

Children and Family Wellbeing Service

Consultation report – 2019

www.lancashire.gov.uk





Mick Edwardson, Mike Walker and Stephanie Windross

March 2019

For further information on the work of Business Intelligence please contact us at
Business Intelligence

Lancashire County Council

County Hall

Preston

PR1 8XJ

Tel: 0808 1443536

www.lancashire.gov.uk/lancashire-insight

Contents

1.	Executive summary	3
1.1	Key findings	3
2.	Introduction.....	5
3.	Methodology	7
3.1	Limitations.....	7
4.	Main findings	8
4.1	Use of the Children and Family Wellbeing Service	8
4.2	The proposal for the Children and Family Wellbeing Service	12
	Appendix 1 - Demographic breakdown	18

1. Executive summary

This report summarises the response to Lancashire County Council's consultation on the Children and Family Wellbeing Service.

The fieldwork ran for five weeks between 4 February 2019 and 8 March 2019. In total, 77 completed questionnaires were returned (44 paper questionnaire responses and 33 online questionnaire responses).

1.1 Key findings

1.1.1 Use of the Children and Family Wellbeing Service

- More than half of respondents (44 out of 73) said that they go to a building to use a Children and Family Wellbeing service about once a week or more. 19 respondents said that they never go to a building to use a Children and Family Wellbeing service.
- Respondents who said that they have been to a building to use a Children and Family Wellbeing service were most likely to say that the Children and Family Wellbeing services they had used in the last 12 months were activities and groups for their baby, toddler or child (40), information, advice and support services (17), groups and activities for young people (15) and family and parenting support (15).
- 47 respondents said that in the last 12 months they had used a building or buildings that we are proposing to keep delivering children and family wellbeing services from. However, nine respondents said that they had not used the one of these buildings in the last 12 months.
- 25 respondents said that in the last 12 months they had used a building or buildings that we are proposing to no longer deliver children and family wellbeing services from. 28 respondents said that they had not used the one of these buildings in the last 12 months.

1.1.2 The proposal for the Children and Family Wellbeing Service

- 31 respondents said that they would like to comment on Whitegate Children and Family Wellbeing Services and Padiham Young People's Centre.
- 25 respondents said that they would like to comment on The Chai Centre and Stoneyholme and Daneshouse Children and Family Wellbeing Services.
- 14 respondents said that they would like to comment on Whitworth Library, Whitworth Children and Family Wellbeing Services and Whitworth Young People's Centre.
- 31 respondents said that if the proposal happened they would go to a building to use a Children and Family Wellbeing service more often than they do now and 15 respondents said that they would go about as often as they do now. 4 respondents said that if the proposal happened they would go to a building to use a Children and Family Wellbeing service less often than they do now and 14 respondents said that they would not go at all.
- Respondents were then asked how strongly they agree or disagree with the proposal. 40 respondents said that they agree with the proposal. However, 27 respondents said that they disagree with the proposal.
- Respondents were asked why they agree or disagree with the proposal. 59 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 8 have been group as 'other'. The most common responses that could be grouped up were, The Chai Centre is great (10), no other facilities in the area (9) and CYP services are important and more are needed not less (8).
- Respondents were asked if the proposal happened how it would affect them. 43 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 8 have been group as 'other'. The most common responses that could be grouped up were, I could continue to access services in my area (11), there would be a rise in anti-social behaviour in young people (7) and it would be hard/impossible to access the resources I need.
- Respondents were asked if they think there is anything else that we need to consider or that could be done differently. 27 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 9 have been group as 'other'. The most common responses that could be grouped up were, the service needs to put on more classes/sessions/groups (5) and keep the service in the building (5).

2.Introduction

The service supports children, young people, parents and families. It prioritises those most in need, particularly where it thinks that early help will make the biggest difference.

It does this in different ways and places like:

- one-to-one support between a worker and a family
- group-based sessions held in different community buildings, like a village hall
- outreach in places like homes, at school or a local café
- our work with young people can even be on the streets

We are also commissioning the Voluntary Community and Faith Sector to deliver an element of our 12-19 years youth offer to support our delivery of services to young people across Lancashire.

Following an initial consultation in summer 2018, the county council's Cabinet approved recommendations to withdraw from 12 buildings (as proposed in the consultation) and identified 14 buildings for further consideration. These 14 included seven initially proposed for withdrawal, along with seven which had initially been identified to continue to provide services. This was because we needed to take into account the cost of building adaptations required to accommodate future service delivery, further budget option decisions and emerging priorities.

We have looked again at the changes we would need to make for future service delivery at each of the 14 buildings. We have considered many different factors in order to identify which locations are best suited and sustainable to consolidate the full range of CFW services in one location in each of the neighbourhoods where the 14 buildings are. We have been able to confirm the original proposal to retain CFW service delivery from:

- Bradley Children and Family Wellbeing Services (The Zone in Pendle)
- Preston Central Neighbourhood Centre (Riverbank Children's Centre)
- Clitheroe Family and Wellbeing Services (The Zone in Ribble Valley)

We have also been able to confirm the original proposal to withdraw service delivery from the following three buildings:

- Marsden Children and Family Wellbeing Services (Walton Lane Children's Centre)
- Ashton Children and Family Wellbeing Services (Ashton Young People's Centre)
- Ribblesdale Children and Family Wellbeing Service (Ribblesdale Children's Centre)

There are an additional two buildings where service delivery is planned to continue pending further discussions with stakeholders:

- Longridge Young People's Centre
- Willow's Park Children's Centre

For the remaining six buildings, we need to carry out this further consultation because we now have a different proposal as below:

Proposed to retain service delivery from

- The Chai Centre
- Whitegate Children and Family Wellbeing Services (Whitegate Children's Centre)
- Whitworth Library (please note - this building is additional to the 14 indicated buildings, and was not included in the original consultation proposals)

Proposed to withdraw service delivery from

- Stoneyholme and Daneshouse Children and Family Wellbeing Services (Stoneyholme and Daneshouse Young People's Centre)
- Padiham Young People's Centre
- Whitworth Young People's Centre
- Whitworth Children and Family Wellbeing Services (Whitworth Children's Centre)

To deliver our services more efficiently, we need to reduce the number of buildings that make up our network of centres in each area/district from where we carry out the formal delivery of the service.

Our overall pattern of delivery will remain flexible according to need and we will continue to deliver sessions at buildings and locations that suit the children and families we support best.

As before, we have looked at what is good about the buildings we use now and what could be better about them, things like:

- how easy it is to get to the buildings
- how much need there is for our services in different places
- how much each building is used and what it is used for
- how suitable the buildings are for delivering our services
- each buildings' running costs and condition
- what other services are provided in the building
- the likely impact on the local community

Using this information, we have selected the buildings we think we should continue to deliver Children and Family Wellbeing services from and which buildings we think we should no longer deliver services from.

We know that many people value our service to children and families and we must emphasise that what we do and how we support people is not changing and that we will continue to find the best ways to bring the service to the children and families we support.

3. Methodology

For this consultation, paper questionnaires were made available in the buildings affected by the proposal. An electronic version of the consultation questionnaire was available online at www.lancashire.gov.uk.

The fieldwork ran for five weeks between 4 February 2019 and 8 March 2019. In total, 77 completed questionnaires were returned (44 paper questionnaire responses and 33 online questionnaire responses).

The main section of the questionnaire included nine questions. The first four questions asked respondents about their use of children and family wellbeing services and the buildings these services are delivered from. This section of the questionnaire included the questions, 'Generally, how often do you go to a building to use a Children and Family Wellbeing service?', 'Which of the following Children and Family Wellbeing services have you used in the last 12 months?', 'In the last 12 months, have you used any of the buildings we are proposing to keep delivering Children and Family Wellbeing services from?' and 'In the last 12 months, have you used any of the buildings we are proposing to no longer deliver Children and Family Wellbeing services from?'. The next five questions asked respondents about their views on the proposal and how it would affect them. This section of the questionnaire included the questions, 'If the proposal happened would you go to a building to use a Children and Family Wellbeing service more often, about the same as now, less often or not at all?', 'How strongly do you agree or disagree with the proposal?', 'Why do you say this?', 'If the proposal happened, how would this affect you?', and 'Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently.'

The remaining questions asked respondents for information about themselves; for example, if they are male or female. This information is presented in appendix 1.

In this report respondents' responses to the open questions have been classified against a coding frame to quantify the qualitative data. Coding is the process of combining the issues, themes and ideas in qualitative open responses into a set of codes. The codes are given meaningful names that relate to the issue, so that during close reading of responses it can be seen when similar issues relate to a similar code. As the analysis process continues the coding frame is added to and refined as new issues are raised by respondents. All responses to open questions are then coded against the coding frame, and can be subsequently analysed as quantitative data.

3.1 Limitations

Due to the consultation receiving less than 100 responses all the figures presented are counts and not percentages.

4. Main findings

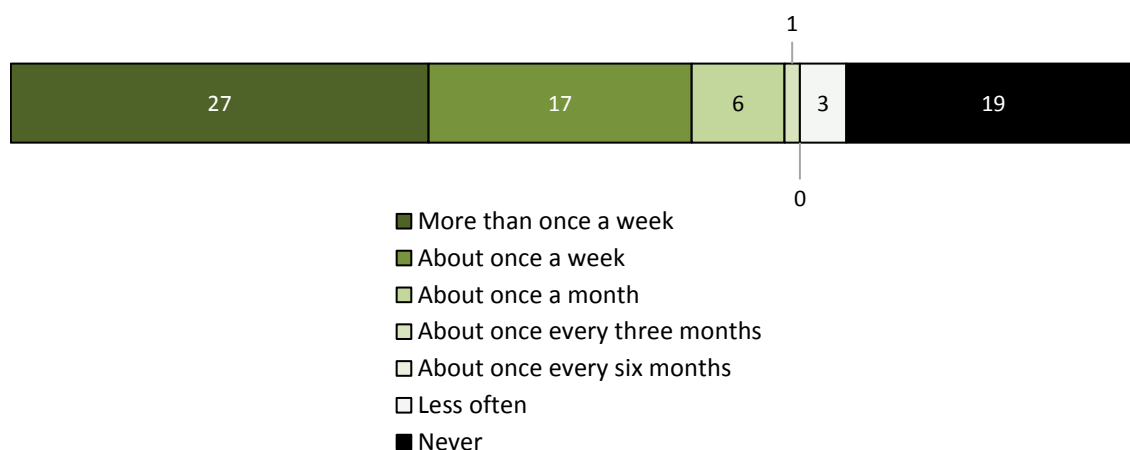
4.1 Use of the Children and Family Wellbeing Service

Respondents were first asked how often they go to a building to use a Children and Family Wellbeing service.

More than half of respondents (44 out of 73) said that they go to a building to use a Children and Family Wellbeing service about once a week or more.

19 respondents said that they never go to a building to use a Children and Family Wellbeing service.

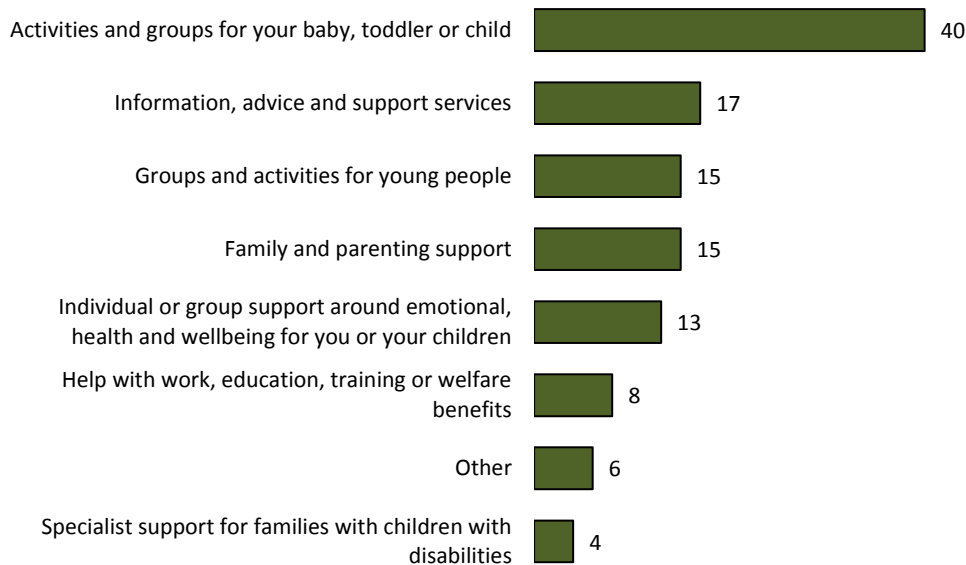
Chart 1 - Generally, how often do you go to a building to use a Children and Family Wellbeing service?



Base: all respondents (73)

Respondents who said that they have been to a building to use a Children and Family Wellbeing service were then asked which services they used in the last 12 months. These respondents were most likely to say that the Children and Family Wellbeing services they had used in the last 12 months were activities and groups for their baby, toddler or child (40), information, advice and support services (17), groups and activities for young people (15) and family and parenting support (15).

Chart 2 - Which of the following Children and Family Wellbeing services have you used in the last 12 months?



Base: respondents who have been to a building to use a Children and Family Wellbeing service (56)

Respondents who said that they have been to a building to use a Children and Family Wellbeing service were then asked if they had used, in the last 12 months, any of the buildings we are proposing to keep delivering Children and Family Wellbeing services from.

47 respondents said that in the last 12 months they had used a building or buildings that we are proposing to keep delivering children and family wellbeing services from. However, nine respondents said that they had not used the one of these buildings in the last 12 months.

Chart 3 - In the last 12 months, have you used any of the buildings we are proposing to keep delivering Children and Family Wellbeing services from?

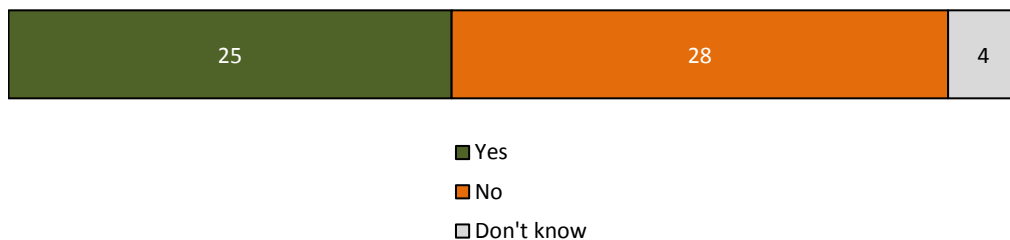


Base: respondents who have been to a building to use a Children and Family Wellbeing service (56)

Respondents who said that they have been to a building to use a Children and Family Wellbeing service were then asked if they had used, in the last 12 months, any of the buildings we are proposing to no longer deliver Children and Family Wellbeing services from.

25 respondents said that in the last 12 months they had used a building or buildings that we are proposing to no longer deliver children and family wellbeing services from. 28 respondents said that they had not used the one of these buildings in the last 12 months.

Chart 4 - In the last 12 months, have you used any of the buildings we are proposing to no longer deliver Children and Family Wellbeing services from?



Base: respondents who have been to a building to use a Children and Family Wellbeing service (57)

4.2 The proposal for the Children and Family Wellbeing Service

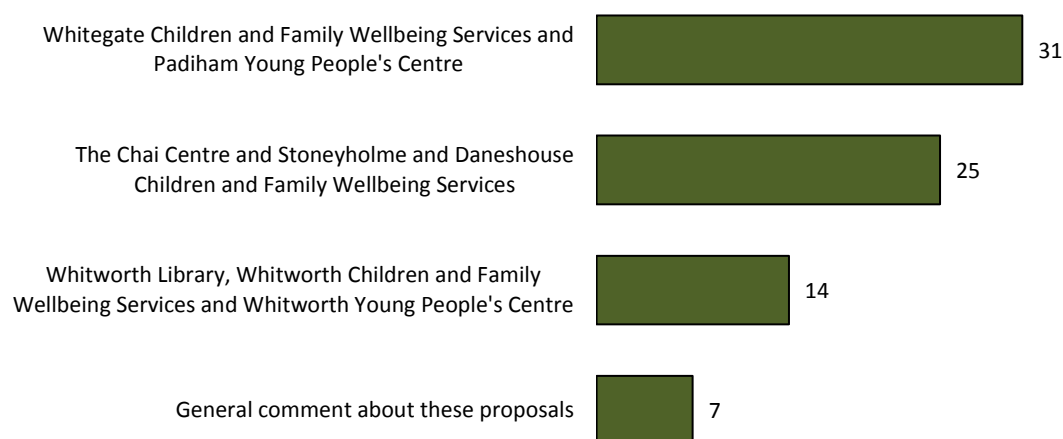
Respondent were asked which of our Children and Family Wellbeing services proposals they would like to comment on.

31 respondents said that they would like to comment on Whitegate Children and Family Wellbeing Services and Padiham Young People's Centre.

25 respondents said that they would like to comment on The Chai Centre and Stoneyholme and Daneshouse Children and Family Wellbeing Services.

14 respondents said that they would like to comment on Whitworth Library, Whitworth Children and Family Wellbeing Services and Whitworth Young People's Centre.

Chart 5 - Which of our Children and Family Wellbeing services proposals would you like to comment on?



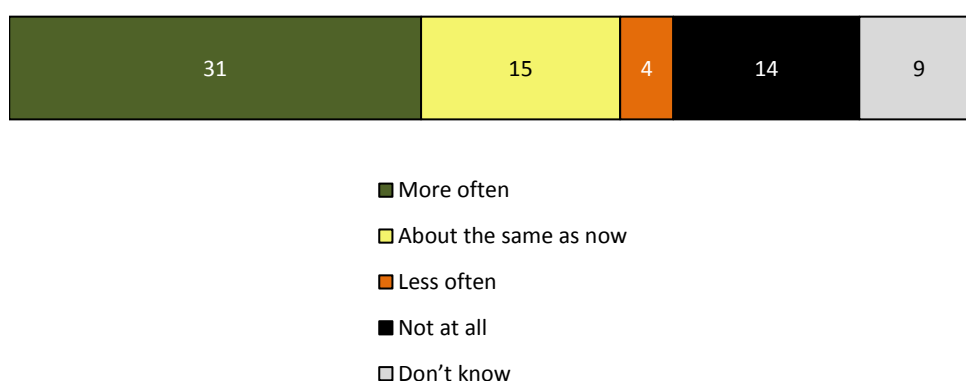
Base: all respondents (73)

All respondents were then asked if the proposal happened would they go to a building to use a Children and Family Wellbeing service more often, about the same, less often, or not at all.

31 respondents said that if the proposal happened they would go to a building to use a Children and Family Wellbeing service more often than they do now and 15 respondents said that they would go about as often as they do now.

4 respondents said that if the proposal happened they would go to a building to use a Children and Family Wellbeing service less often than they do now and 14 respondents said that they would not go at all.

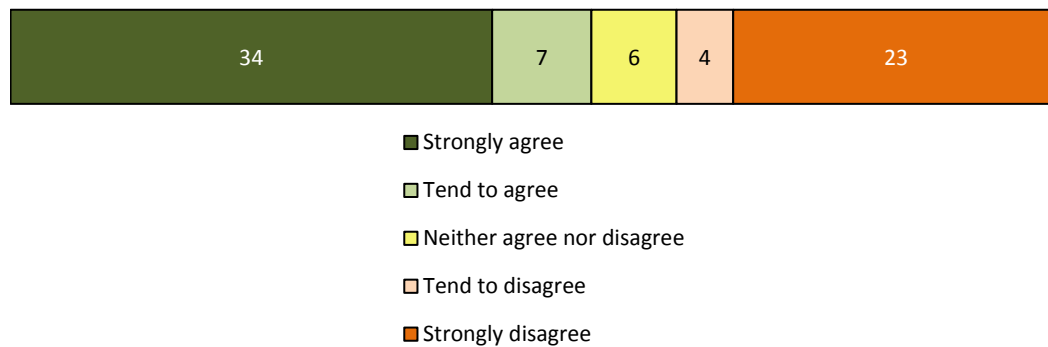
Chart 5 - If the proposal happened would you go to a building to use a Children and Family Wellbeing service more often, about the same as now, less often or not at all?



Base: all respondents (73)

Respondents were then asked how strongly they agree or disagree with the proposal. 40 respondents said that they agree with the proposal. However, 27 respondents said that they disagree with the proposal.

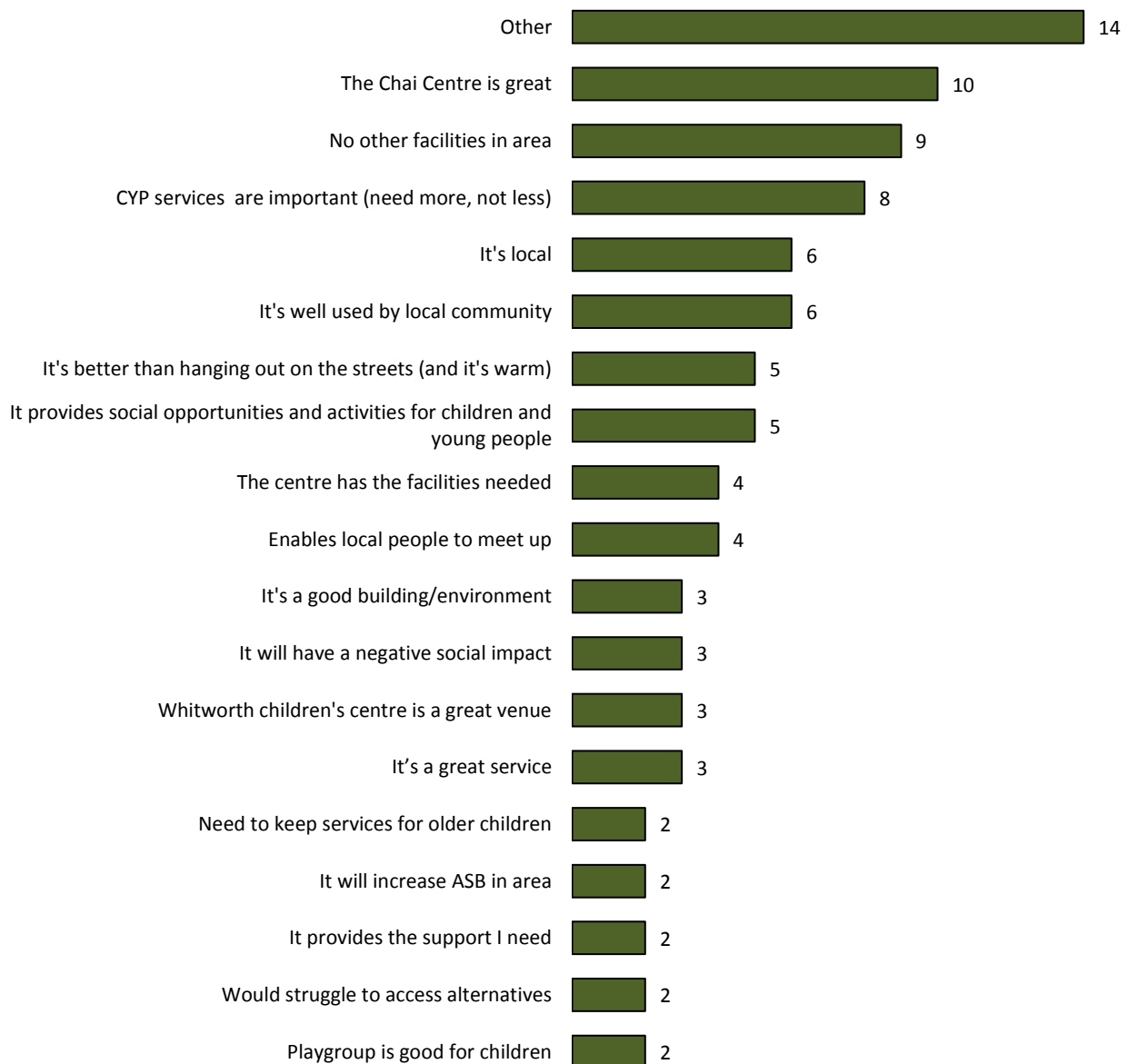
Chart 6 - How strongly do you agree or disagree with the proposal?



Base: all respondents (74)

Respondents were then asked why they agree or disagree with the proposal. 59 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 8 have been group as 'other'. The most common responses that could be grouped up were, The Chai Centre is great (10), no other facilities in the area (9) and CYP services are important and more are needed not less (8).

Chart 7 - Why do you say this?

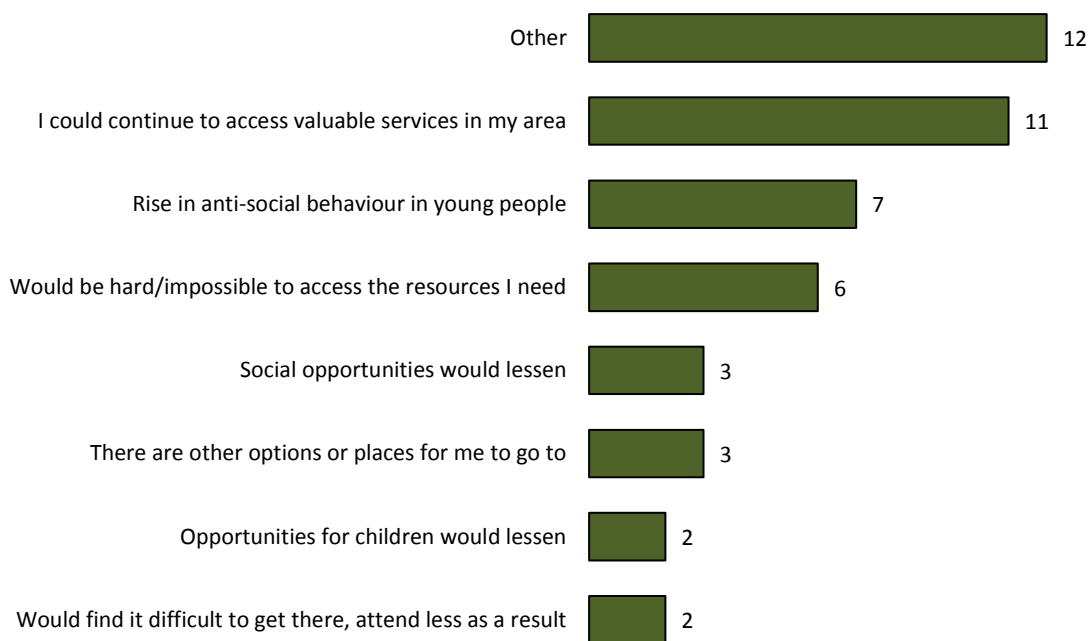


Base: all respondents (59)

Respondents were then asked if the proposal happened how it would affect them. 43 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 8 have been group as 'other'. The most common responses that could be grouped up were, I could continue to access services in my area (11), there would be a rise in anti-social behaviour in young people (7) and it would be hard/impossible to access the resources I need.

The comments concerned that there would be a rise in anti-social behaviour in young people were mostly from people responding about Whitegate Children and Family Wellbeing Services and Padiham Young People's Centre.

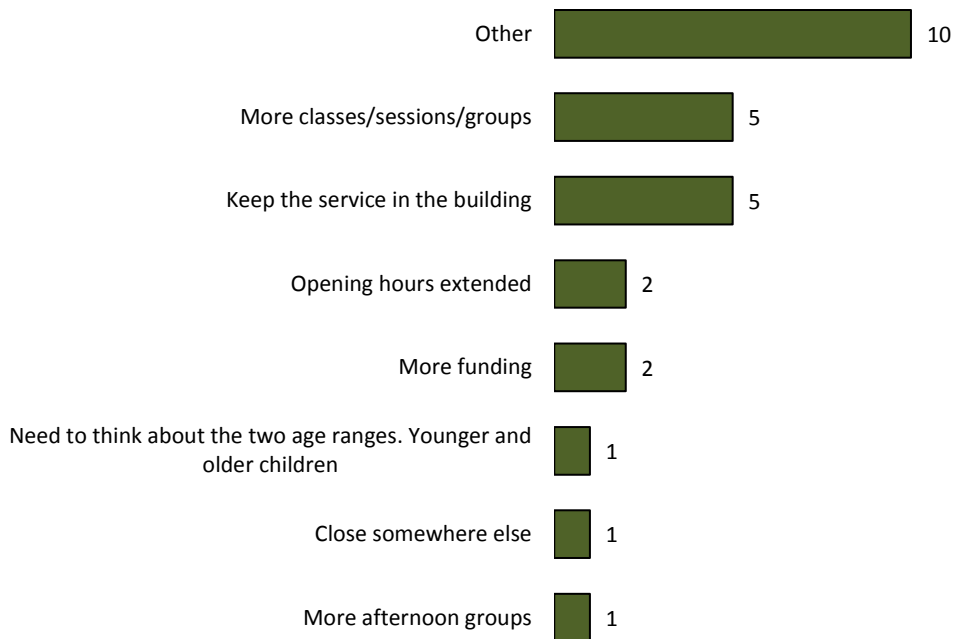
Chart 8 - If the proposal happened, how would this affect you?



Base: all respondents (43)

Respondents were then asked if they think there is anything else that we need to consider or that could be done differently. 27 out of 77 respondents gave an answer to this question. Respondents most commonly responded with something that was unique to them, these responses couldn't be categorised and in Chart 9 have been group as 'other'. The most common responses that could be grouped up were, the service needs to put on more classes/sessions/groups (5) and keep the service in the building (5).

Chart 9 - Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that could be done differently.



Base: all respondents (27)

Appendix 1 - Demographic breakdown

Table 1 - Are you...?

	Count
A Lancashire resident	67
A member of a voluntary or community organisation	8
An employee of Lancashire County Council	8
Other	3
An elected member of a parish or town council in Lancashire	1
An elected member of a Lancashire district council	1

Base: all respondents (70)

Table 2 - Are you...?

	Count
Male	10
Female	63
Prefer not to say	2

Base: all respondents (75)

Table 3 - Have you ever identified as transgender?

	Count
Yes	3
No	69
Prefer not to say	1

Base: all respondents (73)

Table 4 - What was your age on your last birthday?

	Count
Under 16	4
16-19	1
20-34	30
35-64	37
65-74	1
75+	0
Prefer not to say	2

Base: all respondents (75)

Table 5 - Are you a deaf person or do you have a disability?

	Count
Yes	6
No	68
Prefer not to say	1

Base: all respondents (75)

Table 6 - What is your religion?

	Count
No religion	20
Christian	34
Muslim	18
Any other religion	1
Prefer not to say	2

Base: all respondents (75)

Table 7 - Which best describes your ethnic background?

	Count
English/Welsh/Scottish/Northern Irish/British	56
Pakistani	13
Bangladeshi	5
Any other ethnic group	2

Base: all respondents (75)

Table 8 - What is your sexual orientation?

	Count
Straight	63
Bisexual	2
Other	1
Prefer not to say	6

Base: all respondents (72)

Table 9 - Are there any children or young people in your household aged under 20?

	Count
Yes, aged under 5	42
Yes, aged 5-8	20
Yes, aged 12-16	16
Yes, aged 9-11	16
No children aged under 20	14
Yes, aged 17-19	7
Prefer not to say	4
No, but expecting	1

Base: all respondents (76)

Table 10 - Are there any disabled young people aged under 25 in your household?

	Count
Yes	9
No	65
Prefer not to say	2

Base: all respondents (76)

Table 11 - Does your household have access to the internet (dial-up, broadband or mobile internet)?

	Count
Yes	73
No	2
Don't know	0
Prefer not to say	1

Base: all respondents (76)