

## **Children's Centres Reorganisation Consultation**

The Council would like to hear your views on proposed changes and improvements to our early learning provision at our Children's Centres. The proposals build on the Council's recently agreed THRIVE Wandsworth Strategy.

The THRIVE Strategy aims to ensure children are given a great start and focuses on the whole family to prevent rather than react to problems.

For example, our recently re-commissioned Health Visiting Service aims to ensure all families benefit from this early support, including extra provision for new parents with postal-natal depression and when families are facing difficult circumstances.

Whilst we are committed to driving THRIVE forward, we are also mindful that to achieve the aspirations of the strategy we will need to do some things differently. Some of the ways in which we offer services will need to change.

The first few years of a child's life and development are critical, and we know some five-year olds already have better outcomes than others by the time they start school. We are committed to ensuring we address such inequalities so that families have the information, tools and support to enable them to thrive. We are also committed to ensuring there are high quality services and interventions at the right time and place so all families in Wandsworth maximise their potential.

Early learning is also a critical part of children's development; however, in Wandsworth we know that many children who are eligible for a free early learning place (15 hours a week) are not taking it up. There is a similar pattern for children age 3 and 4 where all are entitled, but not all are accessing their free 15 hours.

### **Proposed changes to services**

In order to focus on working with whole families and preventing problems while building strength and resilience, we will need to make changes to our services. Our proposals are outlined below:

- **Increasing access to free early learning places for 2-year olds through 'stay, play and learn'** – feedback from our parents, carers and staff indicates that our parents don't always feel comfortable leaving their 2-year olds in the care of someone who is not a relative. In response, we are proposing to offer parents and carers access to 15 hours of learning for their 2-year old but to stay with them. We want this to be available at all our Children's Centres and THRIVE HUB as they develop.
- **Changing how three of our Children's Centres operate by developing them into Thrive Hubs** – these hubs will be the focal points for early learning in the borough with a broader range of services and covering a wider geographical catchment area than our existing children centres. In order to facilitate these changes, some existing services will be offered less frequently.

Further detail of the proposals for each hub/centre are detailed below:

### **Improvement to Yvonne Carr Children's Centre and creation of a Thrive Wandsworth Hub**

We want the Yvonne Carr Centre to become the borough's first THRIVE Wandsworth Hub. As well as continuing to offer children's centre services it will also offer 2-year old nursery places and offer support to other parts of Battersea including York Gardens. The THRIVE Hub will provide a wider range of services for the whole family to meet the needs of a wider age range of children.

### **A second THRIVE Wandsworth Hub at York Gardens**

A brand new community facility will be provided on this site by 2023 as part of the Winstanley/York Road regeneration programme. There will be improved facilities and a broader range of services of a higher quality than are currently available at York Gardens.

The new community facility will include a children's library, nursery, all age library, leisure facilities, clinical space for delivering health services and a new green space (about the size of two football pitches) for outdoor play.

Located on York Road close to Clapham Junction, it would be a borough-wide facility, offering provision for children of all ages, adolescents and families. Once completed this will be the second THRIVE Hub.

### **Interim changes to the existing York Gardens Children's Centre**

In the short-term, we plan to integrate the nursery and children's centre that share the same building at York Gardens. This will allow an increase in the number of free 2-year old nursery places, alongside health clinics and family support. This means that other activities, such as universal stay and play, will not be provided at the York Gardens site.

### **Merging the Franciscan and Hillbrook Children's Centres**

Franciscan and Hillbrook Children's Centres are geographically located close together. Under these proposals, Hillbrook will continue to offer a full range of children's centre services and will be provided with some extra resources. The Franciscan site will be used to support early education in the area by providing free 2-year old places to those who are eligible, alongside family support including Health Visitor clinics. This means that other activities will not be provided at the Franciscan site.

## Have your say

As we develop our proposals and the proposed changes to our services, we would like your feedback on:

- How you use our Children’s Centres, how they help you and your children get ready for school, and your ideas on what could be improved to help ensure all children in Wandsworth have a good outcome by the age of 5
- The activities that help you the most, as some activities at our Children’s Centres will have to stop
- We would like to know how this might affect you if you are a user of these centres

Please read the Equality Impact and Needs Analysis document before completing this online survey.

Please be advised that the consultation closes on **3 December 2018**.

### Confidentiality

All the information you provide will be treated in strict confidence and will not be used to identify you personally. The analysis will be carried out on an anonymous basis under the guidelines of the Data Protection Act. Information will not be passed on to anyone else and will only be used for the purposes of this consultation. Anonymised comments may be published on the Council website.

### Your Details

**1) In what capacity are you responding to this consultation? Please tick all that apply.**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> A parent or carer of a child/children under the age of 5 | <input type="checkbox"/> A parent or carer of a child/children over the age of 5 | <input type="checkbox"/> A soon to be parent                          |
| <input type="checkbox"/> A school representative                                  | <input type="checkbox"/> A health professional                                   | <input type="checkbox"/> A professional working with children under 5 |
| <input type="checkbox"/> A professional working with children under 5             | <input type="checkbox"/> A voluntary or community sector organisation            | <input type="checkbox"/> A private sector organisation                |
| <input type="checkbox"/> A councillor   | <input type="checkbox"/> Other (please specify below)                            |   |

**2) What is your postcode?**

*This information will not be used to identify you personally but to ensure we are consulting widely across the area.*

**Your Experience of Services**

**3a) Have you used a Children's Centre in the last 12 months?**

- Yes                       No

**3b) If yes, which is the main Wandsworth Children's Centre that you use?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Balham Nursery and Children Centre (including Faylands) – please go to question 9 | <input type="checkbox"/> Chesterton Centre For Children and Families – please go to question 9   | <input type="checkbox"/> Eastwood Nursery School and Centre For Children and Families – please go to question 9  |
| <input type="checkbox"/> Franciscan Children's Centre – please go to question 4                            | <input type="checkbox"/> Granard Primary School and Children's Centre – please go to question 9  | <input type="checkbox"/> Hillbrook Primary School and Centre For Children and Families – please go to question 4 |
| <input type="checkbox"/> Smallwood Children's Centre – please go to question 9                             | <input type="checkbox"/> Somerset Nursery School and Children's Centre – please go to question 9 | <input type="checkbox"/> Southmead Centre For Children and Families – please go to question 9                    |
| <input type="checkbox"/> West Hill Children's Centre – please go to question 9                             | <input type="checkbox"/> West Hill in the Park Children's Centre – please go to question 9       | <input type="checkbox"/> York Gardens Children's Centre – please go to question 6                                |
| <input type="checkbox"/> Yvonne Carr Children's Centre – please go to question 8                           |  |  |

**Changes to Children's Centres - Franciscan and Hillbrook**

**4) Would the proposed changes to services at Franciscan and its proposed merger with Hillbrook make it more difficult for you to access Children's Centre services?**

- Yes                                       No                                       Don't know

**5a) What impact do you think the proposed changes to services at Franciscan and its proposed merger with Hillbrook will have on you?**

- It won't make a difference to me                       I will use another Children's Centre in the future
- I won't use Children's Centres as much in the future                       I won't use Children's Centres at all in the future

**5b) If you said that you would stop using services, please can you tell us why?**

**PLEASE GO TO QUESTION 9**

**Changes to Children's Centres - York Gardens**

**6) Would the proposed changes to services at York Gardens, with the THRIVE Hub team delivering services at other local sites, make it more difficult for you to access Children's Centre services?**

- Yes                                       No                                       Don't know

**7a) What impact do you think the proposed changes to services at York Gardens and THRIVE Hub services at different venues will have on you?**

- No impact                                       I will use another Children's Centre in the future
- I won't use Children's Centres as much in the future                       I won't use Children's Centres at all in the future

**7b) If you said that you would stop using services, please can you tell us why?**

**PLEASE GO TO QUESTION 9**

**Changes to Children's Centres - Yvonne Carr**

**8) We want to increase the range of services available from the Yvonne Carr Centre to the whole family. Which of the services listed below would you like to see? *Please tick all that apply.***

- |   |   |
|---|---|
| <input type="checkbox"/> More activities for primary age children | <input type="checkbox"/> More activities for children and young people who attend secondary schools |
| <input type="checkbox"/> More family activities                   | <input type="checkbox"/> Other (please specify below)   |

**Your Views**

**9) Do you feel that attendance at the Children’s Centre has helped you, your child, and your family in the following areas?**

	Yes	No	Don’t know	Not applicable
Accessing information, advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting the development of your child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing specialist support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping to support your child’s transition to nursery/school	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding your child’s development and learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing early education for your 2 year old child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing early education for your 3 / 4 year old child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10) Do you agree or disagree that parents / carers in the borough should be able to use any of the children's centres wherever they live?**

- Strongly agree                       Agree                       Neither agree nor disagree  
 Disagree                       Strongly disagree                       Don't know

**11) Would you travel to a second THRIVE Wandsworth hub near Clapham Junction to access services for you and your family?**

*The Council are planning new developments, as part of the regeneration of the area around Clapham Junction. The new facility will include a range of services such as a nursery, library and leisure facilities.*

- Yes     No  
 Maybe     Don't know

**Use of Children's Centre**

**12) How often do you use the Children's Centre?**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Daily – please go to question 14                       | <input type="checkbox"/> Two to three times a week – please go to question 14       | <input type="checkbox"/> Once a week – please go to question 14 |
| <input type="checkbox"/> Occasionally (once a month) – please go to question 14 | <input type="checkbox"/> Rarely (less than once a month) – please go to question 13 |   |

**13) Which of the following describes why you used the centre less than once a month?**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> I got what I needed               | <input type="checkbox"/> I didn't find the staff very welcoming                | <input type="checkbox"/> It didn't offer the services I wanted |
| <input type="checkbox"/> It was too difficult to get there | <input type="checkbox"/> I didn't find the other parents/carers very welcoming | <input type="checkbox"/> Other (please specify below)          |

**14) In the last year, which services have you used at a children's centre? Please tick all that apply.**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Information, advice and guidance | <input type="checkbox"/> Family support             | <input type="checkbox"/> Family learning              |
| <input type="checkbox"/> Health clinics                   | <input type="checkbox"/> Play based learning        | <input type="checkbox"/> Stay and play                |
| <input type="checkbox"/> Support from a health visitor    | <input type="checkbox"/> Support from a doctor / GP | <input type="checkbox"/> Other (please specify below) |

**15a) In the last year, have you used similar services in other settings such as a church, mosque or other place of worship, supermarket, school etc.?**

- Yes  No



**15b) If yes, please tell us which services you used:**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Information, advice and guidance | <input type="checkbox"/> Family support             | <input type="checkbox"/> Family learning              |
| <input type="checkbox"/> Health clinics                   | <input type="checkbox"/> Play based learning        | <input type="checkbox"/> Stay and play                |
| <input type="checkbox"/> Support from a health visitor    | <input type="checkbox"/> Support from a doctor / GP | <input type="checkbox"/> Other (please specify below) |

**Children's Centre Services**

**16) Which information, advice and guidance services would you access using the internet or phone? Please tick all that apply.**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Family learning | <input type="checkbox"/> Child Health Advice (dealing with minor illnesses etc.) | <input type="checkbox"/> How to set up safe home learning environment that supports my child's development |
|--|--|--|

Other (please specify below)

**17) Which of the following services are most important to you? Please select your top three services.**

Information, advice and guidance	<input type="checkbox"/>
Family support	<input type="checkbox"/>
Family learning	<input type="checkbox"/>
Health clinics	<input type="checkbox"/>
Play based learning	<input type="checkbox"/>
Stay and play	<input type="checkbox"/>
Support from a health visitor	<input type="checkbox"/>
Support from a doctor / GP	<input type="checkbox"/>

**18) Please use the space below to tell us about anything you think is important to provide for families that isn't available at the moment.**

**Availability of Services**

**19) When should services be available? Please tick all that apply.**

- |                                   |                                     |   |
|-----------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Weekdays | <input type="checkbox"/> Saturdays  | <input type="checkbox"/> Sundays        |
| <input type="checkbox"/> Mornings | <input type="checkbox"/> Afternoons | <input type="checkbox"/> Early Evenings |

**Early Learning For 2, 3 and 4 Year Olds**

**20a) Is your child entitled to access 15 hours of free early education at age 2?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

**20b) If yes, would you regularly attend stay, play and learn sessions with your 2 year old for 15 hours per week?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

**21) Which of the following would encourage you to attend? Please tick all that apply.**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Friendly people to welcome you  | <input type="checkbox"/> People who speak different languages | <input type="checkbox"/> Free Wi-fi                                      |
| <input type="checkbox"/> Toys, books and activities to take home and use                         | <input type="checkbox"/> Free nappies and wipes               | <input type="checkbox"/> The chance to make and share healthy food       |
| <input type="checkbox"/> The chance to buy fresh fruit and vegetables with cash or food vouchers | <input type="checkbox"/> Other (please specify)               | <div style="border: 1px solid black; width: 150px; height: 40px;"></div> |

**22) Which of the following would discourage you from attending?** *Please tick all that apply.*

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> 15 hours a week is too long        | <input type="checkbox"/> Unfriendly staff   | <input type="checkbox"/> Having to get on a bus or train to get there |
| <input type="checkbox"/> Worrying if I'll fit in            | <input type="checkbox"/> Worrying that I'll be the only single Mum  | <input type="checkbox"/> Worrying that I'll be the only single Dad    |
| <input type="checkbox"/> Worrying that I'll be the only Dad | <input type="checkbox"/> Worrying that I won't know what is happening because English isn't my first language | <input type="checkbox"/> Not knowing anybody                          |

Other (please specify below)

**23) How can we support families to take up their early learning entitlement?** *Please tick all that apply.*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Help to find a place that is near the school where their other children go | <input type="checkbox"/> Information available online           | <input type="checkbox"/> Helping people check if they are eligible |
| <input type="checkbox"/> Making sure there is also availability during school holidays              | <input type="checkbox"/> Offering some provision at the weekend | <input type="checkbox"/> Other (please specify below)              |

**24) Why do you think there isn't a high take up of two year old places?** *Please tick all that apply.*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> People don't want to leave their child when they are aged 2 with someone who isn't a family member | <input type="checkbox"/> People don't know about it   | <input type="checkbox"/> Because it is only available to some children |
| <input type="checkbox"/> People don't know that it can help their child's development                                       | <input type="checkbox"/> You should be the person looking after your child when they are only 2 | <input type="checkbox"/> Other (please specify below)                  |

**Stay and Play**

**25) In your opinion, who do you feel would be best placed to organise stay and play opportunities? Please tick all that apply.**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Parents                 | <input type="checkbox"/> The Council                               | <input type="checkbox"/> Faith groups and faith leaders |
| <input type="checkbox"/> Community organisations | <input type="checkbox"/> Local business (coffee shops, cafes etc.) | <input type="checkbox"/> Leisure centres                |
| <input type="checkbox"/> Schools                 | <input type="checkbox"/> GPs / Doctors                             | <input type="checkbox"/> Health Visitors                |
| <input type="checkbox"/> Other (please specify)  | <input type="text"/>   |   |

**26) In your opinion, where do you think stay and play opportunities should be available? Please tick all that apply**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Community centres                                    | <input type="checkbox"/> Health Centres and GP surgeries | <input type="checkbox"/> Libraries                    |
| <input type="checkbox"/> Local community spaces (i.e. church halls / mosques) | <input type="checkbox"/> Local shopping areas            | <input type="checkbox"/> Preschools / nurseries       |
| <input type="checkbox"/> Schools  | <input type="checkbox"/> Sports / leisure centres        | <input type="checkbox"/> Other (please specify below) |

**27) Would you be prepared to pay for stay and play sessions?**

- |                              |                             |                                     |
|------------------------------|-----------------------------|-------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know |
|------------------------------|-----------------------------|-------------------------------------|

**Travel and Location**

**28) At the moment, how do you travel to the main Children's Centre that you use?**

- |   |   |                                |
|---|---|--------------------------------|
| <input type="checkbox"/> Walk             | <input type="checkbox"/> Cycle                  | <input type="checkbox"/> Drive |
| <input type="checkbox"/> Public transport | <input type="checkbox"/> Other (please specify) | <input type="text"/>           |

**29) From which locations would you be happy to access Children’s Centre services?**

*Please tick all that apply.*

- Community centres
- Health Centres and GP surgeries
- Libraries
- Local community spaces (i.e. church halls)
- Local shopping areas
- Preschools / nurseries
- Schools
- Sports / leisure centres

**Please use the space below to tell us about any other sites you think Children's Centres could use to deliver services.**

**Your Views – Final**

**30) To what extent are you satisfied or dissatisfied with your experience of accessing Children's Centre services?**

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

**31) What could we do differently that would support families in difficult circumstances or who are finding it tough adjusting to being a new parent?**

**32) If you have any final comments about this consultation, please tell us using the space below:**

**33) In relation to this consultation, is there anything we have not considered that may have a negative impact on you or the local community?**

Yes

No

**If yes, please tell us by using the space below:**

**Communications**

**34) How did you find out about the main Children’s Centre that you use?**

Internet

Poster

Health visitor

Staff from the Children's Centre

Ante-natal class

Another parent / carer / friend / teacher / faith leader

Wandsworth Council Contact Centre

Other (please specify)

**About You**

The Council will use the information provided below to develop services that meet the needs of all the community. Please provide as much information as possible, but do not feel obliged to answer every question.

**35) Are you:**

- Male
- Female
- Prefer not to say

**36) What was your age last birthday?**

- 19 and under
- 20-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

**37) Do you consider yourself to have a disability?**

- Yes
- No
- Prefer not to say

**38) How would you describe your ethnic group?**

- White
- Mixed/ multiple ethnic groups
- Asian or Asian British
- Black/ African/ Caribbean/ Black British
- Prefer not to say
- Other ethnic group, please specify:

**39) Please indicate your sexual orientation:**

- Heterosexual / straight
- Gay man
- Gay woman / lesbian
- Bisexual
- Prefer not to say
- Prefer to self-describe:

**40) Do you belong to a religion or faith group?**

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> No         | <input type="checkbox"/> Yes, Christian    | <input type="checkbox"/> Yes, Buddhist                |
| <input type="checkbox"/> Yes, Hindu | <input type="checkbox"/> Yes, Jewish       | <input type="checkbox"/> Yes, Muslim                  |
| <input type="checkbox"/> Yes, Sikh  | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Yes, other (please specify): |

**41) What is your main language?**

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> English | <input type="checkbox"/> Other (please specify below) |
|----------------------------------|---|

**Please return completed paper copies to your nearest Children’s Centre or post them to:**

Consultation Team  
Ground Floor, Civic Centre  
44 York Street  
Twickenham  
TW1 3BZ

Please be advised that this consultation closes on **3 December 2018**.