					1	6 (1%)
Asian or Asian British: Any other Asian	1		2				2	5 (1%)
Black or Black British: Any other Black						1	3	4 (1%)
Dual/Multiple Heritage: White & Black Caribbean							4	4 (1%)
Dual/Multiple Heritage: Any other heritage						2	1	3 (1%)
Dual/Multiple Heritage: White & Black African							3	3 (1%)
Somali			1	2			0	3 (1%)
Dual/Multiple Heritage: White & Asian						1	1	2 (0.5%)
White: Any other White background			1		1		0	2 (0.5%)
Asian or Asian British: Bangladeshi	1			1			0	2 (0.5%)
Chinese				1			0	1 (0.5%)
White: Irish							1	1 (0.5%)
Prefer not to say	1	2	1		2	5	38	49 (8%)
Ethnicity information not provided	3	3	4	8	5		78	101 (17%)
Total	43 (7%)	39 (7%)	35 (6%)	52 (9%)	35 (6%)	53 (9%)	327 (56%)	584 (100%)

Table 2: Ethnicity - Focus groups (public and stakeholder)

Ethnicity	Central Cluster	East Cluster	North Cluster	North West Cluster	South Cluster	West Cluster	Cluster information not available	Total
White British	8	8	1	16	14	7	10	64 (10%)
Indian	19	15	17	2			3	56 (9%)
Pakistani	6	4	2					12 (2%)
Any other Asian Background	1	1	3	1				6 (1%)
Caribbean	1	1		4				6 (1%)
White European	2			4				6 (1%)
African	1	2		1				4 (1%)
Chinese	4							4 (1%)
White and black Caribbean		2		2				4 (1%)
Bangladeshi		3						3 (0.5%)
Any other	2							2 (0.5%)
Somali	1		1					2 (0.5%)
White and Asian	2							2 (0.5%)
White Irish		1			1			2 (0.5%)
Any other background		1						1 (0.5%)
No response							466	466 (73%)
Total	47 (7%)	38 (6%)	24 (4%)	30 (5%)	15 (2%)	7 (1%)	479 (75%)	640 (100%)

Table 3: Gender - online and paper booklets (public and stakeholder)

Gender	Central	East	North	North West	South	West	Cluster information not available	Total
Female	27	31	23	43	19	43	179	365 (63%)
Male	11	3	6	2	6	2	40	70 (12%)
Prefer not to say	1	0	0	0	1	5	30	37 (6%)
Not answered	4	6	4	7	6	1	84	112 (19%)
Total	43 (7%)	40 (7%)	33 (6%)	52 (9%)	32 (5%)	51 (9%)	333 (57%)	584 (100%)

Table 4: Gender - focus groups (public and stakeholder)

Gender	Central	East	North	North West	South	West	Cluster information not available	Total
Female	40	34	21	27	15	5	13	155 (24%)
Male	6	4	3	3		2		18 (3%)
Prefer not to say	1							1 (0.5%)
No answered							466	466 (73%)
Total	47 (7%)	38 (6%)	24 (4%)	30 (5%)	15 (2%)	7 (1%)	479 (79%)	640 (100%)

Table 5: Disability - online and paper booklets (public and stakeholder)

Disabled	Central	East	North	North West	South	West	Cluster information not available	Total
Yes	3	3	6	5	5	5	20	47 (8%)
No	35	29	20	39	13	40	171	347 (59%)
Prefer not to say	5	2	5	1	4	3	42	62 (11%)
Not answered	0	6	2	7	10	3	100	128 (22%)
Total	43 (7%)	40 (7%)	33 (6%)	52 (9%)	32 (5%)	51 (9%)	333 (57%)	584 (100%)

Table 6: Disability - focus groups (public and stakeholder)

Disabled	Central	East	North	North West	South	West	Cluster information not available	Total
Yes	5	3	2	1	3		2	16 (3%)
No	40	34	20	25	11	7	10	147 (23%)
Prefer not to say			1	2				3 (0.5%)
Not answered	2	1	1	2	1		467	474 (74%)
Total	47 (7%)	38 (6%)	24 (4%)	30 (5%)	15 (2%)	7 (1%)	479 (75%)	640 (100%)

Table 7: Religion - online and paper booklets (public and stakeholder)

Religion	Central	East	North	North West	South	West	Cluster information not available	Total
Atheist	1	4	0	1	3	11	23	43 (7%)
Buddhist	1	0	0	1	0	0	1	3 (1%)
Christian	3	4	3	16	11	14	62	113 (19%)
Hindu	5	6	12	4	0	0	8	35 (6%)
Jain	0	0	1	0	0	0	1	2 (0.5%)
Jewish	0	0	0	0	0	0	2	2 (0.5%)
Muslim	28	5	5	3	0	0	14	55 (9%)
Sikh	1	2	1	1	0	0	5	10 (2%)
Any other religion (please specify)	0	1	0	0	2	0	3	6 (1%)
No religion	1	5	1	13	9	20	57	106 (18%)
Prefer not to say	1	6	5	2	2	6	53	75 (13%)
Not Answered	2	7	5	11	5	0	104	134 (23%)
Total	43 (7%)	40 (7%)	33 (6%)	52 (9%)	32 (5%)	51 (9%)	333 (57%)	584 (100%)

Table 8: Religion - focus groups (public and stakeholder)

Religion	Central	East	North	North West	South	West	No cluster information	Cluster information not available	Total
Muslim	26	12	13	1			1		53 (8%)
Christian	4	6	4	14	3	3	3		37 (6%)
No religion	3	3		9	8	1	3		27 (4%)
Hindu	2	10	6	1		1	2		22 (3%)
Atheist	4	1	1	2		2	1		11 (2%)
Blank		2		2	2		2		8 (1%)
Sikh	5	2							7 (1%)
Prefer not to say	1	2		1	1		1		6 (1%)
Buddhist	2								2 (0.5%)
Any other religion					1				1 (0.5%)
No answered								466	466 (73%)
Total	47 (7%)	38 (6%)	24 (4%)	30 (5%)	15 (2%)	7 (1%)	13 (2%)	466 (73%)	640 (100%)

Table 9: Sexuality - online and paper booklets (public and stakeholder)

APPENDIX H – Consultation Analysis

Sexuality	Central	East	North	North West	South	West	Cluster information not available	Total
Heterosexual / straight	29	25	20	34	21	44	167	340 (58%)
Bisexual	1	0	0	1	1	1	1	5 (1%)
Gay / lesbian	0	1	0	0	0	0	3	4 (1%)
Other (please specify)	0	0	0	0	0	1	2	3 (1%)
Prefer not to say	6	5	3	3	4	4	47	72 (12%)
Not Answered	7	9	10	14	6	1	113	160 (27%)
Total	43 (7%)	40 (7%)	33 (6%)	52 (9%)	32 (5%)	51 (9%)	333 (57%)	584 (100%)

Table 10: Sexuality - focus groups (public and stakeholder)

Sexuality	Central	East	North	North West	South	West	Cluster information not available	Total
Heterosexual / straight	26	12	11	16	9	8	20	102 (49%)
Bisexual	1			1				2 (1%)
Gay / lesbian		1						1 (0.5%)
Prefer not to say	5	2		3	1	1	5	17 (8%)
Not answered	7	7	10	13	6		45	88 (42%)
Total	39 (19%)	22 (10%)	21 (10%)	33 (16%)	16 (8%)	9 (4%)	70 (33%)	210 (100%)

Appendix I – Draft Equality Impact Assessment.

Title of spending review/service change/proposal	Early Help Remodelling Project
Name of division/service	Early Help Targeted
Name of lead officer completing this assessment	Jackie Difolco/Nick Furini
Date EIA assessment completed	Version 18: 20 02 2017
Decision maker	e.g. City Mayor/Assistant Mayor/Director
Date decision taken	16 March 2017

EIA sign off on completion:	Signature	Date
Lead officer		
Equalities officer		
Divisional director		

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents, and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy, but must be complete.
- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.
- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

1. Setting the context

Describe the proposal, the reasons it is being made, the intended change or outcome. Will current service users' needs continue to be met?

1.1. **Introduction**

1.2. This Equality Impact Assessment (EIA) will be a working document and will inform the implementation of the Early Help Remodelling (EHR) project and the decision making process for this work. The EHR Project Board, which is chaired by Frances Craven, is responsible for managing this project and for putting forward recommendations to the Executive for a decision.

1.3. **Scope of this EIA**

1.4. The EHR project is made up of a number of work streams and not all of these are in scope of this EIA and proposed consultation.

1.5. The Troubled Families Grant is not in scope for savings but the service is in scope and will be affected by the proposals made by the EHR project. Service users feature in both population groups described below.

1.6. This EIA specifically focuses on two population groups. **The first population group may be affected by service changes and the second population group may be affected by building changes.**

Population group 1 (potentially affected by service changes) - these service users may be affected by proposals to remodel early childhood services, whole family working (i.e. early help including troubled families) and the interface between early help and children's social care services. This population does not include service users affected by changes to the following services:

- Healthy Child Programme - (which is one of the early childhood service) as this is subject to a separate EIA and engagement process that took place in April/May 2016.
- The remodelling of the Early Help Specialist Service is subject to a separate EIA and consultation process.
- Preschool settings are subject to a separate EIA and consultation process.
- Children Centre Teachers – This service is currently funded through the de-delegation of the Dedicated Schools Grant, which is changing and the consideration of these changes is subject to a separate piece of work.

Population group 1 also includes service users who may be affected by proposal to remodel commissioning arrangements.

Population group 2 (potentially affected by building changes) – this population group includes service users and providers who may be affected by proposals to close any of the current 23 Children, Young People and Family Centres and the potential changes to service delivery and accessing services. This population group includes service users accessing the HCP from the children centres. It also includes a range of service providers that are based in the CYP&F Centres and those that deliver their services from the buildings.

- 1.7. Fourteen services commissioned by the Early Help Targeted Service are in scope of this EIA. Only two (Welfare Rights and Book Start) are delivered from the CYP&F Centres, and feature in the two population groups above.
- 1.8. **Version control**
- 1.9. **Version 1** of this EIA considered the proposed changes and impact of the three remodelling options outlined at 3.1 below.
- 1.10. **Version 2 (this report) updates version 1. It considers additional service user information provided by the commissioned providers and consultation feedback.**
- 1.11. **Current provision in scope of the Early Help Remodelling Project**
- 1.12. A range of duties set out in Acts and Statutory Guidance underpin the provision of services delivered through Leicester City Council's 0-19 Children, Young People and Family (CYP&F) Centres – the given name for children centres in Leicester. These services fall into three broad groups, **early childhood services, whole family working**, (i.e. Early Help, including Troubled Families) and **the interface with children's social care** (i.e. joint working and the step-down of children from statutory social care plans to early help services). Early help also commissions a range of services from other council and non-council providers.
- 1.13. **Early Childhood Services**
- 1.14. A Children's Centre is defined in the Childcare Act 2006 ("the Act") as a place or a group of places:
- which is managed by or on behalf of, or under arrangements with, the local authority with a view to securing that early childhood services in the local authority's area are made available in an integrated way;
 - through which each of the early childhood services is made available – either by providing the services on site, or by providing advice and assistance on gaining access to those services elsewhere; and
 - at which activities for young children are provided on site.
- 1.15. It follows from the statutory definition of a Children's Centre that children's centres are as much about making appropriate and integrated services available, as it is about providing premises in particular geographical areas.
- 1.16. Early childhood services are defined as:
- early years provision (early education and childcare);
 - social services functions of the local authority relating to young children, parents and prospective parents;
 - health services relating to young children, parents and prospective parents;
 - training and employment services to assist parents or prospective parents; and

- information and advice services for parents and prospective parents.
- 1.17. A children’s centre should make available universal and targeted early childhood services either by providing the services at the centre itself or by providing advice and assistance to parents and prospective parents to enable them to access services provided elsewhere. In order to meet the statutory definition of a children’s centre, local authorities must ensure that the children’s centre provides some activities for young children on site.
- 1.18. There is a duty on local authorities to make arrangements so that there are sufficient children centres to meet local need and a duty to improve the well-being of young children in their areas and reduce inequalities between them. Local authorities also have a duty to consult on any significant changes made to children centre provision. The consultation should explain how the local authority will continue to meet the needs of families with children under five as part of the any reorganisation of services.
- 1.19. There is an Ofsted requirement to register all 0-4 year olds living in Leicester and to identify and engage target/priority children and their families. The current Ofsted requirement is to engage between 65% and 79% of all identified priority children and their families for a Good judgement.
- 1.20. The Government is considering its future policy on children’s centres as part of the development of the cross-government Life Chances Strategy, and plans to publish details in the summer 2016, including consultation details. Accountability arrangements will also be considered. Ofsted inspections of children centres were suspended in September 2015, pending the outcome of the proposed consultation¹.
- 1.21. **Whole family working (Early Help including Troubled Families)**
- 1.22. Leicester City Council also delivers Early Help and the national Troubled Families programme through the CYP&F Centres. The basis of Early Help provision (which also underpins the approach to implementing the Troubled Families programme) is the Children Act 2004 and Working together to Safeguard Children (2015), which require the Council to make arrangements to promote cooperation between the council and its partners, with a view to improving the wellbeing of all children in the authority’s area. It is a national requirement to deliver the Troubled Families programme locally, which is grant funded.
- 1.23. **Interface with Children’s Social Care**
- 1.24. Leicester City Council’s targeted Early Help services provide a strong interface with children’s social care by providing support to families who are experiencing problems but do not meet the statutory social care thresholds. Targeted Early Help services also co-work on social care plans to improve outcomes for families as part of the transition to step down to early help services and then universal provision, to assist families to meet their needs independently and prevent issues from escalating.

¹ Children and young people now: <http://www.cypnow.co.uk/cyp/news/1156386/children-s-centres-consultation-to-launch-in-summer>; <http://www.cypnow.co.uk/cyp/news/1156207/safeguarding-fears-raised-over-suspension-of-ofsted-inspections> .

1.25. **Commissioned Services**

1.26. Fourteen services commissioned by Early Help Targeted are also considered in this EIA.

- Two services, Bookstart and Welfare Rights are procured through service level agreements with council providers.
- Two services are procured from external, non-council providers. One is a frontline service for parents of teenagers with behavioural issues; the other is a workforce development programme.
- Ten private, voluntary and independent providers deliver supervised play to children and young people aged from 5 to 15, and are grant funded.
- There are a range of services that are procured by the Early Help Targeted service to support the troubled families programme. Services are bespoke and procured on a needs basis through spot purchasing and a personalised family budget model.

1.27. **Buildings**

1.28. There are currently 23 CYP&F Centres in Leicester that deliver the early help offer through the children centres, homes, the community and schools. The 23 sites are divided into six cluster areas. There are 6 designated children centres and 17 linked sites. The Council is required to consult on changes to both the designated and linked sites. There are a range of providers that are either based in buildings or use the buildings to deliver their services or hold meetings.

2. Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

2.1. **Background**

2.2. The remodelling of early help may potentially affect the following groups:

2.3. **Current and potential future users of early childhood and early help services and those accessing the Children Young People and Family Centres** – this includes children, young people a larger proportion of those will be aged 0 – 4 who access childhood services and (5-19/24) and their parents and carers, who may be affected because services may be re-designed, reduced, ceased or they may have to access services from a different location. The early help service provides both universal and targeted provision. Targeted provision is accessed by families who meet criteria on a Priority Children, Young People and Families' List (PCL), which includes families who are identified as meeting the criteria for Troubled Families, siblings in the bottom 20% and children who are eligible for 2 year early education funding but do not access it, See 3.6 for more details.

2.4. **Early Help council employees**, who may be affected by redundancy following an organisational review or a change to their place(s) of work. The impact of the proposed models on these employees will be subject to a separate EIA as part of an organisational review.

2.5. **Services commissioned by Early Help and the employees of these services**, who may be affected by having to work with a remodelled service, by redundancy, and by a change to their place(s) of work. Two of the commissioned services are delivered by the council and 12 by the private, voluntary and independent sector.

2.6. **Partner services, their employees and service users**, who may be affected by having to work with a remodelled service, by redundancy, and by a change to their places(s) of work. Their service users may also be affected by a change in the location of service delivery. Some of these partners are based in the CYP&F Centres and some deliver services or hold meetings at the Centres.

3. The proposal, intended change and why it is being made

3.1. Introduction

3.2. The primary aim of the EHR project is to develop a reduced, remodelled and effective Council Early Help service and to ensure it is implemented and achieves the required full year savings by April 2018. This will include operating from fewer buildings and sharing neighbourhood buildings with other services. The EHR project is part of a programme of spending reviews initiated by the Council in response to the Government’s announcement, in the most recent Comprehensive Spending Review, of further grant cuts. .

3.3. The EHR project developed 3 remodelling options to present to the Executive on the 18 August 2016 for a decision about which option(s) will be presented for consultation. These models are based on securing savings of £3M, £4M and £5M.

3.4. **Executive endorsed model B for consultation, which took place from the 14 September to 6 December 2016.**

3.5. Will service-users’ needs continue to be met?

Early Childhood Services

3.6. The Early Help Targeted Service provides both a universal and targeted offer across its delivery of early childhood services. The targeted offer is solely directed at vulnerable children and parents who meet one of the criteria outlined in table 1 below. Vulnerable families are identified by the service through self-identification and analysis of a range of data sets.

Table 1 – Criteria used to identify priority children and parents – 2016/17

Top 3 target priorities
Families who are identified as meeting the criteria for Troubled Families *
Sibling in Bottom 20% (gap between the median and mean total score for foundation stage results)
Children who are eligible for 2 year early education funding but do not access it
CYPF Priority List 2015-16
On Child in Need/Child Protection Plan/ Looked After Child
Family Support Case
Special Educational Need or Disability
Live in a 5% most deprived super output area
FSM (Free School Meals)
Lone /Teen Parent/ Parent with Disability
Low Income/ Homeless (At risk of) / Traveller
Children involved in incidents of domestic violence

(*Nb. Troubled Families is identified as meeting 2 out of 6 criteria as follows: Mental Health, Worklessness, Domestic Violence, Not attending school, Offending, Known to social care)

- 3.7. The proposal is to remodel early childhood services resulting in a reduced universal and targeted offer. This includes the ending of the council's provision of some universal services for children and parents who are not identified as vulnerable (i.e. do not meet any of the priority criteria set out in table 1).
- 3.8. The proposal is to continue to meet the needs of what the Early Help Targeted service determine to be the most vulnerable service users in line with statutory requirements, but needs will be met differently and some services may be accessed from a different location or provider. A key proposal is to create one single advice point instead of delivering an advice point in each of the six clusters. Where the Early Help Targeted Service no longer delivers a universal or targeted service directly from a CYP&F Centre, the needs of service users may be met by signposting/referring to alternative provision of the same or a similar service.
- 3.9. The key potential impacts, which the service plans to monitor, in line with legislation and statutory guidance, are likely to be on (i) child development and school readiness, (ii) parenting aspirations and parenting skills and (iii), child and family health and life chances.
- 3.10. The reduction in the council's provision of universal services and the efficiencies gained from jointly commissioning services with public health may enable early help to increase its productivity and focus its resources on vulnerable children and parents in relation to its delivery of early childhood services.

Whole Family Working and Interface between CSC and EH

- 3.11. Early Help Targeted will continue to deliver its non-statutory national programmes and interface with children's social care, to facilitate the step down of cases and joint working as part of a single assessment with children's social care. The council's capacity will be reduced across the three proposed models, but in mitigation the service will work with partners to widen and deepen participation in whole family working, as set out in Working Together to Safeguard Children 2015.

Commissioned Services

- 3.12. Needs met through current commissioned services will continue to be met in the three proposals but services will be delivered differently.
- There is a proposal to reduce the grant funding of supervised play from £1M to £0.5M. Needs will continue to be met, but no information is currently available on the impact of reducing grant funding due to the diverse locations and circumstances of the providers of supervised play. Information about the impact of this proposal will be requested during consultation.
 - There is a proposal to end direct provision of Welfare Rights and the Bookstart service. Service users will be directed to alternative provision in both cases, which is delivered by other council services.

- One non-council provider that delivers parenting support and one non-council provider that delivers a workforce development programme will continue to be procured in line with need.
- Bespoke commissioning as part of the Troubled Families programme will continue to be procured in line with need.

Building Changes

- 3.13. There is a proposal to reduce the numbers of CYP&F Centres from the current 23 to 12 centres. This proposal may result in some service users having to telephone or visit an alternative centre for advice and to access services. The centre may be further away (or closer); difficult to access via public transport; outside of the home to school journey; or in an area perceived by the service user to be out of reach. Information about the impact of these proposals will be requested during consultation.
- 3.14. A range of providers are either based in the CYP&F Centres, deliver a service or hold meetings from there. These service users may be affected by having to relocate as a result of the proposed changes to buildings. There is also a proposal to introduce a charging policy which will impact on current and future users of the buildings. Some providers may not be able to afford the charge. Information about the impact of these proposals will be requested during consultation.

Monitoring impact

- 3.15. A range of mechanisms will be in place to monitor the impact of the proposed changes over time. Early Help Targeted has a well-developed information management system which informs quarterly reporting and the impact of the proposals will be included in the Service's annual self-assessment, which informs service development.

4. Equality implications/obligations (TO BE COMPLETED FOLLOWING A DECISION, EXPECTED MARCH 2016)	
Which aims of the Public Sector Equality Duty (PSED) are likely to be relevant to the proposal? In this question, consider both the current service and the proposed changes.	
	Is this a relevant consideration? What issues could arise?
<p>Eliminate unlawful discrimination, harassment and victimisation How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic</p>	Service provision is based on specific identified need as prioritised in Table 1 above. Families and children who meet these priorities will receive appropriate services, irrespective of their protected characteristics. Service provision will be inclusive and providers are expected to understand and address specific needs/issues arising from the recipients' protected characteristics, where these affect their personal circumstances and opportunities for improved outcomes and ensure that service recipients are not disadvantaged by their needs not being met.
<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	The focus on targeting and meeting individual need to achieve improved family and child development opportunities is the essence of this PSED aim.
<p>Foster good relations between different groups Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	Engagement of and supported intervention for targeted/prioritised families and individuals to achieve improved personal outcomes will contribute to their ability to participate more fully in community life which is the intention of this PSED aim.

5. Information used to inform the equality impact assessment

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data, national trends, etc.

5.1. Introduction

5.2. The Early Help Targeted Service collects a range of data on the 0-4 year old population in Leicester, priority children, and their parents, and service users accessing early childhood services and whole family working. Information is collected on eStart, Liquidlogic's Early Help Module and Liquidlogic (Children's Social Care).

5.3. The data considered for population group 1 (those potentially affected by proposed service changes) looks at reach and engagement. Reach counts those service users that have made at least one meaningful contact. Engagement counts those service users that have made at least three meaningful contacts. Meaningful means that the service user has benefited from face to face contact. Data is collected per service user and based upon the ward in which they live, although aggregate figures are considered here.

5.4. The data considered for population group 2 (those potentially affected by proposed building changes) is different to the above. It is based on footfall for each Children, Young People and Family Centre and highlights the numbers of individual services users that figure in the footfall figures. The figures include all contacts, face to face (in a centre, community setting and in the home) and telephone contact. As a result the figures overall cannot be compared to the data considered in population 1 above.

5.5. Data on gender and disability is not sufficiently accurate to fully inform this EIA.

5.6. **Population Group 1 (potentially affected by proposals to remodel early help) – data on service users accessing the Early Help Targeted Service, 2014/15 and 2015/16**

5.7. Tables 2 to 8 provide an overview of service users reached* and engaged* by the Early Help Targeted Service during 2014/15 and 2015/16. Table 2 provides the latest information on reach by age; table 3 focuses on numbers of priority children reached and engaged; table 4 focuses on numbers of families accessing the core offer of early childhood services; table 5 focuses on numbers of contacts made to the Access Point service; table 6 focuses on whole family working; table 7 focuses on Free Early Education Entitlement; and table 8 focuses on numbers of troubled families.

5.8. The key impact of the proposed changes will be on the protected characteristic of age – i.e. children aged 0-4. In summary, during 2015/16, 14,026 children aged 0-4 years old accessed the Early Help Targeted service at least once; 4,824 of this group were priority children. During the same period, 2,404 children aged 0-4 years old accessed the Early Help Targeted service at least three times, this rises to 5,715 if counting those who take up their free early education entitlement – this represents 61.4% of all registered priority children aged 0-4.

Table 2: Numbers of service users accessing Early Help Targeted services at least once through face to face contact only, by age and ethnicity of 0-4 year olds

	Service user groups reached (accessing the service at least once)	Numbers of service users 2014/15	Numbers of service users 2015/16
1	Total numbers of service users (children, young people and adults) accessing the Early Help Targeted service (through face to face contact) at least once.	16,969	19,667
2	Total numbers of 0-4 year olds accessing the Early Help Targeted service (through face to face contact) at least once.	13,771	14,026
	White (0-4)		5185
	Asian (0-4)		5147
	Black (0-4)		1025
	Mixed (0-4)		1028
	Other (0-4)		541
	No Data		1100
3	Total numbers of 5-12 year olds accessing the Early Help Targeted service (through face to face contact) at least once.	446	3,031
4	Total numbers of 13-19/24 year olds accessing the Early Help Targeted service (through face to face contact) at least once.	241	492
5	Total numbers of adults accessing the Early Help Targeted service (through face to face contact) at least once	Not collected	2,118
6	Total numbers of families accessing the Early Help Targeted service (through face to face contact) at least once	Not collected	11,569

Table 3: Priority children aged 0 – 4) reached and engaged

	Priority children registered, reached and engaged.	2014/15	2015/16
1	Number and percentage of priority children registered with the CYPF Centres	Not collected	97.7% (9,098)
2	Number of priority children that accessed the service (through face to face contact) at least once (reach)	Not collected	51.8% (4,824)
3	Number of priority children that accessed the service (through face to face contact) at least three times (engagement). This excludes children who are attending FEEE provision.	Not collected	25.8% (2,404) 61.4% (5,715) if counting those who attend Free Educational Entitlement hours (FEEE)

Table 4: Numbers of families attending key elements of the core offer (of early childhood services)

	Numbers of families attending core offer:	Numbers of families 2014/15	Numbers of families 2015/16	Notes
1	Total numbers of families attending Stay and Play provision	5,660	6,488	Universal provision
2	Total numbers of families attending targeted interventions	6,873	7,620	e.g.) Parenting, Child development, Domestic Violence, Welfare Rights etc.
3	Total numbers of families attending partnership provision	10,621	9,089	e.g.) Health clinics, Adult & Family Learning

Table 5: Numbers of contacts made to the Advice Point and what happened to them

	Numbers of contacts to the Council's Advice Point in the Early Help service	2014/15	Numbers of contacts 2015/16	Notes
1	Total numbers of contacts to the advice point (telephone, drop in, outreach for up to 2 sessions)	Not collected	20,236	Equates to 4,780 families 24% of contacts were made by professionals
2	Of total contacts to the Advice Point, number and percentage of total contacts resulting in no further action (NFA) Number and percentage of contacts dealt with by Advice Point	Not collected	3,175	Equates to 791 families NFA is not determined as 'not relevant' e.g.) adults only, no children involved or does not meet threshold for service.
3	Of total contacts to the Advice Point Numbers and percentage of total contacts resulting in some form of action by Advice Point (low level advice, short term work without it becoming a case)	Not collected	11,097	Equates to 2,606 families. e.g. supporting with housing applications, accessing foodbank, one off session in the home on parenting techniques.

Table 6: Contacts resulting in casework and what happened to them 2015-16

	Casework Files	Individuals	Families	Notes
1	Numbers of individuals and families subject to casework	5,964	1,098	
2	Of the numbers identified in row 1, numbers of individuals and families supported by Early Help Response (short term 6 weeks)	1,572	376	
3	Numbers of all total casework files stepped up to social care	67	20	
4	Number of open cases to targeted early help (short term 12 weeks)	3,927	604	
5	Number of open multi agency Early Help Assessments (long term 9 months +)	398	98	
6	Of the cases closed (605) to Early Help, percentage of families evidencing their needs were met.	n/a	75%	Family needs identified at the start of intervention and distance travelled measured at closure.

Table 7: Free Early Education Entitlement

	Performance indicators	2014/15	2015/16	Notes
1	Uptake of 2 year Free Early Education Entitlement	45%	64.7%	As a percentage of all 2,782 families eligible for FEEE

Table 8: Leicester’s Troubled Families Programme

	Other service performance indicators	2014/15	2015/16	Notes
1	Number of troubled families worked with.	1,140	911	Both Phase 1 and Phase 2 to date are exceeding national targets. However phase 1 (2012- 2015) 3 year programme cannot be compared to Phase 2 as there was different criteria
2	No of payment by results claimed	1,140	54	As above

5.9. **Population Group 2 (members of the public potentially affected by building proposals)**

5.10. Appendix I2 and I3 provide a list of CYP&F centres, the proposal for each centre and numbers of service users accessing each centre and other locations, by age and ethnicity. The data relates to service users contacting each Children, Young People and Family Centre during the calendar year 2015, face to face and telephone, at a centre, in the community and in service users’ homes

5.11. **Population Group 1 (potentially affected by proposals to remodel commissioned services)**

5.12. Table 9 provides an overview of service user accessing services provided by the adventure play providers. The adventure play providers deliver supervised play which is one aspect of the broader provision of play opportunities for children and young people provided within Leicester – these include parks, brownies, and scouts.

5.13. **Table 9 – Service users accessing supervised play provision.**

Provider	Cluster	Ward	Membership	Additional Needs**	Age Range	Male - Female Split	Ethnicity	EAL	Under 8's	Over 8's
Belgrave Playhouse	N	Belgrave & Rushy Mead	102	35%	5-13yrs	55% - 45%	Information not collected	18%*	40%	60%
Braunstone APG	SW	Braunstone Park/Rowley Fields	2,141	47%	6 – 15	48% - 52%	White British 57% White Other 15% Asian 2% Black British 13%	No data	35% estimated	65% estimated
Goldhill APG	S	Saffron	1,200	20%	5 – 19	50% - 50%	Information not collected	No data	20%	80%
Highfields APG	C	Spinney Hills	2,213	0.60%	6 – 15	56%-44%	No Data	14%	40%	60%
Mowmacre APG	NW	Abbey	390	13%	6 – 13	55%/45%	No Data	No Data	33%	67%
New Parks APG	W	Western	1,257	5.6%	5 – 13	668 - 589	White British 986, White Other 109, Black British 49, Black other, 16, Dual Heritage 97.	125	487	770
Northfields APG	NE	Humberstone/Hamilton	1,070	50%	5-15	60% -40%	Information not collected	No Data	40%	60%
St Andrews PG	SW	Castle	341	10 - 15%	5 – 14	55% / 45%	Information not collected	No Data	40%	60%
St Matthews APG	N	Spinney Hills	178	3	5 to 11	55% - 45%	White British 14%, Asian British 43%, Black British 13%, Dual Heritage 10%, Other 19%, Not given 1%	4 Children	37%	63%
Woodgate APG	W	Fosse	623	28%*	5 - 14	56% -44% E	Information not collected	25%	27%	73%
Total			9,515	* estimated						

** Additional needs: disabled children and children with a special educational need or learning difficulty

- 5.14. Information submitted by the Welfare Rights service is that the proposal will disproportionately impact women, children, carers/disabled children, EU national, Black and Minority Ethnic communities and low income households. Early Help data shows that of the 599 individual families who had appointments with Welfare Rights workers from the 1 April to 31 December 2016: 30% (178/599) were families with children aged 0-4 and 13% (78/599) were one parent households.
- 5.15. Information provided by Bookstart shows that in the period from 2014-16, the service delivered 11,972 Bookstart baby packs (0-12 months), 10,710 Bookstart Treasure Gifts (36-48 months) and 1,030 2 year NEG packs. The service has also delivered 264 individual Bookstart sessions attended by 580 families.
- 5.16. Partnership and workforce development is contracted to deliver between 12 and 15 training sessions each quarter. Data held by the council shows that in the second quarter of 2016, the service reached the following agencies.

Table 10 – Partnership and workforce development service user data, quarter 2 (2016/17)

Attendee Numbers by Agency	
Agency	Delegate numbers
Housing	
Schools (including teaching staff, support staff, domestic)	9
Family Support	8
Social Care	2
LPT (including school nurses, health visitors, hospital	67
Child learning facilitator	2
SEND and Inclusion Services	0
Early Years (nursery staff, child-minders, parent and	6
Community Safety and welfare,	4
LCC Youth Support Services (includes youth workers,	6
Voluntary & Community Sector	5
Targeted support worker	3
Total 112 delegates	

- 5.17. Most recent service user data from the commissioned parenting programme is provided in table 11 below.

Table 11: Parenting programme – service user data (quarter 2, 2016/17)

	Diversity information of participants			
	Gender	Ethnicity	Parent Disability	Children supported
Programme 1	12 Female, 5 Male	3 White British, 1 Polish, 1 African Caribbean, 12 not known.	0 disabled	29
Programme 2	5 Female, 4 Male	9 White British	0 disabled	21

5.18. **Population Group 1 (Partners located in and using the Children, Young People and Family Centres)**

5.19. A range of partners are either based in the CYP&F Centres, or deliver services from there. Table 12 below summarises the providers that are based in the CYP&F Centres.

Table 12: Providers based in the CYP&F Centres

Providers	CYP&F Centre	Comment	Proposal
LPT (NHS) – Health Child Programme	All 23	125 FTE Health Visitors, Family Nurse Partnership, Nursery Nurse Service targets a disability	There is a proposal to continue colocation in the remaining CYP&F Centre buildings, subject to a charge.
LPT (NHS) Speech and Language Therapy	Thurnby Lodge, Belgrave & Rushey Mead and Northfields & West Humberstone	6 FTE	Continued co-location will be subject to a charge.
LPT (NHS) Midwifery	Beaumont Leys, Braunstone, New Parks	9FTE Blood tests and antenatal checks. Service targets expectant mothers	Continued co-location will be subject to a charge.

5.20. Additionally up to 40 service providers deliver services from the CYP&F Centres or hold meetings on a regular basis. Continued use of facilities will be subject to a charge with the exception of small voluntary groups which will not be charged.

6. Consultation

What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders?

- 6.1. Stakeholders were informed about the consultation through a range of mechanisms: briefings, partnership meetings and a monthly newsletter. Staff from this service area have had regular updates at service meetings and bespoke briefings in their cluster areas. Managers from this service area have been fully involved in the redesign of services and influencing decision making. Service users were informed through the Leicester Mercury, posters in the children centres, quarterly newsletter and leaflets containing information about how to take part in the consultation.
- 6.2. The 12 week public consultation took place from 14 September to 6 December 2016. For full details of the consultation please refer to the report **Early Help Remodelling – consultation findings**. The consultation provided members of the public and stakeholders with an opportunity to feedback on 25 proposals that go to make up Model B, which was endorsed by the council’s executive for consultation.
- 6.3. **In summary, 1,224 people took part in the consultation:**
- 640 people (52%) took part in the consultation through focus groups, 374 (31%) took part on line and 210 (17%) took part through a paper booklet.
 - Parents/carers were the largest group to take part in the consultation (452/1224, 37%), followed by referral agencies/organisations (375/1224, 31%) and children and young people aged 19 or under (138/1224, 11%). The remaining 21% were made up of other respondent types.
 - 46% of respondents who took part in the consultation online and through the paper booklet were white British, followed by 15% who were Indian (Asian or Asian British).
 - For the focus group consultation, 73% did not provide any ethnic monitoring data: what we do know is that 10% reported an ethnic category of White British, followed by 9% Indian.
 - The majority of respondents were female (63% online/paper booklet).
 - Eight percent of respondents who took part in the consultation online and through the paper booklet reported a disability, whereas 3% taking part in the focus groups reported a disability.

6.4. For 15 of the 25 proposals we asked respondents to tell us how the proposal would affect them and provided a tick box option for them to do this (e.g. it will affect us negatively/positively/not at all). A summary of majority answers is provided below in table 13.

Table 13: Consultation responses from the public and stakeholders concerning how the proposals would affect them.

Consultation response	Proposals
For 5 proposals a majority of both the public and stakeholders were in agreement that the proposal would negatively affect me/us/my clients .	<ul style="list-style-type: none"> • Adventure Play • Children Centres • Bookstart • Stay and Play • Welfare Rights
For one proposal a majority of stakeholders were in agreement that the proposal would negatively affect me/my clients	<ul style="list-style-type: none"> • Early Help Response – only stakeholders were presented with this proposal for comment (because it is a function that involves stakeholders to support front line delivery with service users).
For 8 of the proposals members of the public said the proposal ' would not affect me/us ' but stakeholders responded to say the proposal would negatively affect 'me/my clients'	<ul style="list-style-type: none"> • Cluster Advice Points • Early Years Learning and Development • Family Support Service • Home Learning Service • Parenting Groups and Crèche • School Holiday Events • Toy and Book Library • Volunteering, Employment, Education and Training
For one proposal both the public and stakeholders said the proposal ' would not affect me/us/clients '.	<ul style="list-style-type: none"> • Weekly Parent Engagement.
For 11 proposals, respondents were not provided with a tick box response, because the proposals were for no change	<ul style="list-style-type: none"> • Adult and family learning and crèche • Antenatal courses • Children centre teachers • Health child programme • Parenting programmes • Targeted services • Interface with social care

6.5. When analysing service user and stakeholder feedback we identified a range of statements for each of the proposals, which we grouped into key messages and then into four key themes: comments about the service proposals and consultation, (1,428 comments); suggested potential impacts related to the proposals,(1,516); suggestions concerning the service/proposals, (519); and questions, (298).

6.6. As a result of considering equality data and consultation feedback, the early help service is recommending a number of changes to the 25 initial proposals that go to make up Model B. These changes are set out in table14 below. Column 1 sets out the current offer; column 2 the initial Model B offer submitted to consultation; column 3 the updated Model B following consideration of consultation feedback and EIA data.

Appendix I – Draft Equality Impact Assessment.

Table 14 – The early help service offer - final service proposals

(Please note that all activity is per week per cluster, unless otherwise stated. *Children, young people and families who meet eligibility criteria only, refer to Appendix D)

	(1) Current service offer	(2) Initial service proposals (pre consultation)	(3) Final service proposals pending a decision (post consultation)
Posts	300 full time equivalent (FTE)	172.5 FTE (dependent on staff org review outcome)	<u>185 FTE (depending on outcome of staff org review)</u>
Buildings	23	12 – (transfer/close remaining 11)	12 (transfer/close remaining 11)
Base Budget	£8,960,600	£4,960,600	<u>£5,460,600</u>
Saving	N/A	£4 million saving	<u>£3.5 million</u>
Early Childhood Services For children aged 0 - 5	Antenatal programmes x 1 Telephone Advice Point in each cluster (6) & 23 centres Stay & Play x 5 Toy & Book Library from 23 buildings Weekly parent engagement activity Annual events and 2 x activities per wk of school hols 2 x Volunteer/ community dev sessions 4 x Targeted EY Education & Development sessions 2 x Parenting groups 1 x Domestic Violence support group 3 x Crèches to support overall delivery Home learning service Children Centre Teacher service Welfare rights Service Bookstart service Early Help co-located with the Healthy Child Prog. Adult & Family Learning provided from centres	Antenatal programmes x 1 One telephone advice point for the city & access through the centres Stay & Play x 2 Toy & Book Library from 12 buildings Fortnightly parent engagement activity Annual events & 1 x week school hol for ages 0–8 1 x Volunteer and community dev session 3 x Targeted EY Educ. & Development sessions* 1 x Parenting groups* 1 x Domestic Violence support group 3 x Crèches to support overall delivery Cease Home learning service Cease Children Centre Teacher Service Cease Welfare rights service Cease Bookstart service Early Help co-located with the Health Child Prog. Adult & Family Learning provided from centres	Antenatal programmes x 1 One telephone advice point & face to face access through the 12 centres Stay & Play x 2 <u>co delivered with HCP and flexibility to deliver 3 sessions</u> Toy & Book Library from 12 buildings <u>Parent engagement in decision making delivered as part of everyday practice</u> Annual events and 1 x activity per week of school hols for <u>ages 0 – 12</u> <u>Volunteering and community projects delivered by citywide team</u> 3 Targeted sessions* <u>with flexibility to deliver 3rd session as Stay and Play</u> 1 x Parenting group* 1 x Domestic Violence support group 3 crèches to support overall delivery Cease Home Learning service <u>Children Centre Teachers service funded until April 2018 initially</u> <u>Reduce funding to Welfare Rights Service by 40% *</u> <u>Bookstart service will continue - funded by alternative source</u> Early Help co-located with the Health Child Programme Adult & Family Learning provided from centres
Whole Family Working	Advice Point as above 14 x FTE Traded Family Support Family Support service Early Help Response Team £1.1 million grant - Adventure Playgrounds (AP) Multi agency workforce development 9 x Parenting programmes focused on teenagers	Advice Point as above 14 x FTE Traded Family Support Family Support service * Early Help Response Team & one central telephone Advice Point 50% tapered reduction to AP's by 2020 & potential transfer of buildings Multi agency workforce development 9 x Parenting programmes focused on teenagers	Advice Point as above <u>Citywide Traded Family Support (14 FTE) that is not restricted by criteria</u> Family Support service* Early Help Response Team & one central telephone Advice Point <u>Further analysis to be undertaken before decision on reductions taken.</u> Multi agency workforce development 9 x Parenting programmes <u>responding to need and demand</u>
Interface with Social Care	Step down of cases from social care to Early Help Joint casework incl. single assessments Short term response and crisis support Weekly surgeries for social workers	Reduced capacity: Step down of cases to EH Reduced capacity: joint casework Reduced capacity: Short term response and crisis support	<u>Step down of cases from social care to Early Help</u> <u>Development of EH Partnership Allocations Hub for Early Help Assessments</u> <u>Cease joint work on social care cases apart from joint work with single assessment team as part of step down process</u> <u>Edge of care response as part of overall delivery model above</u> <u>One telephone number and route to access EH and SC</u>

7. Potential equality Impact

Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

- 7.1. Table 15 to 19 below follow the layout of Table 14 above (e.g. Staff, Buildings, Early Childhood Services, Whole Family and Interface with Social Care) and summarises the key potential equality impact findings for the final proposal that will be submitted for consideration and endorsement. To help communicate impact, the proposed service offer highlighted in Table 17 (Early Childhood Services) and Table 18 (Whole Family Working) have been reorganised to highlight potential equality impacts arising from changes to access. For example the proposal is that some universal services will remain universal, but some universal services will become targeted.
- 7.2. This is followed by table 20, which presents the key potential equality impacts for early help services, from the perspective of protected characteristics, and presents mitigating actions. The analysis in table 20 does not apply to the adventure play services because access to adventure play does not depend on some children and families meeting criteria on the Priority Families List, whereas this is the case for some early help services. Analysis of the potential equality impacts for adventure play services, from the perspective of protected characteristics and mitigating actions is presented separately in table 21.

Table 15: Key potential equality impacts (staff)

	(1) Current early help service offer	(2) Final service proposal pending a decision (post consultation)	(3) Key highlighted impacts on protected characteristics
Posts	<ul style="list-style-type: none"> • 300 full time equivalent (FTE) 	<ul style="list-style-type: none"> • 185 FTE (depending on outcome of staff org review) 	<ul style="list-style-type: none"> • EIA to be completed as part of the expected staff organisational review.

Table 16: Key potential equality impacts (buildings)

	(1) Current early help service offer	(2) Final service proposal pending a decision (post consultation)	(3) Key highlighted impacts on protected characteristics
Buildings	<ul style="list-style-type: none"> • 23 Buildings 	<ul style="list-style-type: none"> • 12 (transfer/close remaining 11) 	<ul style="list-style-type: none"> • Consultation feedback is that of the 441 members of the public who responded to the consultation online and through the paper questionnaire, 30% said they currently walk to a centre, followed by 14% who said they solely travel by car. Two percent said they travelled by bus. The remaining group said they used multiply travel types, such as walk/car (8%) and walk/bus (4%). • Some parents and children may have to travel a greater distance to access a service in a different location. • The building proposal may potentially impact on all protected characteristics, but especially on disability and children aged 0-4. There is also a potential impact on low income families. • To ensure that families continue to be supported where they live it is proposed in the new service to continue to create opportunities to deliver some services in local

Table 17: Key potential equality impacts (early childhood services)

	(1) Current early help service offer	(2) Final service proposal pending a decision (post consultation)	(3) Key highlighted impacts on protected characteristics
Services remain universal in the final service proposal			
Early Childhood Services For children aged 0 - 5	1	• Antenatal programmes x 1 (u)	<ul style="list-style-type: none"> • Families meeting criteria on the Priority Families' List and families that do not meet the criteria (non-priority) families will still be able to access these universal services. • The level of service provision will be reduced (3, 4, 6, 10), ceased (9) or delivered differently (2), which will impact on both priority and non-priority families. • Highlighted changes may potentially impact on all protected characteristics, but especially children aged 0-4, 5-19 and prospective parents. • There is also a potential impact on low income families.
	2	• Telephone Advice Point in each cluster (6) & 23 centres (u)	
	3	• Stay & Play x 5 (u)	
	4	• Toy & Book Library from 23 buildings (u)	
	5	• Weekly parent engagement activity (u)	
	6	• Annual events and 2 x activities per wk. in school hols (u)	
	7	• 2 x Volunteer/ community development sessions (u)	
	8	• 1 x DV support group (u)	
	9	• Home learning service (u)	
	10	• Bookstart service (u)	
	11	• EH co-located with the HCP (u)	
	12	• Adult & Family Learning provided from centres (u)	
Services remain targeted in the final service proposal			
	13	• Children Centre Teacher service (t)	<ul style="list-style-type: none"> • Families meeting the criteria on the Priority Children's List will continue to be able to access this service – no change to the level of service provided.
Services will change from universal to targeted in the final service proposal			
	14	• Welfare rights Service (u)	<ul style="list-style-type: none"> • Non-priority families will no longer be able to access these services. Reduced (14, 15, 16) and non-reduced provision (17) will be targeted at families that meet the criteria on the Priority Families' List. • Highlighted changes may potentially impact all protected characteristics, but especially children aged 0-4, 5-19 and prospective parents. There is also a potential impact on low income families.
	15	• 4 x Targeted EY Education & Development sessions (u)	
	16	• 2 x Parenting groups (u)	
	17	• 3 x Crèches to support overall delivery (u)	

Table 18: Key potential equality impacts (whole family working)

	(1) Current early help service offer	(2) Final service proposal pending a decision (post consultation)	(3) Key highlighted impacts on protected characteristics	
	Services remain universal in the final service proposal			
Whole Family Working	1	<ul style="list-style-type: none"> Advice Point as above (u) 	<ul style="list-style-type: none"> <u>Advice Point as above (u)</u> 	<ul style="list-style-type: none"> See above, table 17, line 2. This service supports early childhood services and whole family working.
	2	<ul style="list-style-type: none"> 14 x FTE Traded Family Support (u) 	<ul style="list-style-type: none"> <u>Citywide Traded Family Support (14 FTE) that is not restricted by criteria (u)</u> 	<ul style="list-style-type: none"> Level of delivery is dependent on schools purchasing this service. This service is not restricted by troubled families' criteria.
	3	<ul style="list-style-type: none"> £1.1 million grant - Adventure Playgrounds (AP) (u) 	<ul style="list-style-type: none"> <u>Further analysis to be undertaken before decision on reductions taken (u)</u> 	<ul style="list-style-type: none"> Children and young people may continue to access adventure play services, which complements other play opportunities in the city, such as parks and paid for play opportunities. The APs may not be able to continue in their current format with reduced revenue funding from the council. This would potentially impact on all protected characteristics, but especially children aged 5 to 16. There is also a potential impact on low income families.
	4	<ul style="list-style-type: none"> Multi agency workforce development (u) 	<ul style="list-style-type: none"> Multi agency workforce development (u) 	<ul style="list-style-type: none"> This service is to support early help council and non-council staff and no changes are proposed.
	Services will change from universal to targeted in the final service proposal			
Whole Family Working	5	<ul style="list-style-type: none"> 9 x Parenting programmes focused on teenagers (u) 	<ul style="list-style-type: none"> 9 x Parenting programmes <u>responding to need and demand (t)</u> 	<ul style="list-style-type: none"> Families that do not meet troubled families criteria will no longer be able to access these services. Services that reduce (7) or are delivered differently (5, 6) will be targeted at families that meet troubled families criteria. Highlighted changes may potentially impact all protected characteristics, but especially children aged 0-19. There is also a potential impact on low income families.
	6	<ul style="list-style-type: none"> Early Help Response Team (u) 	<ul style="list-style-type: none"> <u>Early Help Response Team (t) - (& one central telephone Advice Point (u))</u> 	
	7	<ul style="list-style-type: none"> Family Support service (u) 	<ul style="list-style-type: none"> <u>Family Support service* (t)</u> 	

Table 19: Key potential equality impacts (interface with social care)

	Current early help service offer	Final service proposal pending a decision (post consultation)	Equality impact assessment
Interface with Social Care	<ul style="list-style-type: none"> • Step down of cases from social care to Early Help • Joint casework incl. single assessments • Short term response and crisis support • Weekly surgeries for social workers 	<ul style="list-style-type: none"> • <u>Step down of cases from social care to Early Help</u> • <u>Development of Early Help Partnership Allocations Hub to include taking step down</u> • <u>Cease joint work on social care cases apart from joint work with single assessment team as part of step down process</u> • <u>Edge of care response as part of overall delivery model above</u> • <u>One telephone number and route to access EH and SC</u> 	<ul style="list-style-type: none"> • Highlighted changes may potentially impact on all protected characteristics, but especially children aged 0-19 who will continue to receive a service but may be open to a social care plan for a longer period of time.

(*Children, young people and families who meet eligibility criteria only)

Comment on the final service proposal and mitigation

- 7.3. The final service proposal is subject to Executive consideration and endorsement. The recommended changes to the initial proposals submitted to consultation will contribute towards mitigating the impacts identified by the early help service and by service users and stakeholders in the consultation:
- 7.4. Enabling service users to contact the access point through the centres would help to mitigate the impact on low income service users who do not have access to a telephone or would find the telephone option a barrier to accessing early help.
- 7.5. Co-delivering stay and play with the Healthy Child Programme, would mitigate against some of the negative outcomes for families that find it hard to engage with services as co-delivery will provide a door into other health and non-health services.
- 7.6. Delivering parent engagement through the overall service would broaden engagement and make time savings that can be reinvested into frontline service delivery and interface with children’s social care.
- 7.7. Delivering volunteering and community projects through the citywide participation team would increase the volume and breadth of volunteering opportunities that service users can access. This would enhance adults’ employability by being able to access a wider range of opportunities and resources. Delivering PEPs for LAC children would
- 7.8. Reducing the Welfare Rights service rather than decommissioning the service in the children centres would mitigate some of the impacts identified through consultation – e.g. impacts on low income families, families where English is an additional language.
- 7.9. Developing the partnership aspect of the early help assessment pathway would broaden the capacity of early help and increase the numbers of families that can access the service. This would extend the ability of the council and non-council providers to intervene early before problems require an expensive social care intervention.

Appendix I – Draft Equality Impact Assessment.

- 7.10. Providing for the continuation of Bookstart would mitigate the impact the ending of this service could have on low income families, children with additional needs and families where English is an additional language.
- 7.11. The recommended changes to the initial proposals for the interface with social care would enable the service to work within its new capacity. It would enable a focus for those families who are no longer subject to statutory social care intervention but require support to continue improving their circumstances to meet their needs independently of any targeted service. Families who would no longer receive these services as part of a social care plan will still have support as part of that plan.

Table 20: Detailed equality impact findings and mitigating actions – early help services

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Age ²	Children 0-19/24 may potentially be affected; in particular children aged 0-4 who are not identified as having an indicator of vulnerability from our Priority Children’s List.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the proposed changes could affect the type of services, parents and children can access. Universal provision will be reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List. Therefore children who do not have indicators of vulnerability as outlined on our PCL will not be able to access the full range of services. It is envisaged that this will have no detrimental impact as these families are not identified as vulnerable and will be able to access a range of alternative universal provision already operating across the city.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision. 6. The development of a single pathway of support for children, young people and families in collaboration with Public Health could significantly increase the level of support to this protected characteristic.

² Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

Table 20: Detailed equality impact findings and mitigating actions – early help services (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Disability³	The Early Help Service is accessed by children, young people and adults with special educational needs, or learning or other type of disability. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List. Therefore children who do not have indicators of vulnerability as outlined on our PCL will not be able to access the full range of services. It is envisaged that this will have no detrimental impact as these families are not identified as vulnerable and will be able to access a range of alternative universal provision already operating across the city.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.
Gender Reassignment⁴	The Early Help Service is available to children, young people and adults experiencing gender reassignment. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be significantly reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.

³ Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

⁴ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

Table 20: Detailed equality impact findings and mitigating actions – early help services (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Marriage and Civil Partnership	The Early Help Service is accessed by adults who are married or in a civil partnership. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children's List.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children's list will ensure that the most vulnerable families are targeted to benefit from service provision.
Pregnancy and Maternity	The Early Help Service is accessed by prospective parents. This protected characteristic will be affected by the proposed service changes.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children's List.	<ol style="list-style-type: none"> 1. Antenatal provision will continue to be provided for all pregnant parents. 2. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 3. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. The new service will include a stronger focus on signposting and providing information of others services families can access. 6. Regular scrutiny of performance reports and the priority children's list will ensure that the most vulnerable families are targeted to benefit from service provision. 7. The development of a single pathway of support for children, young people and families in collaboration with Public Health could significantly increase the level of support to this protected characteristic.

Table 20: Detailed equality impact findings and mitigating actions – early help services (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Race	The Early Help Service is accessed by children, young people and adults from all categories of race. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be significantly reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List. Some changes may potentially affect a location in the City where a particular ethnic group may be prominent.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.
Religion or Belief	The Early Help Service is accessed by children, young people and adults from all categories of religion and belief. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be significantly reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.

Table 20: Detailed equality impact findings and mitigating actions – early help services (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Sex	The Early Help Service is accessed by children, young people and adults from all sex groups. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes could affect the type of services, parents and children can access. Universal provision will be significantly reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.
Sexual Orientation	The Early Help Service is accessed by children, young people and adults from all sexual orientation groups. This protected characteristic could potentially be affected by the proposed service changes, but no more likely than other groups. There are no specific services targeting this protected characteristic.	Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service. In addition the changes will affect the type of services, parents and children can access. Universal provision will be significantly reduced with a stronger focus on providing services for children and parents identified as vulnerable from our Priority Children’s List.	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.

Table 20: Detailed equality impact findings and mitigating actions – early help services (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
<p>Low income families</p>	<p>Proposed changes may impact on low income families, but the extent of this cannot be determined. This was a key impact raised during consultation.</p>	<p>Some changes may potentially affect a location in the City with a higher proportion of low income families.</p> <p>Some changes may potentially affect a location in the City and this could result in some parents and children having to travel further to access a service and may increase travel costs.</p>	<ol style="list-style-type: none"> 1. Data and staff/service user feedback will be reviewed to inform prioritisation of service delivery. 2. Mapping of access and reach of all of the centres will enable us to identify which centres/services are the most used and beneficial. 3. An annual self-assessment of this service area will determine impact with changes made to improve service provision for our most vulnerable families. 4. The new service will include a stronger focus on signposting, providing information of other services families can access and delivering early help within community venues. 5. Regular scrutiny of performance reports and the priority children’s list will ensure that the most vulnerable families are targeted to benefit from service provision.

Table 21: Detailed equality impact findings and mitigating actions – Adventure Play

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Age⁵	<p>Adventure Play is accessed by children and young people aged 5 to 16.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.
Disability⁶	<p>Adventure Play is accessed by children and young people with special educational needs, or learning or other type of disability.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.

⁵ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

⁶ Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

Table 21: Detailed equality impact findings and mitigating actions – adventure play (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Gender Reassignment ⁷	<p>Adventure Play may potentially be accessed by children undergoing the process of gender reassignment.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provide dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.
Marriage and Civil Partnership	<p>The service is not accessed by adults who are married or in a civil partnership.</p>		

⁷ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

Table 21: Detailed equality impact findings and mitigating actions – adventure play (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Pregnancy and Maternity	The service is not accessed by prospective parents.		
Race⁸	<p>Adventure Play is accessed by children and young people from all categories of race.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.

⁸ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

Table 21: Detailed equality impact findings and mitigating actions – adventure play (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
Religion or Belief⁹	<p>Adventure Play is accessed by children and young people from all categories of religion or belief.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council’s Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP’s to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP’s.
Sex¹⁰	<p>Adventure Play is accessed by children and young people from all sex groups.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council’s Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP’s to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP’s.

⁹ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city’s population. Given the diversity of the city there is always scope to include any group that is not listed.

¹⁰ Sex: Indicate whether this has potential impact on either males or females

Table 21: Detailed equality impact findings and mitigating actions – adventure play (continued)

Protected characteristics	Impact of proposal	Risk of negative impact	Mitigating actions
<p>Sexual Orientation¹¹</p>	<p>Adventure Play is accessed by children and young people from all sexual orientation groups.</p> <p>This protected characteristic could potentially be affected if proposals result in provision reducing or ending, but no more likely than other groups.</p>	<p>Adventure Playgrounds may not be able to continue in their current format with reduced revenue funding from the council.</p>	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.
<p>Low income families</p>	<p>Proposed changes may impact on low income families, if proposals result in provision reducing or ending.</p> <p>This was a key impact raised during consultation.</p>	<p>The reduction or ending of provision may potentially affect a location in the City with a higher proportion of low income families.</p> <p>The reduction or ending of provision could result in some parents and children having to travel further to access adventure play and may increase travel costs.</p>	<ol style="list-style-type: none"> 1. The Council's Service Analysis Team will undertake a comprehensive assessment of the effectiveness of the use of the grant, which may inform future funding. 2. Development of strategic Play Commission will invest in embedding good principles for play across all services operating throughout the city. 3. Play Development Officer role will continue to provided dedicated support for AP's to develop a sustainable business model with income generation and good quality practice. 4. Explore opportunities to develop CAT and long term lease arrangements for land and buildings occupied by AP's.

¹¹ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

8. Monitoring Impact

You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:

- monitor impact (positive and negative, intended and unintended) for different groups
- monitor barriers for different groups
- enable open feedback and suggestions from different communities
- ensure that the EIA action plan (below) is delivered.

8.1. The early help service is supported by a range of monitoring processes and systems to understand service delivery, service user take up and outcomes. Information management systems are in place (e.g. Liquidlogic, eStart), which record a range of service information that has informed this EIA and will help to monitor impact of the proposed service following implementation. Additionally the proposed service includes two key proposals that will aid service monitoring: the proposed model of parent engagement would embed service user feedback across early help services providing detailed feedback on impact; the proposed model of workforce development will provide an opportunity to ensure that staff across council and non-council organisations can respond to the council's findings on impact.

9. EIA action plan

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
Monitor the impact of service redesign on service users and make changes if required.	Review of Equality Impact Assessment annually as part of the Self-Assessment or when there has been a significant change.	Jackie Difolco - Head of Service: Early Help	TBC but 6 months after implementation date.
Ensure there is regular feedback from service users, stakeholders and staff on service provision	Quarterly full service meetings with staff and dedicated email to send queries/comments/ideas to. Monthly newsletter for partners with opportunity to feedback via dedicated email and through partnership meetings Regular consultation with children and parents to influence shaping of services and decision making.	Jackie Difolco - Head of Service: Early Help	Ongoing

Appendix I – Draft Equality Impact Assessment.

<p>Ensure resources are targeted to the most vulnerable service users.</p>	<p>Monthly performance reports and regular performance meetings highlighting trends to inform targeting of resources.</p> <p>Quarterly Early Help Locality Partnership meetings to review performance with involvement from partners and service user input.</p> <p>Regular monitoring of the priority children’s list to review percentages of families accessing services.</p>	<p>Jackie Difulco - Head of Service: Early Help</p>	<p>Ongoing</p>
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Equalities Monitoring (including impairments)

In order to meet your needs and improve service we need to know a bit more about you. Please help us by completing this form which describes how you see yourself. This information will be kept confidential and is for our monitoring use only.

1) Ethnic Background: How would you describe your ethnicity?

a) Asian or Asian British
 Bangladeshi Indian Pakistani
Any other Asian background (please write in).....

b) Black or Black British
 African Caribbean Somali
Any other Black background (please write in).....

c) Chinese
Any other Chinese background (please write in).....

d) Dual / Multiple Heritage
 Asian & White Black African & White Black Caribbean & White
Any other Heritage background (please write in).....

e) White
 British European Irish
Any other White background (please write in).....

f) Other ethnic group
 Gypsy/Romany/Irish traveller
Any other ethnic group (please write in).....

g) Prefer not to say

2) Gender: How would you describe your gender?

Female Male Trans woman Trans man
 Other Prefer not to say

3) Age
Date of birth (day/month/year).....
Age in years
Prefer not to say

4) Disability

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (i.e. has lasted or is expected to last at least 12 months) and has an adverse effect on the person’s ability to carry out normal day to day activities.

Do you consider yourself to have a disability, or a long term illness, physical or mental health condition?

Yes No Prefer not to say

If you have answered YES to the question above, please state the type of impairment that applies to you. People may experience more than one type of impairment, in which case tick all that apply. If

none of the categories apply, please tick 'Other' and describe your impairment.

- Physical impairment (e.g. difficulty using your arms or mobility issues which means using a wheelchair or crutches)
- Sensory impairment (e.g. being blind/having a serious visual impairment, being deaf/having a serious hearing impairment)
- Mental health condition (e.g. depression, schizophrenia)
- Learning disability (e.g. Down's syndrome or dyslexia) or cognitive impairment (e.g. autism, head injury)
- Long-standing illness or health condition (e.g. cancer, HIV, diabetes, chronic heart disease, epilepsy)
- Other, such a disfigurement (please write in).....
- Prefer not to say

5) Sexual Orientation: How would you describe yourself?

- Bisexual
- Gay/Lesbian
- Heterosexual/straight
- Prefer not to say
- Other (please write in).....

6) Religion or Belief: How would you describe your religion or belief?

- Bahai
- Buddhist
- Christian
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- Atheist
- No religion
- Prefer not to say
- Other (please write in).....

7) Postcode

- ____ First 4 digits only
- Prefer not to say

Thank you for completing this monitoring form. The information you have provided will be kept in accordance with terms of the Data Protection Act 1998 and will only be used by Leicester City Council for the purpose of monitoring. Leicester City Council is the data controller for the information on this form for the purposes of the Data Protection Act.



	Age				Numbers of service users contacting a children centre at least once					Frequent users (contacting 3 or more times)	
					Location	Proposal	Ward	Total individuals that contacted the CYP&F Centres between Jan and Dec 2015	Adults	Children 0-19	0-4 year olds
Central Cluster	Highfields Children's Centre	tbc	Spinney Hill	3,938	1,984	1,954	1,598	322	33	1,249	31.72%
	Mayfield Childrens Centre	tbc	Stoneygate	1,870	991	879	763	101	12	500	26.74%
	North Evington Children's Centre	tbc	Spinney Hill	2,175	1,111	1,064	925	126	8	641	29.47%
	St Matthews Childrens Centre	tbc	Wycliffe	1,976	1,012	964	690	235	34	571	28.90%
	Children's Centres Total	tbc		9,959	5,098	4,861	3,976	784	87	2,961	29.73%
	Other Locations	tbc		698	314	384	242	114	22	214	30.66%
	Central Cluster Total	tbc		10,657	5,412	5,245	4,218	898	109	3,175	29.79%
East Cluster	Netherhall Children's Centre	tbc	Humberstone and Hamilton	1,017	489	528	451	66	9	317	31.17%
	Hamilton Childrens Centre	tbc	Humberstone and Hamilton	1,168	604	564	530	34	0	434	37.16%
	Rowlatts Hill Childrens Centre	tbc	Evington	1,156	573	583	540	41	2	323	27.94%
	Thurnby Lodge Childrens Centre	tbc	Thurncourt	2,600	1,262	1,338	1,005	297	33	778	29.92%
	Children's Centres Total	tbc		5,941	2,928	3,013	2,526	438	44	1,852	31.17%
	Other Locations	tbc		1,106	500	606	434	147	21	449	40.60%
	East Cluster Total	tbc		7,047	3,428	3,619	2,960	585	65	2,301	32.65%
North Cluster	St Saviours Children's Centre	tbc	North Evington	787	389	398	354	40	2	356	45.24%
	Belgrave Childrens Centre	tbc	Belgrave	3,720	1,951	1,769	1,540	192	31	878	23.60%
	Northfields and West Humberstone Childrens Centre	tbc	Troon	1,891	972	919	706	189	20	434	22.95%
	Woodbridge Children's Centre	tbc	Belgrave	1,249	741	508	440	58	8	268	21.46%
	Children's Centres Total	tbc		7,647	4,053	3,594	3,040	479	61	1,936	25.32%
	Other Locations	tbc		994	405	589	416	131	40	353	35.51%
	North Cluster Total	tbc		8,641	4,458	4,183	3,456	610	101	2,289	26.49%
North West Cluster	Avebury Meadows Childrens Centre	tbc	Abbey	1,337	668	669	594	52	20	510	38.15%
	Beaumont Leys & Stocking Farm Childrens Centre	tbc	Beaumont leys	2,599	1,421	1,178	934	179	61	1,009	38.82%
	Bewcastle Childrens Centre	tbc	Abbey	1,065	523	542	460	70	12	309	29.01%
	Children's Centres Total	tbc		5,001	2,612	2,389	1,988	301	93	1,828	36.55%
	Other Locations	tbc		1,775	795	980	720	229	31	579	32.62%
		North West Total	tbc		6,776	3,407	3,369	2,708	530	124	2,407
South Cluster	Saffron Children's Centre	tbc	Saffron	2,188	1,136	1,052	855	153	33	880	40.22%
	Eyres Monsell & Gilmorton Children's Centre	tbc	Eyres Monsell	2,178	985	1,193	723	401	65	693	31.82%
	Lansdowne Childrens Centre	tbc	Aylestone	1,130	558	572	532	36	2	454	40.18%
	Children's Centres Total	tbc		5,496	2,679	2,817	2,110	590	100	2,027	36.88%
	Other Locations	tbc		1,353	613	740	533	175	24	246	18.18%
		South Cluster Total	tbc		6,849	3,292	3,557	2,643	765	124	2,273
West Cluster	New Parks Children's Centre	tbc	Western	1,610	1,011	599	501	76	11	692	42.98%
	Rowley Fields Childrens Centre	tbc	Braunstone Park and Rowley Fields	895	516	379	348	26	4	234	26.15%
	Braunstone Children's Centre	tbc	Braunstone Park and Rowley Fields	2,651	1,482	1,169	1,002	149	17	1,057	39.87%
	Braunstone Frith Children's Centre	tbc	Western	886	503	383	332	48	3	426	48.08%
	West End Children's Centre	tbc	Westcotes	801	430	371	356	14	1	157	19.60%
	Children's Centres Total	tbc		6,843	3,942	2,901	2,539	313	36	2,566	37.50%
	Other Locations	tbc		4,108	1,044	3,064	2,782	230	50	1,185	28.85%
		West Cluster Total	tbc		10,951	4,986	5,965	5,321	543	86	3,751
	Grand Total	tbc		50,921	24,983	25,938	21,306	3,931	609	16,196	31.81%
	Children Centre total	tbc		40,887	21,312	19,575	16,179	2,905	421	13,170	

	Ethnicity			Adults							Children 0-19/24						
	Location	Proposal	Ward	Asian	Black	Mixed	Other/Unkn nown	White	(blank)	Total	Asian	Black	Mixed	Other/Unkn nown	White	(blank)	Total
Central Cluster	Highfields Children's Centre	tbc	Spinney Hill	1,354	162	40	265	163	127	2,111	1152	159	90	129	107	317	1,954
	Mayfield Childrens Centre	tbc	Stoneygate	631	65	24	145	126	67	1,058	473	61	48	67	80	150	879
	North Evington Children's Centre	tbc	Spinney Hill	839	48	14	133	77	84	1,195	731	36	41	40	59	157	1,064
	St Matthews Childrens Centre	tbc	Wycliffe	485	217	23	156	131	102	1,114	346	207	42	49	88	232	964
	Children's Centres Total	tbc		3,309	492	101	699	497	380	5,478	2702	463	221	285	334	856	4,861
	Other Locations	tbc		197	37	0	48	32	30	344	208	35	16	17	27	81	384
	Central Cluster Total	tbc		3,506	529	101	747	529	410	5,822	2910	498	237	302	361	937	5,245
East Cluster	Netherhall Children's Centre	tbc	Humberstone and Hamilton	139	25	12	132	181	112	601	96	14	24	16	161	217	528
	Hamilton Childrens Centre	tbc	Humberstone and Hamilton	254	29	8	164	149	145	749	156	21	30	4	96	257	564
	Rowlatts Hill Childrens Centre	tbc	Evington	357	20	9	118	69	105	678	308	9	17	8	49	192	583
	Thurnby Lodge Childrens Centre	tbc	Thurncourt	461	47	24	331	399	300	1,562	356	28	48	22	322	562	1,338
	Children's Centres Total	tbc		1,211	121	53	745	798	662	3,590	916	72	119	50	628	1228	3,013
	Other Locations	tbc		264	18	10	89	119	74	574	246	20	23	9	89	219	606
	East Cluster Total	tbc		1,475	139	63	834	917	736	4,164	1162	92	142	59	717	1447	3,619
North Cluster	St Saviours Children's Centre	tbc	North Evington	313	8	4	50	14	46	435	239	9	7	9	9	125	398
	Belgrave Childrens Centre	tbc	Belgrave	1,355	64	18	386	128	340	2,291	510	37	30	25	51	1116	1,769
	Northfields and West Humberstone Childrens Centre	tbc	Troon	552	45	21	203	151	147	1,119	290	28	31	28	109	433	919
	Woodbridge Children's Centre	tbc	Belgrave	528	11	9	144	49	120	861	170	3	15	7	32	281	508
	Children's Centres Total	tbc		2,748	128	52	783	342	653	4,706	1209	77	83	69	201	1955	3,594
	Other Locations	tbc		246	8	7	86	58	80	485	200	9	21	4	75	280	589
	North Cluster Total	tbc		2,994	136	59	869	400	733	5,191	1409	86	104	73	276	2235	4,183
North West Cluster	Avebury Meadows Childrens Centre	tbc	Abbey	152	27	22	148	319	128	796	104	25	44	15	298	183	669
	Beaumont Leys & Stocking Farm Childrens Centre	tbc	Beaumont leys	171	152	42	332	724	288	1,709	101	106	96	29	481	365	1,178
	Bewcastle Childrens Centre	tbc	Abbey	73	45	14	144	247	121	644	55	37	51	18	209	172	542
	Children's Centres	tbc		396	224	78	624	1,290	537	3,149	260	168	191	62	988	720	2,389
	Other Locations	tbc		115	74	22	138	446	117	912	99	78	78	26	481	218	980
	North West Total	tbc		511	298	100	762	1,736	654	4,061	359	246	269	88	1469	938	3,369
	South Cluster	tbc		93	79	33	196	735	175	1,311	59	55	98	12	584	244	1,052
South Cluster	Saffron Children's Centre	tbc	Saffron	93	79	33	196	735	175	1,311	59	55	98	12	584	244	1,052
	Eyres Monsell & Gilmorton Children's Centre	tbc	Eyres Monsell	55	32	28	287	583	277	1,262	49	24	78	11	687	344	1,193
	Lansdowne Childrens Centre	tbc	Aylestone	61	15	10	134	338	125	683	39	9	36	10	303	175	572
	Children's Centres	tbc		209	126	71	617	1,656	577	3,256	147	88	212	33	1574	763	2,817
	Other Locations	tbc		39	29	21	155	369	146	759	33	28	45	7	419	208	740
	South Cluster Total	tbc		248	155	92	772	2,025	723	4,015	180	116	257	40	1993	971	3,557
	West Cluster	tbc		81	93	32	100	705	66	1,077	42	40	47	13	380	77	599
West Cluster	New Parks Children's Centre	tbc	Western	81	93	32	100	705	66	1,077	42	40	47	13	380	77	599
	Rowley Fields Childrens Centre	tbc	Braunstone Park and Rowley Fields	57	24	16	75	344	62	578	37	12	32	11	228	59	379
	Braunstone Children's Centre	tbc	Braunstone Park and Rowley Fields	96	79	43	233	1,031	207	1,689	47	48	115	14	742	203	1,169
	Braunstone Frith Children's Centre	tbc	Western	24	27	14	55	383	51	554	9	14	32	1	217	110	383
	West End Children's Centre	tbc	Belgrave	107	33	18	65	207	49	479	66	29	30	10	154	82	371
	Children's Centres	tbc		365	256	123	528	2,670	435	4,377	201	143	256	49	1721	531	2,901
	Other Locations	tbc		115	80	37	135	677	107	1,151	396	178	215	63	1470	742	3,064
West Cluster Total	tbc		480	336	160	663	3,347	542	5,528	597	321	471	112	3191	1273	5,965	
Grand Total	tbc		9,214	1,593	575	4,647	8,954	3,798	28,781	6,617	1,359	1,480	674	8,007	7,801	25,938	
Children Centre total	tbc		8,238	1,347	478	3,996	7,253	3,244	24,556	5,435	1,011	1,082	548	5,446	6,053	19,575	