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SOUTHEND-ON-SEA CITY COUNCIL

**People Scrutiny Committee**

Date: Tuesday, 27th February, 2024

Time: 6.30 pm

Place: Committee Room 1 - Civic Suite

Contact: Stephanie Cox (Principal Democratic Services Officer)

Email: [committeesection@southend.gov.uk](mailto:committeesection@southend.gov.uk)

**AGENDA**

1 Chair's Introduction & Apologies for Absence

2 Declarations of Interest

\*\*\*\* **ITEMS ADJOURNED FROM THE MEETING HELD ON 14 FEBRUARY 2024**

3 Dementia Community Support Service (Pages 3 - 68)

4 Tele Care Charging (Pages 69 - 94)

5 Future of Family Centres - Outcome of Consultation and Recommendations (Pages 95 - 252)

**Chair & Members:**

Cllr T Cowdrey (Chair), Cllr K Murphy (Vice-Chair), Cllr B Beggs, Cllr S Buckley, Cllr P Collins, Cllr A Dear, Cllr N Folkard, Cllr J Harland, Cllr D Jones, Cllr G Leroy, Cllr A Line, Cllr R Longstaff, Cllr C Nevin, Cllr M O'Connor, Cllr D Richardson, Cllr N Ward, O Richards, A Quinn, T Watts and L Williams

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**Title:** Proposal to close the Dementia Community Support Service

**Meeting:** Cabinet

**Date:** 4<sup>th</sup> March 2024

**Classification:** Part 1

**Policy Context:** Ageing Well

**Key Decision:** yes

**Report Author:** Stephan Liebrecht

**Executive Councillors:** Councillor Moyies

1. **Executive Summary:** Southend-on-Sea City Council is proposing to end the Dementia Community Support Service (DCSS) by the end of March 2024. This service is currently managed by Southend City Council. The team comprises 14 posts (11.95 FTE) and offers information, practical advice, and support to individuals living with dementia in Southend, Castlepoint, Rochford, and Rayleigh. Members of the service also support 3 regular clubs that offer respite and social interaction to informal carers while offering activities for the residents they care for. It is proposed to end the service. The closure of the service is projected to provide an annual saving of £250,000.

## 2. Recommendations

It is recommended that Cabinet:

2.1. Confirm the closure of the DCSS in its current format.

2.2. Agree the continuous support for people living with dementia and their informal carers as per option 1 in this paper further to a cabinet decision to invest 100k to develop dementia and carers support.

## 3. Body of the report

3.1. The Dementia Community Support Service (DCSS) is provided and managed by Southend City Council, Adult Social Care. The Team is made up of 14 posts (11.95 FTE).

- 3.2. The Team offers information, practical advice, and support to help individuals and their informal carers understand dementia and live well with dementia. They currently support residents in Southend, Castlepoint, Rochford and Rayleigh District.
- 3.3. Specialist dementia support such as DCSS is not a statutory service for local authorities.
- 3.4. The DCSS started in April 2017 for Southend residents only. The service was set up following a public consultation and services were shaped into four main themes:
  - A single point of contact to navigate the service pathway and support the person diagnosed, carers and families.
  - Available and accessible information when and how people want and need it.
  - Support to participate in society and community life.
  - Support for carers and families.
- 3.5. The Southend model has been replicated nationally and used as an example of best practice.
- 3.6. The service expanded to cover the areas of Castle Point, Rochford & Rayleigh in September 2018 as both Southend, Castle Point, Rochford & Rayleigh residents used the same memory services, community services and hospital services, giving parity of support across South-East Essex. Essex County Council's pre-existing contract with the Alzheimer's Society continued (and continues to this date) in parallel and as an alternative DCSS. Additional staff were hired (fixed term contracts by SCC) utilising allocated Better Care Fund money to the value of £134,650.
- 3.7. Essex County Council and Mid & South East Essex ICB has informed the Local Authority of their intention to stop the service for residents in Castlepoint, Rayleigh and Rochford and to withdraw funding.

#### **4. Public Consultation**

- 4.1. Given the potential impact on residents a Public Consultation was undertaken.
- 4.2. The Consultation ran from **19 December 2023 to 02 February 2024**. During this period over 2000 people accessed the online portal. 469 responses were received online and another 15 completed paper copies of the questionnaire.
- 4.3. Compared with other Public Consultations the council has undertaken recently this has been a strong response. 41% of the responses came from residents who are using the service while This included almost 80 responses from professionals. 80% of responses came from residents and professionals living or practicing in the city.

- 4.4. As part of the Public Consultation the council arranged 2 face to face meetings. The attendance in those was generally low with less than 40 people having attended the 2 Face to Face meetings. The public meetings were held at the Windermere Club, the venue for one of the groups and at the civic centre. Both meetings were attended by people who use the service, professionals from other organisations, stakeholder partner organisations, and residents.
- 4.5. A petition was submitted to the council with just over 3000 signatures as well as a formal letter from Healthwatch Southend outlining its concerns should the DCSS end.
- 4.6. The main messages from the Consultation were that a closure of the service would create a void for those needing support and guidance. People are concerned that it could lead to increasing hospital admissions and admissions into residential care.
- 4.7. Informal Carers raised concerns that a closure could lead to them being socially isolated. Carers were concerned about the loss of the peer support that was enabled by virtue of the clubs, particularly the Windermere club as well as the expert advice they could access via the services staff.
- 4.8. Most people would seek alternative support from their GP or would contact the Alzheimer Society. The DCST is recognised as a significant asset by those who are living with Dementia, their informal carers and family members and by Health and Social Care Professionals.

## **5. Recommendation Option 1**

- 5.1. To close the DCSS service as per the initial proposal. As set out to restructure adult social care services to include a prevention and enablement service to ensure continuous appropriate and accessible information and advice is available.
- 5.2. In response to the public consultation and views expressed, to develop two new posts (dementia community navigators) as part of the new prevention and enablement service in Adult Social Care using new investment via Social Care Grant. The roles will also provide general information, advice and guidance for residents who are contacting the council about matters relating to Dementia As well as supporting professionals to develop their own skills and approaches to also deliver this in an accessible way.
- 5.3. Develop 4 locality-based support groups for people with dementia and their informal carers. This would make accessing a club local to them easier for residents across the city.
- 5.4. Enable additional investment to relevant carer organisations to be able to attend the proposed locality groups more regularly to support carers.

- 5.5. The above new community navigator roles, locality groups and additional support for carers will be funded via the investment of 100k from the additional social care grant recently announced by Government

## **6. Reasons for recommendation**

- 6.1. Continuing to provide the service in its current format is not financially sustainable because of the financial pressure experienced by Southend City Council and removal of funding from partners.
- 6.2. The new Connected Southend approach envisions a strong first response through a consistent single point of access via its prevention and enablement service.
- 6.3. This approach will address some a concern raised in the public consultation by establishing 2 community navigator roles in the Prevention and enablement service and the development of locality-based support groups.
- 6.4. Specialist dementia support is a discretionary service for local authorities and Southend-on-Sea City Council need to deliver savings to remain within its financial budgets.
- 6.5. A few of the services being offered by the service can be addressed by external providers or the Community and Voluntary Sector.
- 6.6. The council is currently the provider and the commissioner of the service. This double-role is problematic, especially with regards to quality assurance. It is the ambition of adult services to commission rather than to provide services.
- 6.7. Essex County Council / Mid & South East Essex ICB has advised that they are withdrawing from the current arrangement by the end of this Financial Year. (2023/24)

## **7. Other Options**

- 7.1. **Option 2 (not recommended)** End the service without providing support for the clubs or new community navigator roles. The outcome of the public consultation showed the value people place on the support groups, especially in supporting informal carers in their caring roles.
- 7.2. **Option 3 (not recommended)** Continue to provide the service in its current format. This is not financially sustainable and would retain the financial risk for the areas outside of Southend that were funded by partners. It would also leave the council continuing to be the provider of a service while being responsible for the Quality Assurance.

## **8. Financial Implications**

- 8.1. The closure of the service will result in annual savings of £254,600.

- 8.2. Option 1 will require an investment of £100K per year including associated cost.
- 8.3. Both the proposed saving and investment identified above form part of the Councils final budget proposals for 2024/25

## **9. Legal Implications**

- 9.1. Delivery of dementia support services are discretionary. This means that the Council is under no obligation to provide those services.
- 9.2. Consultation has been carried out to take views on the proposals to close the service. Whilst consultation is not statutory, it must adhere to rules that ensure the fairness of the consultation. The decision to close the service has been taken following consideration of the responses and it is noted that in proposing investment in an alternative service that those consultation responses have been properly considered.
- 9.3. The Council has a duty to consider its public sector equality duty when making decisions regarding changes to the provision of its services. The equality impact assessment is included as part of this report demonstrating appropriate consideration have been given to the impact of this decision.
- 9.4. There will be staffing implications as part of implementing these proposals. Council HR policies seek to minimise any compulsory redundancies with the resulting impact on service delivery. Service changes are designed to look for redeployment opportunities

## **10. Carbon Impact**

- 10.1. Not expected

## **11. Equalities**

- 11.1. Equality assessment in the appendix. App B. The closure will directly impact people with dementia using the service and their informal carers. However, as set out in option one we propose to minimise this impact and develop local groups and some community navigator functions to further mitigate this impact.

## **12. Public Consultation**

- 12.1. An evaluation of the written feedback can be found in App c

## **13. Appendices**

- 13.1. Appendix A: Public Consultation face to face meetings - summary report.
- 13.2. Appendix B: Equality Assessment

### 13.3. Appendix C: Evaluation of returned forms.

This report is approved for publication by		
	Name	Date
S151 Officer	Joe Chesterton	13/02/24
Monitoring Office	Kim Sawyer	13/02/24
Executive Director	Mark Harvey	9/02/24
Relevant Cabinet Member	Cllr James Moyies	9/02/24

## Appendix A

### Public Consultation meetings

#### Adult Social Care

#### consulting on the proposal to close the Dementia Community Support Service in Southend

January 2024

*Report Owner: Mark Harvey*

*Report Author: Stephan Liebrecht*

## Summary

- 2 Public Consultation meetings held
- Generally low attendance on the background of previous media reporting.
- Windemere club (AM meeting) About 12 attendees were partners or wives of men living with dementia. Other attendees were professionals from Carers First, the NHS/DIST, Dementia Navigators (in their capacity as local residents)
- Residents and professionals are clearly very concerned about the proposed closure of the service.
- Questions were raised about possible mitigations and other services who could help to manage demand.
- Caring women shared personal stories about how the service helped and provided a lifeline.
- DCST workers are seen as professionals who have special skills and knowledge that would be lost.
- The afternoon/early evening meeting at the Civic Centre was attended by 9 people. The council was again represented by Mark and Stephan. 4 of the attendees were members of the DCST who mentioned that they were there in their capacity as Southend residents.



- Other attendees included a woman who cares for her husband and 2 colleagues from SECHA (South Essex Care and Health Association).
- Themes and points raised not dissimilar to the ones raised in the morning.

## **Background**

- As part of the public consultation on the proposal to stop the Dementia Community Support Service (DCSS), ASC have arranged face to face meetings, giving interested and affected residents the opportunity to share their views directly and engage in a conversation.
- On the 17/01/2024 two scheduled “in person” meetings took place.
- The first meeting was arranged for the morning at the Windemere Club. The Windemere Club is one of the venues that are hosting groups supported by SCC Dementia Navigators.
- The Morning Session was specifically arranged to give people the opportunity to attend who otherwise would have had to care for their partner living with dementia. During the consultation meeting Dementia Navigators were looking after about 5 men in a separate room where they played Snooker. This is the same arrangement that is in place during their weekly meetings.
- The late afternoon meeting was arranged at the Chambers of the SCC Civic Centre.
- Officers in attendance were Mark Harvey, exec Director/DASS and Stephan Liebrecht, Director of ASC Operations.

## **Voices and Views: Meeting at the Windemere Club**

- The meeting was attended by about 25 – 30 people, with some arriving when meeting had already started. About 12 attendees were partners or wives of men living with dementia. Other attendees were professionals from Carers First, the NHS/DIST, Dementia Navigators (in their capacity as local residents)
- Mark opened the meeting with a general overview over the purpose of a public consultation and how it may impact on the outcome of the consultation process.
- In the then following 60 min Council Officers heard many examples of how people are supported by community Navigators.
- A Lady who told the group she was a widow but had previously attended the service with her late husband opened the conversation with the following analogy: Without the community Navigators it would be like going to the dentist with toothache to be told to go away.
- Many comments from users and attendees related to the dementia specific skills and experience the Community Navigators have. In some people’s views and based on their experience these skills are unique.
- An attendee shared an example where a Dementia Navigator supported her to successfully apply for a blue badge, after the council had previously refused it.

- Many comments related to the positive experience people have when attending the club. The club gives the opportunity to stay connected, have social interaction, Laugh, cry.
- The women repeatedly mention how valuable their time together is without their men being around them.
- In a very emotional contribution, a woman spoke about a recent crisis at home with her husband and mentioned that she would have been on a psychiatric ward if she wouldn't have the support at the Windemere club.
- Visitors mentioned that the specific dementia related skills and knowledge of the DCST could not easily be replaced by other professionals and services.
- The DCST often supports people when resolving bureaucratic challenges. They offer support with applications for services, for example council tax, benefits etc
- Council Officers acknowledged that more would need to be done to support local carers.
- The council is committed to undertake more carers assessment, via their own workers and via a new arrangement with Carers First.
- In a letter was handed out to the officers from a woman who supports her husband who lives with dementia. In that letter it says: *"It seems to me that the council are going back in time and not looking to the future to ensure that much needed care is given to patients and their carer's in the hold of this awful condition. Going forward, who will be looking after these people in such devastating circumstances?"* The whole letter will be considered in the consultation process.
- In another letter that was handed out it says: *"The dementia team are vital for support to families who suffer from all forms of dementia"* The whole letter will be considered in the process too.

### **Voices and Views: Meeting at the Civic Centre**

- The afternoon/early evening meeting was attended by 9 people. The council was again represented by Mark Harvey and Stephan Liebrecht.
- 4 of the attendees were members of the DCST who mentioned that they were there in their capacity as Southend residents. Other attendees included a woman who cares for her husband and 2 colleagues from SECHA (South Essex Care and Health Association).
- Before the official start of the consultation meeting colleagues from SECHA spoke about the situation of people living with dementia who are residents in care homes. Mark acknowledged this and said that there needs to be a wider strategic discussion.
- A resident who works in the DCST spoke about the performance of the team and how difficult it would be to replace this with an improved front door offer . Mark mentioned that data needs to reflect day to day activities as well as accumulative performance data.
- It was mentioned that based on the success of the team the service should be extended and not closed. Closing the service now would be short sighted in the face of an aging population.

- It was mentioned that the team is helping to avoid cost. Less people need to be admitted into care homes, The team also assists people to claim previously unclaimed benefits.
- A user of the service was introduced by a member of the team who sat next to her. She spoke about her personal experience. She said that she is caring for her husband for 9 years. She spoke about the support she received from one of the team members and said how important it was for her to have someone who was just there for her. Other services have made contact but didn't follow it up with her. She spoke about friendship with the worker of the DCST.
- Another example was given. The team contacted a bank manager when a resident couldn't remember the pin of a debit card. The issue was subsequently resolved.
- A question related to the gap between the closure of the service and the point at which a new service model was in place.
- A resident asked, who would be there to support people with dementia and their carers through the journey.
- It was asked why NETPARK could continue but the DCST had to be closed? When Library services are closing residents can still get on the bus to an alternative library but people with dementia don't have that alternative.
- Two strong statements towards the end of the session were: "This will make a bigger crisis" and someone asked: "Is someone listening to our voices?"

## Equality Analysis

To be completed following the initial screening sheet

Carrying out an Equality Analysis (EA) involves assessing the likely (or actual) effects of change on people in respect of protected or additional equality characteristics (full list below). This includes looking for opportunities to promote equality, diversity and inclusion that may have previously been missed or could be better, as well as identifying negative or adverse impacts that can be removed or mitigated where possible.

EAs should be carried out prior to implementing a policy, with a view to identifying its potential impact on equality.

This template aims to guide you through the following 4 stages of your Equality Analysis:

1. **Evidence** - Identification of who is affected by your proposal, demonstrated through data.
2. **Analysis** – Understanding the impact of your work on groups of people with protected characteristics.
3. **Action** – The steps to be taken to promote equality and/or mitigate any negative impact(s)
4. **Outcome** – What difference has your EA made? If the proposal cannot be changed to adequately mitigate negative impact, what justification, if any exists, to support the proposal.

Please complete the sections and boxes in blue. Add more rows or columns if required.

## Equality Analysis Summary

<b>Name of proposal, policy, service function, or restructure requiring an Equality Analysis</b>	Dementia Support Service
<b>Department</b>	Adults and Communities
<b>Service Area</b>	ASC Operations
<b>Date Equality Analysis Begun:</b>	11/12/23
<b>At what stage of the proposal is this Equality Analysis being conducted?</b>	Planning Phase <input checked="" type="checkbox"/> Midway Point <input type="checkbox"/> Reflective Analysis <input type="checkbox"/>

### Names and roles of staff carrying out this Equality Analysis:

EAs are most effective when they take a wide range of views into consideration. You may wish to discuss your EA with your wider team and/or members of the [staff forums](#)

Name	Role	Service Area
Alan Mordue	ASC Transformation & Improvement Programme Manager	Adult Social Care
Cheryl Oksuz	Policy Advisor	Corporate Strategy Group

# 1 Evidence

## 1.1 Sources of information

It is important that you demonstrate, with evidence (data), that you are aware of the people impacted by your proposal. Please list the sources of information, including data and results from consultation exercises, that will inform this Equality Analysis.

Useful data sources include:

- Internal Staff Forums
- [The Southend Equality Analysis Dashboard](#)
- [SmartMouth](#)
- [Index of Multiple Deprivation](#) – expected to be updated sometime next year
- [Nomis – Labour Market Profile](#)
- [ONS](#)
- [Public Health Fingertips](#)
- [Poppi - Projecting Older People Population Information System \(poppi.org.uk\)](#)
- [Pansi - Projecting Adult Needs and Service Information System \(pansi.org.uk\)](#)
- [Gov.uk \(general advice and good practice\)](#)
- [Residents' Perception Survey - 2021](#)
- [Internal Staff Forums](#)

Please note that the [Policy Team](#), [Operational Performance and Intelligence](#), and the [Insights Team](#) can direct you to more specific or tailored data sources if needed.

If you are conducting a staffing restructure, you must include an anonymised equalities profile of the affected staff. HR can provide this data to help assess potential equality-related issues. After the restructure is complete, conduct another equalities profile for comparison. The Equality Analysis may need updating based on the restructure's outcomes.

**Table 1**

Source of information	Reason for using (e.g., likely impact on a particular group).
Equalities profile of the people (Southend residents) using the service	Proposal is to stop the Southend-on-Sea dementia support service
Equalities Analysis Dashboard	Comparison with all Southend residents

Please Note: Reports, data, and accompanying evidence can be added as appendices.

## 1.2 Gaps in information or data

Are there any information gaps and data?

- Yes  
 No  
 Maybe

Do the gaps relate to any protected characteristics?

- Yes  
 No  
 Maybe

Describe any gap(s) and the impact this has on your ability to complete the EA. (Please also indicate in your action plan, section 5, whether you have identified ways to fill these gaps.)

The service is unable to provide equalities information on the following because it has not been provided by people living with dementia who use the service:

- Gender Re-assignment
- Marriage & Civil Partnership
- Pregnancy & Maternity\*
- Race
- Religion or Belief
- Sexual Orientation
- Carers\*
- Socio-economic\*
- Armed Forces Service Personnel & Veterans
- Care Experience

\*Note that it is possible to draw some conclusions from the nature of the service for these characteristics.

In addition, whilst the service supports people who care for people living with dementia, no equalities information on them has been identified.

## 2. Analysis: How people with protected characteristics will be impacted by your proposal

### 2.1 Impact assessment

Use the table below to record the expected impact of your proposal on each of the characteristics. To help you understand more about the disadvantaged experienced by the different protected groups, this [checklist](#) provides a source of prompts to consider.

**Table 2**

	Impact - Please tick				
	Positive	Yes		Not Impacted	Impact Unclear
		Negative	Neutral		
Age (including looked after children)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Socio-economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Armed Forces Service Personnel & Veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Care Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### 2.2 Results of your analysis

Public bodies should take a proportionate approach when complying with the Equality Duty. In practice, this means giving greater consideration where a proposal has the



potential to have a substantial effect on discrimination or equality of opportunity, and less consideration where the potential effect on equality is slight.

Where relevant, please now describe how the protected group(s) could be impacted and the degree of impact. Completing this table demonstrates that you are aware of the impact of your proposal.

**Table 3**

	<b>Potential Impact</b>		
<b>Age</b>	The dementia community support service is largely used by older people (over 65 years old) who make up 97.6% of people accessing it.		
	As a result, this age group will be disproportionately impacted by the ending of the service. This is further compounded when considering the disability element of dementia and the challenges this group will face when navigating change.		
	<b>People living with dementia who use the service</b>		
	50 to 64 years	2.4%	36
	65 years and over	97.6%	1470
	<b>Southend on Sea Population &gt;16 years old:</b>		
	16 to 19 years	5.0%	
	20 to 24 years	6.0%	
	25 to 34 years	16.0%	
	35 to 49 years	25.0%	
	50 to 64 years	24.0%	
	65 years and over	23.0%	

<b>Disability</b>	<p>The dementia community support service is used exclusively by people living with dementia, their carers and their families. There are currently</p> <p>As a result, this group will be disproportionately impacted by the ending of the service. This is further compounded when considering the age element of dementia and the challenges this group will face when navigating change.</p> <p>81.7% (147,580) of Southend-on-Sea's population are not disabled, 7.8% (14,065) are disabled and limited a lot and 10.5% (19041) are disabled and limited a little.</p>
<b>Gender reassignment</b>	The impact to this group is unclear at this stage.
<b>Marriage and civil partnership</b>	The impact to this group is unclear at this stage.
<b>Pregnancy and maternity</b>	Pregnancy and maternity is unlikely to be a concern for the predominant age group (over 50 years old) accessing the dementia service.
<b>Race</b>	The impact to this group is unclear at this stage.
<b>Religion or belief</b>	The impact to this group is unclear at this stage.
<b>Sex</b>	<p>The people using the service are disproportionately female. 40.2% of participants are male and 59.8 % are female.</p> <p>49% of the usual resident population of Southend-on-Sea are male and 51% are female.</p>
<b>Sexual orientation</b>	The impact to this group is unclear at this stage.
<b>Carers</b>	<p>The service is targeted at people living with dementia and their carers, so it is not unexpected that the people using the project are significantly more likely to be carers when compared to the population of Southend.</p> <p>8.3% (15,019) of Southend-on-Sea's population provides some amount of unpaid care each week with 9,699 of those providing 10 or more hours per week.</p>
<b>Socio-economic</b>	<p>The dementia community support service is free to access for participants, which benefits those with limited incomes more than others. In this respect the impact of ending the project would be negative for this group.</p> <p>Southend-on-Sea is one of Essex's most deprived areas with 25.8% of residents living in 20% of the most deprived areas in England. It has a higher index of deprivation (IMD) than both Essex and England as a whole.</p>

<b>Armed Forces Service Personnel &amp; Veterans</b>	The impact to this group is unclear at this stage.
<b>Care Experience</b>	The impact to this group is unclear at this stage.

### 3 Action: Can we mitigate negative impact?

#### 3.1 Steps taken to mitigate any impact(s)

As a local authority, we are required by the [Equality Act 2010](#) to comply with the [Public Sector Equality Duty](#). We need to ensure that all our strategies, policies, services and functions, both current and proposed, give proper consideration and due regard to the needs of diverse groups in order to:

- eliminate discrimination
- advance equality of opportunity and access; and
- foster good relations between different groups in the community

Please describe the actions you will take following your assessment, including your assessment of the degree of impact (proportionality consideration), to mitigate any adverse impact, advance equality, and/or to foster good relations, including the timescale for each action and who will be responsible for the action:

**Table 4**

Planned action and the outcome it will achieve	Owner	When	How will this be monitored (e.g., via team/service plans)
<p>Mitigating adverse impact.</p> <p>ASC front door to ensure processes identify people who would benefit from mental health wellbeing and connect them to alternative service providers, where they may be able to access similar projects.</p>	ASC	Immediately following the deletion of the post	Front Door KPIs

## 4 Outcome: What difference has your Equality Analysis made?

What is the outcome of your Equality Analysis? Has your proposal taken into consideration steps to mitigate any negative impact? If it hasn't, and your proposal will continue to go ahead, you will need to outline a justification.

### 4.1 Outcome

Please choose the most relevant option:

- No change – the assessment is that the policy/practice/service is/will be robust.
- Adjust the policy/ practice proposal – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.
- Continue the policy/ practice proposal despite the potential for adverse impact, and which can be mitigated/or justified
- Stop the policy/ practice proposal as adverse effects cannot be mitigated or justified.

### 4.2 Justification

If an EA identifies potential adverse impacts or missed opportunities to promote equality, provide a clear and evidence-based justification for proceeding with the proposed action. A justification could include:

- **Legitimate Aim:** It serves a justifiable purpose, such as public health and safety, resource fairness, social cohesion, or contributes to a legal obligation.
- **Proportionality:** Demonstrate that the policy or action is a proportionate means of achieving the identified aims.
- **Mitigation Efforts:** Emphasise the Council's efforts to mitigate adverse impacts identified in the EA. This could involve implementing measures, providing alternatives, or offering support services.
- **Ongoing Monitoring:** Highlight any continuous monitoring of the proposal's impact to assess its effectiveness and identify any unintended consequences or adverse impacts. This ongoing assessment will guide future adjustments or interventions.

It is vital to demonstrate that all alternatives have been explored before deciding that the negative impact is justified, and that this is documented below.

The following alternatives to fully decommissioning have been considered, however, they are not financially viable:

Ask system partners to contribute to service costs. Mid and South Essex Integrated Care Board and Essex County Council are party to the decision to withdraw funding for Essex. Essex County Council has an ongoing and parallel contract with the Alzheimer’s Society which provides a dementia service to the whole of Essex including Castlepoint and Rochford.

Commission the Alzheimer’s Society to deliver a service in Southend. As this is not a statutory service there is no intention to procure at the current time. Even if Southend-on-Sea City Council were to follow this route, there is not enough time to do this to ensure a seamless transition. In addition, it would not align with the Connected Southend approach which envisions a strong first response through a consistent single point of access.

Reduce the size of the team in proportion to the reduced number of people being supported. Whilst Directorate Management Team were likely to have followed this approach when Essex threatened to withdraw funding in 2022, the situation has changed, and all the reasons given for decommissioning on the previous slide apply.

Specialist dementia support is a discretionary service for local authorities and Southend-on-Sea City Council need to deliver savings to remain financially sound.

Whilst ending the Dementia Support Service will disproportionately impact older people, disabled people, females and carers, doing nothing would result in a lost opportunity to deliver a total cashable saving of £120k and an annual saving of £250k in the Council’s Better Care Fund budget which can be redirected elsewhere.

There is no data collected by the Dementia Community Support Team on the following characteristics of its participants:

- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation
- Carers
- Socio-economic
- Armed Forces Service Personnel & Veterans
- Care Experience

It is not feasible to retrospectively collect this data, however, it is recommended that, in future, all services commissioned or otherwise funded by Adults and Communities should consider the need to avoid discrimination and advance equality of opportunity as part of what they do as part of the public sector equality duty. This will entail the collection of relevant equalities information from service users and ensuring that they have a mechanism to update this should it change.

Your Head of Service or Director is required to sign-off your analysis and outcome

Signed (lead officer): .....

Signed (Executive/Director/Head of Service):.....

Once signed, please send a copy of the completed EA to Angela Dress  
[Angeladress@southend.gov.uk](mailto:Angeladress@southend.gov.uk).

All Equality Analyses are recorded on Pentana and reported to CMT and DMT's on a quarterly basis.

## Appendix c

### Proposal to stop Dementia Support Services- Consultation Analysis draft

Report prepared by D Skinner

#### Summary

A total of over 2,000 people accessed the campaign which ran from 19 December 2023 to 02 February 2024 of that 469 responded online, the rest were aware, informed but chose not to comment. We had 15 residents who participated by email, telephone or post were notified that their contribution was added to the consultation, this was done by creating an online record, and this forms part of the responses. We also had paper copies of the questionnaire in all the libraries and key buildings across the city. At the peak of the consultation, over 312 visits were made per day.

The total overall number of responses was 484.

We received a letter of concern from Healthwatch regarding the proposals and highlighting that the dementia support service is a vital element, allowing families to continue to live their lives and contribute to the economy and local society as much as possible and calls for the proposals to stop the dementia support services to be dropped. Full content of letter can be found on page 8. Text comments from the questionnaire and those received on paper or email can be found attached to the end of this report.

The consultation was promoted across social media and was available on the Councils interactive consultation portal <https://yoursay.southend.gov.uk/> it was also made available in a hardcopy format if requested. We also provided hardcopy questionnaires in all libraries across the city.

#### Conclusion

The was overall consensus from all those responding was that they understood why the Council was proposing these changes but felt with that stopping the service would create a void in providing support or guidance for those most vulnerable people in society and it could impact their quality of

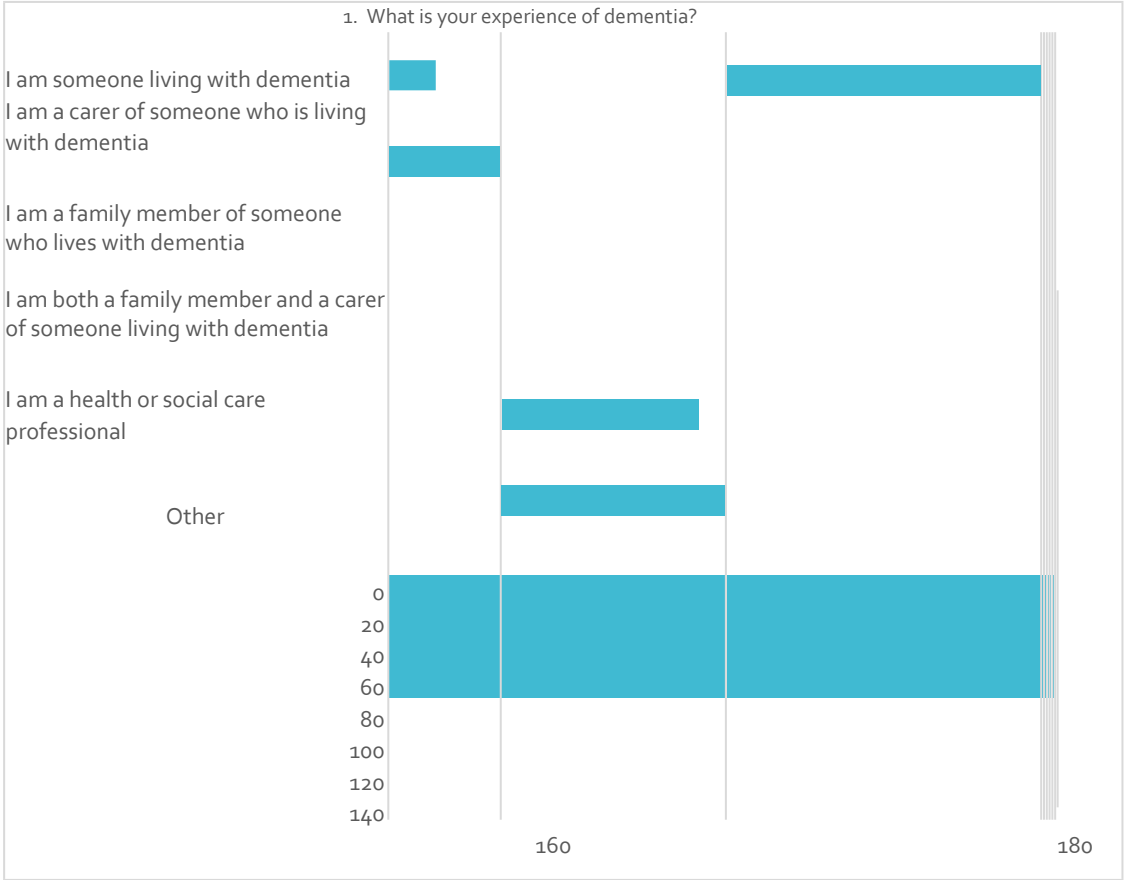


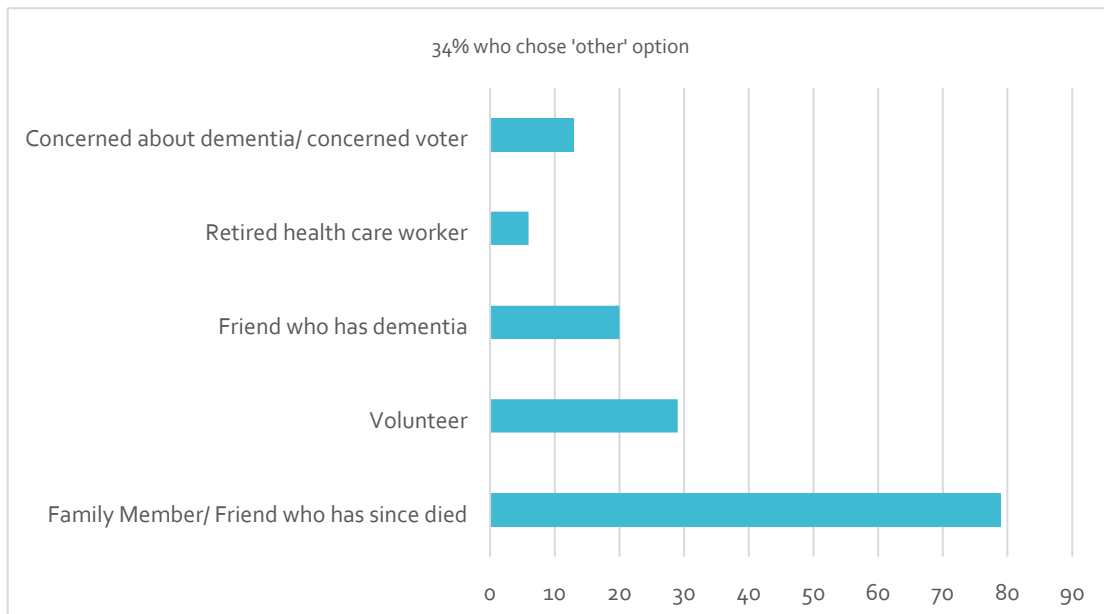
life giving them the security of staying in their own home and provide respite for those caring for family members or friends with the condition.

**Full Breakdown of questions**

1. What is your experience of dementia?

This was a single response question and those responding 23% are someone who is a family member of someone living with dementia, those individuals (34%) who chose the option for 'other' commented that they had a family member/ friend how had sadly died or were a volunteer (see chart below)

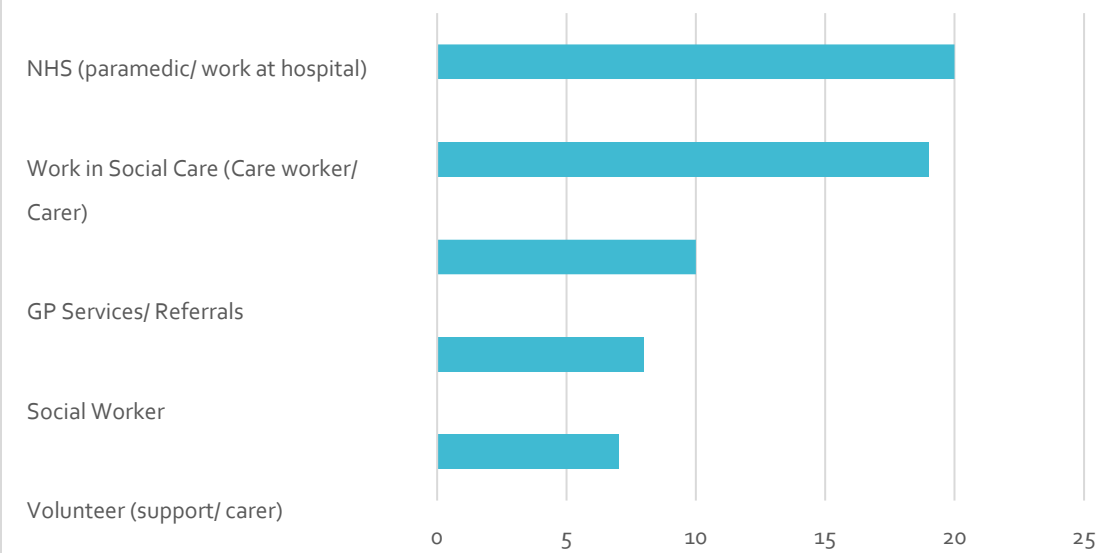




2. What is your professional relationship with the Southend-on-Sea Dementia Support Service?

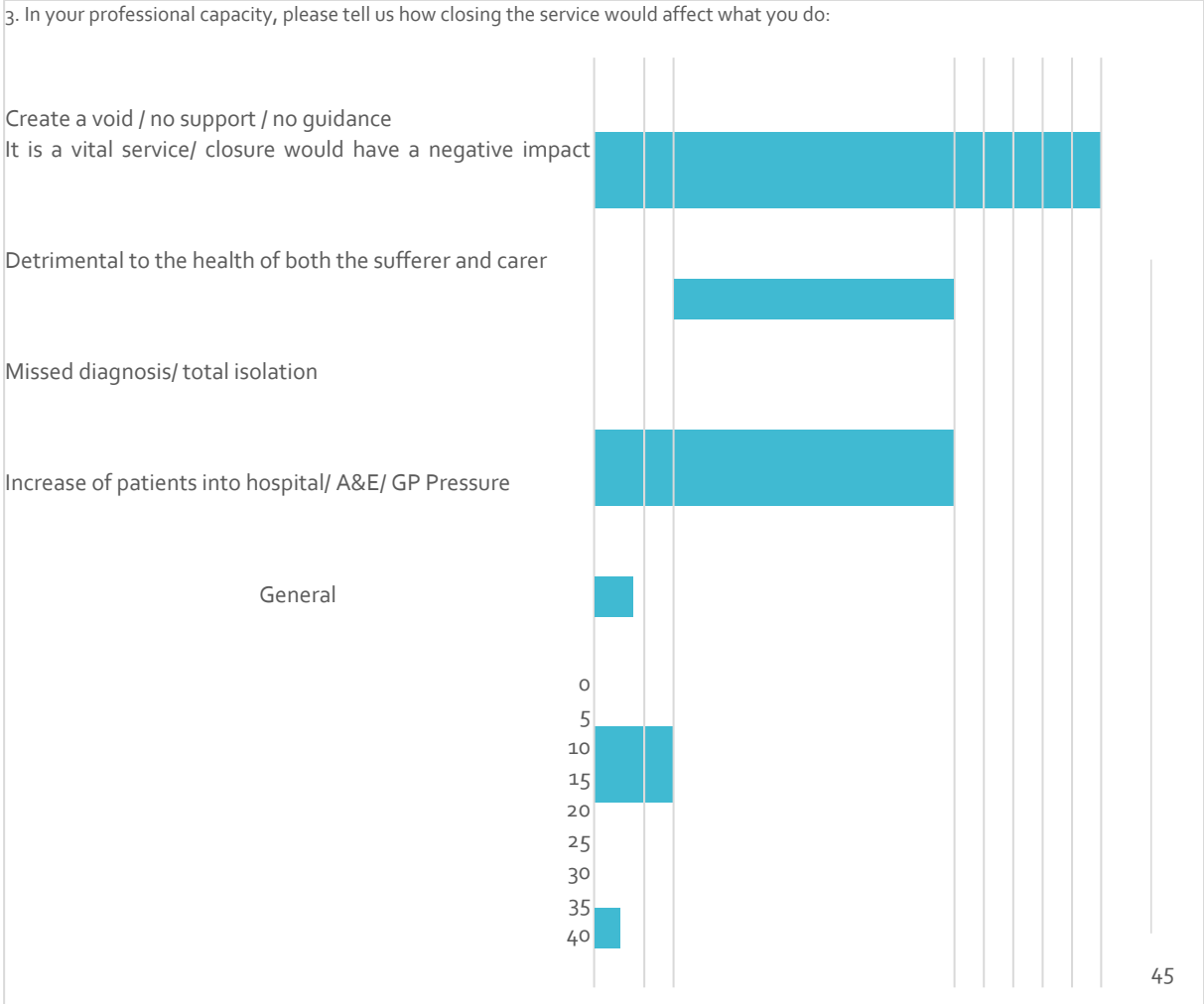
Of those responding overall identified that they work in the NHS or in Social Care.

2. What is your professional relationship with the Southend-on-Sea Dementia Support Service



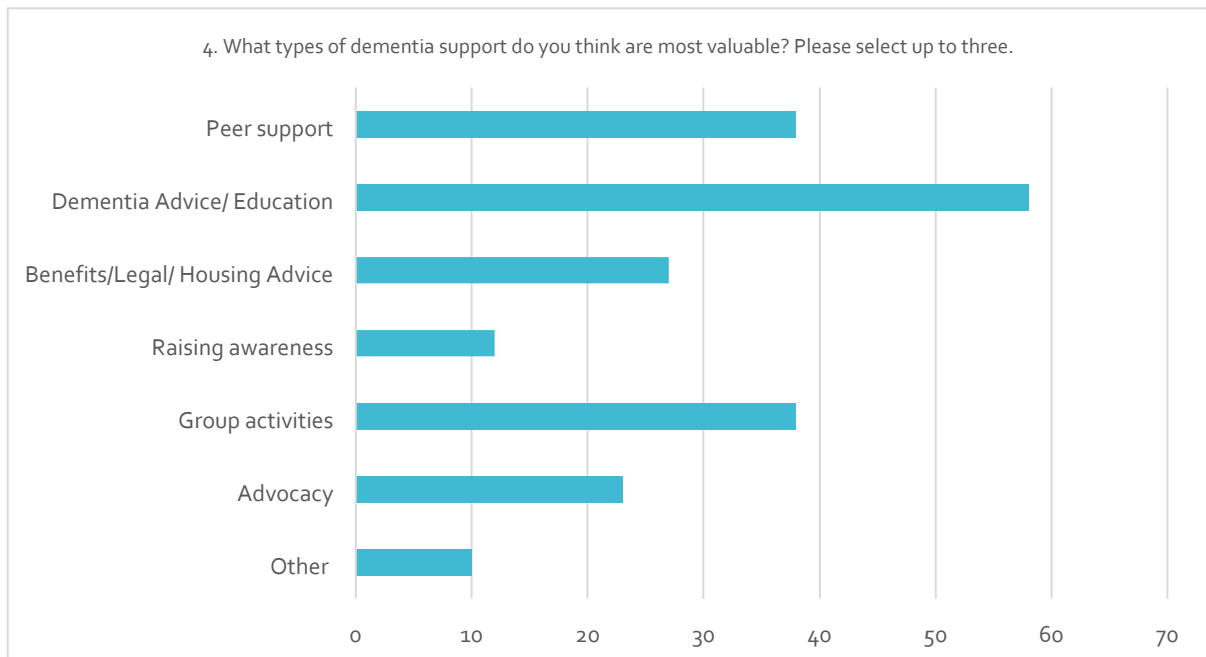
3. In your professional capacity, please tell us how closing the service would affect what you do:

This was a single response question and 44% of those responding stated it would create a void with no guidance and support for those that need it, with 24% highlighting that it is vital service and closure would have a negative impact.



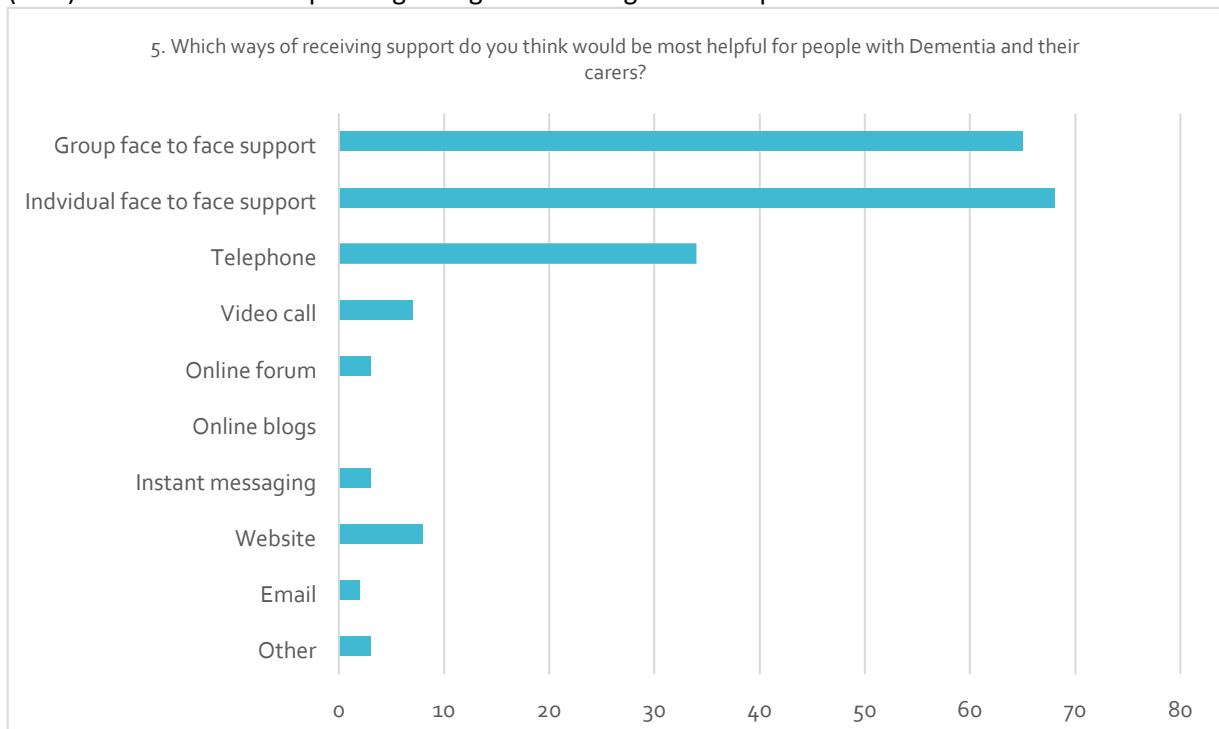
4. What types of dementia support do you think are most valuable?

27% of those responding specified that they thought the Dementia advice/ Education with 17% choosing Group activities as being important, only 5% thought raising awareness was valuable. Of those that chose 'Other' highlighted that they are all valuable to those dealing with the condition.



5. Which ways of receiving support do you think would be most helpful for people with Dementia and their carers?

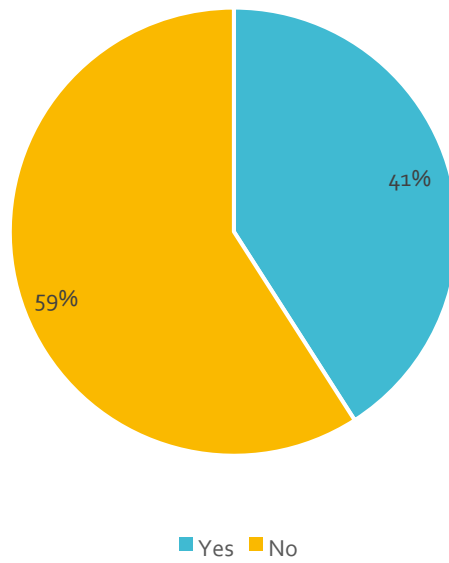
Of those individuals that responded 35% declared that individual face to face support is the most helpful for those with dementia and their carers, closely followed by group face to face support (34%). None of those responding though online blogs were helpful.



6. Do you currently use the Southend-on-Sea Dementia Support Service?

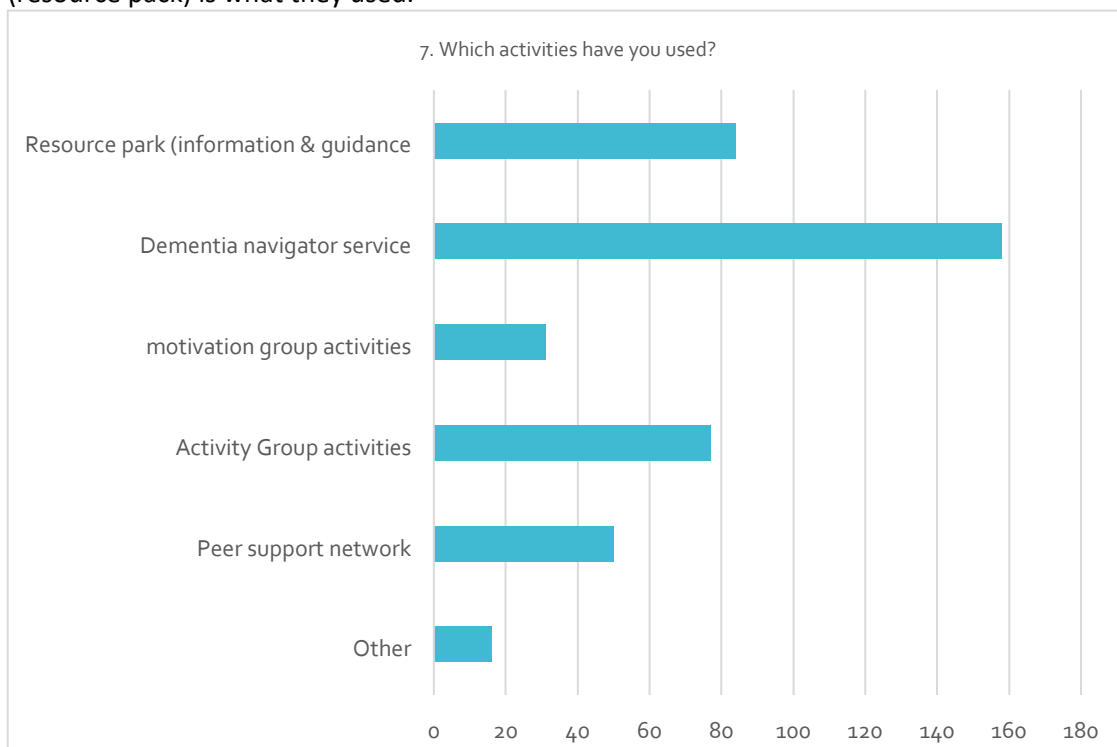
This was a single response question with 59% of those responding indicating they have not used the service.

6. Do you currently use the Southend-on-Sea Dementia Support Service?



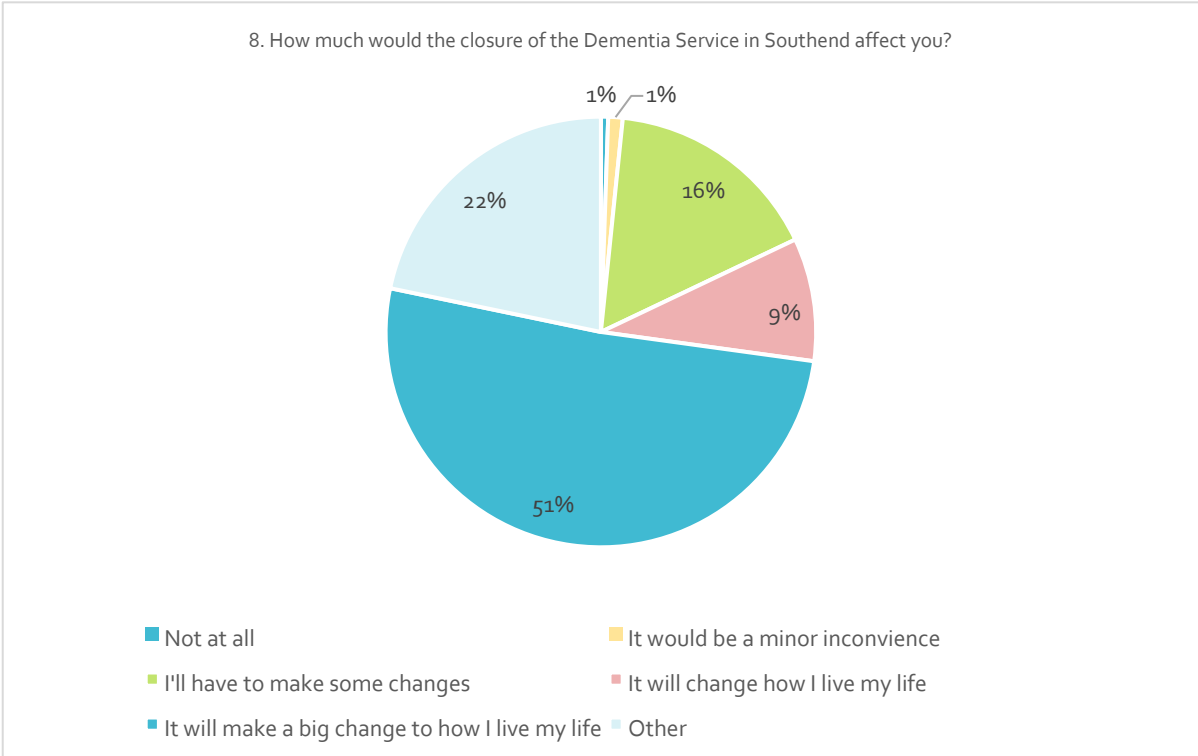
### 7. Which activities have you used?

Again this was a single response question and those individuals responding 38% detailed that they used the 'Dementia Navigator Service' with 20% indicating that the information and guidance (resource pack) is what they used.



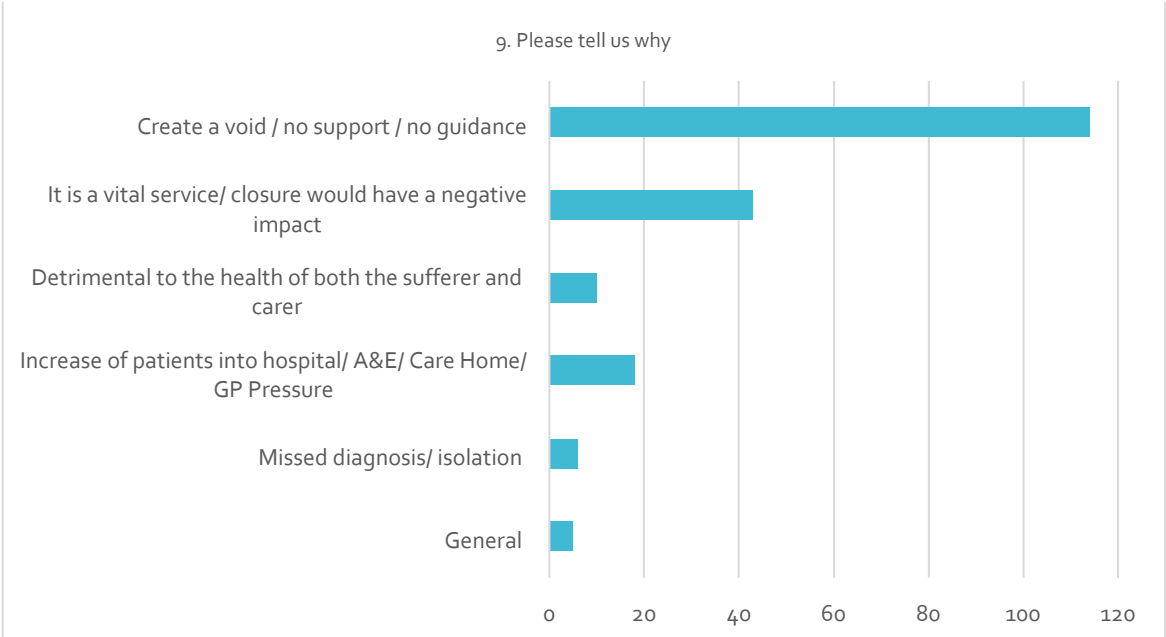
### 8. How much would the closure of the Dementia Service in Southend affect you?

51% of those responding identified that 'it would make a big change to how they live their life'. The 22% who chose the 'Other' option highlighted that it would impact how they support their patients, would be a huge loss professionally as there would be no ongoing specialist support and it would have a negative impact on those with dementia.



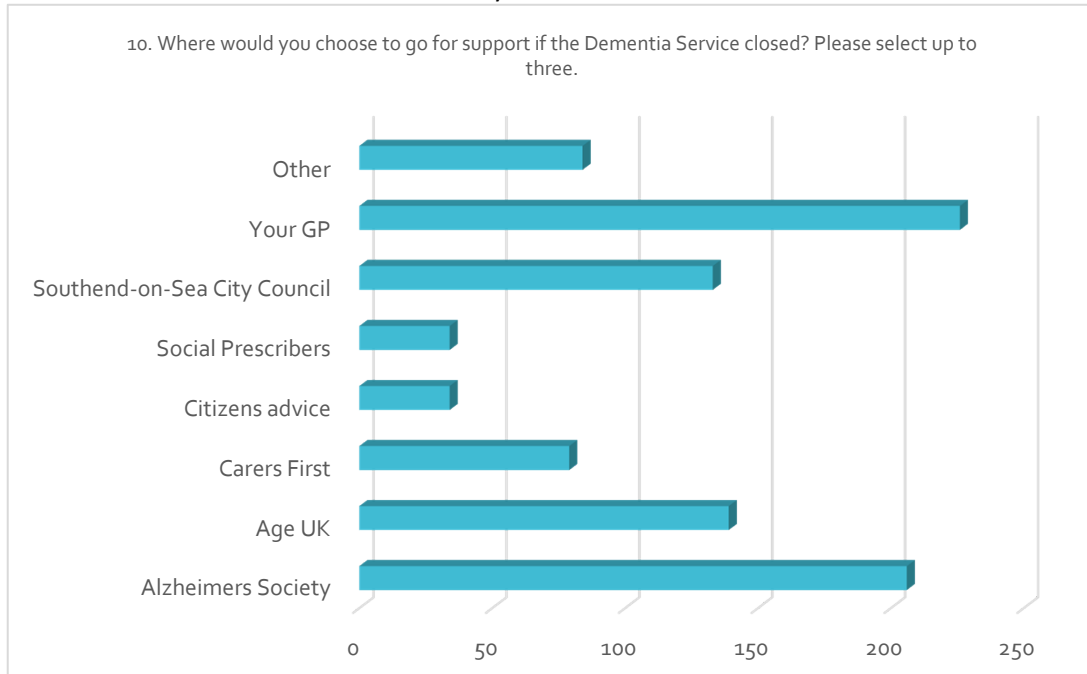
9. Please tell us why?

80% of individuals responding to this question indicated that it would create a void with no support or guidance and is a vital service with the closure having a negative impact. With 9% highlighting that there would be an increase of patients into hospital/ A&E and added GP pressure.



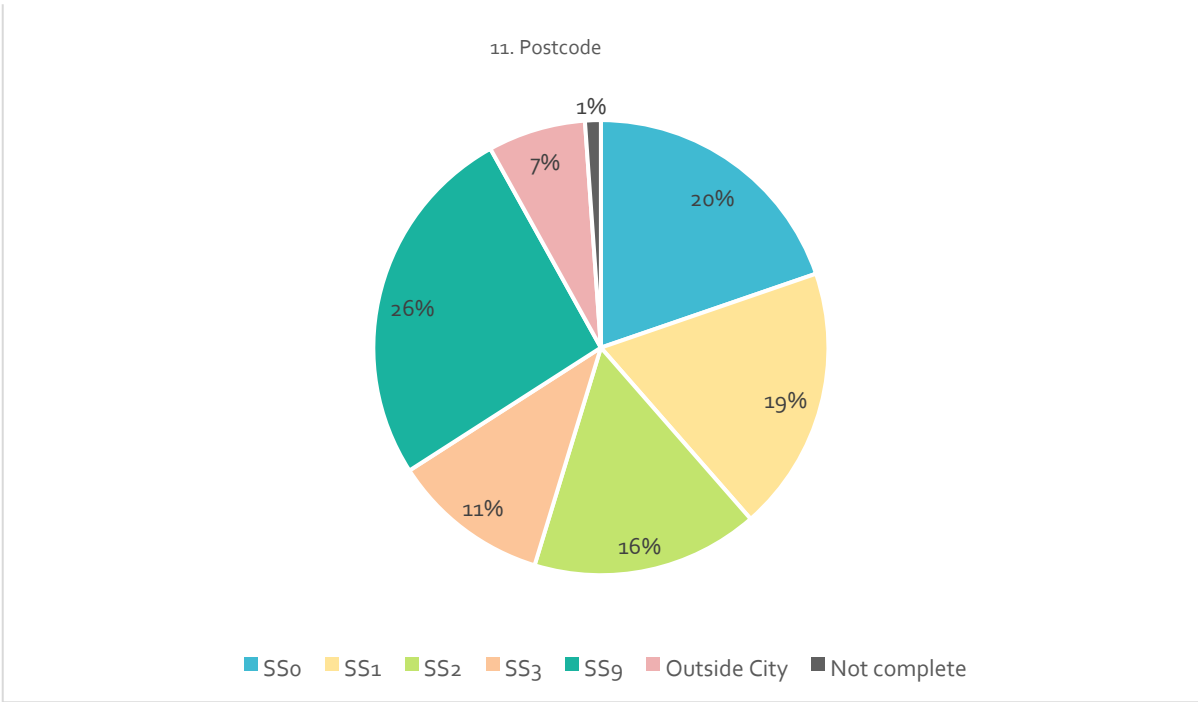
10. Where would you choose to go for support if the Dementia Service closed? Please select up to three.

Of those responding 46% would choose to go to either the Alzheimer’s Society or their GP for support, but it was also highlighted that the Alzheimer’s Society attend the hub at Southend Hospital but cannot offer support to those in the Southend area. It was also highlighted that many were not aware this service existed until the survey came out.



### 11. Postcode

Break down of respondents by postcode, of those outside of the City only three ‘lived’ outside of Southend, the majority of those respondents in that category were either a Healthcare professional or worked in Social care.



**Full Letter from Healthwatch.**

30 January 2024

**Southend-on-Sea City Council**  
**PO Box 6**  
**Victoria Avenue**  
**Southend-on-Sea**  
 Essex SS2 6ER

Dear Sirs

**Proposal to stop the Southend-on-Sea dementia support service – consultation**

Healthwatch Southend is the independent voice of Southend residents who use, or may use, NHS and social care services. Our role is to provide information about local services, capture the lived experience of residents so that it can inform service improvement, and to hold the NHS and Southend City Council to account. The contract for the Healthwatch Southend service is held by a registered charity, to underpin our independence.

Healthwatch Southend understands that Southend City Council is having to review its budget, given the service pressures it is experiencing. We also understand that this particular service is not a statutory one. It is unfortunate that residents living in Castle Point or Rochford will continue to access the service, leading to a post-code lottery.

However, it is also well-known that the population of Southend is getting older, with a consequential increase in the prevalence of dementia. Nationally, the prevalence rate of dementia among older people



in the UK is estimated to be 7.1%<sup>1</sup>. The number of people living with dementia in the UK will reach 1.6 million by 2050<sup>2</sup>.

We read that, if implemented, the Council will seek to connect affected families with local community groups or other services. We are well aware that these alternatives are under severe pressure themselves – access to a GP is one of the main themes we hear, for example. To what extent has the Council engaged with them prior to including this mitigation in the consultation? If it has not, can we be assured that such discussions take place as a matter of urgency?

The dementia support service is a vital element of the package of services needed by families and friends to care for their loved ones. It allows families to continue to live their lives and contribute to the economy and local society as much as possible. From our engagement with unpaid carers, we hear frequent stories of the impact which caring has on their health and wellbeing. Carer breakdown inevitably increases the pressures on both the NHS and social care services. Has the Council undertaken a risk assessment and can this be placed in the public domain?

The text on Your Say Southend acknowledges that you will be increasing the “focus on prevention and early engagement. However, it is important to recognise that these are unlikely to replicate or replace the comprehensive support currently provided.” This seems to be an overt acknowledgement of the value of the current service. As dementia is a progressive, irreversible clinical syndrome, with no cure, it is unclear how your new focus will assist.

We have asked for a copy of the equality impact assessment relating to this proposal, but have yet to receive a copy. We would want to be reassured that the Council has taken into account the impact of its proposal under the Public Sector Equality Duty.

Southend 2050 describes a city where “we protect and improve the quality of life for everyone in our community, including the vulnerable”. Healthwatch Southend therefore calls on the Council to drop the proposal to terminate the dementia support service.

1 <https://cks.nice.org.uk/topics/dementia/backgroundinformation/prevalence/#:~:text=The%20prevalence%20rate%20of%20dementia,those%20aged%2065%E2%80%9369%20years> .

2 <https://dementiastatistics.org/about-dementia/prevalence-and-incidence/>

Yours faithfully  
Owen Richards Chief  
Officer

## Appendix C

Full comments to the open questions within the survey.

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### Question 2. What is your professional relationship with the Southend-on-Sea Dementia Support Service? Full comments

This was a single response question with an option for 'Other' 68 individuals chose this option on the question

1	I previously worked at the hospital supporting people with dementia. The support and collaboration with the Southend on sea dementia support service, was vital support for all my patients and their families once discharged home. Also the information and education regarding dementia they provide in the community is making it able for people and their families to be able to live well with dementia, and to feel fully understood and supported.
2	I was the dementia and delirium Clinical Nurse Specialist at Southend Hospital for a year recently and am now the ward Manager on the Day Assessment Unit at Southend hospital
3	I work for the dementia team at Southend hospital, this incorporates a very close working relationship with the Dementia navigators. We both review patients in the wards and between us offer support and understanding. Myself and the Dementia navigator also run a drop in Dementia hub once a month, the experience and knowledge we share between us is outstanding.
4	Information for patients
5	I work with the frailty unit, who rely on referring patients to these services
6	The Day, assessment unit and have many ? Dementia /dementia patients referred to our assessment unit for early diagnosis and management.
7	I refer to this service daily and am aware of the support the team offer to patients carers and relatives.
8	colleague
9	As ambulance paramedics we frequently refer into the navigator service and they are always very helpful.
10	Social service worker
11	I refer into the team for clients I visit
12	Paramedic with EEAST
13	As a Paramedic, I use the service when referring patients

14	I work very closely with this service. I support individuals through diagnosis and post diagnosis of dementia in the Southend/shoebury area
15	Helping I'm a care home as a care assistant
16	East Of England Ambulance service have referred to the service multiple times in the past
17	I work for the East Of England Ambulance Service
18	I refer into the team and utilise their expertise
19	I work with pts in Southend hospital
20	Referrals, joint visits, groups and activities, information, guidance and support
21	I refer patients and families to this service
22	refer patients for support and informal carers for ongoing support also
23	Receive referrals from them and refer to them for support
24	Over the years the trust has build up a professional relationship with the Southend Dementia services that has been valuable in shaping the improvement made to support those individuals and families with dementia. it is with this network that the services have been able to link and ensure that the community of Southend are supported. it is a vital service that is needed within the Southend area.
25	Heart failure CNS who's patients are known to the service
26	Dementia and frailty nurse serving people in the community
27	Team lead for older adult mental health
28	I work with eput for frailty services
29	I am a Parish Nurse and I liaise closely with the Dementia Navigators. I run a Singing for the Brain activity weekly which they have attended. Also I run Health Fairs periodically which they attend. I signpost carers to the Dementia Navigators frequently and use their knowledge of local support.
30	I am the clinical lead of the DIS Team working in south east Essex
31	Paramedic supporting patients in the community who rely on these services
32	I am a matron for acute medicine previously working in this capacity at Southend hospital now at BHRUT.
33	I work alongside the team in adult social care
34	I have referred to the service on numerous occasions and have worked alongside the team with people I have assessed.
35	No involvement.
36	I work within the SEE Care Co-ordination Service, our team refer patients and their carers to the Dementia Support Service.
37	Work in Adult Social Care
38	I don't have one.
39	Access their service for advice and or signposting clients to them
40	refer to it
41	I am a social worker who works closely with the team . We undertake joint visits to Adults in the community to give the best possible support. The team have links with other professionals and can get quicker responses from Gp's , memory clinics. They are invaluable to the social work teams .
42	I work closely with the dementia support services as I coordinate NetPark

	Wellbeing- a mental health project that runs dementia groups offering free respite to carers
43	I work with people that have dementia
44	"I am an ANP in primary care and so frequently signpost patients to dementia navigators. Incidentally I also cared for both my parents until they died, both of whom lived with dementia so I used the service personally as well as professionally. "
45	Social Worker within the Access Team at Southend Council
46	I have worked along side them for 5 years in the NHS.
47	I'm a Dementia navigator
48	"I am a social worker and frequently refer to Dementia Navigators to support adults and families as well as use them as a link to make contact with adults that are referred in to Adult Social Care, to support engagement.
49	As a dementia nurse specialist, when a patient is diagnosed with dementia we signpost the patient/ carer to the dementia support service for advice and education about dementia, and request specific support such as benefit information.
50	Social care access team
51	Social Worker
52	I have referred to the service for the people I support in the community who live with dementia or family of those who live with dementia.
53	I am an adult social worker, who refers and utilises the Dementia Support Service.
54	I do not have a relationship with SOS dementia support services but have concerns about this support potentially stopping.
55	We work closely with them as the front door support to adult who need care and support and they support us to know who is in our community who needs Dementia support
56	I am an Occupational Therapy Assistant and have worked closely with the DST. They are a wealth of knowledge and advice and often are the point of contact we make if families are not already known to them. The families I have worked with have also benefited greatly from their expertise.
57	I work in Adult Social Care so often refer to or work with the Dementia Support Team
58	Social Worker
59	Team Manager Dementia Community Support Team
60	I am a health/social care professional and a family member of someone living with dementia.
61	I am a falls prevention instructor that takes on some people living with dementia or those who's partners are suffering with it.
62	I work with DIST
63	We speak to the service about clients for advice and refer CTs to them
64	We host a hub for the Dementia Navigators
65	I work with the OT team and work closely with this service. Most people I see have some form of Dementia and it is a huge problem in Southend.

66	I am a sensory rehabilitation specialist working alongside my colleagues in Adult Social Care and in the Dementia Support Service to promote continued independence for adults living with sensory impairments to enable them to continue to live in their own homes for as long as possible.
67	Information sharing, joint visits and support.
68	Ex Southend Social worker

**Question 3. In your professional capacity, please tell us how closing the service would affect what you do: Full comments**

65 comments received.

	I can only choose 3 types of dementia support from the list below, but feel they are all equally important, and are all covered by the current dementia support services.
2	In both my roles I refer many patients and or their carers to the service for support and guidance. I considered this service essential for a number of reasons. The pressure on the hospital services continually increasing and the staff shortages more evident so there is rarely enough time to spend with patients living with dementia and their carers to provide the support they need even when in my CNS role I barely had enough time to spend with only a handful of patients and so many missed out and relied on community support. In addition to this the fact they are in hospital means they are likely unwell and so not in a position to understand and retain information provided and so need back up support to reiterate the information and fill in any gaps. Patients and carers may also be overwhelmed with so much information in one go that they need a slower and more methodical method of regular follow up to assist them in understanding dementia, it's progression, it's treatments, available support and benefits they are entitled to. Finally the community support is required as the problems encountered with dementia may not necessarily require a hospital admission due to them being unwell but require support and guidance as the dementia advances and the challenges change. They need a contact to reach out to, as so many I have encountered are lost in the system and result in carer fatigue as well as hospitalisation due to non medical issues which could have been avoided if support was available in the community.
3	To close this service would be soul destroying! The navigator I work with covers all areas for people living with Dementia. The knowledge, the experience, the understanding and team work would be destroyed, the service would be greatly affected as those people in the Southend area would not receive the same care as they are used too. There would be no follow up and I believe this would affect their diagnosis ten fold. The Dementia Hub would also be affected as there would be no representative or expert knowledge on outside services and again an injustice to those that are living with Dementia.
4	Less support in the community which would lead people to use the hospital more
5	I find it appalling that a service which actually needs increasing in our communities, with more people being diagnosed daily and even more families and friends affected by this, needing support and guidance, is considered for closure

Full comment	
1.	I feel taking away this service would leave a person with dementia and their families in the area alone an unsupported and would be detrimental to their health and well being, possibly leading to an increase in hospital admissions.

6	It would be a crisis for the GPs, without having a place of contact, the relatives would feel at a loss, and there will be further A&E patients and admissions, causing more bed, blocking.
7	Where and what support would be offered without this team I am sure would be reliant on an already overwhelmed social services dept that will not be able to offer assistance at the personal level the dementia navigators and groups support offered to patients living with dementia and their carers
8	it will mean that the people who we work with who live with dementia and their carers ( mainly women over 60) will have even less support and vital help. We will see an increase of distress and social isolation.
9	Without their help we will likely end up conveying more patients to the already oversubscribed A&E departments.
10	People living with dementia and their families need support and its essential they have an option in place
11	It would mean that clients would slip through the net as other teams have a strict referral criteria and no offer of long term and ongoing support.
12	Closing the service would create a void for patients and their families as their lives ones condition develops. Families often don't know what to do or how to care for and

	support their lives ones when not in crisis, seeking support for everyday living. Withdrawing this service would create stress and anxiety for this families and patients which would have a negative effect on their mental health.
13	Closing the service that helps the families and patients suffering with dementia will have massive repercussions and will hinder the lives of everyone who need the service to just get by day to day
14	Closing this service would have a detrimental effect on many. They go above and beyond their role to support individuals and their family navigate their journey we it's dementia. They support with social groups to minimise carer stress and prevent low mood in many people that are isolated. They provide support with signposting services, form filling and from experience will flag individuals to our service when they feel there is a need ensuring person centred care
15	It would give us no place to be able to go to for advice or helping people we can't help to get help from someone who looks after a person at home with dementia.
16	At the time of need of a patient this has been an invaluable service to those suffering from dementia. The service has been a source of great support and has been able to provide a source of on going care for those not yet formally diagnosed with dementia but suffering from the signs of
17	I believe it would have a devastating impact on the sufferers and those living with family members with dementia. We would see more people with dementia being taken to hospital , putting them in a distressing situation
18	I would struggle to support the clients I have, the families would also be without support
19	it is a vital service for people with this diagnosis. They need as much help and support as we can give them

20	The impact of closing this service will have an extremely detrimental effect on not only those diagnosed and their carers, but will add immense pressure to workload of health and adult social care teams too. It will set the integration of service back a decade and undo all the work that has been achieved in this time
21	It would leave a huge gap in services where supporting families of those with Dementia . It may increase / add to the mental health crisis
22	less and less services are available for the most vulnerable informal carers save the government money and need to be supported. I will cost more money in long run should services like this be closed
23	Families will be left with minimal support, risking carer breakdown and putting further strain on the system.
24	previous role meant that i worked closely with the team building up the trust dementia friendly status and bedding the dementia strategy., in recent years my role any involvement has changed however I recognise the impact that withdrawing the service would have a negative impact on the community of Southend
25	Removal of valuable support for both patients and relative's
26	suspect more will be placed onto Primary care services mainly GP practices when families need ongoing support or carers/PWD will be contacting for advice or may even possibly go into crisis.
27	Would be a massive loss to our patients and their loved ones. There is no other service that can replicate what they provide
28	It would be a major loss to not only the NHS but people living in our community!!
29	It would be a great loss. I use the Dementia Navigators frequently for support and knowledge and signpost my clients to them. They have been invaluable coming to my events and doing home visits on people I refer to them. I do not know what I would do without them.
30	The closure of this vital service would be disastrous to people with dementia and their care givers in the locality. The closure of this service would negatively affect some of the most vulnerable people Question 4- you only allow a selection of up to three, however these are all vital
31	It would be detrimental to the mental well-being of my patients, and may cause an increase in calls to the ambulance service for help dealing with acute behavioural issues. It adds stress to the GP caseloads as the dementia services help support patients and families. It also removes the respite element for families, which may have a negative impact on their physical and mental health.
32	To close this service will impact on the Emergency services department which is already under strain, the service provides support to patients and families with this challenging condition and without that they will undoubtedly turn to emergency care resulting in unnecessary hospital attendance, admission and hospital stays. there is little community infrastructure to support this patient group already.
33	I find the service very valuable both for the adult with dementia and their family and friends. If the service was stopped I feel that a lot of people would miss the support and clubs.

34	Having had personal experience of family members living with Dementia my response is from this perspective. There is growing number of people in the City with Dementia and supported and cared for in many ways. It does concern me that support to individuals and family members regarding the early onset of dementia would be lost at a time when support and advice is sorely needed to anxious people.
35	It would leave a big gap for patients and their carers, in face to face support specialising in Dementia. leaving us with no other appropriate, alternative service to offer our patients, and their families if you close this service. These are some of the most vulnerable people in our society, Southend Council would be failing patients Diagnosed with Dementia and their families, in stopping this service.
36	This is a service which allows carers and those with dementia to feel safe and comfortable It supports carers allowing them space to talk about their role and frustration
37	Forget my professional capacity for a minute, I'm an adult who could potentially experience dementia at some point in my life and I want to ensure that these support services are still in place for me if I need to access them.
38	Remove a very valuable service for local people with specialist knowledge and experience. It is not just the people who have the dementia diagnosis, it is the family and or carers too.
39	put increased pressure on GP and hospital services
40	The team offer on going support to adults in the community, they will manage people's anxieties until services are put in place by Social workers . Without this service Social workers will be working on critical cases which will have an impact on the adult , families and will lead to more admissions to hospital and care homes which will have significant impact financially on SCC .
41	We understand that the impending closure of the dementia team will have a detrimental impact on both our carers and participants who are involved in dementia care. They rely on the dementia team for assistance in navigating through the available support. The absence of dementia team members would place additional strain on our already limited team of two individuals, responsible for aiding carers and participants. We conduct safeguarding and risk assessments with our participants and carers, and subsequently share this crucial information with the dementia team. The absence of the dementia team would result in an increased workload without corresponding
	additional compensation. Furthermore, we heavily depend on the dementia team for the latest information regarding support services and community activities, as well as guidelines for working with dementia and their overall expertise. The closure of the dementia service would prove to be a significant setback for individuals living with dementia, their carers, and other healthcare and social work professionals operating in this field.
42	Supporting people with dementia already faces huge problems. Closing the service would negatively severely impact those with dementia and cause further stress, strain and hardship for those caring for dementia patients.
43	It is likely to significantly increase the difficulties we have in primary care regarding accessing help and support for individuals with dementia and their families. Particularly so where social prescriber input is limited.



44	<p>I carry out a lot of referrals to the service for people who may not require long term, intensive support from social care, but need some practical support. Many people in the area do not have friends or family who can offer this support, or do not know how to navigate a very complex topic during a very overwhelming time. They carry out a very high quality service and offer a lot of practical support when social workers are unable to spend adequate time carrying out these tasks when we are also extremely over our capacity.</p> <p>I have had safeguarding's and concerns raised from the Navigators who were working alongside adults who did not have family, and without these interventions the concerns would have reached crisis point and been much more time and cost intensive for us as social workers.</p> <p>I have carried out joint visits with navigators who were incredible at engaging adults and encouraging adults to accept our services at a time of apprehension.</p> <p>Without these interventions, I feel we will have a lot more work to do with adults, at a time when we already have a long waiting list and very complex adults accessing the front door. We will see a huge impact on the adults in the area that we serve and those adults will struggle to navigate a system that is constantly changing and hard for professionals to navigate, never mind adults and families who are already at breaking point with the system.</p>
45	<p>Closing the service would be abhorrent and would be complete neglect of patients living with dementia Local charity offers are not sufficient, such as Age Concern at Havens, completely not appropriate. What the dementia navigators offer is incredibly tailored and valuable for patients and carers, we have regularly used it and I adore their service. But this is the council all over, Luminosity gone, Ironworks going, typical Tory mess impacting on the public.</p>
46	<p>I see on a daily basis the devastation caused by Dementia. I have families telling continually how grateful they are for the service we provide and are in disbelief that the service they rely on so heavily won't be there anymore</p>
47	<p>I am often referring adults to be supported by Dementia Navigators to provide valued support adults and their carers/ families. This includes social clubs, advice and information support. The families I have referred have found the service a huge benefit and knowing they are there to assist when required. I have also used the service for a low level monitoring support rather refer on to Locality teams to complete monitoring support, freeing up social workers to complete high level complex work.</p> <p>I have also used Dementia Navigators to assist with me during my visits, to support engagement and trust. The dementia navigators have been invaluable in providing information as to whether there has been any changes in the adults presentation and the adults network.</p>
48	<p>This would mean an increase in demand for the access team as all referrals for any adult social care are made via this department. There are often long waits for callers, this will make the wait time longer, this makes callers frustrated.</p>
49	<p>I have relied on dementia navigators for a number of cases - they are able to build positive professional relationships with the adults in the community. They are able to build trust and spend more time to support. For example, form filling, knowing and sharing resources in the community. They help to maximise independence before harnessing social care services in the form of care packages. Without their support there would be a missing link between adults, the community and social care services.</p>

50	<p>I feel loosing this service will be detrimental to the residents of Southend on sea as it is invaluable.</p> <p>I know from personal experience people who live with dementia, carers and family often feel isolated and alone and being able to reach out to a service that provides support is essential, for their well being and to gain information in relation to living with dementia and the support services available in the community.</p> <p>I am shocked that the service is being considered to be discontinued due to the increase in people living with dementia.</p> <p>I feel the loss of this service could result in further pressure on the NHS services and social care as without this service people in need of support will need to turn elsewhere.</p>
51	<p>This would make a significant negative impact on our services, creating more pressure on social care as adults/families/carers would feel at crisis point sooner, as no preventative or support has been provided. When we see carer breakdown, or families requesting residential placements due to decline in cognition related to dementia, you often find that the family isn't coping, and referring them to dementia services give really good support and reassurance for them. With the current lack of funding and services available to Dementia services is one of the most key supports we can refer to and I think closing the service would be detrimental to the adults and families of Southend, reducing peoples independence and pushing people closer to relying on formal care arrangements.</p>
52	<p>It would not affect my practice, however it would affect a number of peoples lives. When a family member has onset dementia it can be a very stressful and traumatic time for all concerned. Having a service that can provide advice , guidance and support at this time helps to alleviate some of this stress and helps the family plan for what is potentially to come.</p>
53	<p>Without them we will lose our connection within the community and its likely that more vulnerable people will be lost in the system and not sign posted to us as well as the families struggling and not knowing what options they have to care for the person of concern. it will also put more pressure on adult social care as they will be referred into us directly and have longer wait times than they do now for a care assessment</p>
54	<p>Increase waiting times further within other social care Teams. Lack of resources and support within the teams therefore impacting on the public and their needs. Families left with no specialist team to advise and support their loved ones living with dementia in the community.</p>
55	<p>It would have a huge impact on Social Workers and the work they are able to do as they often refer to the Dementia Navigators to support those people they are working with. Social Workers do not have the capacity or resources to provide the service that the Dementia Navigators do.</p>
56	<p>The dementia community support team have really helped the team recently, in relation to advice and information, suggests and support for an adult living with</p>
	<p>dementia and walking with purpose during the night.</p> <p>They have expertise and knowledge that have supported and assisted the adult to remain safer.</p>

57

The Better Care Fund is a programme developed to promote integrated working between health and social care. The aim is to make the well-being of individuals the focus of health and social care services. Southend reported their vision was to create a community where residents could access the best care, with a focus on community provision and out of hospital care.

Southend GP data from 2020 showed that Southend has a higher prevalence of dementia than the average in England. Southend want to deliver care and support through more integrated pathways to better serve the people of the city. Southend working with Essex and Thurrock developed the SET dementia strategy.

The SET dementia strategy worked with stakeholders in identifying 9 priorities, and these underpin the governments dementia strategy working to a 40% reduction in dementia. These 9 priorities are; prevention, supporting unpaid carers, reducing the risk of crisis, knowledgeable and skilled workforce, finding information and advice, diagnosis and support, living well with dementia in the community, living well in long term care, and end of lie.

The Dementia Community Support Team (DCST) provide advice and guidance to those who are pre, peri and post dementia diagnosis. The DCST provide health and wellbeing advice to live full and independent lives for longer and in a bid to slow the deterioration of dementia. The team also encourages physical activity and has worked with Fusion Lifestyle to provide dementia friendly swimming at a reduced cost, making it more affordable to the residents of Southend. The DCST have also worked with Waterside Farm Leisure Centre in Castlepoint to provide the same offer in South East Essex.

The DCST work with their health colleagues in identifying adults who would benefit from a memory assessment, and support them in contacting their GP to commence the Memory Assessment Pathway and liaising with the Memory Assessment Service to chase progress. As an effort to support unpaid carers the DCST runs a Motivational Group and Activity Group, providing invaluable respite to the unpaid carers. The groups are non-means tested and the cost to attend Motivational Group is free. A charge of £1.50 is made to pay for the use of the Snooker Tables charged by the club. Activity Group is free. The cost of the presence of staff is covered by Southend Council overheads. By having staff present they also help reduce the risk of crisis and carer breakdown through provision of practical advice and help to the carers in supporting their loved one living with dementia. The peer support for carers reduces social isolation and carers also report it helps with their mental and emotional wellbeing.

Southend identified the need to improve the quality of life for our residents who have dementia, their families, and carers. Southend have encompassed this within 3 core strategies; Living Well, Ageing Well and Caring Well. As part of the Health and Wellbeing Strategy 2021-2024 Southend wanted to support and enable the people of Southend to have the best possible physical and mental health, wellbeing, and quality of life to promote good healthcare, to enhance health and wellbeing for all ages. The DCST enables families to remain as independent as possible and reduce contact with adult social care by identifying social activities, clubs and local community assets that build a surrounding support network. The team works with the community to increase dementia friendly awareness that turns into another asset that can be accessed by those living with dementia, their unpaid carers and families.

The number of people living with dementia in the UK is estimated at 850,000. By 2025

	<p>this is expected to rise to over 1million, and by 2040 the figure will exceed to 1.6million. Dementia is one of the major causes of disability and dependency among older people and there is no known cure. Dementia caused more deaths in England in the year end March 2021 than Covid-19, and a quarter of all those who died of Covid-19 had dementia. The figures reflect that a removal of the dementia services in Southend would be short sighted and detrimental to the city both now and in the future.</p>
58	<p>The service provides extra physical activity which helps those suffering with dementia with coordination and concentration as well as the social interaction which all help towards overall health improving the quality of life for themselves and those that care for them.</p>
59	<p>I personally believe it will have a huge impact on all of us. Dementia is progressive and the best option for them to be able to be cared in their own home .As moving from their familiar place to a nursing home and moving away from their loved ones is going to have a huge impact on their physical and psychological well being, and should be the last resource. So What dementia service is providing is supporting patient and family to deal with this crisis .Helping them to continue in their house as much as they can. This service is so crucial to support these families mental and physical well being ,thus supporting the community to save money preventing or delaying their hospital and nursing home admissions</p>
60	<p>Please could you explain where we would refer CTs for dementia support in Southend</p>
61	<p>There is a huge a need for this service and our residents would be greatly affected by losing this support service.</p>
62	<p>This will put huge pressure on us as we will have to do the work of the Dementia navigator.</p>

63	<p>The Dementia Support Service in Southend has proved itself to be invaluable both to the residents that they serve and to the Council in cost savings affected by effective early intervention. By providing help and support at an early stage the service prevents escalation of needs and breakdown in caring relationships. Working collaboratively with other social care staff, the dementia team provide links and support people to access services, enabling and empowering people with dementia and their carers to access the services they need to remain healthy and happy at home. Without the continued support of the army of unpaid carers who work 24/7 to support their loved ones, there would be a huge increase in the demand for care packages, residential care and hospital admissions. Cutting this valuable service is very short-sighted and will cost the Council financially in funding for care packages, in loss of staff and in increased staff sickness, due to increased pressures on the remaining Social Care workers.</p> <p>I can foresee there being a huge increase in the workload for the remaining social care teams. I am concerned that those with dementia who live alone and do not have a support network around them will fall through the net. They may suffer a decline in their health and may suffer due to self-neglect and malnutrition. They will not be supported to access health services such as their GP, dental, audiology and opticians services, and may even die alone as no-one is aware that they are struggling.</p> <p>In my personal opinion, this cut is inhumane and attacks the most vulnerable in our city who are least able to speak up for themselves. It is short-sighted and, in a city with an aged population, it is a quick save that will cost all of the services dearly in the long run. The CAB do not have the capacity to do home visits to offer home visits or provide ongoing support for families living with dementia, and Alzheimers UK do not provide specific support for carers. The DST pulled all of the services together for people and</p>
	<p>helped them to get the help and support they need when they need it. Please don't lose this valuable, money saving service.</p>
64	<p>Most patients that I see in the community will need help form filling, finding local groups and general support. If the navigators go it will leave them lost and unable to navigate through a very tough time in their life.</p>
65	<p>I feel there would be a limited affect on the social work role. The dementia teams support was more in an advisory role than a hands on approach. Advice and information can be provided elsewhere.</p>

**Question 9. Please tell us why? Please provide these in the box below.**

Responses received in total 153

**Full Comments**

1	Without the dementia navigator service there would be very limited resources to refer patients and their carers to. The Alzheimer's society does not cover Southend and there would be a huge gap in community dementia support if these teams were lost. I think it would be an extremely bad decision resulting in many people living with dementia and their carers very lost and alone and for those people this could have disastrous consequences. I have seen the effects of those who have not received support for whatever reason and for this number to increase I think is just awful. Dementia is so underfunded in so many areas and the money saved to the country by informal carers needs to be taken in to account. If support is not available to carers the pressures will fall to social services which cannot support it as it is so we must continue to provide support for the informal carers. As well as my professional role, my father has been diagnosed with dementia for over 6 years. He lives with my mother. He is totally reliant on her for ALL his care needs. If anything was to happen to my mum he would require 24 hour care as myself and brother work full time and would not be in a position to meet his care needs and maintain his safety. My mum needs to know she is supported.
2	Because the support will not be there. If the team go, family's around Southend won't have help like this
3	They are readily available when I need support
4	Our services are stretched enough at the moment and more and more people are being diagnosed with dementia every day. Imagine if that was your parent !
5	I believe the acute trust and primary care will be the place that patient and carers will seek out if this service is no longer available. Costing more than the small relative amount that was quoted in your information provided regarding the service.
6	The navigators have been an amazing support to my family. From directing us to the appropriate resources, I have undergone training with them, they guided our family through the attendance allowance process and as my mother in law gets worse i worry what support and signposting is going to be available to us for the future. Please do not take this service away.
7	There isn't enough support for those living with dementia as it is. By removing the dedicated service for people with dementia and carers of those with dementia they will deteriorate quickly and social services will be picking up all of their clients and referrals costing more in the long term.
8	this is vital support which is lacking elsewhere
9	The service and support provided by Carers First have been a lifeline. Without their care and support I would not have been able to continue as a carer and my wife would have had to go into care. This would have cost the council far more than the amount spent on Dementia Services. This would be the same for so many unpaid carers for whom the current Dementia Services
	are essential in maintaining our mental health. The mismatch of other provision in no way could make up for what would be lost.
10	Ongoing support and knowledge will be lost. We regularly use the navigator service and have benefitted directly from J knowledge and support ( Team Manager)
11	I will need support from other sections of the social care network
12	Invaluable in navigating the various bodies and institutions & advising on where to go for information as well as providing it directly themselves
13	I will struggle to refer to an agency that my patients and their families need

14	Are you crazy even considering closing this service ! Do you have any idea of the impact it would make ! Unbelievable !
15	My mum went into a care home in April and was diagnosed with dementia. I was contacted by a local dementia navigator a few weeks ago and she advised me to apply for Attendance Allowance. She is the only person to mention this. Without her I may not have thought to apply for it.
16	It was support in helping him and for me helping me feel I wasn't alone
17	It's the only place where you can get both support and advice. Especially when caring goes wrong and you need immediate help. If this service were to stop where would one go to for immediate aid in dealing with an emergency situation at home? How does he cope when the person suffering from Dementia has a mental breakdown. Please don't say Social Services. It took my husband to be in hospital to get a social worker involved. This was 13 months after first contacting the social services to register him as having Dementia and needing an Assessment.
18	I have spondylitis spondylosis I am struggling there action will put me in a wheelchair
19	Charities and non profit organisations will not be able to accommodate extra referrals because the council want to save money. Which will put a huge pressure on other services. Dementia Alzheimer's affects more and more people and the deterioration can be a slow process without the correct support people will be put at risk.
20	It may affect my ability to work as I will need to provide more support for my parents. My father who has dementia often has suicidal thoughts and without any outlet or community he will feel like he has nothing to live for. My mother suffers with high blood pressure and anxiety and I am also concerned for her mental health if these groups don't continue.
21	Having worked closely with the service for a number of years, collaborative working has worked well and feedback from patients has been very good. Without this service, patients would lose vital community support and place pressure on other services that support as replacements
22	As we always need help with someone we look after with dementia to how to deal with someone who is hitting us on a daily basis or just general information from this team.
23	The Dementia support service in Southend is essential for both patients and for the people who care for them. The knowledge, information and advice they impart is sound and appropriate. Without the social opportunities the service provides there will be an increasing number of people who will become isolated and lonely thus having a detrimental impact on their mental and physical wellbeing. Unpaid carers are taken for granted and often care alone. Adult social care are obviously overwhelmed and the removal of the dementia support service will only exacerbate the situation and add additional pressure for both the service providers and users. There is nowhere else locally who offer the same level of support.
24	This service provides a valuable referral pathway for the ambulance service
25	I will feel unsupported and alone with the burden in care.
26	These services allow people with Dementia to live a full and safe life
27	My aunt is the carer for my uncle, they are both in their 80's so cutting this service would cut off my aunts lifeline. She was introduced to clubs that she takes my uncle to. They also offer her help and support.

28	There is already a lack of dementia specialist support that is so easily accessed and provides a flexible service to those who need it. No other service can match what is currently on offer.
29	Both personally and professionally the impact in losing this team and the support it offers will increase stress and burden especially on working teams and carers
30	I would have to consider how to offer support and who to seek for advice and guidance, probably trying the overwhelmed GP services or Social Care teams to refer those I meet.
31	I need the respite help ,, the services are essential . I cannot believe that SCC are even thinking about withdrawing them
32	the patients and informal carers are the most vulnerable in society needing support, without support the patients may end up in the system costing more in the long run
33	Offering support to the carers will change as we wont have the service to refer to or ask advice from.
34	Without having the specialist team I feel like I'm dealing with mums dementia on my own which is overwhelming
35	My partner lost his job due to dementia diagnosis. Our life has changed immeasurably. The Dementia navigators have been/are crucial in their roles of support and help. They go above and beyond with the knowledge they have in this distressing disease.
36	The service is essential to slow the decline of the person involved. it is an essential part of our week to attend these groups where help is on hand and experiences can be shared. Without them we would live a very lonely existence with an inevitable decline in mental health.
37	Meeting and talking with the dementia navigator is a lifeline for me
38	Due to the ongoing support and current advice given. Respite care for myself as a carer.
39	There are increasing numbers of patients and carers need good support -it can be devastating to look after someone with dementia and to remove this service would be a backward step
40	To watch a love one change and have little recognition is heartbreaking. Days can feel lonely and bleak. Having support and service helps us all through these days. So valuable
41	Because people in our community need the support, the NHS does have the resources to support everyone in the community
42	Our organisation is run by volunteers and volunteers look to Southend Dementia Services for confidence to deliver best practice on our services and to signpost guests.
43	I will need to give up my life to help my mother, either practically on doing the research to enable her to get the best care.
44	Their knowledge of local support and activities is invaluable
45	My Dad would be with people in a caring environment and enjoy himself for a short space of time Living with dementia means not a lot changes and days are long It also gives the carer a well needed break .... Quite simply imagine if it were your dad , would you want that for him and for you too
46	My Mum has mixed dementia and it is hard on my Dad and us. This will be less support which will mean that she may go in to a care home quicker. This is not what we want or good!
47	Because this is the only place I as his carer can be myself and my husband feel " normal " in a group environment. you loose your identity when caring for someone with Dementia, and the navigators help all the time to support you in every way, they're irreplaceable.
48	Because for 2 hours a week at the Windermere club the dementia navigator helps my husband play snooker and I have the company & support of the other women for two hours where we chat and help each other who all understand what it is like looking after



	someone with dementia all day every day by going to this club it helps to make friends and we give each other support also the husbands are doing something to try and keep their minds active which all helps if it wasn't for the Windermere club I would be at home on my own no conversations which isn't good for the carers state of mind .
49	I refer people to these services or advise them of what is available to provide them with support and information
50	I would not be able to refer or seek advice about dementia. I have also recently completed training with them.
51	Without the help and continued support of the dementia services and groups I would not be able to cope well I am able at the moment to phone for help 5 days a week and one of the dementia coordinators will visit when things are tough In the we can share information if/when we reach a difficult situation that we are finding it hard to cope with
52	Living with someone with dementia is extremely challenging and the needs change consistently The dementia coordinators understand this they are skilled and informative every step of the way and can be contacted daily if required When I was finding a situation very difficult a coordinator came to my home and spent time going through techniques to help their support is a life line for carers
53	Supporting a person with dementia requires help .. without this service then social services will have to provide more support within the community which will no doubt have an impact on their budget, and burn out to carers resulting in an increase within support services or residential care
54	No one knows until they are living with this terrible disease how it impacts the person, everyone around them and the challenges faced daily with changes often being managed (or at least attempted with support) ad hoc due to the unpredictability of this disease. One minute the person can walk and feed themselves and the next day they cannot move or open their mouth.
55	I wouldn't know who to turn to for advice and help
56	I have been told the service is the only place where questions are answered and which appears to have staff who are clearly properly trained. Many people find that social workers keep changing, and are not answering their question. They don't appear to be fully trained in dealing with dementia.
57	If the services stopped there will be no support for the people that are suffering and their families.
58	I am Only going to get worse and I will Need more support. My husband is a lot older and will not cope without help
59	The service's very existence is a sign of hope and a show of community inclusion for people like us. If you take it away you delete us from your 'vision' of local community. Should that happen we will, of course, lose some of our independence, choice and control and become more dependent on your already drained Adults Social Care service.
60	The Carers also benefit from seeing their loved ones have a purpose to have a sense of belonging and relax in the complete care of the clubs for a couple of hours
61	Presently I use the dementia service quite frequently as I'm caring for my wife who was diagnosed with Mixed Dementia 10 months ago & I need all the help/ information I can get

62	<p>The Dementia Navigators are vital to me. They have a vast amount of knowledge and expertise of dementia. The amount of support and guidance they offer is enormous. I've been a carer for about 10 years now and I'm not sure what I would've done without them. Everyone's experience of Dementia is different but they understand this and advise accordingly.</p>
63	<p>Caring for or living with someone with dementia is incredibly hard and having much needed support helps to cope. Group activities for those with dementia is essential to keep the brain engaged and there is good evidence to indicate it is a effective. We saw with Covid and the interruption of in person services that those with dementia experienced a significant decline in cognitive function and there is also research that shows the impact that decline had. That decline does not recover once lost.</p> <p>Given that dementia affects 1 in 11 people over the age of 65 in the UK it is a massive risk to remove services in Southend - the problem is only moved to an already stretched adult social care - who in my experience did not have the time or resource to provide group activities or navigation support. Also for carers if support and group activities are removed there is likely to be an increase in request for respite / carers and ASC funded support to enable the carer to have a break and to cope. If there carer is not supported and cannot cope it adds to more costly intervention or possibly residential care. So it seems the potential cost saving of closing this service will only be moved upstream when the needs increase - when actually with dementia it is essential to have preventative and early support.</p>
64	<p>I have found the advice from my dementia navigator to be extremely helpful when I have sought it. I would not have known where to turn without it.</p>
65	<p>Many of these patients and their informal family carers, do not find telephone or digital support appropriate. they may not be tech savvy, may have issues with sight or hearing, which makes telephone support unhelpful.</p> <p>If anything the service needs to be extended, and more funds put in for face to face support. I have completed this questionnaire in my professional role, however I am also a carer for a loved one living with Dementia, so I have personal experience outside Southend area, of how important and much needed this support is for patients and family. Dementia is so heartbreaking and stressful to support.</p>
66	<p>There are increasing numbers of patients and carers need good support -it can be devastating to look after someone with dementia and to remove this service would be a backward step</p>
67	<p>I am unsure we would be able to continue to offer the service we currently do without the support of the SDAA.</p>

68	I have both seen and experienced how challenging and draining it is to lose a loved one to dementia. It is a long and tough journey to see the "lights go out one by one". It is a lonely experience in many ways too. Sadly, the NHS and social care workers do not all demonstrate an understanding of what dementia entails. That is why being able to speak to and access help and support from people who understand dementia is so important. Caring for a loved one is very isolating: the groups/activities provided by the dementia service are a lifeline for both the dementia sufferers and their carers. It can be very helpful for the carers to meet with other people "in the same boat". I do not believe, though that the groups could be sustained without the dementia navigators. There is a constant churn of group attendees and without the navigators to tell people about the groups and assist them to access them, they will not be able to continue. Without the support in the early stages of dementia, both the sufferer and the carers may need to call on adult social care services sooner than they would have done and this will cost the Council more in the long run.
69	Currently I take my husband with dementia to the Windermere club once a week to play snooker. It's the only activity he enjoys participating in and I know he is happy and cared for by the dementia navigators, so I can have 2 hours of respite. I am able to be with other wives in the same situation, people I can relax and chat with. Otherwise, I don't get to see anyone outside the home, a very lonely existence.
70	Without ongoing support I will be unable to continue caring for my wife which will mean that additional services will need to be provided by the council, including residential care.

71	Without this service adults in our communities suffer and won't get the quick response that is required in such a significant times of their lives . This should be no different to someone receiving treatment for cancer .
72	I will have to work longer hours to cover the work that the team does for my project
73	It would state the City Council's intentions that they do not value supporting persons with dementia and value instead things like Boom Battle Bar or Southend United FC or Victoria Shopping Centre.
74	The current support services available, specifically the Dementia Navigators team, provide an integrated and comprehensive 'one stop shop' for information on all aspects of the condition, including, practical, financial and wellbeing advice. Without them, I will have to spend more time trying to access help via individual organisations and websites. This can be time consuming, confusing and frustrating, especially from a carer's perspective.
75	Dementia is already such an isolating disease both for those living with it and those caring for someone that lives with it. These resources are vital especially as there is currently no cure or confirmed way to slow its effects. Any external help from Southend Council is a crutch to anyone affected and needs to be kept running for as long as possible.
76	It is the only contact and help I get from people who understand dementia and are able to help in times of need. The community navigators have no idea how to help the carers of dementia patients - they don't get it
77	My mother has Vascular dementia and now my father has just been diagnosed with Alzheimer's. Within the last few year's I have had help and support from dementia navigator's, and forwarding services. I don't know what I'd do without their help. It's very stressful and draining being a carer, but to know I have support, if needed, is something that can't be taken away from people like myself. People with dementia need more help, and more support, and their carers.

78	When a person is diagnosed with dementia, this not only affects the patient but also the person living with them who then invariably becomes a carer. You feel absolutely confused and shell shocked at first, don't know which way to turn, so much worry, so many questions. However, then you find out about Dementia Services and you start to feel calmer when you know there is help and support for you. It is absolutely appalling for the council to even consider closing the Dementia Service as this is the only place where the affected people will get local help and guidance either through a phone call or a friendly face to face. The GP service is so limited and extremely difficult (almost impossible) to access that this is not a practical place as an alternative. This is generally affecting older people who have worked and provided for themselves and paid into the society all their life and then when they reach this sad stage of their life you are considering to take away the only local support. The council should have managed their finances better, they have spent millions of pounds on consultants etc and they should feel ashamed to even think of closing this service for people with dementia and their carers
79	lack of support and activity groups bringing respite for my carer
80	I'm a Carer for my husband with dementia and the Dementia Navigators are my lifeline for support and information and guidance. The snooker club at Windermere and the Art class in Chalkwell give my husband a creative environment he can enjoy and be "normal" and cared for, for the 2 hours he is there
81	My husband had his initial diagnosis of dementia in a letter and then we were left to pick up the pieces ourselves. I thought my best point of contact was the Alzheimer's Society but their input turned out to be a couple of phone calls, we never knew when this would be, and then nothing. After trolling the Internet I found we had Dementia Navigators in this area and the difference between the Alzheimer's Society and the local Dementia Navigators is astonishing.
	The help the Dementia Navigators give is a life saver to both the dementia sufferer and the carer. Being able to speak to someone face-to-face and build a relationship with them is what is needed as often the carer needs "caring" for in what can be a dark and difficult time.
82	Knowing they are there is a great help.
83	Support from the navigators is so valuable - there knowledge and understanding of dementia is second to none, every navigator is understanding of the problems involved both for the person suffering this cruel disease and the carer.
84	As a professional I feel this could impact the lives of a lot of the adults I assess on a daily basis. They are a service I discuss with a large percentage of adults, and are available to offer advice on what is available for me to advise. They are a completely invaluable service and the lives of adults in Southend will be worse off without the navigators present.
85	It would impact on every single patient I work with living with dementia.
86	Currently I know I can call the mobile number of my navigator and know they will pick the phone up or call me back. If she isn't there then I won't have one person I can contact it will be lots of different people and I don't know who I would call. It's comforting to know someone is always there
87	I have called the service on a number of occasions to get help and advice. Before I knew about the service I tried calling some other charities and they didn't get back to me. I also tried getting help from social services but the wait was too long
88	The current dementia diagnostic pathway has the dementia navigators as part of the pathway and all of the consultants in the Southend area refer to the navigators as part of this pathway, therefore if this service was not available the patient/ carers loose a valuable service

89	I believe there will be an impact on all social workers workloads exacerbating existing pressures and timescales, longer waiting lists as the dementia team have picked up part of the role of Peabody. Adults will be massively effected without a named support contact, and point of access to the community.
90	support for carers is vital due to the stressful and demanding role of being a carer
91	In my professional capacity, it would really affect how we support those living with dementia and there families.
92	as explained
93	More time will need to be spent with the individual if there is no alternative team to support them. Increase case load and more time having to be spent with the person (inc. paperwork) will reduce the level of cases we can get through a month and therefore increase all waiting times.
94	If I have difficulty managing my symptoms, who would I call?
95	I rely heavily on the snooker club as it is something I look forward to each week. I enjoy participating and the company of the other players. Mike understands me and my limitations as he enables me to participate.
96	I get two afternoons without my husband who has dementia, one of which is when he goes to snooker. When you are a carer you need someone who you can get in touch with to help you through.
97	My husband enjoys playing snooker. It is the only activity he enjoys these days. It is reassuring to know he is being looked after by dementia navigators and they are around to give myself and other wives of men with dementia advice and help. It also gives restbite and other people to talk to, as a carer it can be very lonely.
98	I will no longer be able to call one person who knows me and my difficulties and talk through my options. Who else will understand? Who can I call when I don't understand a letter received, need to find out something important. I have no family and without my navigator, no one can help me in the same way.

99	My navigator collects me for a monthly coffee club at my local church. Its is the only thing I attend and I enjoy attending. She has also taken me to the hospital for my memory appointment and to the bank when I lost my bank card. I rely on her.
100	Without having been able to use this service, my caring for my wife would have been much more difficult.
101	This is the only club my husband enjoys.
102	We've only just heard of the Windemere club and my dad has been playing cue sports all his life. removing the club will mean having to find something similar elsewhere resulting in a lengthy drive to and from, affecting us all as a family.
103	Because I can get a short break to breathe and relax without having to worry about my husband and I feel like it's the only thing keeping me sane right now.
104	Since my mums diagnosis' I have relied on the support and advice from The Southend Dementia Service. They have helped us in so many different ways. Especially helping to improve my mums well being.

105	Dementia is a progressive illness and its crucial to support pt's and their families .Its so complicated and unpredictable . Mentally and physically it will affect all the parties hugely. The best possible way to mange these affected families are with these types of services as medical management is not very helpful in majority of the cases. So how NHS is important for common people ,these services are also very important for these affected families. People who really experienced will never make a decision like this in fact they will broaden the service. I am new to this dementia team and its really heart breaking to see what these pts and families are going through. I hope you will study in detail and visit few pts and families ask them what they want. Some of them may not ask for help as they are not aware of what resources are available or may be believing that its their responsibility. What we have to understand that majority of the affected pts are elderly .We all know old age itself comes with loads of problems ,mentally ,physically ,psychologically, and financially etc. Getting Dementia on top of that is really life changing. If I get an opportunity I will recommend for more services for providing one case worker for all dementia patient from diagnosis till end, able to provide services to spent some time with them, just to talk etc. Hoping for the best for all of us.
106	respite I get as a carer and specialist advice, guidance given by the dementia navigators
107	I don't currently use this service
108	Greatly. They are a wonderful support with any questions we need answering or help with anything to do with our dementia partners. Also filling in difficult forms and applications
109	I look after my Husband and this service is a life saver for myself and fellow carers of people suffering and looking after a loved one with dementia. It allows me to meet and discuss with others in the same situation. If this service is discontinued it will cause real hardship for myself and others in the Southend Area who have to look after a loved one suffering with Dementia it is my one place I can go to talk to others in the same situation and get my husband cared for allowing me a few minutes respite from what is a 24/7 caring role. Please see fit to continue to fund this service for the foreseeable future. With so many people likely to suffer with dementia in the next 5 to 10 years this is a critical service for those in Southend living with this awful debilitating disease.
110	Because I'm my husband full time career and by going to the Windermere club on a Tuesday I will have know we're else to go it is a very lonely life at least you have something to look forward to so please keep it open .
111	Closure of the activity centres will affect many people leaving them with no regular contact of any kind or the help of the staff and volunteers running them.
112	Lovely group who bend over backwards to help

113	Supporting someone with dementia whilst still working and supporting a family is difficult and the alternative is that Mum goes into a home - she has few resources and so it would cost the council much more than simply offering activities and advice during the day!
114	Will have to identify another support group to assist with the understanding of dementia, living with it and much needed support/assistance for unpaid carers. All of which is very daunting for patients and carers when diagnosis is first made.
115	With the understanding of dementia, living with it and much needed support/assistance for unpaid carers, all of which is very daunting for patients and carers when diagnosis is first made.
116	I'll have to try and find another support group to assist me with trying to understand living and caring for my husband with dementia and getting assistance and support for me as his unpaid carer. This is very daunting for both of us as my husband has only just been diagnosed.

117	Will have to start all over again which is very over whelming for everyone including the person with dementia. It's a struggle as it is.
118	There will be no face to face service available in Rayleigh for people living with or caring for people with dementia
119	The support and advice from my local navigator would be lost and this has been vital for myself and my mother. The diagnosis was hard to hear but the navigators support and advice was enormously helpful in finding resources, filling forms and understanding how and when to access services. Taking this service away would leave newly diagnosed people to navigate this alone. I believe that the council taking this service away will just put more pressure on the adult services social workers who are already overloaded and will leave some of the most vulnerable member of society in a very scary situation with no clear idea of where or how to access support, advice and resources.
120	Lots of help, navigator very informative and provide great advice.
121	Mixing with other people in the same position. Socialising with people who understand dementia illness.
122	It means we will be at home 24/7. This will make me unwell mentally + physically
123	Mixing and socialising with others in the same situation with the same unfortunate form of mental illness.
124	Being with other people makes a difference to how you feel and the other ladies help to talk too
125	There is a huge need for this service, people living with Dementia and their carers look for and need this support.
126	It will mean no support in Southend at all , whilst all other surrounding areas will continue to have funding from the Alzheimer's Society, paid by Essex county council!
127	This will put a lot of pressure on me in my role In occupational therapy.
128	Navigating the barriers to gaining the correct support for a mum who is going through the process of dementia assessment is traumatic. A local service to help us essential
129	Because I and my family wont have ready access to expert assistance delivered in-home so the loss of 1-2-1 help will be detrimental to my dad (dementia) and probably set him back/send him further downhill.
130	From a work point of view I can foresee the loss of this service having a huge impact on my workload. People will require longer term interventions and support and I will therefore be holding cases open for longer. I think that here will be an increased demand for carer support and PA support in the long-term to replace the care support previously provided by informal carers who have fallen by the wayside due to lack of support for them in their caring roles. As a Southend resident with family members who are suffering from dementia, I am really concerned for how we will cope in the future as their needs increase. And this comes from someone who works in social care and knows what services are available. I feel very strongly

	that this cut is targeted at our most vulnerable residents who can't fight for themselves and their basic human rights and freedoms. It is just another sign that our elderly residents are the least valued people in the city, which I think is really sad indictment of the rest of us and this Council in particular.
131	It has been such a comfort at such a difficult time. Knowing that this service might not be there for families trying to navigate this difficult time in their lives is a tragedy.

132	Me and my husband attend the Windermere club in Southend. We have met great friends and shared experiences which has made our journey easier. I would be very upset if this club and the dementia navigators leave as they have given us so much support when needed.
133	I lost my father to dementia and the service was fantastic, really took the pressure off my mum and enabled her to get all sorts of help when needed, she would have collapsed without it, we all would. My father-in-law was diagnosed with Dementia with Alzheimer's last year and is deteriorating quite quickly. Losing the services will cause untold stress on our family and we really aren't ready to go through it all again unaided.
134	My father is at the early stages of Alzheimer's and already the dementia navigator has been so helpful going forward this service will be invaluable to my father and his family. It will be a terrible loss if this department is closed down.
135	I have found the Dementia Navigator service to be an extremely friendly and useful service in helping me deal with the effects of living with a person suffering from dementia. They have been an invaluable first port of call whenever I have needed advice or assistance.
136	It will mean I will have no help and support for looking after my husband. My husband and I are both registered blind. I could not have coped this year without the help of Gill Clarke.
137	I will go back to feeling alone. I like the idea of having one person that I ring and she knows me, helps me and generally makes me feel better. I will be completely stuck without her.
138	How will I remember what I need to do? I write things down but lose those. I rely on a regular welfare call from my navigator who keeps me going. I see no one and without this contact I may as well be dead!
139	I feel very isolated, I have tried other teams and they have not been very helpful
140	Monitoring the extent of the Dementia for patient and carer. People with Dementia need to be treated like every other human being with respect, dignity and understanding.
141	My wife has dementia and is in care and I need support as I get suicidal
142	Questions that I may have put to the Dementia Navigator will have to be directed elsewhere. What is being done to help carers who are facing this situation for the first time?
143	Because I will need a lot more support for my mother in law going forward as her dementia is progressing quickly. The support and help that I have received from the service so far has been so valuable and supportive
144	Sue Stubbs is my Dementia Navigator and she and the team are brilliant , I have worked alongside Sue through 2 family members being diagnosed with dementia and Alzheimer's and she has supported and helped me so much, providing info and a way to chat and find out info, I will truly miss this service , I actually can't believe it's being closed down and disbanded Awful shame and no good will come of it
145	The dementia navigator service has provided invaluable, positive support for my father who cares for my mother (who lives with dementia). Without this service we, as a family, would have had no knowledge or access to vital day to day, respite and peer support. The navigators have been and continue to be an essential support network. Without them, people living with dementia and their carers will be left to try and wade through the complete lack of public information available on where/how to access any support or services. In addition, their practical knowledge of dementia (and all its quirks), the way they deal with people living with



	<p>the condition and the help they offer when filling out complicated forms is invaluable. When a diagnosis is given the level of support from the NHS is shockingly bad - essentially amounting to no more than handing out a pack of booklets and sending people on their way to deal with life shattering news. No support is offered and it is left to the often isolated carer to try and find out what support exists. The Navigators act as a conduit and liaison between families and these poorly advertised services. Without the support and direction received from the Navigator service to groups, clubs, etc, my mothers condition would by now require residential care, putting further strain on an already stretched financial situation. Quite simply, the shutting of this service is a huge short sighted move which will, in time, result in a far greater cost to the council as it will be forced to address the fallout and resulting additional care and support both for people living with dementia and their carers/families.</p>
146	<p>The support of dealing with the angry outbursts from my mother is, well it's indescribable but it's excellent. Getting her diagnosed was extremely difficult but the services did help a lot with her denial.</p>
147	<p>The help and advise this team offer is a great help to me and my wife, we wouldn't of known over half the things we do now if it wasn't for them helping us out each step of the way</p>
148	<p>Dementia community support team provide the necessary guidance and support even at weekends. Adult social care are not trained or have the time to provide what the dementia support team is doing.</p>
149	<p>Very helpful chats with our dementia navigator</p>
150	<p>Belonging to the dementia service (windmere snooker) is so important. We wives can enjoy the company of the other ladies and share our problems. Through this service we can deal with issues and seek the help we need. Please note, living with someone with dementia is very lonely!</p>
151	<p>My family rely on the services to provide much needed support and respite.</p>
152	<p>Simply I might just be stuck at home alone to look after my husband 24/7 without interaction with others, end up mentally breaking down because sometimes he suddenly turns violent towards me.</p>
153	<p>Anyone can get dementia or care for a loved one who has dementia. For those individuals, the closure will have a huge impact. It also reflects on the kind of local communities and services we need and expect in Southend. Closing the service is retrogressive.</p>

## Appendix c

We had comments from individuals submitting emails, below is the full submission of comments, one was from someone outside the City and referred to our neighbouring authorities Castle Point and Rochford.

Full comment	
1.	<p>Good afternoon, I must protest in the strongest form, your proposal to cut funding to dementia patients, this is utterly ridiculous, do you truly know how many people this will adversely hit? I doubt it otherwise you would not entertain such a preposterous idea. Come on Southend City councillors, have a modicum of responsibility here. Look after your vulnerable people who must wholly trust in your decision making.</p>
2.	<p>I am writing to you of my concerns over the proposed cutting of care for dementia patients. My Dad suffered with dementia for a number of years before sadly passing away in 2020. It was awful to watch such a proud man decline mentally and the whole thing put enormous pressure on our family. My Mum who was 84yrs old at the time tried her utmost to care for her husband but it was a huge struggle. Without the services she was able to access, it would have been even worse.</p> <p>People with dementia of any form need help and assistance as do their loved ones who care for them. By cutting these services so many more people are going to feel vulnerable and left not knowing how to cope. I ask you please, as someone who has seen the horrors of dementia for themselves, to please consider very carefully before cutting any of the vital services currently available.</p>
3.	<p>I wish to state that support for this very vulnerable sector of our society is crucial. It needs highly trained, empathetic professionals to provide specialist care particularly in the community. I see this as a health condition that should entitle sufferers to full nhs support.</p>
4.	<p>I have just read the proposal to cease the dementia support service. I neither have dementia or are caring for someone with dementia, nor use the service or work in it or with it. I am though concerned about the closure of any service for this vulnerable group of residents and their carers and infuriated at the quality of your attempt at consultation about it. I note that in the consultation summary you state:</p> <p>We want to hear what you have to say, however, the results of the consultation are advisory. They will, however, provide clear evidence of people's views, which your councillors will take into account when making a decision.</p> <p>All feedback received during the consultation period will be carefully reviewed and considered. The findings will be used to inform decision making You then invite readers to complete a survey. Which I did.</p> <p>The survey is absolutely useless in providing clear evidence of peoples views that will inform decision making:</p> <p>You did not ask views on whether residents agree with the proposal (I note you state this is not a referendum, but I am a ratepayer and through my councillor I expect my views on how the budget is spent to be taken into account)</p> <p>You did not attempt to get feedback on the value the current service has to those that are using it nor the impact on them if it is stopped so decision makers know what the impact will be on their decision</p> <p>No attempt was made to gather views on shifting the responsibility for this crucial support onto already stretched NHS or third sector providers,</p> <p>Survey simply seems to assume someone suffering from dementia or bearing responsibility for caring for a dementia sufferer would be easily able to identify an</p>

	<p>alternative service provider. So what? You find out that x number of respondents will seek a service from their GP (or whatever). And? I will look forward to seeing your consultation outcome report.</p>
5.	<p>I note that Southend is stop the Dementia Service run by Southend City Council, but does not make it clear if the consultation is limited to Southend alone, but will effect Castle Point &amp; Rochford? Is the Dementia Service to close down its help to Rochford &amp; Castle Point Residents.</p>
6.	<p>I have filled in both the on-line and paper survey. I don't know who created this survey but shame on them as there is nowhere to add your views. The questions do not really allow you to express any view either. I am against this service being axed as we have an aging population with dementia becoming more common as a result. Any service that can help those with dementia or those caring for someone with dementia is a must. The fact that cutting this service is even being considered I find very short sighted of the council. I helped care for my father and was shocked at how little is know about the care of those with dementia. Visits to the hospital proved that even medical professionals had no idea now to treat those with dementia. The training I had whilst working for Southend Council was also shocking in its naivete. Please do not allow this service to be cut.</p>
7.	<p>I can't express how angry and disappointed I am at the proposal to withdraw funding for this team. This has genuinely made me feel sick. I volunteered when the Alzheimer's Society provided the above support and then staff were tooped over to the Council support team. Unless you have been involved with the support team and dementia you will be unable to understand the life saving support they offer. Some carers and those with dementia come to the support team and their groups at their wits end. It is a cruel and debilitating disease which robs both carers and those with dementia of their dignity and purpose. The dementia support team have a wealth of understanding and experience. The organisations which you could go to if the service was terminated are not in the same league and will be unable to offer the hope and support required which will lead to unmet needs. I have experienced dealing with many of the organisations listed and ended up, after a run around, coming back to the dementia support team. Examples of the validity of the team and services.</p> <ul style="list-style-type: none"> <li>- singing group. A lady could no longer speak but could sing as this touched her from the past and she could remember. How precious were these moments.</li> <li>- activity group. One carer dropped his vicar wife off for two hours at the group and read his paper on the seafront as this was his only freedom. His wife still thought she was running a church and taking services. We were able to encourage both parties.</li> </ul> <p>There are many more examples of people who are ashamed of the disease but have found a kind and friendly environment in the groups and vital support including access to benefits, allowances from the dementia support team. I trust there are other ways being explored to save money in the Council and to save waste. Many more people are getting dementia and it is likely to affect a wide range of Southend Borough dwellers.</p>
8.	<p><b>Eastwood Baptist Church</b> Southend Council's Dementia Community Service</p>

	<p>At our church we have been running our Safe Haven dementia friendly cafe for three years on the second Wednesday each month. The sessions are available at no cost to anyone in the local and surrounding community, and for dementia sufferers and their carers. Both in the planning and the running, we have been wonderfully guided and assisted by Gill Clark, one of your dementia navigators, and whose job is one of those under threat.</p> <p>For the person suffering from dementia, it can be a time of great confusion, and for family and caregivers, dementia can be challenging to manage, both emotionally and practically. Although our sessions only provide a minor role in helping compared to some other facilities (eg day centres, respite care, etc), because of the help we have had from Gill, who has attended the vast majority of our sessions, we have had some success in helping dementia sufferers and carers to begin and travel in their journey with the disease, and to enjoy the safe atmosphere of our sessions. In several cases, Gill has also visited people at home to assess their circumstances and needs, and to explain what support is available.</p> <p>In a wider sense, we understand that there are something like 2000 people in Southend who have been diagnosed as having dementia. We would ask you to consider the possibility that by stopping the current service, that this may prove to be a false economy in the longer term, with greater reliance on other council run social services, not just in respect of dementia sufferers, but also their carers.</p> <p>Whatever the outcome of the council's considerations, our sessions will continue, but will be significantly less effective without the continued input we have had from our dementia navigator. we ask you to consider earnestly how these posts, and motivation and activity groups currently run by the council, can be retained.</p> <p>Although this has been identified as being a non-statutory service, as stated above, stopping it may result in additional future cost which falls under areas of statutory service.</p> <p>On behalf of myself and the Leadership Team of Eastwood Baptist Church.</p>
9.	<p>Dementia is UK's number one killer and 1 in 3 people will develop dementia in their lifetime. While I understand that Southend needs to make financial savings, cutting this service appears to be shortsighted. 33% of Southend's residents will need access to dementia services over time, even more when you take into account their carers. Voluntary groups can only do so much and without a central service to coordinate what is available sufferers and their carers will miss out on available support.</p> <p>Currently there is no cure. The dementia service is essential. You or a close family member will be affected by this proposed cut.</p>
10.	<p>Following your reply to my email yesterday regarding the consultation, I was concerned that avenues such as doctor's surgeries were not included. I have copied in the practice manager of my surgery , Queensway, to enable him to make contact with you and to provide the patients with the opportunity of knowing about the consultation and being involved.</p>
11.	<p>Southend-on-Sea Council proposes to cease its Community Dementia Support Service, disband the team of approx 10 staff and replace it by using their Adult Social Care team to direct users to charities etc...</p> <p>The proposal has been put out for public consultation with the council publicly asserting that no decisions have been taken yet*.</p> <p>I contribute to the consultation as follows:</p> <p><b>Comments:</b></p>



The Dementia Support Team (DST) provides an experienced and expert single point of contact for the increasing number of people\*\* diagnosed with and touched by dementia. In my view the service should be expanded not cancelled - at the very least retained in some part for the long-term, because:

1. Dementia is a disease that needs experts to support and advise sufferers and carers alike, face to face, just like cancer or diabetes etc...
2. ...because inexperience leads to misinformation, doubt and, where insufficient service provider provision exists, a dearth of experienced colleagues from which to draw-upon and learn.
3. The lack of dementia support staff with relevant knowledge and experience means that people with dementia and their families/friends will suffer additional stress and discomfort because they'll get passed from pillar to post trying to find the right service to help (if it even exists), whereas the DST can provide that information quickly and without the enquirer having to repeat themselves over and over to each organisation they have to contact - and, importantly, that service can be provided in the sufferer's, or relevant, home environment by an experienced and knowledgeable dementia expert. Equally...
4. ...prompt, experienced, assistance and intervention is of paramount importance because dementia can be slowed with appropriate intervention but also speeded-up in its progress if interventions don't occur\*\* - the DST provides prompt and timely access to those interventions.
5. Southend Council proposes to pass responsibility for dementia support via its Adult Social Care Team, to charities (and by 'education') - in my view this will reduce the standard of service, cause distress to carers/families and reduce the life-span of sufferers because...
6. ...Adult social care workers are not dementia experts; to refer calls to them in the first instance is like referring a diabetes sufferer to a knee specialist - it's unfair on all parties, most of all the dementia sufferer and their carer/families. Also... 7 The DST, being council run, is effectively regulated by the CQC; whereas for example, the Alzheimer's Society, being a charity, is regulated by the Charity Commission - nothing to do with dementia. Without expert regulation, in a joined-up council-run provision, dementia support is at risk of becoming a fragmented service provided by smaller un/less regulated volunteer organisations glued-together by adhoc time consuming meetings including with council staff. (Also it's not currently possible to educate people to not get dementia, unlike with say lung cancer which can be reduced by anti-smoking campaigns).
8. The lack of one, single, state-regulated dementia support service means that any dementia service provided by the council will naturally field the calls that would otherwise have gone to the DST....
9. ...so Social workers, Council switchboard, the Dementia Intensive Support Team (the latter being for clinical mental health intervention of the sufferer, not day-to-day support for the sufferer and their families/carers) will find their workload increased and time taken away from their core responsibilities.

**Summary:**

1. The Dementia Support Service is a one stop shop that links council to services in an easy to reach, regulated, joined-up State-provided solution - including home-visits.
2. Knowledge and experience is paramount when dealing with dementia, both for sufferers and carers - remembering that sufferers (and those close to them) have a cognitive disease that means they require contact with someone who understands the best way to approach communication.



3. Cancelling a service doesn't make the problem go away, the cries for help will still happen and still impact, and still cost the Council.

**Suggestions:**

1. That the Community Dementia Support Service is retained long term with fewer personnel but with the same skill-set as at present.
2. Of those retained staff, one (on rota) is occupied daily (at home or office) by being the single point of contact (SPOC) for the reduced team, to deal with enquiries and manage/make appointments.
3. An aim of the reduced service being to manage and assist to conclusion, service users at first point of contact and to reduce the contact time with service users on each meeting/appointment but still include home visits (I appreciate this would be countered with 'you either do it properly or not at all; but I'd argue that the comfort provided for users by having a council-run service staffed by experts outweighs the negative side, after all, the staff can still quite rightly blame reduced budgets just as a GP has had to as consultation times have decreased).

**Conclusion:**

The Dementia Support Service cannot be replaced by private and charity provision because the council's service provision will be lessened and what remains, likely overwhelmed by sufferers and carers.

A solution is to reduce the number of staff with the aim of providing a similar but more streamlined service that reduces contact time with users but still gives comfort to users from experienced knowledgeable experts - something that is particularly important for dementia sufferers whose cognitive abilities require specialist engagement, and whose carers require advice from experienced empathetic professionals.

Finally, NHS England states that 1/3 of the population will be touched in some way by dementia as the numbers of sufferers increases.

I'd respectfully advise council decision makers and councillors to ask themselves what sort of service they would like both for their relatives and for themselves when they are consumed with a dementia issue.

\*Speaking to people who use the service and a councillor I understand that DST staff have already had their contracts cancelled/not renewed and that charities are already engaged (I emailed 22/01/24 asking for clarification and, at time of writing this, await a reply).

\*\*Sources: NHS England, Alzheimers Society, Dementia UK. I have no relationship with any council employee or councillor. I have used the community dementia support service and speak as a carer for my mum who has dementia (it's all-consuming quite frankly and expert knowledgeable staff on-the-ground are essential).

I should be most grateful if you would confirm receipt of this email and let me know what happens next, including time frame and opportunity to comment further.

**Email received on 22/01/2024**

Just a few questions for you, thanks:

Has the service been, or effectively been, written off already, as in removed from the council's budget 23/24 or 24/25, ongoing?

Is the funding still available for the service until the consultation has been concluded, considered and acted upon?

There are lots of ways of asking the above but you know what I mean I'm sure! Will the proposal to cancel the dementia support service be put to councillors to be voted on, if so when, please?



	Speaking to people who use the service and a councillor I gather that staff have already had their contracts cancelled and charities are already engaged to expect more calls.
12.	<p>This resource was offered and has been used after Bob was diagnosed</p> <p>We are extremely surprised and upset to hear that It is under threat of closure</p> <p>We have also appreciated the support and dedication of the staff and volunteers I We note that due to the enormous financial def1c1t the council must look at all services so that it Is able to continue to provide statutory and essential services I Dementia support has been identified as a service that may need to be axed to make savings. The service at Windermere Rd Is 2 hours a week.</p> <p>The council also states that (dementia support service is not required by law). The resource at Wmde1 mere Rd offers support for Alzhe1mers/dementia clients, all of whom rely on carers who are m the main their spouses or partners and elderly. Dementia support relies on carers many of whom care 365 days a year and 24 hours a day sometimes m very challenging situations. Thus the Windermere Is a dual resource supporting those with dementia and their carers.</p> <p>Loss of this resource could see the carers suffering burn out and the dementia clients need mg residential care The Daily Express 10/1/24 p15 states One million in the UK with dementia and 600000people with Alzheimer’s. It Is noted that the pier although iconic Is a heavy cost losing money. Is the pier covered by the statutory and essential criteria. The Windermere Club is a small resource offering normalisation to both dementia suffers and carers, and It is shocking and shameful that it should be under threat</p>
13.	<p>I was dismayed to hear that the Council are thinking of doing away with the dementia and community support services, having known many sufferers both past and present, I understand how invaluable these vital services are. I have gotten to know the dementia navigator G, as a regular at our churches community café which is dementia friendly and I have found her so helpful and knowledgeable, I would hate all that knowledge and experience to go to waste if she loses her job and I am sure it would distress people with dementia too, as they hate change and need familiar things and people as a constant. Of course, I understand that cuts have to be made to the Council budget but these very vulnerable people need familiarity and will get confused and upset with a new system or new people if is all changed. The</p> <p>Government have pledged to help struggling Councils, which gives me hope that this essential service will continue with no job loses.</p>

14. **Windermere Club Document**

I am writing this letter to bring this matter, which is very close to my heart, to the attention of the general public regarding the future that Southend Council are proposing for patients, with a diagnosis of Dementia and their carers

In my opinion, I feel it is atrocious that Southend Council have in effect, made a pennywise and foolish decision by proposing to disband the Dementia Community Support Team. This team offer so much help, advice, support and guidance to families who are carers for a loved ones with a diagnosis of Dementia

From my experience, when my husband first received his diagnosis of Dementia, I felt very lonely, isolated and didn't know where to turn. After speaking with a Dementia Navigator, who helped me immensely, I felt a sense of relief and finally supported. The Dementia Navigator told me about THE WINDERMERE CLUB, where I could go and chat with carers in the same situation as me There is a staff member who looks after the people with Dementia so they can play snooker together, allowing the carers to have a much needed respite break, to have a chat and a coffee with like minded people living with the same experiences. For that two

hours, I am able to feel like myself in a normal situation, as caring for a patient with Dementia is a 24 hour, seven days a week role. As many carers are aware, this can be extremely mentally and physically exhausting. The plan is to STOP the carers/patients group at the Windermere Club, as there are proposed plans to disband the Dementia Community Support Team, due to funding issue I feel that Southend Council have not given any thought to the devastating affect the closure of this team/group will have for carers. I know this will have a knock on effect on Social Services, Doctors, NHS and all the Dementia patients and carers alike The help and support that is given by the team at The Windermere Club far outweighs what Southend Council are proposing to do. It seems to me that Southend Council are going back in time and not looking to the future to ensure that the much needed care is given to patients and their carer's in the hold of this awful condition. Going forward, who will be looking after these people in such devastating circumstances? The patients living with Dementia will progress and become isolated The carers left vulnerable, unable to cope and at risk of extreme carer breakdown.

This is NOT PROGRESS

15. The dementia team are vital for support to the families who have a relative suffering from all forms of dementia. This club gives the stressed out relatives a 2 hour break from the stress, and struggles from having to care for their loved ones.
- It also offers the support network need to be able to cope with every day life, and sharing with others, and relief that you are not the only person dealing with the certain behaviours of dementia.
- My dad suffers with Alzheimer's, my mum had power of attorney, which means he was incapable of making his own decisions. My mum felt there was no support for her, from the general adult care team, so she started drinking to deal with having to look after my dad, when the social care system kept saying their wasn't a problem with my dad. When the adult social care visited my dad, they only spoke to him, and took his answers to be true, even though we had already told them he was incapable of doing the things she asked him. In my dads mind he could do all those things, the dementia team knew he couldn't do these things and were there to help get support for my dad and mum. for 2/3 hours a night of asking the same question over and over, again at night time, they have a sundown period, when they have no memory at all, they get very confused they can get very aggressive they are like a baby that needs to be cared for 24 hours a day, some are up most of the night too.
- They also help with form filling and hurdles concerning Council services by getting the dementia team, More mental health for carers like going to the doctors for toothache and them sending you away saying they cannot help you.

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**Meeting:** Cabinet  
**Date:** 4<sup>th</sup> March 2024  
**Classification:** Part 1  
**Key Decision:** Yes  
**Title of Report:** **Telecare Charging Consultation**

**Executive Director:** Mark Harvey  
**Report Author:** Nicola Mickleburgh  
**Executive Councillor:**

## **1. Executive Summary**

- 1.1. To inform Cabinet of the outcomes of the consultation which was undertaken and to recommend that the telecare monitoring service within adult social care becomes a chargeable service.
- 1.2. A total of 96 consultation responses were received. The overall consensus from all those who responded was that they understood why the Council were proposing the charges but felt the cost-of-living crisis, would have an impact on them being able to access the telecare service in the future, which could impact their quality of life and the security of staying in their own home.
- 1.3. It is important to note that all individuals receiving social care services will be offered a financial assessment and will only contribute to the cost of their care in line with what they are assessed as being able to afford.

## **2. Recommendations**

### **It is recommended that Cabinet:**

- 2.1 Notes the outcome of the public consultation on the proposed changes to the Authority's recommendation for the introduction of a contributory charge; and
- 2.2 Agrees to implement the recommended changes to the charging arrangements for the Telecare Monitoring Service.
- 2.3 Following the cabinet meeting the results of the consultation will be published on the website and those affected by the charge will be notified by letter.

### **3. Background**

- 3.1. Telecare can be used throughout the home to support people, and their carers, to remain living as independently as possible and for longer.. It is usually supported by a base unit connected to a telephone line and automatically raises an alert when support is required. Examples of some of telecare equipment are bed/chair occupancy sensors, falls detectors, property exit sensors and smoke /carbon monoxide detectors.
- 3.2. The Telecare service contributes towards maintaining the independence and safety of people who need support, such as older people, people with learning disabilities, people with cognitive impairment, people with physical or sensory disabilities and people with long term chronic conditions. It can also provide reassurance for relatives and carers and is a key service in terms of prevention.
- 3.3. South Essex Homes is the Council's community alarm and telecare provider. It provides a range of additional preventative services to a variety of people, many of whom are older people, and many receive a known social care service. The community alarm and telecare service are non-statutory but is a key element in assisting people to live independently in their own home.
- 3.4. Both the community alarm and telecare equipment operate 24 hours a day, seven days a week and are either installed in individual homes that use the person's telephone line or connected to hard wired systems in sheltered accommodations. The community alarm and telecare equipment are connected to a monitoring centre.
- 3.5. The recommendation also allows us to bring parity of approach and charging for Telecare Services to all resident of the city who may wish to access the option.
- 3.6. Historically, people who go through the Council's adult social care service, are issued community alarm equipment and a 24/7 monitoring service which has been at no charge to the person. Through this process, the monitoring service which is delivered by South Essex Homes costs the council in the region of £110k per year plus the cost of the equipment itself.
- 3.7. There are currently 300 households who are receiving this service at no charge and a further 2600 clients who receive a service direct to South Essex Homes who are charged.

### **4. Reasons for Decisions**

- 4.1. A consultation was commenced on 19th December 2023 and ended on 26th January 2024 regarding the proposal to:
  - (i) Charge those customers who come through Adult Social Care services at Southend-on-Sea City Council for the telecare monitoring service (subject to a financial assessment).

- (ii) Refer customers without a wider social care package for which the telecare monitoring service is part of to South Essex Homes, where a charge will be payable.
- 4.2. Individuals who currently pay a contribution towards the cost of their social care services and are directly affected by the proposed changes were contacted individually by letter. It contained details of the proposal and a link to the survey along with providing a paper survey (see appendix 1) and a pre-paid envelope.
- 4.3. An email address and contact number were also available in the letters sent out and on the consultation portal Your Say Southend for any questions or queries relating to this consultation.
- 4.4. The consultation was promoted across social media and was available on the Councils interactive consultation portal <https://yoursay.southend.gov.uk/> it was also made available in a hard copy format if requested. We also provided hardcopy questionnaires in all libraries across the city.
- 4.5. In addition, representative groups and local organisations including the Southend Association Voluntary Services and Age Concern were informed by email and there was an opportunity for people to take part via the online questionnaire.
- 4.6. In total 564 people accessed the campaign, however there were a total overall number of 96 responses. 85% of these said they currently received the Telecare Monitoring service for free. 14 people responded online and 82 people completed a paper document. The remaining 468 of people were aware of this consultation but chose not to comment.
- 4.7. The 96 people who responded, included 65% who were someone who receives care services from the council, those individuals (10%) who chose the option for “someone else” commented that it was a service they were looking to use for family members or themselves in the future. The remaining 25% were a carer or family member who receives care services from the council. A summary of the responses is included as appendix 2.
- 4.8. 52% of those responded stated they would continue using the Telecare Service if a charge was introduced. Of these people, 80% specified they had “no choice, they needed the service” and that “it helped them stay safe and gives them peace of mind” collectively, with 3% indicating it was a fair price.
- 4.9. Of those individuals who said they would no longer use the Telecare Service, 54% confirmed they would be unable to afford the proposed charges with the cost of living crisis, 18% confirmed they no longer require the service, and 8% maintained it was a fair price.

## **5. Reason for Decision**

- 5.1. The Telecare Monitoring Service has been identified as a service which would benefit from revisiting its charging structure which at present is free for customers who go through the Council's adult social care service.
- 5.2. The responses from those who have taken part in this consultation have been carefully considered including the clear message over how valued Assistive Technology is. Nonetheless, it is deemed not unusual that some people would object to paying for a service in the future that they have had for free, even if this concession is not offered by other Councils.
- 5.3. Consultation responses have indicated that the majority of existing customers feel they would continue to use this service if charges are imposed. However, we are aware that there are some customers who have affordability concerns. A financial assessment will be offered, and they will only contribute to the cost of their care in line with what they are assessed as being able to afford.
- 5.4. To provide an equitable service for all Southend residents.
- 5.5. To ensure that Cabinet has awareness of the changes to these arrangements and how the impact of them is being managed for Telecare users.

## **6. Financial Implications**

- 6.1. The proposals will deliver some savings, and this has been reflected in the budget setting process for 2024/25 onwards.

## **7. Legal Implications**

- 7.1. Although service users receiving Adult Social Care support from the Authority, be it home care, residential/nursing care or day care will be affected by the proposed changes set out in the report, the proposed changes are in accordance with the Care Act 2014 and its accompanying Statutory Guidance as regards charging for such care.

## **8. Policy Context**

8.1

## **9. Carbon Impact**

9.1. NA

## **10. Equalities**

10.1. NA

## **11. Consultation**



11.1. Analysis contained in Appendix 2

## 12. Appendices

### 12.1. Appendix 1:



Paper survey pack  
Telecare FINAL.pdf

### 12.2. Appendix 2



Telecare  
Consultation Analys

## 13. Report Authorisation

This report has been approved for publication by:		
	Name:	Date:
S151 Officer	Joe Chesterton	13/02/24
Monitoring Officer	Kim Sawyer	13/02/24
Executive Director(s)	Mark Harvey	9/02/24
Relevant Cabinet Member(s)	Cllr James Moyies	9/02/24

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## Charging for Adult Social Care Telecare - Consultation

Southend-on-Sea City Council would like to have your views on proposals to make changes to the way it charges for customers who are using the telecare monitoring service via adult social care, and to bring this to one standardised service offer for residents of Southend-on-Sea.



We are therefore asking Adult Social Care Telecare clients, carers, people employed in health and social care along with the wider public to comment on this proposal to include charging for the Telecare Monitoring Service under the adult social care charging policy.

The reason Southend-on-Sea City Council want to do this:

- To bring charging arrangements up to date with the guidance on charging set out in the Care Act 2014.
- To consider charging for services that the law says the Council are allowed to charge for, but that are currently provided for free.
- To bring this into one service offer – one stop shop.

The Council continues to face pressure on resources and seeks to make the best use of funds available to support all care requirements. We continue to be committed to providing a wide range of services to as many people as possible. If we do not bring the Telecare Monitoring service into one chargeable offer, then we may have to consider reducing the level of services we currently provide and the number of people we are able to support with these services.

This consultation is one of a number that the council will be running over the coming weeks, as it seeks to deal with the current financial challenges and set a realistic and balanced budget for 2024/25 and beyond. Visit our website for more information: <https://www.southend.gov.uk/council-budgets-spending/current-budget>.

How does the Telecare service currently work?

The Telecare devices enable people to call for assistance when they have a problem. Some equipment generates automatic alerts in the event of a particular issue arising such as a fall. These calls or alerts are passed straight through to a call monitoring service run by South Essex Homes, where trained staff can talk to the Telecare clients and establish what is needed. If assistance is required following a call, some users have family or friends or neighbours who can be contacted, emergency services can be contacted also if appropriate.

Currently most people have a service directly with South Essex Homes which they pay for themselves, a smaller amount of people have a service provided by

Southend-on-Sea City Council social care team which people do not pay for themselves.

What changes are proposed?

Southend-on-Sea City Council are proposing to bring the Telecare Monitoring service into one standardised offer and to introduce charging for the Telecare Service which Adult Social Care Telecare clients receive under the adult social care charging policy.

**The consultation will close at 5pm on 26th January 2024.**

Any consultation responses received after this date will not be included.

You can tell us your views by completing an online survey on <https://yoursay.southend.gov.uk/charging-for-telecare-consultation> or a paper survey in one of Southend's libraries or the Civic Centre.

Other ways to take part:

Email: [strategiccommissioning@southend.gov.uk](mailto:strategiccommissioning@southend.gov.uk)

Write to: Adult Social Care Service, Telecare Monitoring Service Public Consultation, Engagement and Participation Team, Southend-on-Sea City Council, PO Box 2, Victoria Avenue, Southend-on-Sea, Essex SS2 6ER

**Alternative Formats: are available on request please call 01702 215368.**

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## Survey

If your response is too long to fit into the text box, please attach additional pages and reference question number.

**1. Please can you tell us in what capacity you are responding to this questionnaire:**

- As someone who receives care services from the council.
- As a carer or family member of someone who receives care services from the council.
- Someone else (please specify)

**2. Do you currently receive the Telecare Monitoring service for free?**

(Choose any one option) (Required)

- Yes
- No

**3. The council is proposing to introduce a fee starting from £3.54 per week for the Telecare Monitoring service. Will you continue using telecare if charges are introduced?**

(Choose any one option) (Required)

- Yes
- No

Answer the question below only if you have chosen Yes for the **Question 3**

**If you said yes - can you advise why?**

(Choose any one option)

- It is an excellent, vital service.
- It helps me stay safe and gives peace of mind.
- I have no choice; I need this service.
- It is a fair price.

Answer this question only if you have chosen No for the **Question 3**.

**If you said no - can you advise why?**

(Choose any one option)

- Unable to afford the proposed charges, especially with the cost of living crisis
- The price is too high.
- It is a fair price.
- I no longer require the service.

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**4. Makes you feel safe in your home because the Telecare Monitoring service can speak to you if you need help.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**5. Makes you feel safer in your home because the Telecare Monitoring service are there if you need help.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree

Strongly disagree

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**6. Reduces the risk of you needing to move into a care home.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**7. Provides reassurance for your family knowing that access to help is available quickly.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**8. Improves your quality of life.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree

- Neither agree or disagree
- Tend to disagree
- Strongly disagree

*To what extent do you agree or disagree that the Telecare Monitoring service does the following?*

**9. Helps you feel less isolated or lonely.**

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

**10. How confident do you feel in using your telecare equipment.**

(Choose any one option) (Required)

- Completely confident
- Fairly confident
- Slightly confident
- Not confident at all

**11. What are the main reasons for you being supported by Adult Social Care (including the Telecare Monitoring service).**

(Choose all that apply) (Required)

- Dementia
- Frailty
- Learning disabilities
- Mental health
- Physical disabilities



Other (please specify)

**12. Your postcode.** This information is not made public, but used for demographic purposes (Required)

Privacy Notice

## **Southend-on-Sea City Council**

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## Charging for Adult Social Care Telecare - Consultation Analysis draft

Report prepared by D Skinner

### Summary

A total of 564 people accessed the campaign which ran from 19 December 2023 to 26th January 2024 of that 14 responded online and 82 completed a paper document, the rest were aware, informed but chose not to comment. Residents who participated by email, telephone or post were notified that their contribution was added to the consultation, this was done by creating an online record, and this forms part of the responses. At the peak of the consultation, over 85 visits were made per day.

The total overall number of responses was 96.

There was no option for further comments included in the online questionnaire but some of those responding on a paper form did add additional comment, these can be found at the end of this report.

We received a letter of concern from Healthwatch regarding the proposals and highlighting with the cost of living crisis some current users may need to forgo a subscription if a cost was introduced and calls for the proposal to introduce a charge for using the telecare scheme to be dropped. Full content of letter can be found at the end of this report.

The consultation was promoted across social media and was available on the Councils interactive consultation portal <https://yoursay.southend.gov.uk/> it was also made available in a hardcopy format if requested. We also provided hardcopy questionnaires in all libraries across the city.

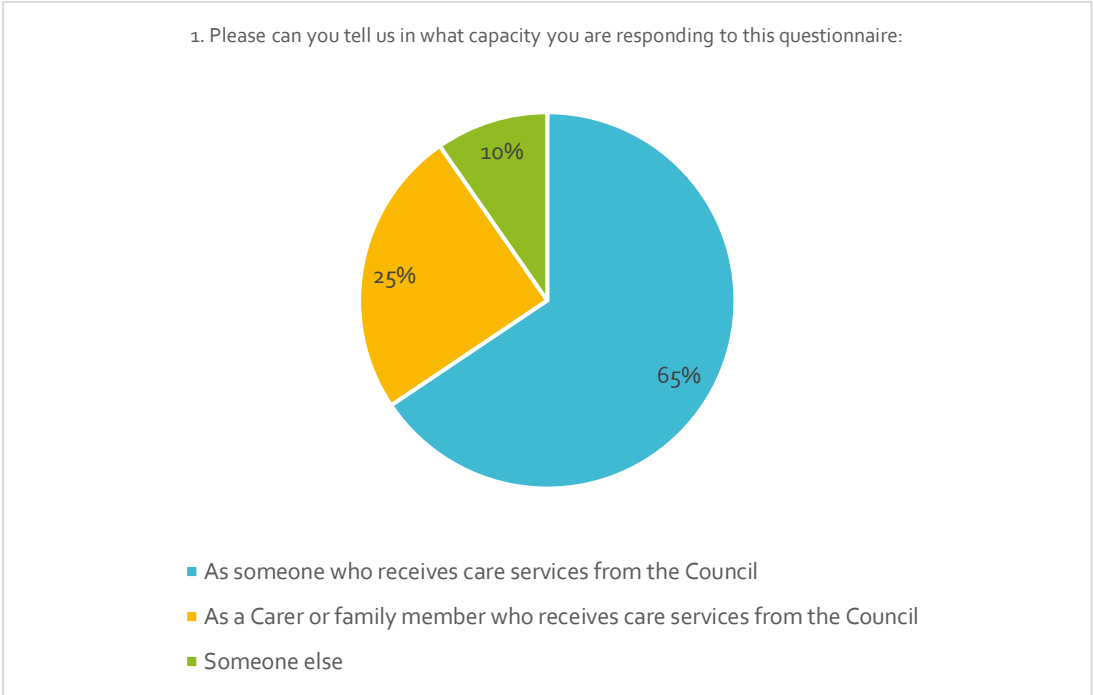
### Conclusion

The overall consensus from all those responding was that they understood why the Council was proposing these charges but felt with the cost of living crisis it could impact them being able to access the telecare service in the future, which could impact their quality of life and the security of staying in their own home.

**Full Breakdown of questions**

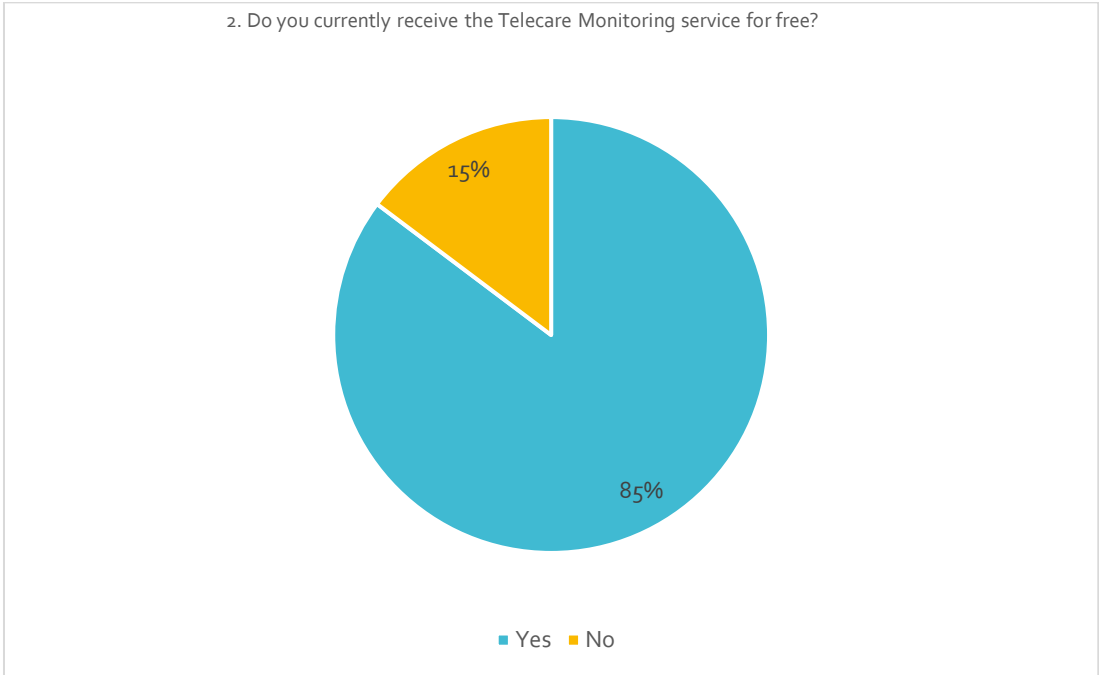
1. Please can you tell us in what capacity you are responding to this questionnaire

This was a single response question and those responding 65% are someone who receives care services from the Council, those individuals (10%) who chose the option for 'someone else' commented that it was a service they were looking to use for family members or themselves in the future.



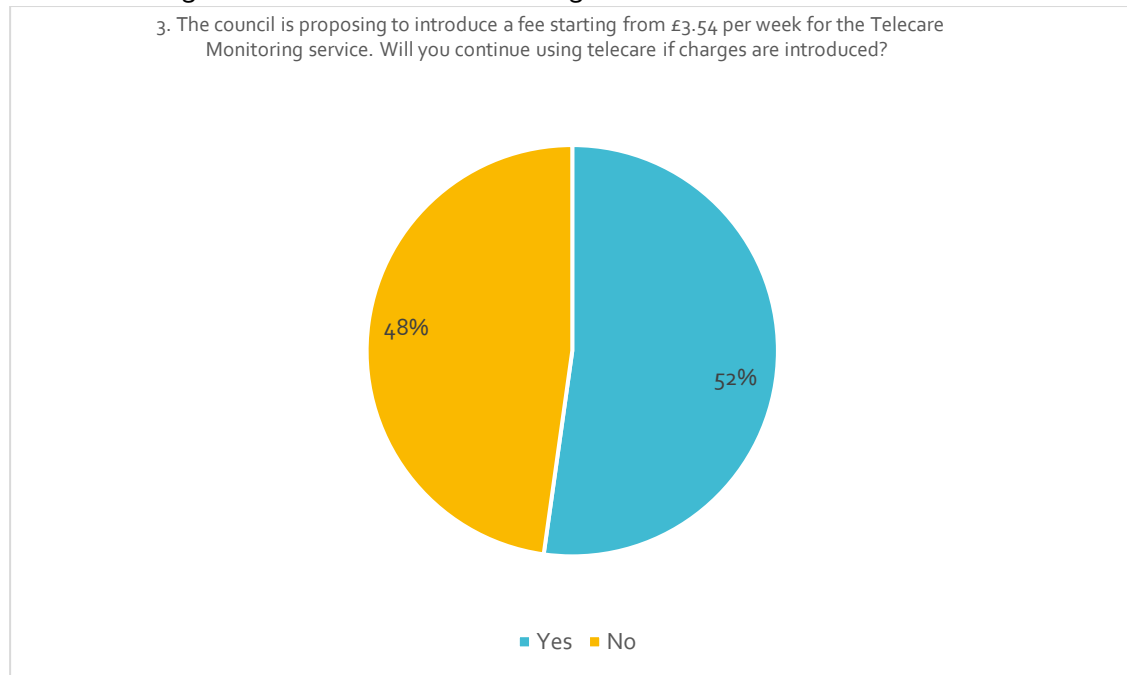
2. Do you currently receive the Telecare Monitoring service for free?

85% of those responding currently receive the telecare monitoring service for free.



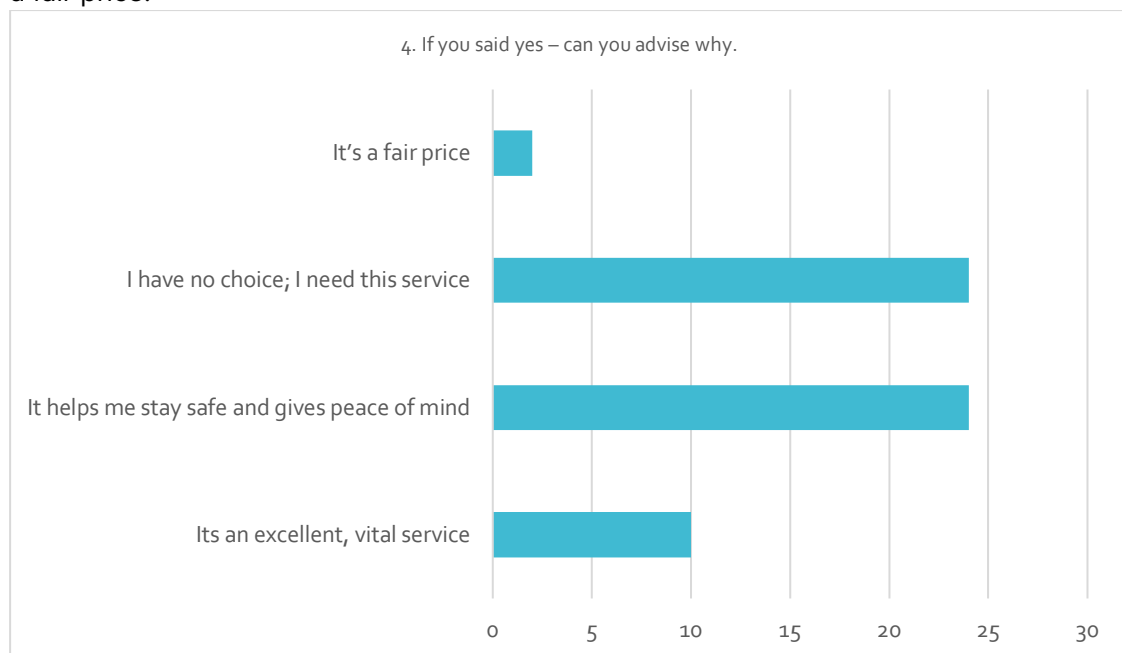
3. The council is proposing to introduce a fee starting from £3.54 per week for the Telecare Monitoring service. Will you continue using telecare if charges are introduced?

This was a single response question and 52% of those responding stated they would continue using the telecare service if a charge was introduced.



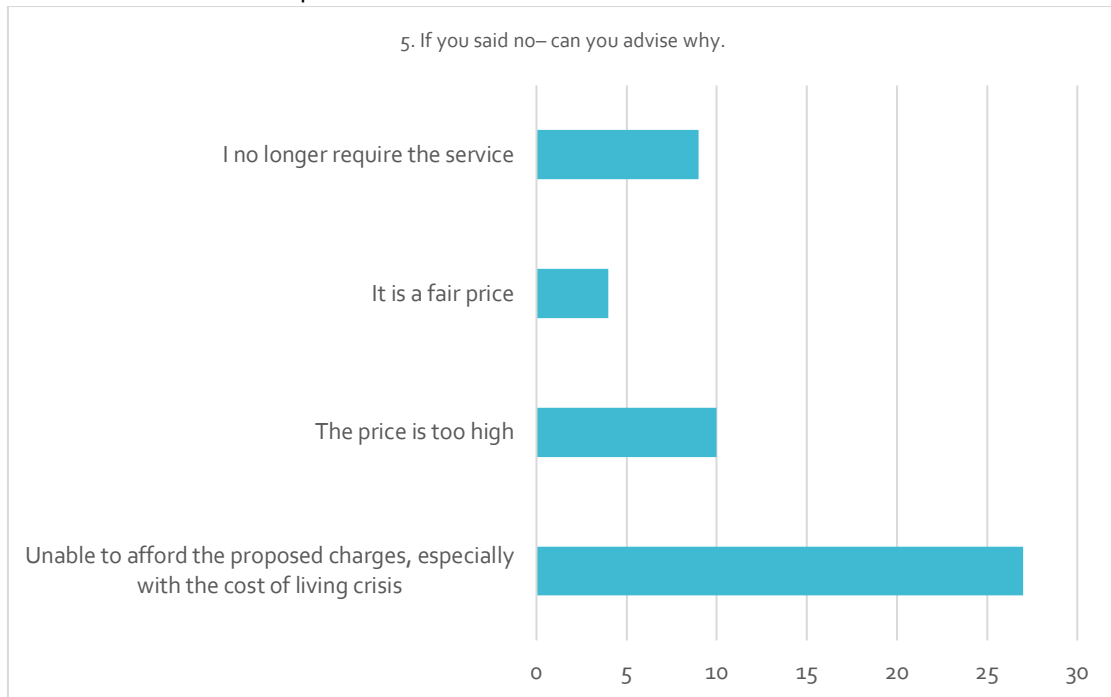
4. If you said yes – can you advise why.

80% of those responding specified that they had ‘no choice, they needed the service’ and that ‘it helps them stay safe and gives piece of mind’ collectively, with 3% indicating it was a fair price.



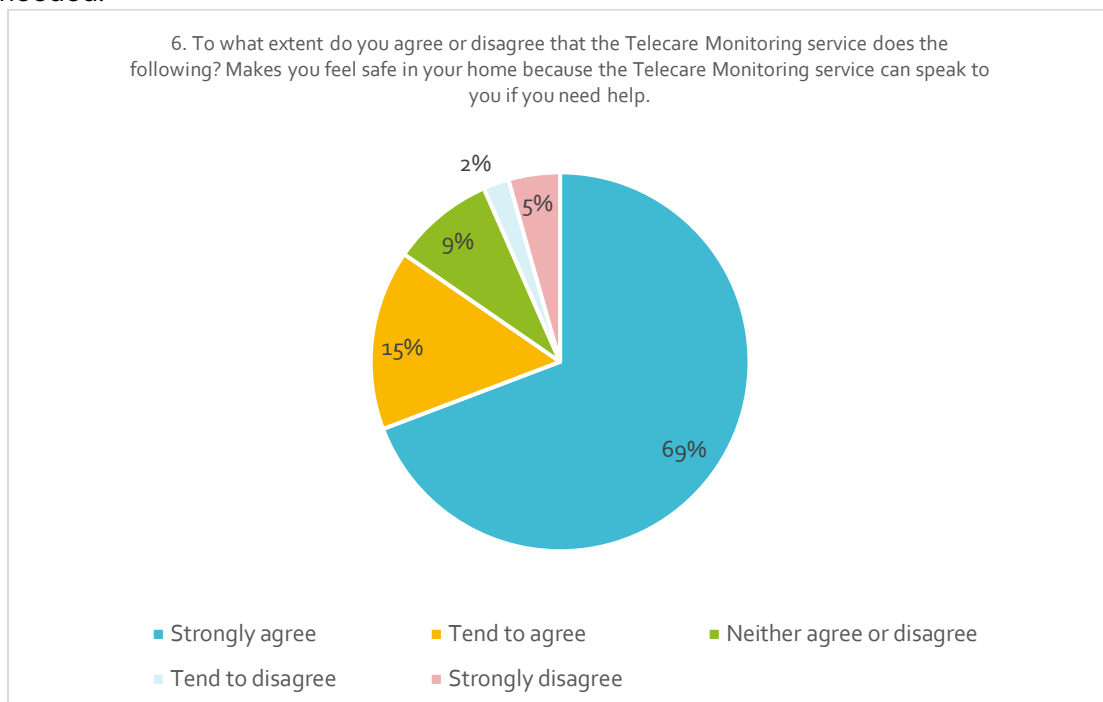
5. If you said no – can you advise why.

Of those individuals that responded 54% confirmed they would be unable to afford the proposed charges with the cost of living crisis, 20% felt the price was too high with 8% maintained it was a fair price.



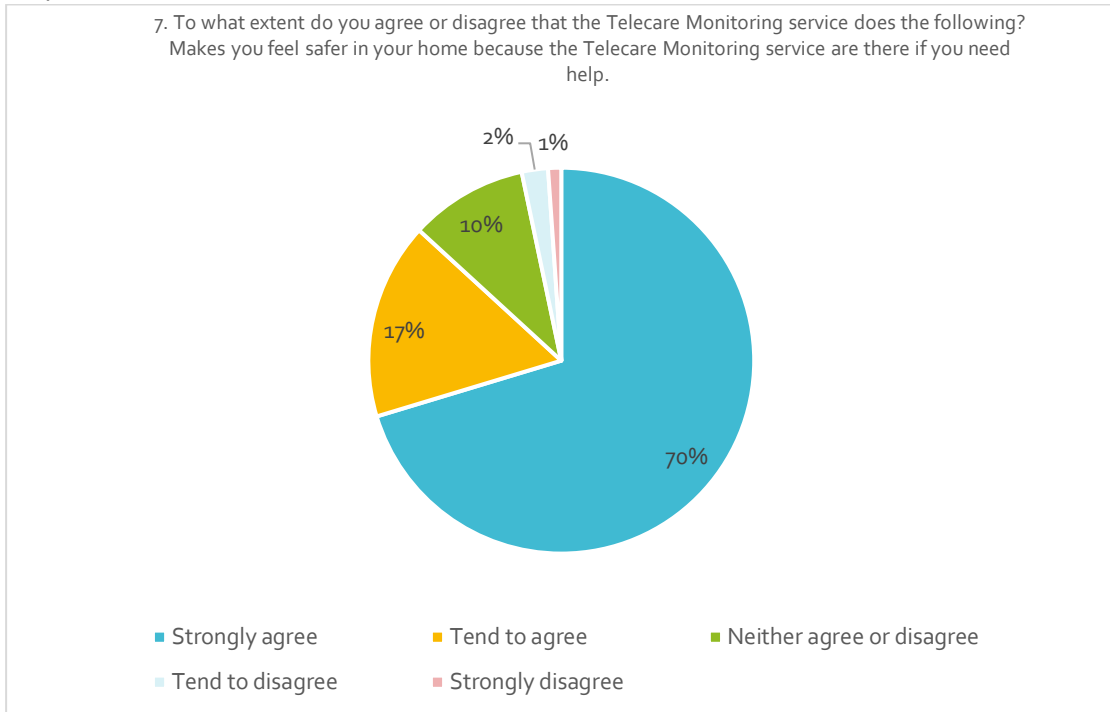
6. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Makes you feel safe in your home because the Telecare Monitoring service can speak to you if you need help.

This was a single response question with 69% of those responding indicated they 'Strongly agreed' that it made them feel safe because they could speak to someone if needed.



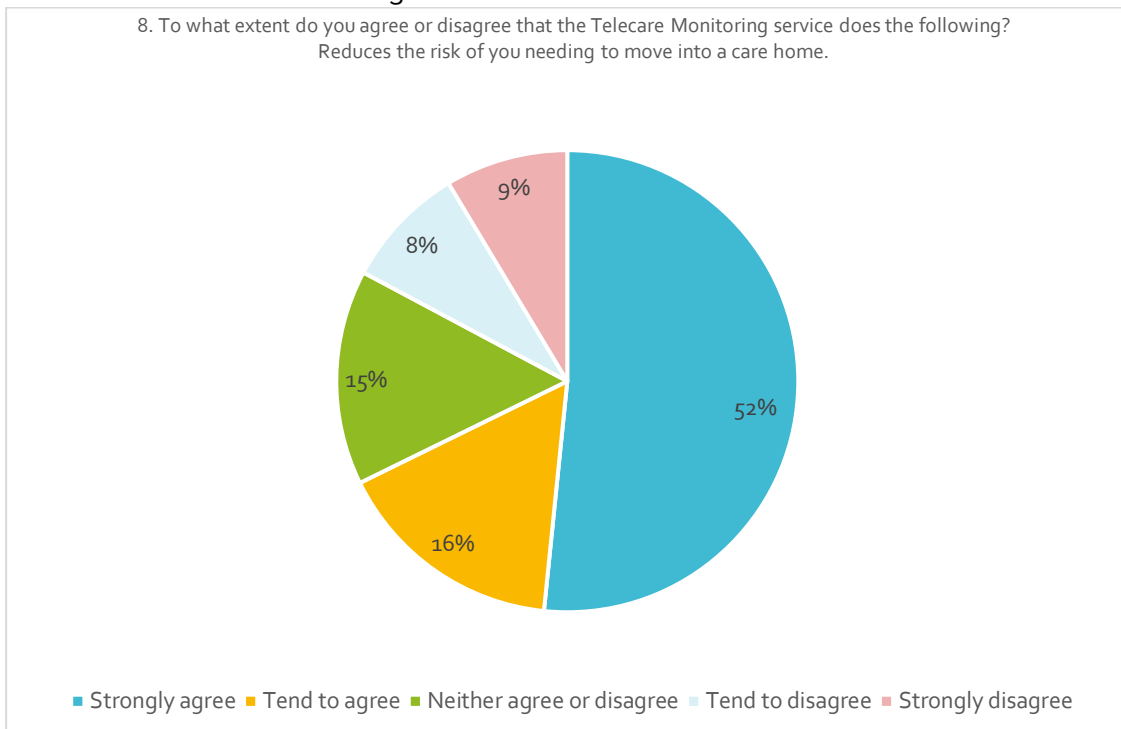
7. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Makes you feel safer in your home because the Telecare Monitoring service are there if you need help.

Again this was a single response question and those individuals responding 70% 'Strongly agreed' that they felt safe in their home because of the telecare service being there is help was needed.



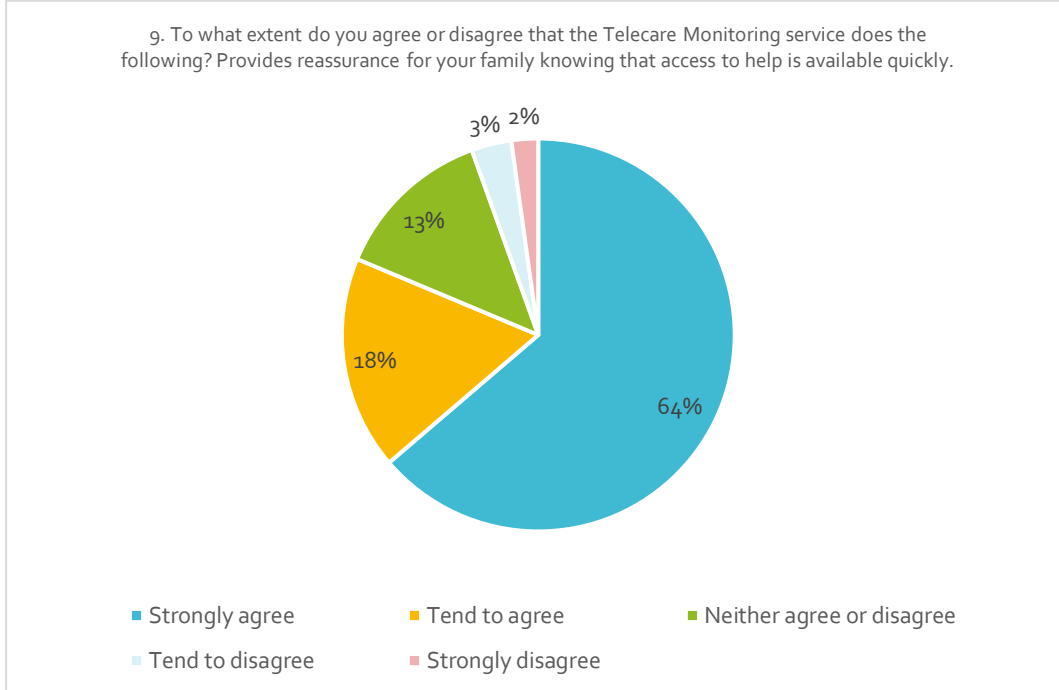
8. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Reduces the risk of you needing to move into a care home.

68% of those responding declared that having the telecare monitoring service does reduce the risk of them moving into a care home.



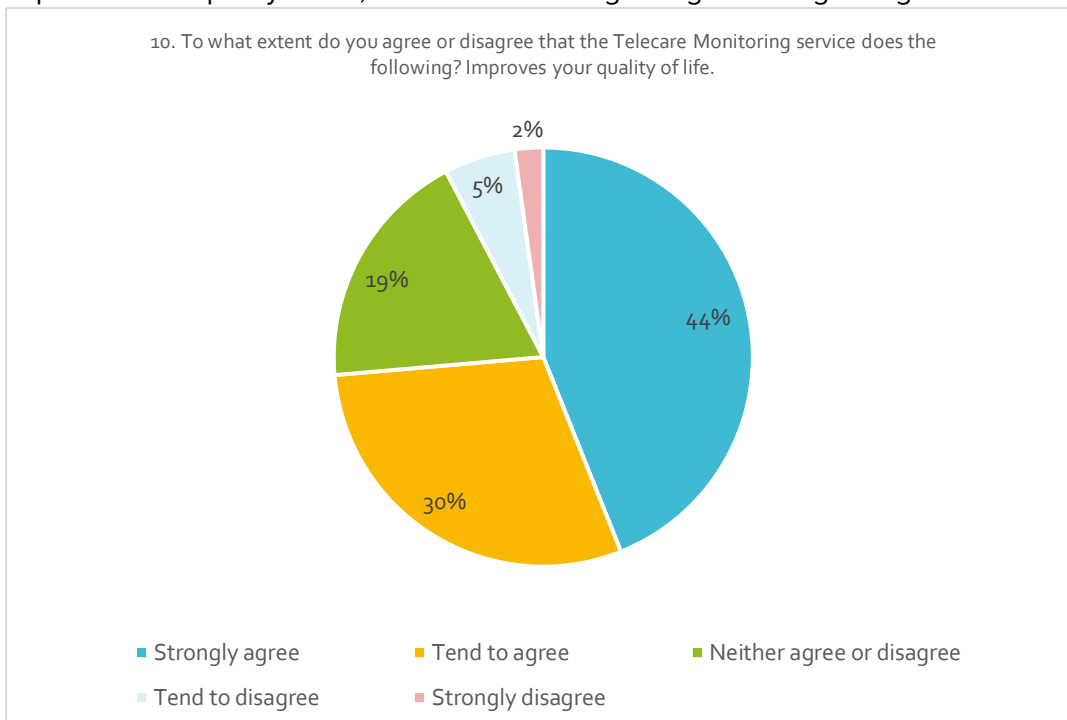
9. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Provides reassurance for your family knowing that access to help is available quickly.

64% of individuals responding to this question 'Strongly agreed' that the service provides reassurance to their family members knowing there is access to help quickly if needed.



10. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Improves your quality of life.

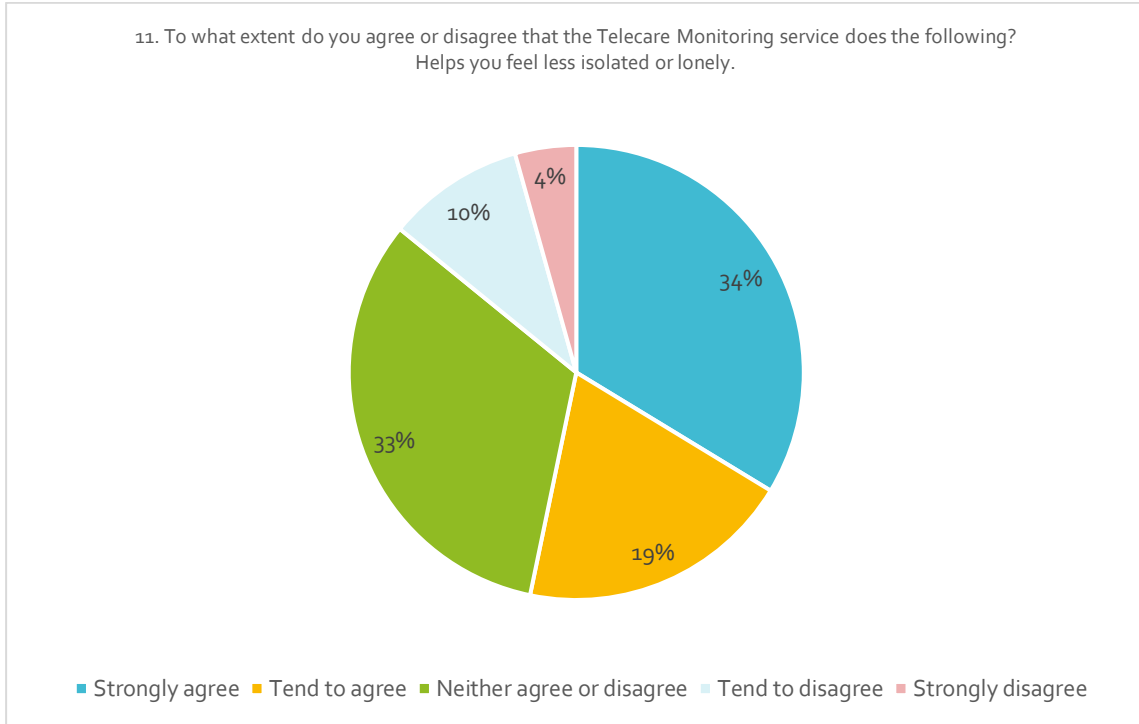
Of those responding 74% either 'Strongly agree' or 'tend to agree' that the service improves their quality of life, with 19% neither agreeing nor disagreeing with the statement.





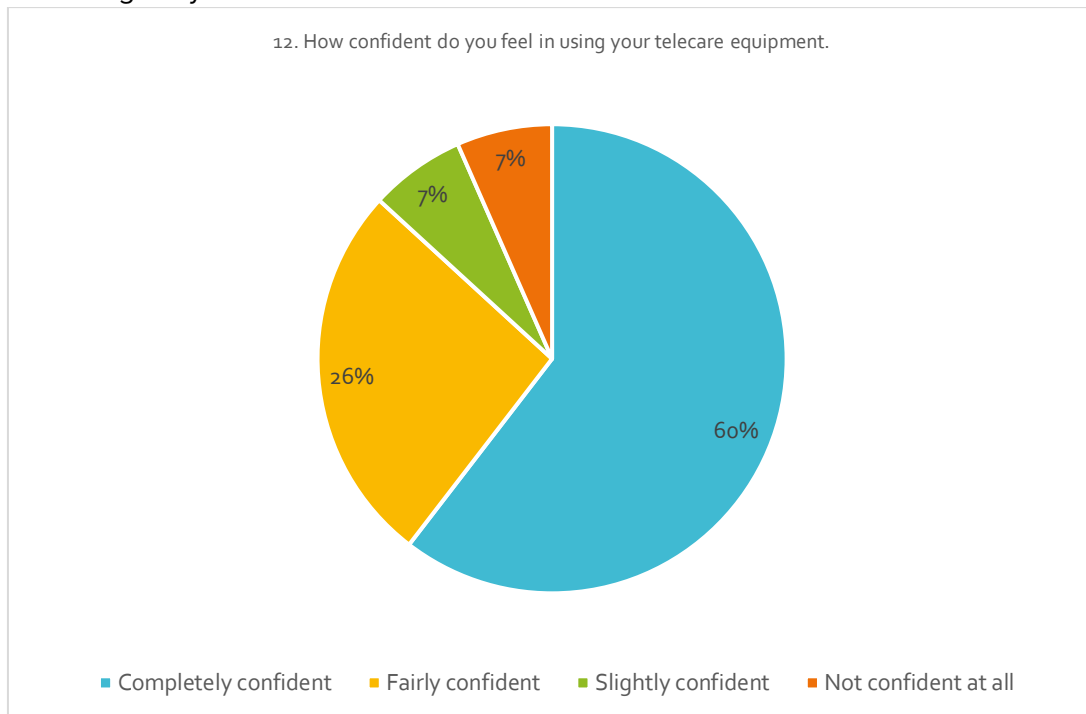
11. To what extent do you agree or disagree that the Telecare Monitoring service does the following? Helps you feel less isolated or lonely.

53% 'Strongly agree' or 'tend to agree' that the service improves their quality of life, with 33% neither agreeing nor disagreeing that the telecare service helps you feel less isolated or lonely.



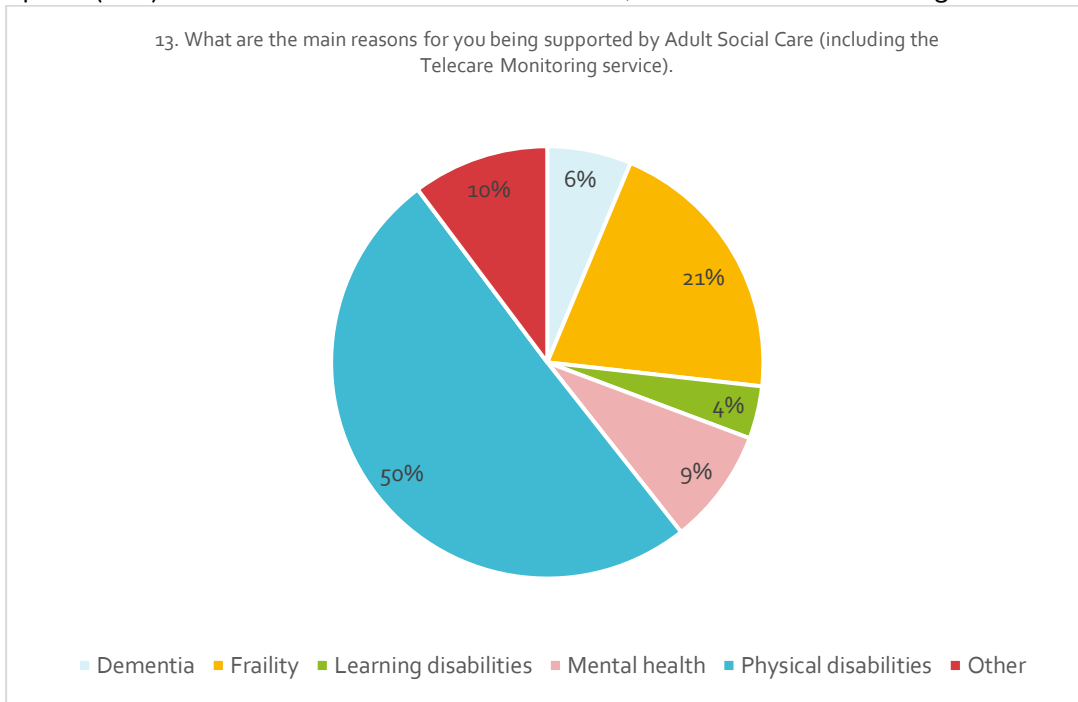
12. How confident do you feel in using your telecare equipment.

60% of respondents using the telecare system were completely confident in using it with 26% being fairly confident.



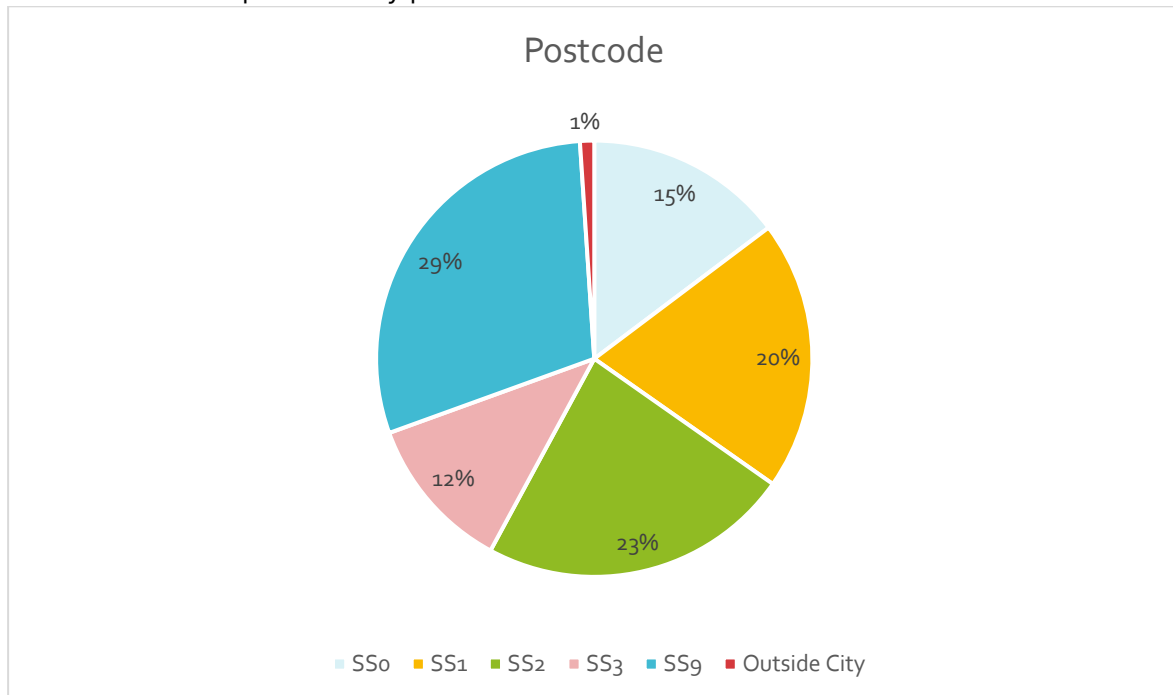
13. What are the main reasons for you being supported by Adult Social Care (including the Telecare Monitoring service).

A majority of those responding expressed that the main reason for being supported by Adult Social Care was due to physical disabilities. Those who chose the 'other' as an option (10%) indicated conditions such as Autism, Blindness and breathing issues.



14. Postcode

Break down of respondents by postcode.



## Full Letter from Healthwatch.

24 January 2024

Adult Social Care Service,  
Telecare Monitoring Service Public Consultation,  
Engagement and Participation Team,  
Southend-on-Sea City Council,  
PO Box 2,  
Victoria Avenue,  
Southend-on-Sea,  
Essex SS2 6ER

Dear Sirs

### Charging for Adult Social Care Telecare - Consultation

Healthwatch Southend is the independent voice of Southend residents who use, or may use, NHS and social care services. Our role is to provide information about local services, capture the lived experience of residents so that it can inform service improvement, and to hold the NHS and Southend City Council to account. The contract for the Healthwatch Southend service is held by a registered charity, to underpin our independence.

Healthwatch Southend understands that Southend City Council is having to review its budget, given the service pressures it is experiencing.

We are disappointed that the Council is proposing to charge some users for the telecare service. We are concerned that during a cost of living crisis, many residents may have to forego a subscription to the telecare service. We are aware that the Council has been working closely with residents to understand the impact of the cost of living crisis. At the same time, we have also seen the efforts being undertaken by the Council and its partners, notably through the SE Essex Alliance, to reduce the number of falls. Whilst the telecare service in itself will not reduce the number of falls, it does mean that when a fall does occur, urgent advice, reassurance and support will be available. Lying on the floor for even a short period of time can also lead to pressure sores, which cause considerable pain and distress to individuals, let alone being a significant cost to the NHS. We would be interested to know how the NHS has responded to this proposal.

We have asked for a copy of the equality impact assessment relating to this proposal, but have yet to receive a copy. We would want to be reassured that the Council has taken into account the impact of its proposal under the Public Sector Equality Duty.

Healthwatch Southend therefore calls on the Council to drop the proposal to introduce charging for the telecare scheme. We are aware that the scheme has been running for a number of years and would encourage the Council to review its overall effectiveness.

Yours faithfully  
Owen Richards  
Chief Officer

## Appendix b

We had comments from individuals submitting paper copies, below is the full submission of comments.

Full comment	
1.	Q3 - That's £15.34 per month / I cannot manage my energy bills
2.	Q11 - She is always pushing the panic button. Q12 - My mum does not understand what it is for she is 98 years old
3.	Q5 - The machine does not work properly and would be a waste of money, I was told the machine was to be replaced but nothing has happened. Q6 - It does not work it is pointless, if it worked it would prove a great reassurance.
4.	Q3 - I will have to accept if I fall will die as I do not have the funds. Q4 - This is not a fair price! Then after a few months you will increase it even more. The funds wasted on Diversity Managers can be used to ensure your vulnerable people are kept safe! We already overpay for services we not longer get.
5.	Q5 - Have paid in total for it £167 per annum on telecare. Q11 - It is a voice only which asks if you are okay, not if you are feeling lonely or isolated.
6.	Q3 - No choice
7.	Q2 - Not sure what this is - If this is the red panic button. Q5 - Never used it, never really used it in 10 years
8.	Q3 - This charge is too much, Q4 - This service is a lifeline to me. Q10 - This service keeps me safe and gives my family peace of mind when I am indoors on my own.
9.	Q5 - Have no phone line anymore. Needs to be collected please.
10.	Q4 - put yes, because I need the service
11.	Q2 - Depends on the charge going forward, what could the charge mean. Q3 - It appears to be blackmail if introduced. Q4 - What could the price increase to 'starting from'?
12.	introduction of charge - I would be willing and able to pay for this service, however, I am concerned for those people who would not be able to make/ meet the payment. I do hope provision would be made for those people.
13.	Q3 - If I need help its nice to know someone is there
14.	Q2 - Offered and put in by Adult Services manager at that time wanted it in place. Q3 - I need to see if my son can afford it as he is also a victim of the cost of living rise and has to pay ( as others do) for many things so at present time I cannot answer if we will continue to use it. Q4 - My son has communication difficulties so I am teaching him to operate the box, my son and myself are on our own. If he is unwell/ needs assistance or if I am unwell/ need assistance – I am his carer he has nobody else in his and my life. The security is there. Q5 - Are you doing full assessments to see after everything else is paid that there is anything left to pay an extra charge (due to cost of living). Q6 - It does give security Q7 - It does add security if anything happens to myself (I am his carer) he would be on his own and vulnerable. Q8 - Sorry do not understand whether or not you have an alarm if you need extra assistance – as duty of care – help should be there it should not just depend on the alarm.

Q9 – For ourselves, my son only has me (as his mother and carer), his sibling does not live here.

Q10 - It is the security that is good, depending on the persons disability – a care alarm brings help into your property but if you have Epilepsy + Autism that will never change (wish it would but no) as the son has it is a lifetime disability.

Q11 - Whatever help you have (or don't have) if you have educationally and life skilled challenged person in your life you will always be isolated/ lonely (mainstream label is special needs). The care alarm is here to get help - it is not the Samaritans or a talk line as from experience they do not have time to chat or listen to life stories only to ask 'hello are you okay, do you need help' If you say no they shut you down immediately.

Q12 – I am teaching my son to operate the box and reply to the questions as he has communication difficulties amongst his other disabilities. If I was unwell he would need help.

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**Meeting:** Cabinet  
**Date:** 4<sup>th</sup> March 2024  
**Classification:** Part 1  
**Key Decision:** Yes  
**Title of Report:** Future of Family Centres – Outcome of Consultation and Recommendations

**Executive Director:** Michael Marks, Exec Director for Children and Public Health  
**Report Author:** Krishna Ramkhelawon, Director of Public Health  
**Executive Councillor:** Councillor James Moyies, Cabinet Member of Public Health, Adult Social Care and Constitutional Affairs  
Councillor Helen Boyd, Cabinet Member for Children's Services, Education and Learning

## 1. Executive Summary

- 1.1 At its meeting on 31<sup>st</sup> October 2023 Cabinet agreed to a statutory public consultation to review the current Family Centre offer.
- 1.2 The public consultation commenced on 14 December 2023 and concluded on 1<sup>st</sup> February 2024.
- 1.3 The detailed analysis of the public consultation is attached as Appendix 1.
- 1.4 There were 3 proposed models for the future delivery of Family Centres included in the public consultation document, captured on pages 5 and 6 of Appendix 1.
- 1.5 All the information from the public consultation has been reviewed and as a result a proposed new model for the Family Centre offer in Southend is proposed (referred to on page 28 of Appendix 1 under 'Recommendations...').
- 1.6 If agreed by Cabinet the costing for the proposed new model, will deliver a saving to the existing Family Centre budget of £350,000 per annum.

## 2. Recommendations

### **It is recommended that Cabinet:**

- 2.1. Note the outcome of the public consultation which also engaged with delivery partners and local agencies, attached as Appendix 1.
- 2.2. Approve the proposed new Family Centre model captured in this report in sub-sections 3.12 to 3.19 and with more details in Appendix 1.
- 2.3. Note that if Cabinet approves recommendation 2 and the proposed new Family Centre offer, it will deliver an efficiency of £350,000 against the Family Centre budget.

### **3. Background**

- 3.1. Parenting support and childhood development are the primary focus of the Family Centre service provision alongside related services from health and partner agencies. The current Family centre offer and service was brought back under the Council's remit in October 2021.
- 3.2. The service provides vital public health activities, including health-related clinics and approximately 32% Public Health Grant funding supporting these activities. The service management was transferred to the Public Health service area in March 2023 to review the current service model and good practice, in a bid to develop a service fit for the future and aligned to the new national Family Hub framework.
- 3.3. A seven weeks multi-faceted public consultation was undertaken, to inform the future configuration of the centres. 389 people took part and they either completed a survey (both online and paper copy), engaged in face-to-face/virtual sessions, emailed or called us.

#### **Current Family Centre Service Model**

- 3.4. As part of the wider Council review of services to help address the budget challenges it is facing, a public and partner agencies' consultation was initiated to review the current Family Centre offer. This followed the initial good practice review of the 9 Family Centre services, undertaken during autumn 2023, to ensure it delivers high quality services and positive outcomes to children under 5 and as efficiently as possible.
- 3.5. The good practice review – it reviewed other recently reconfigured Children Centres and Family Hubs services, with a number of LAs sharing key information on service specification, staff competency framework and approaches to service delivery. It identified a lack of consistency in service delivery, a lack of a service specification following when the service was brought in-house and no staff competency framework to support workforce development and supervision.
- 3.6. Budget and service costs – The 2023/24 budget for this service is £1.135M made up of a baseline General Fund budget of £0.771M and Public health grant of £0.364M. The split in costs allocation is:

- 3.6.1. Frontline staff of £0.445M;
- 3.6.2. Management/administrative staff of £0.460M;
- 3.6.3. Premises, Supply and Services cost of £0.228M.

#### **3.7. Public Consultation – the process, outcome, and recommendations**

- 3.8. 389 people responded to the consultation (see pages 7 and 8 of Appendix 1) using the online or paper survey, by attending a face-to-face or virtual session or by email with one person feeding back on the phone.
- 3.9. A total of 201(68.4%) out of 295 participants who responded to these questions, either favoured or were neutral to option 1 or 2. Respondents covered the breadth of Southend and appendix 1 provides a clear summary of the key demographics which include the protected characteristics under our Public Sector Equality Duty (see pages 8 to 11).
- 3.10. A thematic analysis of all feedback was undertaken and the following areas were highlighted as key outcomes to inform the recommendation on the proposed new model of delivery:



- 3.10.1. Retaining local centres that are readily accessible and that will minimise the impact of travel and challenges with parking;
- 3.10.2. Increased provision of core family centre activities that would allow wider access, and delivered at times that are most convenient for users (e.g. after school drop offs or before pick-up times);
- 3.10.3. Review the best approach to deliver health-related activities such as 'as group sessions' and across more centres;
- 3.10.4. Improve the marketing of all services on offer at each and not just the Council-run family centre services and modernise the booking system and data capture for service utilisation;
- 3.10.5. Consider how to support local community groups to still make use of the centres as well as exploring new ways to ensure more financially sustainable activities for 'funday days' including Christmas and summer holidays – fundraising events and donations were suggested.

### **Proposed New Model of Service Delivery**

- 3.11. We are looking to retain 8 centres including 3 as core centres. More key activities will be delivered closer to home, supporting a better start in life and early years development with core centres operating at a locality level (proposed opening times – Monday to Friday, 08:30 – 16:00 ).
- 3.12. Other centres will have varied opening times based on local needs and with dedicated times best suited for the local community. Other partner agencies' activities, including those advised by participants such as support people with neurodivergent needs will also be running at the most appropriate centres.
- 3.13. A revised service outline is proposed which will help achieve all of the recommendations in paragraph 3.10. This will include increasing key childhood development and parenting support activities – (please see appendix Z6 attached in Appendix 1) that will support early intervention prevention with children under 5.
- 3.14. A new service specification is being developed to reflect national good practice, better integration between health, care and education services and providing a safer family support service delivery with the introduction of staff competence framework.
- 3.15. A digital information and reporting task and finish group has been initiated to explore how we implement new data capture system and internal linkage as well as improvements to our booking system.
- 3.16. By implementing the above actions (3.11 to 3.15), we aim to deliver a consistent, safe, and enhanced service offer that will be more efficient and better marketed.
- 3.17. Proposed budget envelope and service costs – The total budget for this service is £0.785M made up of a baseline budget of £0.421M and Public health grant of £0.364M (retained at current funded level). The split in costs allocation is:
  - 3.17.1. Frontline staff of £0.388M;
  - 3.17.2. Management/administrative staff of £0.213M;
  - 3.17.3. Overheads cost of £0.183M;

#### **4. Reasons for Decisions**

- 4.1. By reconfiguring this service now, we will have a service offer that delivers good public health and early years foundation outcomes, as part of an early intervention and prevention agenda to under 5s, as efficiently as possible.
- 4.2. The feedback received from the consultation was very constructive and highlighted how a hybrid approach between the two main options (referred to as Option 1 and Option 2 in the attached report).
- 4.3. We are therefore, proposing a revised service configuration, retaining the use of 8 of the original 9 centres, with a proposed outline of the service offer (please see Appendix Z6).

#### **5. Other Options**

- 5.1. Three options were outlined, including an option with 'no change' and this paper outlines the outcome of the consultation and how this has informed how we restructure the new service.

#### **6. Financial Implications**

- 6.1. The financial implications are as presented in this paper which will achieve £350,000 savings per annum.

#### **7. Legal Implications**

- 7.1. There is a statutory requirement to consult under Section 5D of the Childcare Act 2006 before ceasing to provide a children's centre and before making any significant change to the services they provide.
- 7.2. The Public Sector Equality Duty (PSED), {Section 149 Equality Act 2010}, is to be considered before making decision when considering the responses to the consultation and the effect of the decision on others. If a decision affects those with protected characteristics under the Equality Act 2010, due regard must be had to the PSED.

#### **8. Policy Context**

- 8.1. Delivery of Children's Centre related activities as stipulated in a Grant Funding Agreement entered into by SCC and the Department for Education in 2006 (detailed in section 6.5 of this report).

#### **9. Carbon Impact**

- 9.1. No change

#### **10. Equalities**

- 10.1. The original Equality Impact Assessment (EIA) highlighted key areas to focus on this public consultation. This EIA has now been refreshed to cater for the conclusion of this consultation and this is available on request.
- 10.2. We acknowledge that 'gender reassignment', 'care experience' and 'veterans' are known protected groups that are difficult to evidence, which is a national concern.
- 10.3. With regards to 'race', 'disability', 'socio-economic' and 'carers', the information collected from our engagement, indicated a proportional representation.

## 11. Consultation

- 11.1. For this consultation, we took the following approach:
- 11.1.1. Online survey questionnaire, including digital Easy-read format
  - 11.1.2. Paper survey questionnaires with Easy-read format, distributed to all libraries, some GP surgeries, all family centres and through the Health Visiting team
  - 11.1.3. QR code shared online, and through the school and Early Years learning network
  - 11.1.4. Face-to-face facilitated sessions in family centres
  - 11.1.5. Video-call sessions for public and partner agencies
  - 11.1.6. Phone line and dedicated email


## 12. Appendices

- 12.1. **Appendix 1**: Report



Family Centres  
Report on Consultatic

## 13. Report Authorisation

This report has been approved for publication by:			
	Name:	Signature	Date:
S151 Officer	Joe Chesterton	Signed off by email dated 12.02.24	12.02.24
Monitoring Officer	Kim Sawyer	Signed off by email dated 12.02.24	12.02.24
Executive Director(s)	Michael Marks		12.02.24
Relevant Cabinet Member(s)	Cllr J Moyies	Signed off by email dated 12.02.24	12.02.24
	Cllr H Boyd	Signed off by email dated 11.02.24	

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“I can only hope all of our feedback is really considered to help keep as many of the centres and sessions open and running as possible.”



1. Outcome of public and stakeholder consultation
2. Recommendations to revise proposal

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## Introduction

Evidence suggests that family/children centres are seen as 'peripheral' to the prevention work of local council<sup>1</sup>. It is clear that there is a need to re-focus our preventative approach with better alignment of the existing offer and the wider children's services provision across health, social care and education. In embracing the Early Years Foundation Stage framework which sets the standards for learning, development and care for children birth to 5 years, we can ensure children are meeting their milestones which go from birth. The council remains committed to its ambition for Southend children to get the best start in life, and to reduce the health inequalities that exist across the City.

Following the Council's announcement of the current financial challenges it is facing, a public and partner agencies' consultation about how to make Family Centre services in Southend fit for the future, ran from the 14th December 2023 until the 1st February 2024.

The consultation was publicised via:

- ✓ The council's website
- ✓ The council's social media platforms
- ✓ All family centres
- ✓ Local libraries
- ✓ 4 GP Practices – one main health centre across each of the 4 localities
- ✓ Through the local school's & Early Years network
- ✓ Stakeholder networks

Three options were outlined, including an option with 'no change' and this paper outlines the outcome of the consultation and how this has informed how we structure the new service. Parenting support and childhood development are the primary focus of the Family Centre service provision alongside related services from health and partner agencies.

The consultation received a total of 389 responses via an online questionnaire and paper survey questionnaires and we conducted a number of face-to-face engagement sessions as well as two virtual engagement sessions. During the consultation period, we also received calls and emails to the council about the service proposals which have all been accounted for in this report.

This paper highlights the recommended revisions made to the Council's preferred option (referred to as Option 1 during the seven weeks of consultation) and the March 2024 Cabinet will receive a final proposal on how the family centres could be reconfigured (proposed model is included in Appendix Z6), more efficiently and deliver key services in better supporting to-be parents, new parents and existing parents as well as the right level of early years provision to support childhood development and preparing the young residents to be school-ready.

If this is approved by the Council, a staff consultation will be undertaken with a view to starting with the new service in the summer or early autumn of 2024.

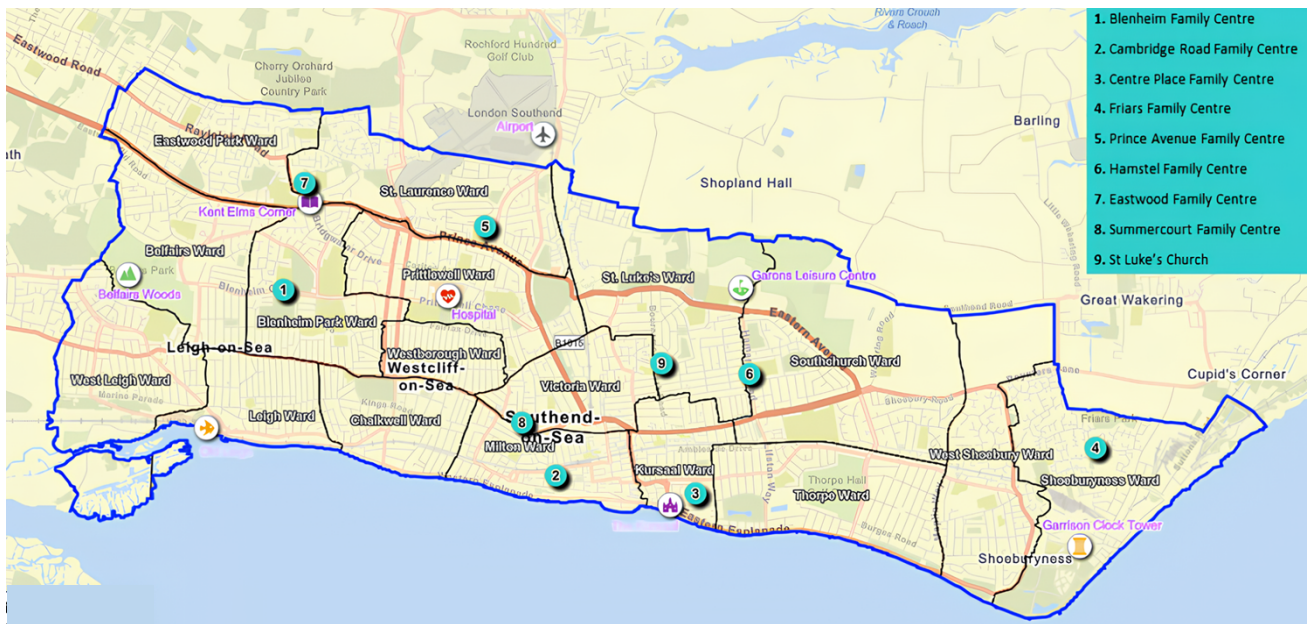
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<sup>1</sup> Early Intervention Foundation (2020). [Levelling up early years support: children's centres and family hubs in 2020](https://www.eif.org.uk/levelling-up-early-years-support-childrens-centres-and-family-hubs-in-2020) | [Early Intervention Foundation \(eif.org.uk\)](https://www.eif.org.uk)

## Background

There are nine Family Centres across the City (**Map 1**), with St Luke's Church providing only one session a week. They provide a range of activities to support pregnant women, families with children under five years old, delivers the Healthy Start programme and to help tackle food poverty and emotional wellbeing.

### MAP 1 - 9 pins depicting the current sites for Family Centres



### What we offer

Each centre offers different services, including:

- ❖ antenatal classes with support from midwives
- ❖ opportunities for families to support with school readiness (such as fussy eating, toilet training)
- ❖ child health clinics led by the health visiting team
- ❖ support with breastfeeding and infant feeding
- ❖ support with parenting and speech and language
- ❖ perinatal and postnatal clinics, including support for postnatal depression and baby massage
- ❖ drop-in sessions for parents and children
- ❖ services for children with special needs and disabilities
- ❖ Healthy Start vouchers and vitamins – a national programme
- ❖ a range of stay-and-play activities (from babies to toddlers)
- ❖ food and clothes banks and access to donated toys
- ❖ support with domestic abuse

### What did the Council consult on?

The council must ensure Family Centres support the needs of children in the city and target support where required. We also need to ensure that the offer is affordable and deliver



value for money, whilst remaining accessible and providing a consistent range of provision in an efficient way.

We want to ensure there is a consistent set of core opening hours for the main (core) centres, with flexibility beyond those to meet service needs. We want to retain many of the universal group sessions run by the Family Centre staff where people have indicated this is a priority.

The three proposed options that residents were invited to comment on are:

<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>
Focus services on three main/core sites and five community venues	Focus services on four main/core sites plus two extended sites and two community venues	Services continue spread over existing nine sites – no change
<p><b>Remain open as main site:</b></p> <ol style="list-style-type: none"> <li>1. Friars FC</li> <li>2. Blenheim FC</li> <li>3. Cambridge Rd FC</li> </ol> <p><b>Remain open for selected services:</b></p> <ol style="list-style-type: none"> <li>4. Hamstel FC</li> <li>5. Summercourt FC</li> <li>6. Centre Place FC</li> <li>7. Eastwood FC</li> <li>8. Prince Avenue FC</li> </ol> <p><b>FC services to stop:</b></p> <ol style="list-style-type: none"> <li>9. St Luke's Church</li> </ol>	<p><b>Remain open as main site:</b></p> <ol style="list-style-type: none"> <li>1. Friars FC</li> <li>2. Blenheim FC</li> <li>3. Cambridge Rd FC</li> <li>4. Hamstel FC</li> </ol> <p><b>Remain open with reduced or selected activities:</b></p> <ol style="list-style-type: none"> <li>5. Prince Avenue FC</li> <li>6. Summercourt FC</li> <li>7. Centre Place FC</li> <li>8. Eastwood FC</li> </ol> <p><b>FC services to stop:</b></p> <ol style="list-style-type: none"> <li>9. St Luke's Church</li> </ol>	Remain open as is
This option could save the Council the most money - between £380,000 to £420,000 per year.	This option could save the Council between £230,000 to £250,000 per year.	This option will not deliver value for money or be affordable which could lead to the need for more significant reductions in coming years.
<p>We aim to make the opening times more consistent than in current centres. The details will depend on the consultation results.</p> <p>St Luke's only provides a Stay &amp; Play session once a week, so this can be accessible at Hamstel.</p>	<p>We aim to make the opening times more consistent than in current centres. The details will depend on the consultation results.</p> <p>St Luke's only provides a Stay &amp; Play session once a week, so this can be accessible at Hamstel.</p>	The opening times vary between centres and there are gaps or shorter opening times.
<p>Services and activities offer will change.</p> <p>All the main centres will have a similar offer and some activities may need to be centralised due to lower attendances. We are</p>	<p>Services and activities offer will change.</p> <p>We will aim to provide more dedicated services across more centres. Outside of the four proposed main centres,</p>	Services and activities offer stays as is but is not value for money or targeted at areas with most utilised services and areas of highest need.

<p>proposing to stop some activities and reduce the number of sessions family support workers offer, based on available evidence. Some services will only be delivered through the health visiting services.</p>	<p>the opening times and some activities will be reduced. We are proposing to reduce the number of sessions family support workers offer, based on available evidence. Some services will only be delivered through the health visiting services.</p>	
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## Which option?

**Option 1 (proposed as preferred by the Council).** This is because it would enable a new way of working to be introduced and embedded. It would save the Council between £380,000 to £420,000 per year, which will provide efficiencies at a time of financial challenge while targeting resources at areas of highest deprivation and reducing duplication in services (such as ‘fussy eating’, ‘toileting’ and ‘starting solids’ which can be delivered by the health visiting team at point of contact). We will regularly review the family support service caseload to ensure people are not retained on their active list longer than is necessary. All administrative functions (such as data collection) will be improved with better integration with other parts of the council. We will link into other local services to provide a signposting service, business support and website information updates.

This option would also enable the next stage of development for ‘Community and Family Hubs’ to take place and could see further integration of local support services, which is the vision for the city.

**Option 2:** this option could save the council less money (between £230,000 and £260,000) as we will use more resources to deliver activities that may have very low attendances and have an additional main centre open longer. The family support service may be retaining more people on their active list longer than is necessary – this will need to be reviewed regularly to ensure consistency against needs. We will link into other local services to provide signposting service, business support and website information updates.

**Option 3 (to do nothing option)** - this option will not provide the council with any efficiencies in service delivery and will make no contribution to the overall financial savings that the council must make to balance its budget now and in the future. There is currently several duplicate activities or service offer. The family support service is currently retaining more people on their active list than we should, as there is no defined service specification or staff guidance. It will also not offer the opportunities to engage with local groups who are already supporting their communities, especially where centres must close earlier and during the times that local communities would like to utilise these centres.

## Methodology and Response Rate

For this consultation, we took the following approach:

1. Online survey questionnaire, including digital Easy-read format
2. Paper survey questionnaires with Easy-read format, distributed to all libraries, some GP surgeries, all family centres and through the Health Visiting team
3. QR code shared online, and through the school and Early Years learning network
4. Face-to-face facilitated sessions in family centres
5. Video-call sessions for public and partner agencies
6. Phone line and dedicated email

The consultation received 251 responses via an online questionnaire. In addition, a further 44 responses were received via paper survey questionnaires collected from a number of sites.

Eleven face-to-face engagement sessions (total attendance = 90) took place with at least one in each family centre, including St Luke's Church. We also held two video-call sessions, one each with the residents (3 attendees), partner agencies (31 attendees) and the landlords of the various sites.

During the consultation period we also received calls (11 but only 1 was a comment) and emails (3) to the council about the service proposals or how to engage.

Therefore, we had a total of 389 participants for this consultation.

## Findings

Some results may not add up to 100% and this may be due to non-responses, multiple responses, rounding up or the exclusion of 'don't knows/not stated'. Percentages are calculated based on the number of respondents to each question rather than the number of respondents overall.

### All Respondents & Key Demographic Information

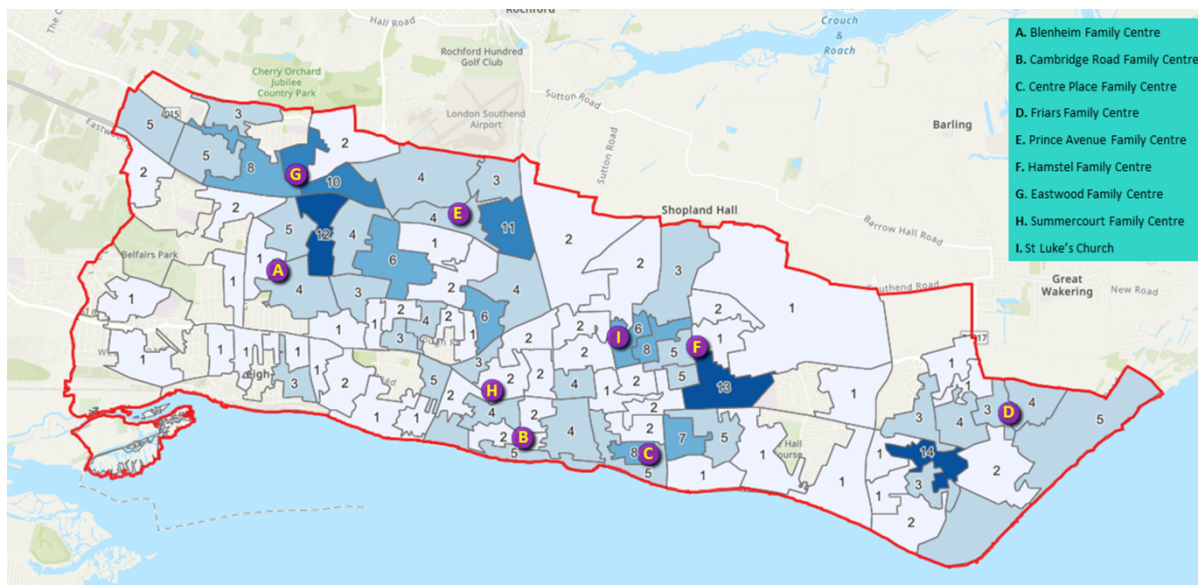
The total number of respondents was 389 and is split as follows:

- 295 online and paper surveys
- 35 face-to-face or video calls – Public
- 31 partners on a video-call
- 24 face-to-face or video calls - Staff
- 3 emails and
- 1 phone call

### Where respondents live

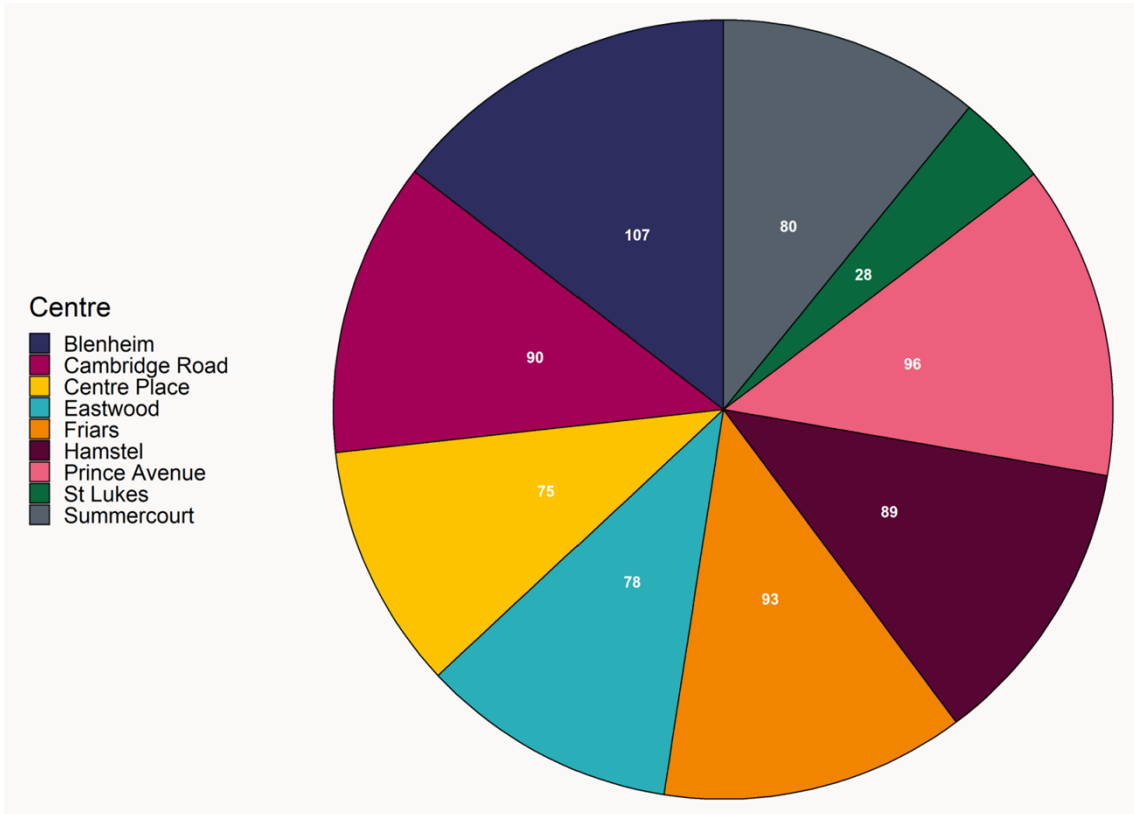
There was a good geographical spread (**Map 2**) from the respondents across the City of Southend-on-Sea.

### MAP 2 – Number of respondents from local communities across Southend



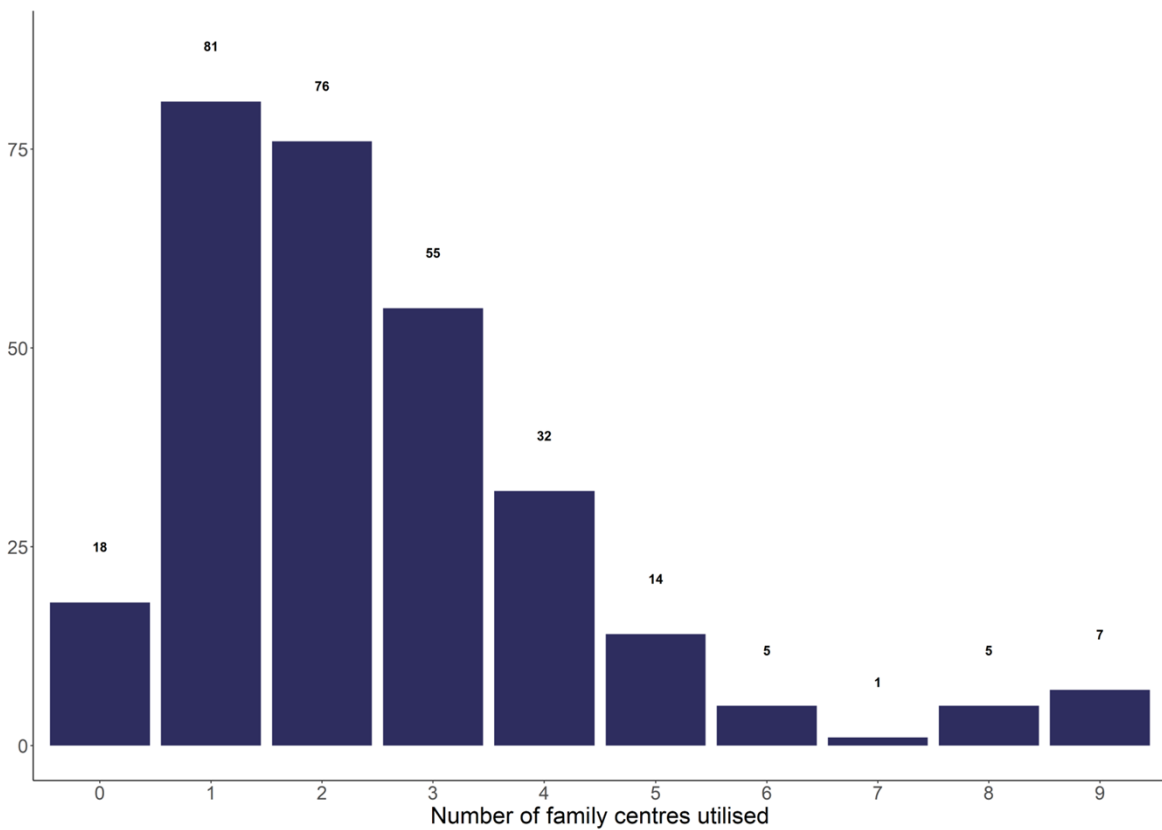
### Which Family Centre they use and How often

There was a fairly equal distribution (ranging between 75-107) in the number of respondents who indicated the centre they were using, with only St Luke's Church having a lower number of selection (28 respondents).



When asked about the number of different centres that they would access, of those who responded, 131 of them used at least two (76 users) or three (55 users) centres.

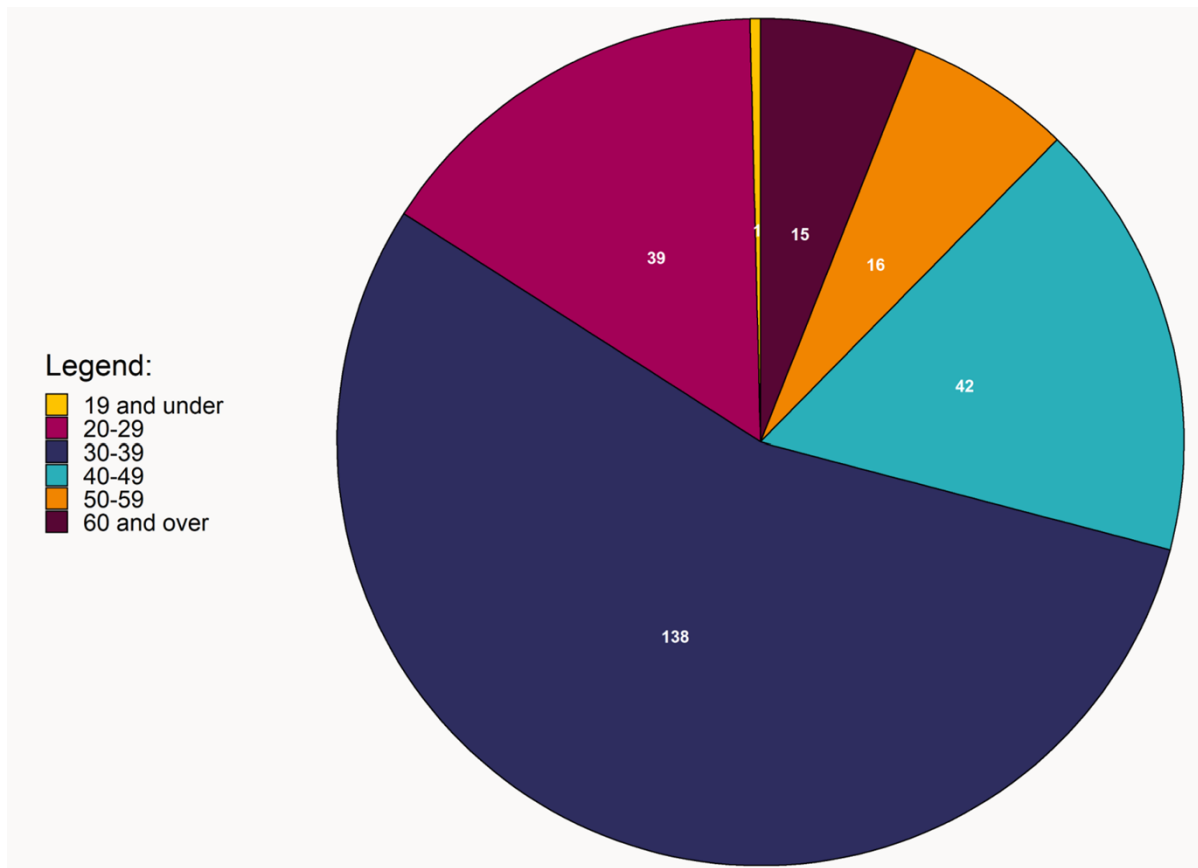
Count of different family centres used



### Gender and Age Groups

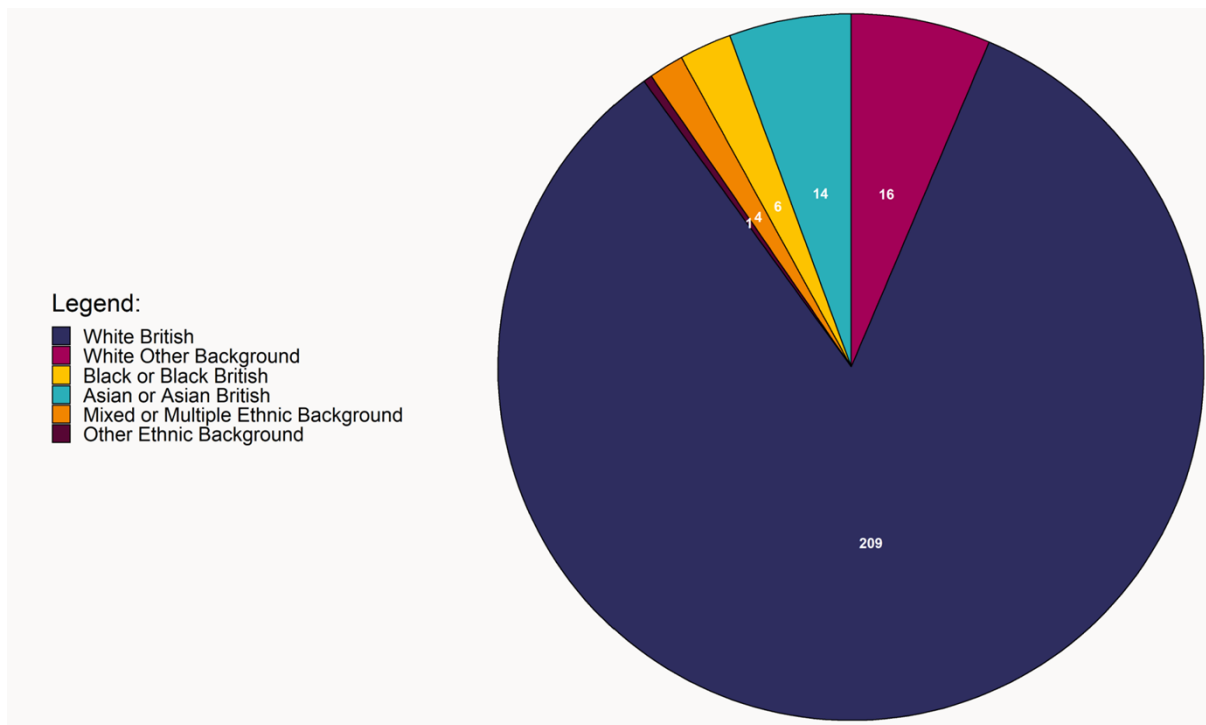
Of the 248 people who responded to the gender question, 91% (227) were female and 21 were male. 46 respondents did not indicate their gender.

Over 55% of respondents who recorded their age group were amongst those in the 30-39 years age bracket. Although 15% of respondents were in the younger age group of 20-29 years, we only had one recorded respondent who was below the age of 20. 43 people did not answer this question.



### Ethnicity and Disability

Of the 250 people who have indicated, 83.6% identified themselves as White British and 6.4% as other white background. The remaining 10% were from all other ethnic backgrounds. This is fairly representative of the City's ethnical distribution; all white backgrounds 87.5% and other non-white ethnic groups is 12.5%. 44 people did not answer this question.



Of the 236 people who responded to this question, 30 indicated that are registered as disabled (12.7%). It was important that we ensured that people who identified themselves as disabled were also taking part in this consultation.

### Health Status and Caring Responsibility

We wanted to ensure that people whose mobility or daily activities are impacted have an opportunity to also comment or make suggestions about the future of Family Centres. 51 of the 162 (12.3%) who answered this question indicated they had a illness or condition that affects their day-to-day activities.

Of the 236 who responded to this question, 20 (8.5%) advised they had carer's responsibilities.

### Expectant Mums

41 of the 236 (17.4%) responses, indicated they were pregnant, or were pregnant in the last year. The number of annual births in Southend is estimated at 1850.

### Survey Questionnaire (total number of responses = 27)

With the detailed survey questionnaire, we sought people views about [1] the two change options proposed [2] the impact on them [3] reducing family centre-led activities and increasing health-related activities.

A total of 201 (68.4%) out of all respondents who indicated their preference (295) favoured or were neutral with either option 1 or option 2:

Option 1 – 34.8% of people favoured this option; 9.3% were neutral; 55.8% disagreed.

Option 2 – 47.3% of people favoured this option; 16.1% were neutral; 36.6% disagreed.

With regards to the impact that the suggested options would have on them:

Option 1 – 28.8% of participants said this will have a positive impact; 47.6% said this will have a negative impact and 23.6% said no impact.

Option 2 – 31.3% of participants said this will have a positive impact; 36.8% said this will have a negative impact and 32.3% said no impact.

With regards to reducing family centre-led activities and increasing health-related activities:

Option 1 – 10.6% of people advised that they agreed; 79.1% disagreeing; 25.4% were neutral

Option 2 – 36.0% of people advised that they agreed; 44.3% disagreeing; 19.7% were neutral.

The remainder of the responses have been reflected under different themes in the section below – Themes from the Consultation.

### **Face-to-face and Video-call Sessions (total number of attendees = 90)**

To enhance the consultation, we held several face-to-face and online/video-call sessions. These provided staff, partners and residents the opportunity to gain more information about the consultation and ask any questions they had. It also provided a platform for individual and group discussions on the topics of [1] which Family Centre services families in Southend found most valuable and [2] which community assets were present across the city.

A total of 13 sessions were held; 10 public face-to-face sessions across the network of Family Centre locations and one public online/video-call, one face-to face dedicated for staff and one online/video-call dedicated to partner agencies. All sessions were held in the daytime Monday to Friday, except the video call for the public, which was held in the evening.

There was a total of 90 attendances across the sessions including 22 at the dedicated family centre staff session and 31 at the dedicated partner agencies session. The sessions provided detailed feedback from those working with or using the Family Centre services and captured; 295 items of feedback and or suggestions, 162 community asset suggestions and 147 valuable services responses – please see **Appendix Z1**.

Some of the main feedback or suggestions that have shaped the thematic analysis in this report, include (*these are recorded from notes and not the exact words*):

- Antenatal Services delivered from the centres is a good entry point to other support.
- Reducing the number of sessions will impact the capacity and availability of them.



- Transport costs and other issues in being able to get to different centres.
- It's sad that money is the reason behind needing to do this work but it is a good opportunity to reflect and adapt.
- It's important information about what is on offer is clear. Are we reaching the right people?
- The personal touch that Family Centre staff offer is well liked.
- Timings of sessions needs to be looked at as many of the offers happen at times where some parents can't attend.
- The family centres help with so much more than what is stated, specifically for reducing social isolation.
- Baby Massage is a good introductory service that often leads to other support for families.
- The quality of support and help from staff is amazing and they are all so helpful.

### **Phone calls and Other communications**

We received 11 phone calls about this consultation, with only one call providing feedback.

*Caller would like to express their displeasure about the idea of the family centre consultation and the potential reduction in family centre services ...*

The other ten phone calls were seeking clarification [1] with booking onto the face-to-face sessions or [2] whether the consultation is still progressing or [3] other relevant questions – please see **Appendix Z2**.

Nine emails including an attached letter from Southend Healthwatch were received – 6 emails were about how to book the face-to-face session. Three emails were about the consultation – please see **Appendix Z3a** and **Z3b**.

The email from Southend Healthwatch sought clarification on the process of this consultation and how risk were assessed in putting forward the proposals.

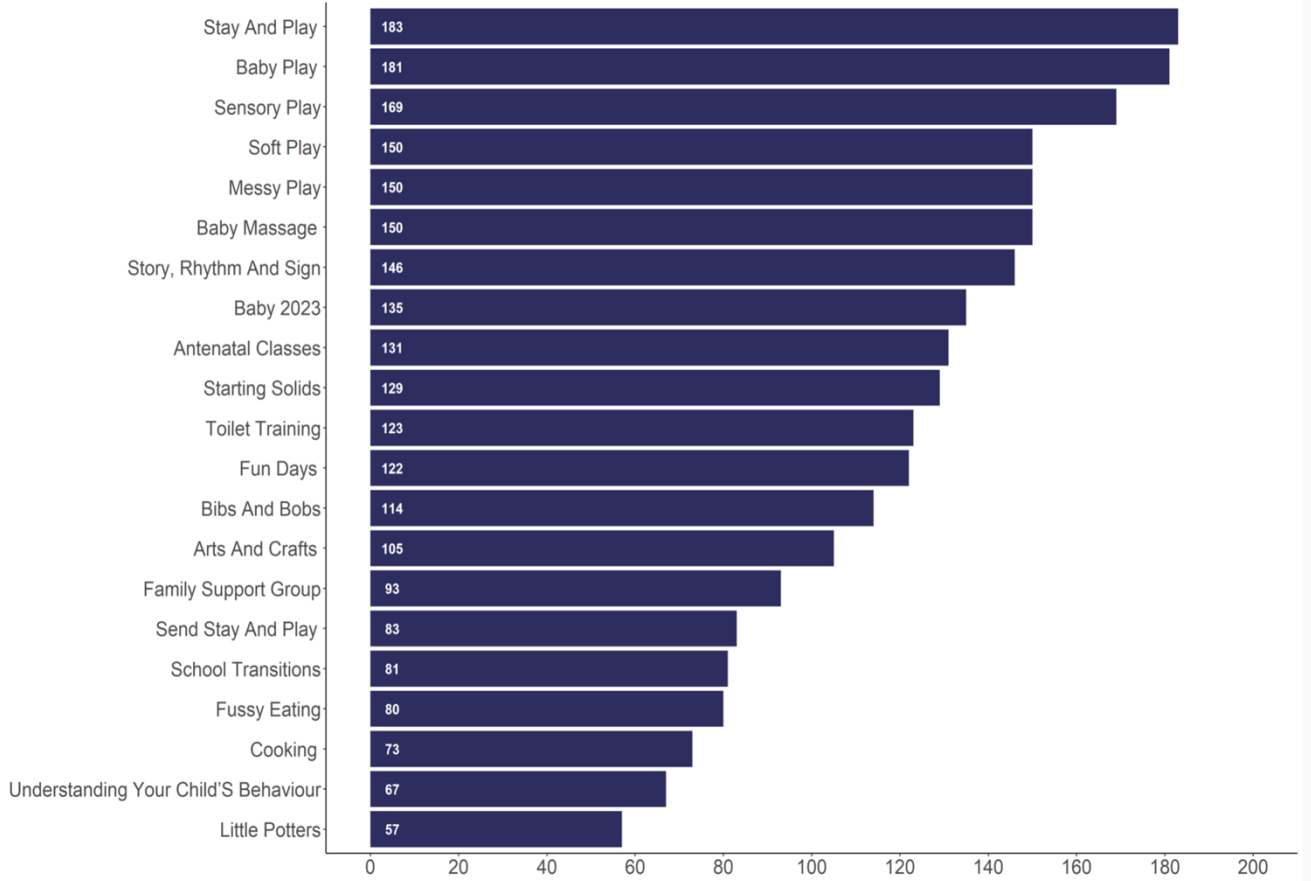
### **Themes from the Consultation**

In this section we are reporting on all the comments, views, concerns and suggestions made by all participants. We have grouped these under key themes to highlight the context of the feedback and to ensure we can summarise key points for the recommendations that follow in the next section – please see **Appendix Z4** for all word-for-word comments recorded by the respondents.

#### **1. Service Provision**

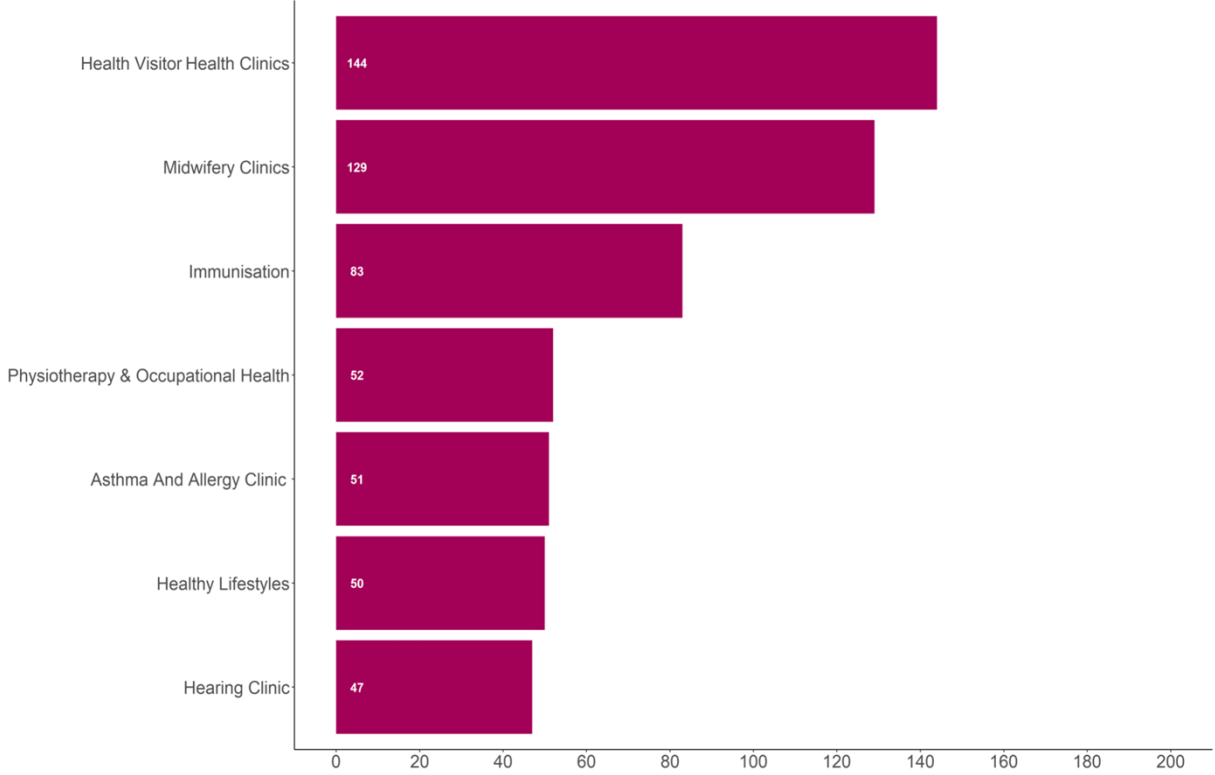
Many activities were seen as most useful, and we have categorised these under three groups of activities [1] family centre-led [2] health-led and [3] led by other agencies.

### Family Centre activities only

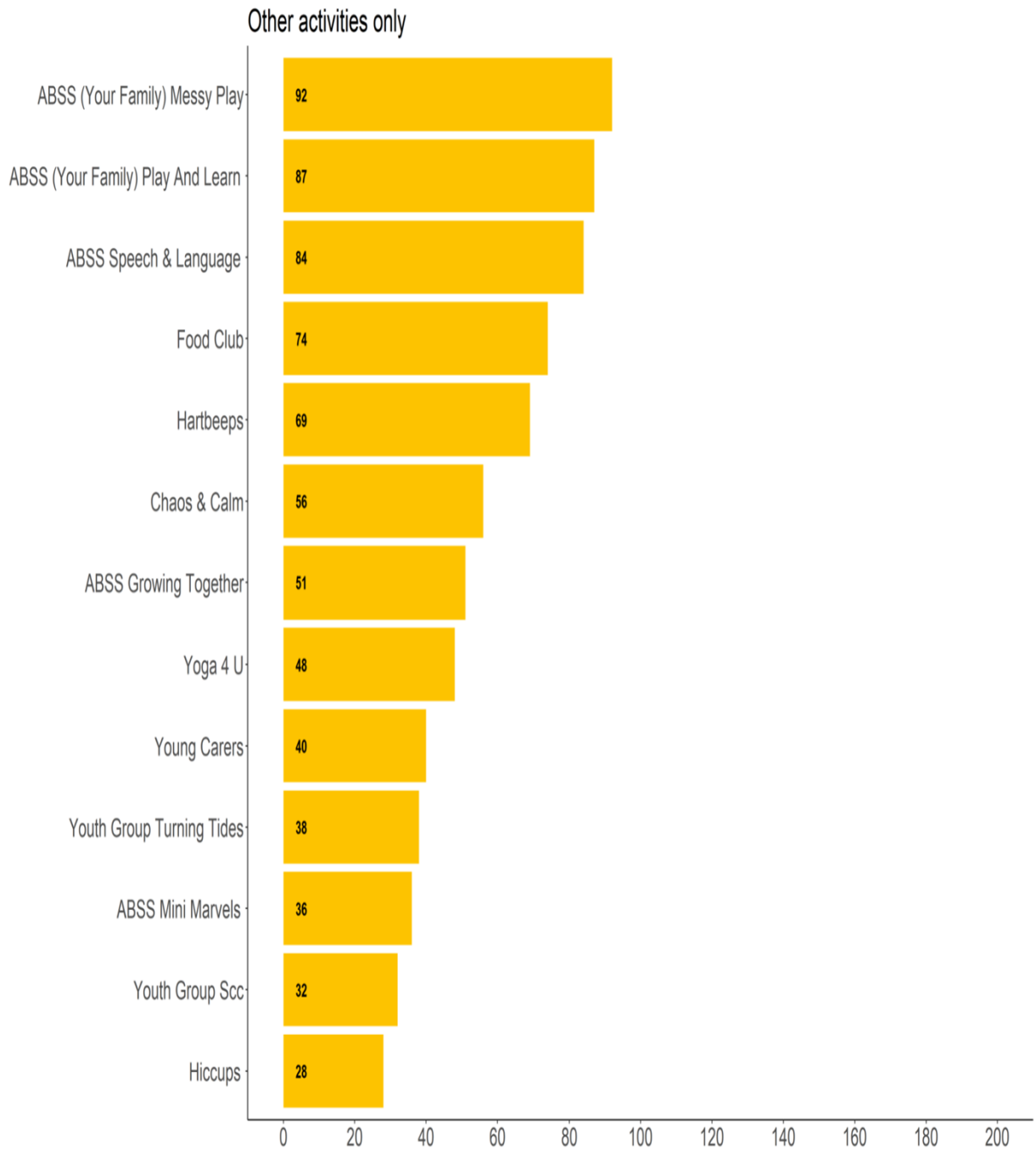


Participants were invited to state which activities they valued, and may have picked more than one response

### Health activities only



Participants were invited to state which activities they valued, and may have picked more than one response



Participants were invited to state which activities they valued, and may have picked more than one response

Parents/carers reported that the services provided were important to their **'mental wellbeing'** and provided them all with the opportunity to **'meet other mothers'** and **'stay in contact with each other'** and help them **'get answers'** about **'why my child'** is behaving one way or another.

*The centres are a lifeline for so many families, friendships have been made, support received, always made to feel welcome. Starting at antenatal, baby 23, baby massage, sensory, stay and play, bibs and bobs, starting solids*

*I have attended antenatal classes, starting solids, baby massage and sensory all at Friars family centre so far*

*...enjoyed baby massage and found it such an important bonding experience with my baby.*

*Family centres activities are an excellent preventative tool....*

*It is VITAL to so many families, parents and carers to keep these centres up and running.*

People reported that the centres need to have a holistic provision of support for families not just '**a specific session per se**' and needs to be meet local needs. A number of comments also reflected on the need for '**more services**'.

*Childrens centres are a whole family journey model which is important to retain*

*There needs to be MORE services available, NOT less....*

*Children learn through play ... also assist parenting and increases parenting skills. Very important for early intervention and prevention.*

*Families in these deprived areas need more provision, not less ...*

There were a few comments about having '**too many**' centres.

*I still think that's too many venues. I think four main hubs throughout Southend would be enough*

*Still too many open*

*I still think that's too many venues. I think four main hubs throughout southend would be enough. And give back the others to the schools to run.*

## **1.1 Antenatal support**

These groups were seen as '**very important**' and valued a lot because '**they are free**'. Parents and professionals commented on the '**expensive**' alternative classes which '**most people**' can't afford to attend.

*Antenatal services as ...a holistic package of support for families*

*The family centers... provide an excellent anti-natal parenting course*

*...the fact we had free baby classes locally is amazing...*

*The educational courses provided by the centres such as antenatal and starting solids are invaluable.*

*... essential for me and my husband prior to having our little boy, the antenatal classes were fantastic...*

## 1.2 Postnatal support

The groups are seen as welcoming, non-threatening and a place where parents can access advice and support from **'staff'** and share **'with other mums'** and build **'friendships'**. There are also many responses highlighting the need for more **'play activity'** to continue and **'not to be reduced'**.

*... opportunity to do something different every week and provides a great socialising opportunity for new parents.*

*...removing baby massage I believe to be a mistake it's a great bonding/health benefit class.*

*We have loved the baby 2021 and baby 2023 [these are 0-3 months sessions] classes which have gone on to provide a support group and lasting friendships.*

*Fewer play activities would be a terrible idea.*

*We go 3-4 times a week to the centres for the play activity...*

*...reducing the number of centres where stay and play sessions are held will make it harder for families to attend.*

## 1.3 Age-appropriate and Neurodiverse activities

There were comments made about the need to ensure that activities are **'age-appropriate'** and running different **'play sessions'** for babies and toddlers.

*We rely on these groups to help us socialise, to also keep toddlers entertained.*

*The reduction of play sessions could impact the 0-12 months sessions as they aren't that many at the moment.*

*I have a toddler and a baby, we utilise play sessions and baby massage...*

*Eastwood has very limited groups for under 5's...*

*... play / messy play sessions at family centres is great as the different times / locations suit different aged babies.*

A number of respondents as well as people who attended the sessions, highlighted the need for more activities that support children with **'disabilities'**.

*For children with disabilities all activities and interventions are crucial if we are to succeed in giving them the best opportunities...*

*My child has Sen I would like to keep the sessions and increase them if anything not reduce.*

*... my youngest is Autistic and requires going out daily. There are currently only 2 places I can take him which is the park or soft play.*

*More SEN sessions to be brought to friars family centre rather than summer court as for people in Shoebury...*

## 1.4 Familiarity with support team

Parents reported how important it was to them that the staff were '**familiar**' ('*familiar faces*') and '**helpful**'. Some commented on feeling '**confident to leave**' their child with the same staff running the creche facilities.

*...the staff who deliver are very knowledgeable and welcoming and supportive.*

*The family centres and their staff have played such a vital role in supporting me as a first time mum!*

Parents also felt that the staff that ran the groups had '**a lot of expertise**' and support them with learning good parenting skills and when playing with children that they meet.

*...being a single parent I find the support of the same faces each week very beneficial.*

*...being able to keep excellent and dedicated staff who you've built up a rapport and trust with and who have got to know you and your family.*

## 1.5 Family Centre activities and Health-related activities

The proposal to introduce more health-related activities had a very mixed response from both the online responses and the face-to-face engagement sessions. Some perceived this to be detrimental to the service offer, or '**more in-depth**' in the centres and also more people valuing additional '**play activities**' and '**family activities**'.

*By reducing family centre led activities and increasing health activities you are removing the community lifeline from many young families.*

*Play activities... Very important and as important as health and other partner led sessions.*

*I had a HV come to my house to discuss starting solids but the course was so much more indepth and helpful.*

*I'm not interested in more health activities.*

*Why just health service maybe consider more universal services all families would need not just health.*

*I use the centres more for family activities and having somewhere to meet other parents and child. I would strong disagree to have more health activities.*

*Health do not have the capacity to effectively deliver things like Starting Solids and ... group workshop ... is an extremely successful way to deliver this.*

Other people reported that having these health-related clinics offered from the centres as '**helpful**' or '**as useful as**'.

*...the family centre is somewhere you can meet with your midwife and health visitor for weigh in sessions*

*...family centre activities are just as useful as health led.*

*...accessing health visitor support is more key within first year of child's life.*

*We need both services so children and families to reach optimum life chances.*

*Need more access to health, and health visitors and the team can do most activities.*

*Health visiting is important and as new mum you need that support to be accessible.*

*Increased health activities are always welcome but some parents/carers need the vital support that play activities bring.*

*My children have speech and language and food related ongoing issues so to have more health services available would be beneficial.*

*I think community support and health services should go hand in hand.*

*Harder to see a health professional these days and access to my Heath visitor and school nurse was invaluable.*

## **2. Accessibility**

There were several comments about centres '**closing**' which is captured in both the survey as well as the face-to-face sessions with attendees reporting that the local paper has said that some '**family centres will be closing**'.

*Why close the centres as we need them*

*Having a variety of venues and activities enables us and others to be included within services.*

*I am really worried about the closing of Summercourt*

*....I feel that only 3 sites means that some very vulnerable and less well off residence will have to travel a long distance to access support*

Many comments were made about the ability '**to walk**' rather than using a vehicle to attend the centres which an ideal approach with regards to the impact on the environment.

*Need to be able to walk to centres*

*I dont like to travel and like places to be in walking distance*

*Prince Ave is walking distance from me so I go there mainly...*

*Not everyone has access to a car so can not travel to a centre out of walking distance.*

People also reported that they would access the centre they need for their selected activities and are '**happy to travel**' around or that key services should be available for '**smaller venues**'.

*Leigh and Westcliff are closest to me but happy to travel ...*

*Able to travel to all family centres, so location not a major issue ...*

*I drive and can visit any centre with the activities they put on ...*

*The services that matter ... need to remain available at the smaller venues as well as the main centres ...*

There were a few comments about the impact of reducing activities and the potential for people to be '**turned away**' due to being '**booked**' up.

*The centres will be over run, we won't be able to access services*

*...it is already difficult sometimes to get booked on to classes or weighing sessions due to popularity*

*Reduced services and capacity at services would mean I could be turned away from services.*

## **2.1 Cultural**

People reported on the positive work that the centres do with the diverse community which supports with '**child and parental**' development as part of the provision '**should continue**' or be strengthened.

*Opportunity for ESOL [English for speakers of other languages]*

*Summercourt is ... in a multi-cultural, relatively poor area where families need support*

*Many struggle with accessing health services particularly those with English as a second language. They particularly need the family support service to remain.*

## **2.2 Transport & Parking**

People have raised concerns about having to travel to a '**different family centre**' to access activities. Public transport is a concern especially for '**access to some centres**' [Blenheim FC and Cambridge Road FC were mentioned] and 'cost' and the need to 'take more than one bus'.

*Most of the time you need to go to the city centre and take another bus...*

*Families need to access all sites - travel for many families especially those with children with disabilities is extremely difficult*

*... a problem with getting my pushchair in... sometimes I can't get on and I wait to get the next bus*



There were a number of comments about moving activities to centres where there is no easy parking or you have to pay to park [Cambridge Road FC and Centre Place FC were mentioned].

*I have to park and pay on the road [referring to Cambridge Road FC)...  
whereas here I can walk to the centre [referring to Blenheim FC]*

*Cambridge Road is terrible for parking and a pain to find somewhere along the road*

So accessibility and parking is an issue at some centres and there is '**limited or no disabled parking**' as well, although it did transpire that users were not always aware of the availability of disabled parking. It is also not easy to walk between centres, due to the distance and location.

*I find it difficult as I have a disability and I need to park further and then I can't get to the centre easily ... sometimes the staff let me park in front.*

*There is no disabled parking at Friars*

*We are also a disabled family and cannot access certain venues.*

## 2.3 Timing of Activities

Opening times were regularly mentioned and reported on, with people suggesting that service times need to be '**in sync with school**' drop-off or collection. Activities could also be better '**spread**' or have a staggered approach to allow parents to attend on '**different days**'.

*Allows more flexibility to attend on different days/ times...*

*The days being spread and locations helps us fit things in.*

*I just wish it was 1:30 to 2:30 to help others lunchtime.*

## 2.4 Low Income

People reported that there will be an impact on people with '**lower income**', people in '**areas of deprivation**' and people who '**can't afford**' other services.

*...with the cost of living I utilise these spaces ... so that we can have some free educational play time...*

*For families on low income, unemployed etc this will result in fewer opportunities for families to participate in activities with their children.*

*I attended several courses and as I was on a low income it helped us access different activities.*

*Please do not get rid of baby massage. Most cannot afford the high costs of a private company delivering this.*

*Shutting things down punishes families that can not afford to take their babies and toddlers to soft plays...*

### 3. Communication and Marketing

There were numerous reports or comments about the need to better explain what the centres have to **'offer'** and use more **'marketing'** and **'advertising'** to promote this to ensure people who really need them **'can use them'**. A number of people reported that they like the Facebook page which signpost them to activities.

*Can you have a look at your marketing and where your reach is? It should be reaching the families that really need the support and help with all that the centres offer.*

*I have a young family and use the family centres. Never been to/heard about health service? Is this the midwife?*

*The activities offered need to be advertised more....*

*...campaign to boost usage and take up in each location...*

### 4. Other Community benefits and Comments

#### 4.1 Mental health and wellbeing

People reported that the centres are a social and **'mental health'** wellbeing space for peer-to-peer support and that we **'must retain that'**.

*Local access to ... support services ...which has a positive impact on well being and good mental health.*

*... It has helped significantly with my mental health, enabled me to create friendships...*

*They stopped me from delving into depression and enabled me to feel confident in my parenting.*

*Great for kids but essential to support parental mental health too.*

*I believe the bonding baby massage taught me,... helped me to recover from postnatal depression.*

#### 4.2 Social Isolation and Networking

There were concerns about more isolation for new parents if the **'centres are closed'** or **'not open most of the times'**. Some views were aired about **'how Covid has impacted'** on the running of the centres. Some people also reflected on how they network with **'other mums'**, **'meet up'** and share their knowledge about parenting and not feeling **'isolated'**

*....learning to parent would've been very hard on me mentally. I found 4 great friends through baby 2023 and we all were there to support each other.*

*This centre [referring to Centre Place] was buzzing with people before Covid... now not so busy.*

*This is very often the only chance new mothers have to meet others in the same situation to talk, share experiences.*

*The coffee shop [referring to Blenheim FC] was a good meeting place for mums...*

*... I still meet up with the other mums i met. The support I have found is truly invaluable.*

*I think everyone should have access ...in such a delicate time as when having a new born and being isolated.*

*It can be really isolating becoming a new mum and the centres provide opportunities to meet other families and share experiences.*

*Being on maternity leave can be lonely and isolating.*

*I have personally attended the antenatal classes ... I have made a wonderful group of friends ... which has given me an incredible support network.*

#### **4.3 Fundraising, Donations and Subscriptions**

Parents came up with several ideas on ways with possibly sustaining the groups because they **'just want the centre to be used'**. They discussed organising **'fundraising'** events or charging for some activities.

It was generally felt that parents would be happy to pay or **'offer a donation'** for the groups that they attend although many did recognise that this is difficult for some parents even to pay a small contribution.

*I think offering some sort of fundraiser would be a great way to raise some funds or some form of donation for sessions.*

*We can have like family fundraisers... like arts and crafts, cake sales.*

*Having an anonymous box for those who can donate towards the centers.*

*It would also be good if the children's centres were available to hire privately for birthday parties to gain additional revenue.*

*...couldn't parents attending the activities pay a donation?*

*Look into developing a subscription service for some sessions i.e. baby massage or antenatal classes...*

*...maybe looking family fundraiser where you use the centres to make stuff to sell which can get the kids involved ....*

*I know I would personally rather make a small contribution to each class I attend and for them to all remain running.*

*... Let people pay and provide their own facilities.*

#### 4.4 Missed Opportunities

A number of respondents and session attendees indicated that without the family centre services, people in need to **'support'** or **'knowledge'** would miss out which could contribute to **'anxiety'**, **'isolation'** and people may **'slip through the net'** – referring to safeguarding issues.

*They are often the frontline of safeguarding and wellbeing for families who may otherwise slip through the net.*

*...the family centres..., provide excellent support and prevent post natal depression in new mums by giving support, community, knowledge, mental health help when needed...*

*If families do not receive pre birth and post birth support they will need to access other more costly services....*

*Closing them will affect so many families negatively and increase the leaves of mental health issues and isolation in the community.*

*...will lead to increased isolation and reduced opportunity to refer into other services.*

*I think without the support provided by family centres, things like postnatal depression and anxiety will increase...*

#### 4.5 'Hub' with other activities and other links

Concerns were raised in the survey responses as well as the face-to-face sessions about **'other facilities closing'** (libraries were mentioned) in addition to family centre proposed changes resulting in much less community support.

There were comments from parents, service users and partners about the need to ensuring the physical space is still utilised **'regardless of services not running'**.

*people wouldn't want the centres to sit empty*

*I work for a local service ... at the centres to see mums in that we work with. It is next to impossible to book these rooms ...*

*Must use the centre especially this one [referring to Eastwood family centre]... look at the play area outside.*

*With fewer centres services will be limited and harder to get a space as a carer but also as a service deliverer - we rely on using Blenheim to deliver our send [SEND] sessions....*

*My son is a young carer and attends two youth clubs at the centre place which has greatly benefitted his life...*

*FOOD Club on a Saturday at summercourt is a god send to us.*

*There is a lot of evidence showing that children are entering schools with increasing needs. It does not make sense to reduce family support...*

*... and learn together the importance of sharing, manners, and behaviour; equipping them ready to move forward into school.*

*They need to have flexibility and the centre needs to be used to its full potential.*

*How will you link with the charities which have been forced to step in and deliver services...*

*Also need to link with Primary Care Networks [GPs] and local schools.*

There were a few comments about improving the digital approach to running the centres to improve the **'registration process'** and **'booking'**.

*Registration process (offer an electronic approach - maybe with ipads at the centre) - Introduce a booking systems...*

*...need a modern booking system and app.*

#### **4.6 Local Assets**

During our face-to-face consultations we held discussions about 'Community Assets'. This explored with attendees which buildings, locations, services, groups and support outside of the Family Centre offer are available across the City of Southend.

We received 163 suggestions, representing 121 unique Community Assets. These included; 47 services/sessions, 26 physical assets, 47 community organisations and one other – please see **Appendix Z5**

The feedback and intelligence we received have highlighted the richness and diversity of Southend's community offer. It has also provided an overview of potential future collaborations and partnerships which might enhance the local family support offer available to families.

#### **5. Other concerns**

A few other concerns were raised with regards to the proposals that we need to consider in reviewing the final proposal. There is a concern that health visiting team and/or other health professionals do not have the time available to support more people and that current classes offer more support than the health visitors and other health professionals provide. People reported that they liked the group sessions and not always receiving the same support with a home visit from a health professional.

There is still an overwhelming response that more support is needed, not less and money saved now, will contribute to an increasing cost in the future.

## Conclusion

This consultation has shed more light on how essential the family centres are to the local communities. From both a public and professional perspective, the added value of agencies working together is recognised as an excellent approach to early intervention and prevention and that we needed more activities across the centres, with better marketing of what is on offer.

*Restructure family centres to reach their full potential of early intervention and prevention with clearly defined and agreed multi agency delivery that is integrated rather than competing.*

*As a resident of Southend, and raising my family here, I have been bragging to others outside the area of how proud I am to live somewhere that values family life and seeks to promote and develop it.*

There is a strong view that there is a potential impact on missing key safeguarding flags between partners and service providers. The interaction between family centre staff, health staff and other partner agency staff is an important consideration.

Retaining the centres and the family centres' staffing group have been overwhelming supported, with a clear suggestion that changes need to be reflective of how the community access services and that service transformation is paramount (reflected in 68.4% supporting or are neutral to either option 1 or 2 in this consultation).

*Keep family centre staff running workshops, the health visitors wouldnt cope with extra work load. Keep baby massage. The staff are all amazing, everyone loves their job and cares about what they do.*

As a result, we move to recommend that several factors are applied in drawing a revised proposed service offer that reflects the outcome of this meaningful consultation and ensure that Family Centres are fit for the future, ready to evolve and digitally enabled.

## Recommended Revisions for the New Proposed Service

Following the seven weeks of consultation, several comments, concerns and suggestions were deemed valuable in shaping the future of the Family Centres.

- Retaining the local centres will facilitate better access for each local community. Therefore we will develop three core centres and continue to provide key activities with health and community partners in five other centres (we will not provide any activity at St Luke's Church when the new service is launched) – Activities will be more consistently spread across all 8 centres;
- Consideration about parking and travel issues means the core activities must be spread across as many of the eight centres as possible and at times that are better fit around parents (for example, around school drop-offs);
- Consideration to retain more useful activities including 'baby massage', the Bibs and Bobs offer and more regular 'stay and play' related activities as well as ensuring an adequate range of activities are age appropriate as well as supporting people with neurodiverse needs;
- Consideration for access to 'free' space to support local groups unable to afford to cover rental charges;
- Review the proposed approach where health visiting will deliver a number of activities (such as starting solids, toilet training, fussy eating) that are more valued, especially in group settings – we will co-design these sessions with local parents;
- Initiate a task and finish group to explore how to ensure that the digitalisation processes for this new service will be fit for the future, whilst ensuring digital inclusivity;
- We will develop an extensive programme of marketing and ensure that the dedicated Family Centre web portal lists all the activities provided through the centres, regardless of who is delivering these;
- Further consideration to explore how other activities such as 'fun days', Christmas parties and the like could be funded through other means such as fundraising or donations;

These revisions to the original proposal will significantly improve the local offer for activities that the community and partner agencies feel will contribute to better support parents, from before childbirth and into parenthood, as well as providing a more meaningful support for early years and childhood development. We anticipate that the proposed amendments (a proposed new service outline is shown in **Appendix Z6** – this is a sample of activities that could be delivered at each centres) will enable us to achieve efficiencies of around £350,000.

We are in the process of completing the service specification, which will outline the required staff competencies for every service being delivered by the Council's staff, the level of service provision for each of the eight centres that will meet the early years and public health programme deliverables in supporting parents and improving health and wellbeing outcomes.

## APPENDICES



Z1 Comments from  
face-to-face and virtu



Z2 Consultation calls  
log.docx



FC Appendix Z3a -  
Southend Healthwatc



FC Appendix Z3b -  
email2.docx



FC Appendix Z4 -  
Survey Responses Rej



Z5 Community  
Assets



FC Appendix Z6  
Sample New Service C



**Comments recorded by the independent facilitator (SAVS) at face-to-face or virtual sessions - These are not the exact words (not *per verbatim*)**

- Baby Massage is a good introductory service that often leads to other support for families. Removing it could mean families are then not accessing other services/support.
- Antenatal Services delivered from the centres is a good entry point to other support.
- Having consistency for families is essential.
- Losing Centre Place would be detrimental to the local community.
- I have SEND children and have to drive. Parking is a major issue when choosing which FC to go to. Public transport is not always an option for people.
- I wouldn't want to travel and a lot of mums only walk, so might be impacted by option 1.
- It would help if services are accessible for the whole family, not just for those with one child.
- Reducing the number of sessions will impact the capacity and availability of them.
- Smaller numbers of people at sessions is better for mum's wellbeing and child's confidence.
- My babies are Covid babies. Eastwood FC was a lifeline for me.
- Transport costs and other issues in being able to get to different centres. Especially for those with mobility challenges.
- Family Centre staff are the most amazing people.
- I feel safe at Family Centres.
- Baby 2020 was so important, I made life long friends and relationships.
- Baby groups helped my anxiety.
- Virtual sessions don't give you the social interaction.
- Baby massage is very valuable.
- Family Centres aren't a playgroup - they are a community.
- Back to back sessions in centres might help utilise the space more.
- Summercourt FC is the best for supporting people from Ethnically diverse groups because it is next to Milton Hall school which speaks 47 different languages.

- The Family Centre was my only way to socialise. They help to build links and relationships.
- Moving between different Family Centres might mean you lose your social connections.
- It's sad that money is the reason behind needing to do this work but it is a good opportunity to reflect and adapt.
- Transport is an issue. I don't drive and I cannot afford the bus. In London, buses are free for children but here they are not.
- If services are closed, my only other option is buying annual passes at places like Adventure Island.
- There is so much need for support for families in Southend. We can't lose or close any of it.
- There's so much that the FCs do that isn't replicated elsewhere.
- The social aspect of the centres is so important. Parents talking to parents.
- If the groups were no longer there, I wouldn't know what to do.
- Bus routes in Southend are difficult.
- We use social media a lot and can be great, but there can be downsides. It's important information about what is on offer is clear. Are we reaching the right people? Midwives have heard from many parents that they are not aware of the free offer.
- Timings of sessions needs to be looked at as many of the offers happen at times where some parents can't attend such as in the morning if their children use that time for their sleep.
- The family centres help with so much more than what is stated, specifically for reducing social isolation and giving parents a place to make friends and have something to do in the day. Reducing the offer could cause an increase in social isolation and result in Public Health having to support more people with poorer mental health.
- The personal touch that Family Centre staff offer is well liked and staff go above and beyond to support parents and children.
- Public transport isn't reliable and getting to some of the Family Centres can be hard especially when they have poor parking.
- The quality of support and help from staff is amazing and they are all so helpful.
- Smaller partner groups might not be able to afford new/increased charges for utilising FC space. They might also not have the skills for creating things like Risk Assessments, arranging relevant insurance etc.

## Family Centre Consultation call log:

Call Date	Call Time	Issue	Information given
03/01/2024	09:46	Caller would like to book into face to face consultation unsure how to do this	Given both <a href="mailto:fcsessionbooking@southend.gov.uk">fcsessionbooking@southend.gov.uk</a> email address and family centre phone number made aware that family centres are shut today for staff training to call tomorrow.
03/01/2024	11:30	Caller has been trying to call family centre several times today unable to get through would like to talk to family centre staff, unwilling to give details around what they would like to discuss.	Callers details taken and permission gained to contact family centre and arrange call back. Contact made with Nicola Marks at 11:42, Nicola is happy to contact the caller.
03/01/2024	13:11	Voicemail received from caller who would like more clarification around what is meant by community venue	Call back made to caller @ 15:10. more information given around what is meant by community venue. The caller was happy with this, Gave the caller some information about the face to face consultation that will be taking place and the email address to book in for the face to face consultation.
03/01/2024	15:26	Caller would like information on how to book in for the face to face consultations that are taking place	Email address and phone number for the family centre given, caller made aware that then family centres are closed today for staff training to call tomorrow once reopened.
04/01/2024	09:33	Caller would like to express their displeasure about the idea of the family centre consultation and the potential reduction in family centre services, caller states they will not be able to attend a consultation event but would like to express their opinions.	Caller was thanked for their call, and for taking time to voice their opinion, details were given to the caller regarding the family centre questionnaire and they were encouraged to complete one these if possible. The link for the online survey was given and the locations of the paper questionnaires within the community was also given.
04/01/2024	14:47	Caller would like information on how to book in for the face to face consultations that are taking place	Email address and phone number for the family centre given. Caller was reassured that they can use of these methods to book their space at an event.
05/01/2024	10:56	Caller would like more information about whether	Caller was assured that the family centre consultation is still going

		the family centre consultation is still going forward, as they state they have read in a local newspaper that the family centres will now not be closed	forward. Options 1 and 2 were discussed with the caller. Discussed that there will be changes to the running of the family centres.
05/01/2024	12:02	Caller would like to know how to book in for a face to face consultation	Email address and phone number for the family centre given. Caller was reassured that they can use of these methods to book their space at an event.
05/01/2024	13:17	Caller would like to know if both herself and her parents are allowed to complete a questionnaire as her parents look after her child and use the family centre.	Caller was reassured that anyone who uses the family centre is welcome to complete a questionnaire if they would like to.
05/01/2024	13:30	Caller would like more clarification around the plan for the family centres, stated they were confused after reading a local news article. Caller would like to know if family centres are going to remain open.	Caller was assured that the family centre consultation is still going forward. Options 1 and 2 were discussed with the caller. Discussed that there will be changes to the running of the family centres. The caller was given details for the face to face consultations, they did not want to book at this time but were given the family centre phone number in case they change their mind. They were also directed to the online survey.
05/01/2024	16:00	Caller would like to know if the online survey and paper surveys are the same and why they are both being used.	Confirmed to the caller that they are both the same, explained that we would like the consultation to be as inclusive as possible, to give as many people as possible the opportunity to express their opinions.

30 January 2024

Southend-on-Sea City Council  
Public Health Team  
PO Box 6  
Victoria Avenue  
Southend-on-Sea  
Essex SS2 6ER

Dear Sirs

### **Consultation on Southend-on-Sea family centre services**

Healthwatch Southend is the independent voice of Southend residents who use, or may use, NHS and social care services. Our role is to provide information about local services, capture the lived experience of residents so that it can inform service improvement, and to hold the NHS and Southend City Council to account. The contract for the Healthwatch Southend service is held by a registered charity, to underpin our independence.

Healthwatch Southend understands that Southend City Council is having to review its budget, given the service pressures it is experiencing. We would like to make the following observations:

1. The Council is to be congratulated on producing a comprehensive document and setting up a number of events for local people to contribute their views. We would be interested to know how well attended these events were.
2. It is implied that individual services will be reviewed. Can we have the Council's assurances that parents and carers will be actively involved in any redesign?
3. Family Centres are valued as offering many "one-stop" opportunities. Given the cost of living crisis, it is important to minimise the number of journeys parents/carers make to access services. Healthwatch Southend hopes that the Council will take access into account when reviewing any services.
4. The full consultation document note that "There will be a greater role for and involvement from partners and the potential for commissioned based services as well as community-led activities." To what extent has the Council undertaken any engagement with partners and VCFSE organisations, given the pressures they

themselves are facing? This should have a firm focus on A Better Start Southend/City Family CIC.

5. Has the Council undertaken a risk assessment and can this be placed in the public domain?
6. We have received a copy of the equality impact assessment relating to this proposal. We would want to be reassured that the Council has fully taken into account the impact of its proposal under the Public Sector Equality Duty.

We hope these comments are helpful to the Council.

Yours faithfully

Owen Richards  
**Chief Officer**

**From:** [REDACTED]  
**Sent:** Friday, December 29, 2023 12:59 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Children's Centre Consultation  
Dear [REDACTED]

I hope you had a lovely Christmas with the family and a well earned rest?

I hope you don't mind me contacting you but I tried to complete the Children's Centre consultation last night and have some concerns about it which I wanted to share with someone.

1. The questionnaire is targeted at parents and professionals so I felt it was appropriate for me to complete it. However, all the questions relate to the impact the changes will have on my family and as a professional this is not relevant so I am forced to say no impact. This is a design fault which will distort the finding as it will force people who are no longer using the service and professionals so say the changes will have no impact as they will not impact "their" family directly.
2. Question 9 has a typo in it as it has two options that are the same and not an option for some negative impact - again this will distort the answers
3. One question asks for which of the activities offered by the CCs are more useful. This should be determined by attendance figures which are known not by someone ticking a box
4. All the ABSS options on the list of services are only available, as far as I know, in the ABSS children's centres so if people tick these options they will never be offered in the other children's centres as the centres do not have the resources to offer them currently?
5. The ABSS project was designed as a test and learn programme to determine what services are needed for Children and Families in the early years, which services actually make a difference to the children. Surely this should be used to drive the changes to the services offered in Southend, along with other empirical evidence rather than based on a consultation, although I appreciate this is also required. I could see no reference that any decisions were being driven by evidence either from ABSS or other studies?
6. Within the report it references that some of the services withdrawn from the Children's Centres will be provided in future by the health services. Please could you confirm if health have an increased budget to enable them to deliver these services? Children's Centres started to deliver these services because they were not being delivered by health so I have no confidence that they will be able to deliver them in the future without increases to their funding. Health were only able to provide very limited support for those who were escalated as in difficulty. Children's Centre services were designed as preventative services and that is very different from what health will be able to offer. A great example of this is the breastfeeding support which children's centres had to start to deliver due to need as this was not offered by health. Health then ran a series of ABSS trials which showed the benefits of breastfeeding support on the wellbeing of both mother and child and also the impact on breastfeeding rates. However, this is almost entirely offered now by the Cake Club as neither health or CC's have the resources to offer this properly.

7. Blenheim children's centre was part funded by extended services money which funded the cafe facilities and cafe area - this was because the consultation highlighted the need for a community facility in the area. It was need and consultation driven and designed as a meeting place for the community not only families with young children. The cafe operated as a self funded unit paying the school for the space and resources used based on the footage and consumption. I understand that this facility has been removed from the community now. The cafe has closed and people are no longer allowed to even use the toilet facilities - how is the community to be compensated for this loss of facilities?
8. If centres are to become main sites and then some offering selected services and/or reduced services - what will happen in the sites when they are not offering services? The costs of running these centres is made up of staffing (largest element) and running costs. The running costs remain even if the centres are closed and we all know that centres that are partially closed will still incur the running and maintenance costs ( or be left to become obsolete as many council building are now and have been in the past). It is neither cost efficient or a good use of public funds for these centres to remain empty for much of the time. What is the proposal offered by the council for the utilisation of these valuable public buildings?
9. The consultation mentions that some of the sites may be used to provide childcare facilities. If this is the case they will then be removed from community use. The council need to be clear about this and this is a very different service and offering that does not offer the same preventative service for all.
10. I believe the public has a right to know how the usage of the centres has declined since the misplaced handover of the centres to family action, as any change at this point is being made based on their current operation and not their true potential to support families from the most deprived households in Southend.
11. There is a list of services that are offered given within the consultation but within this it includes all the ABSS activities. It is my understanding that the ABSS funding is coming to an end soon. What is the assurance that any of these services will continue once the funding stops? as this will make a massive difference to the delivery/offer?
12. When Family Action took over the Children's Centres in 2017 they dramatically increased the resources assigned to Family Support. However, there is clear overlap and duplication between the Family Support offered through the Children's Centres and that offered through the Children and Family teams in the Council. Children's Centres should be all about prevention and if further more targeted support is required such as intense Family Support some of this could be offered through the councils existing teams which would dramatically reduce the costs as there are layers of support and supervision required. Very often families bounce between the various family support offerings and this is not helpful to the "team around the child/family approach". There is no mention about any review of the Family Support offering across Council teams and I wonder if there is an opportunity to manage costs through an internal review, has this been considered?
13. A large number of charities have set up in southend to fill the gaps left by the Children's Centres when they were taken over by Family Action eg Cake Club and Little Heros to name just two. What discussions have been had with these charities about what they are offering and if they would be able to either take on Children's Centre buildings or to run their



services in the buildings so we are considering service delivery to parents as well as just costs.

I had hoped the consultation would actually be looking at this from the parent/child perspective to design a service using evidence based research into what parents and children need in order to have improved outcomes for children, and was disappointed that this does not seem to be the case. I hope the information within this email is useful and I really hope we end up with a service that will provide improved outcomes for families at a time when families across Southend are really struggling.

Kind regards

A solid black rectangular box used to redact the sender's name and contact information.

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# Survey

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## **SURVEY RESPONSE REPORT**

14 December 2023 - 05 February 2024

**PROJECT NAME:**

Family centre services



SURVEY QUESTIONS

**Q1** Please explain your answer

Screen Name Redacted

12/15/2023 01:57 PM

By reducing family centre led activities and increasing health activities you are removing the community lifeline from many young families.

Screen Name Redacted

12/15/2023 02:35 PM

Blenheim is an under utilised resource. It would be much better to keep Centre place as a family centre rather than just a delivery site. Family centres need to be based in areas of highest need.

Screen Name Redacted

12/15/2023 02:42 PM

The loss of any family provision in the city will be detrimental to the families using it.

Screen Name Redacted

12/15/2023 03:01 PM

Families need to access all sites - travel for many families especially those with children with disabilities is extremely difficult

Screen Name Redacted

12/15/2023 03:33 PM

The teams are always welcoming and my children love and benefit from the centres.

Screen Name Redacted

12/15/2023 03:57 PM

I still think that's too many venues. I think four main hubs throughout southend would be enough. And give back the others to the schools to run.

Screen Name Redacted

12/15/2023 04:02 PM

Even if limited services offered this would drastically impact on the levels of support for my family and myself

Screen Name Redacted

12/15/2023 04:11 PM

Eastwood is my closest centre. It being a community venue will result in fewer services being available from my closest venue

Screen Name Redacted

12/15/2023 05:39 PM

At the moment we can walk to Hamstel, but could drive to friars. The only thing is, if any of the centres were to close, I imagine the ones remaining open, would be over crowded or not used if others had no means of transport, or a lot of ppl will lose out on spaces available.

Screen Name Redacted

12/15/2023 06:16 PM

I am quite isolated whilst my husband is at work. The classes have been a lifeline for me to meet other new mums and get out the house especially have a 4 month old during a very wet winter. I have always suffered with anxiety and feel comfortable going to these places.

Being on maternity pay does not leave much after bills to pay for baby classes and without these available i would not be able to attend anything.

Screen Name Redacted

12/15/2023 06:31 PM

I work with vulnerable children in Milton ward. They need as much support as possible in this current economic climate.

Screen Name Redacted

12/15/2023 06:42 PM

We have always used Blenheim as our main centre and have travelled from both Eastwood and Southend to visit this one centre as it's always been a familiar favourite

Screen Name Redacted

12/15/2023 06:56 PM

I use the family centres weekley and have done since I was pregnant with my first child. They provide so much support, knowledge and a happy safe environment for people of all ages, all backgrounds. The current benefit system is niche to only non working parents receiving help. But the family centres are open to all - this is what I feel is positive about it

Screen Name Redacted

12/15/2023 08:15 PM

Friars family centre remaining would allow me to still attend all courses/classes as this is the closest to me.

Screen Name Redacted

12/15/2023 10:01 PM

I used eastwood and prince avenue as main centre to attend classes

Screen Name Redacted

12/15/2023 10:06 PM

Cambridge Road is terrible for parking and a pain to find somewhere along the road. I usually avoid Cambridge Road but I love the lady that runs the sensory class so I usually go just to see her.

Screen Name Redacted

12/16/2023 08:31 AM

The centres are a lifeline for so many families, friendships have been made, support recieved, always made to feel welcome. Starting at antenatal, baby 23, baby massage, sensory, stay and play, bibs and bobs, starting solids, it's all a journey parents go on. By taking this away you will be providing more isolation for families, increased chance of mental health.

Screen Name Redacted

12/16/2023 10:13 AM

Prince avenue is my local family centre that I can walk to with my son, so it would be handy if stay and play classes still ran here. They are always well attend by other mums too!

Screen Name Redacted

As Friars is my closest centre and the proposal is to have that as one

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12/17/2023 09:41 AM

of the three main centres, these proposals wouldn't really affect me negatively although for other people in different areas this could have a negative impact.

Screen Name Redacted

12/17/2023 03:14 PM

I have attended antenatal classes, starting solids, baby massage and sensory all at Friars family centre so far. I had my 'chat' with the health visitor regarding starting solids, but with out the in depth starting solid workshop I attend at the centre, I wouldn't have known where to start. The health visitor didn't have enough time spend with me on starting solids. so to take this away from others in my position would be very detrimental. Keep the family centre staff delivering the workshop Fiona and Yvonne are excellent. I have built up a good relationship with staff, which is what makes me want to come to the centres also.

Screen Name Redacted

12/17/2023 03:56 PM

Better quality of service excepted

Screen Name Redacted

12/17/2023 06:54 PM

We visit the family centers for soft and baby play. Different classes. Holiday socials and help with questions about raising children.

Screen Name Redacted

12/18/2023 08:33 AM

Closing centres = more crowding at centres remaining open. Since no extra capacity provided at new centres this is a significant reduction in service provision and will have a negative impact. There can be no claim of a 'continued commitment to reducing health inequality' (or an even better aim of actually improving public health) if you are cutting services.

Screen Name Redacted

12/18/2023 09:55 AM

I am worried that with reduced services we will not be reaching families most at need in the community.

Screen Name Redacted

12/18/2023 09:58 AM

My son loved all the classes that are provider, I take my newborn to the classes, it helped with bonding with new mums to create friendships for the kids, it also helped me guidance with my children

Screen Name Redacted

12/18/2023 10:59 AM

X

Screen Name Redacted

12/18/2023 12:07 PM

We need to understand the difference between a main and a community venue, and what they would offer. We are also a disabled family and cannot access certain venues. Having a variety of venues

and activities enables us and others to be included within services.

Screen Name Redacted

12/18/2023 12:43 PM

I would love to work for your centres in anyway. They are brilliant and have done so much for myself and daughter. Amazing staff, 100% brilliant.

Screen Name Redacted

12/18/2023 12:55 PM

We use the baby groups a lot especially Eastwood and changes to that would mean we are less likely to sue the service as having twins times can be togjt and locations are important. It's been so helpful and one of the few groups we went to in the beginning

Screen Name Redacted

12/18/2023 02:00 PM

FOOD Club on a Saturday at summercourt is a god send to us. I am really worried about the closing of Summercourt and the impact that would have on our family's finances and nutrition.

Screen Name Redacted

12/18/2023 02:08 PM

We attend hiccups at summer court - a support group for hearing impaired children. This would give them less chance of booking their original slot and means we would miss out on the group. Which as a parent of a deaf child has been an absolute lifeline for us. The support we receive and meeting others in the same boat is so valuable

Screen Name Redacted

12/18/2023 03:17 PM

I find the question confusing. If the option is to dial back activity in the 5 community venues but have the bulk of activity in the 3 proposed sites, we live in shoebury and mostly use Friars so would be fine for us but I would worry about families being unable to access services close to their home. You need to consider that going out with a child by car is not possible for everyone and there generally isn't good parking at the centres so this can create a barrier. One of the best things about the current offer is the wide range of venues available across southend.

Screen Name Redacted

12/18/2023 04:28 PM

I am fortunate enough that I can travel with my children to different centres, however I would expect some difficulty in accommodating new activity timetables. I am also aware we might not get to meet such a broad range of people from Southend if travel options become a limiting factor for other families.

Screen Name Redacted

12/18/2023 05:14 PM

I don't travel to shoebury to use friars, parking at Cambridge Road is impossible and I rarely use blenheim.



Screen Name Redacted

12/18/2023 06:11 PM

Without these centres operating as they do, our family will suffer like other families. These centres make us a community, helped us make friends and being local is all positive. Being local means having a smaller carbon foot prints we can walk instead of taking the car.

Screen Name Redacted

12/18/2023 06:46 PM

It would make Friards even busier. Yes, it would be open and it is close to me so I can continue to use the services there. However, it is already difficult sometimes to get booked on to classes or weighing sessions due to popularity.

Screen Name Redacted

12/18/2023 08:42 PM

Too far away to travel and poor parking puts me off

Screen Name Redacted

12/19/2023 06:26 PM

Prince Avenue is our closest children's centre. I only use Centre Place when at work. I dont like to travel and like places to be in walking distance.

Screen Name Redacted

12/20/2023 12:11 PM

Too many of these centres. Close them all for all I care.

Screen Name Redacted

12/20/2023 12:59 PM

Need to be able to walk to centres.after c section couldn't drive. Make friends with local people

Screen Name Redacted

12/20/2023 02:26 PM

This option completely abandons the area of greatest deprivation with only a single main centre available to South Central Southend.

Screen Name Redacted

12/20/2023 04:59 PM

I have no children

Screen Name Redacted

12/20/2023 07:02 PM

These are the main centres we visit

Screen Name Redacted

12/20/2023 07:56 PM

We still consider stay&playschool best extension for nursery, especially the haoscalm type

Screen Name Redacted

12/20/2023 08:30 PM

I have to drive anyway

Screen Name Redacted

12/20/2023 08:42 PM

We live next to Friars this site and service will remain the same.

Screen Name Redacted

12/20/2023 08:47 PM

The family centers offer a great range of activities to do with my son and provide an excellent anti-natal parenting course.

Screen Name Redacted

12/20/2023 09:25 PM

Main family centres ar further away

Screen Name Redacted

12/20/2023 09:36 PM

My closest centre (Hamster) wouldnt be a main centre. However Cambridge road is still within walking distance so this option is not too terrible

Screen Name Redacted

12/21/2023 07:09 AM

They need to be accessible

Screen Name Redacted

12/21/2023 07:54 AM

My family are grown up although I have relatives using childrens' services I should like to see more efficient use made of the local centre

Screen Name Redacted

12/21/2023 08:10 AM

I drive and can visit any centre with the activities they put on with my little girl who is 1. Friars is my main centre so doesn't affect me.

Screen Name Redacted

12/21/2023 11:08 AM

As a mum of a 3year old and a mum to be again the family centre is somewhere you can meet with your midwife and health visitor for weigh in sessions. A place for jew mums is key especially in that first year of child's like as a welcoming, knowledgeable space.

Screen Name Redacted

12/21/2023 11:26 AM

The Hamstel Family Centre is in the perfect location for me whereas I would have to drive to the other locations

Screen Name Redacted

12/21/2023 11:55 AM

Lack of baby clinics Lack of support for families Most people will have to access transport to access three family centres No parking or bus links to Cambridge road

Screen Name Redacted

12/21/2023 12:48 PM

Prince Ave is walking distance from me so I go there mainly however I do occasionally go to Blenheim as it's only a short drive away. I probably wouldn't go to the other 2 proposed main family centres

Screen Name Redacted

12/21/2023 01:16 PM

It would reduce the support my family gets from the family centers.

Screen Name Redacted

12/21/2023 02:06 PM

The 3 proposed main sites are all over 1 hour away from my home address, or require me to take 2 buses. This is at best inconvenient or at worst completely impossible to do with small children. There's also the possibility of losing Kent elms library which means even less available to members of the Eastwood community

Screen Name Redacted

12/21/2023 04:24 PM

Able to travel to all family centres, so location not a major issue for our family

Screen Name Redacted

12/21/2023 06:54 PM

Leigh and Westcliff are closest to me but happy to travel to Eastwood as we really like that one use

Screen Name Redacted

12/21/2023 08:25 PM

I agree with closure of St Luke's. Limiting main sites and delivery only will limit universal sessions that are so supportive of families in high need within the area. These are very well accessed sessions for families that need them- particularly a space for the children to play and run around with the high level of flats within the area. I would be saddened to lose the stay and plays as they are detrimental to your local families. From a professional perspective, I have lived through the Essex family hub change, and the reduction in services has had a massive impact on support for families so appreciate some things may need to be referral only, but would really suggest keeping stay and plays etc

Screen Name Redacted

12/22/2023 12:10 AM

I have been a teacher for 15 years and believe families need more support not less. There is a lot of evidence showing that children are entering schools with increasing needs. It does not make sense to reduce family support when evidence points to an increasing need for them.

Screen Name Redacted

12/22/2023 03:10 PM

We love family centers and visit them weekly if meaning that's there only be 3 centres left so less families will be allowed to attend the sessions. We already get turned away at prince avenue sometimes if we late as they are too busy and too many families wanna come. If these sessions will reduce means more times more people will be turned away

Screen Name Redacted

12/22/2023 05:54 PM

The Hamstel site is the closest to us and shoyld remain as it does

Screen Name Redacted

12/27/2023 02:38 PM

Would be better to have weekend and evening options for my husband

Screen Name Redacted

12/28/2023 01:32 PM

I mainly use friars now as the centre itself is nicer than some of the others

Screen Name Redacted

12/28/2023 09:08 PM

I am not a service user so not impacting on my family but was asked to contribute

Screen Name Redacted

1/02/2024 09:14 AM

I no longer have a child under 5 or would need to use the Family Centres. But I am aware from when I did use them that a number of those most reliant on the services offered have to walk to get there as they are on very limited incomes and don't have cars. The services that matter to them would therefore need to remain available at the smaller venues as well as the main centres, or additional support offered to enable them to get there.

Screen Name Redacted

1/02/2024 09:35 AM

I can personally drive, but for those who cannot travel easily it would be detrimental to accessing the children centre's amazing support and activities.

Screen Name Redacted

1/02/2024 11:42 AM

They always provide a wonderful sensory experience and a warm and welcoming atmosphere. I also did the baby sensory when my little one was 3 months old, they are now two and I still meet up with the other mums i met. The support I have found is truly invaluable

Screen Name Redacted

1/02/2024 12:23 PM

Simply because the centre I visit the most (Friars) will remain as a main centre

Screen Name Redacted

1/02/2024 02:56 PM

As a member of staff I believe that it would have a dramatic impact on families accessing services

Screen Name Redacted

1/03/2024 06:57 AM

There needs to be MORE services available, NOT less. These services are vital for families and mums like myself to help meet people and get your head around being a parent.

Screen Name Redacted

1/03/2024 10:54 AM

I do not wish classes to get busier, making it harder to attend with the health and safety capability reaching it's limit and so so e children and families missing out on the opportunity to attend classes.

Screen Name Redacted

1/03/2024 11:19 AM

We dont often get to visit them now due to both children being in school so it would mainly be for half term activities where we have more time freedom so travel isnt an issue

Screen Name Redacted

1/03/2024 11:30 PM

Families in these deprived areas need more provision, not less, and it needs to be nearby so that they can access it without having to travel longer distances with small children

Screen Name Redacted

1/04/2024 06:31 AM

The service is overused by the low income to the detriment of working families

Screen Name Redacted

1/04/2024 09:55 AM

Stopping services at St lukes would not impact me at all.

Screen Name Redacted

1/04/2024 10:37 AM

My daughter & I thoroughly enjoy participating in groups at Eastwood. we have made new friends there & the staff are really helpful & welcoming.

Screen Name Redacted

1/04/2024 12:58 PM

They are very far from where I live and not be a confident driving I don't like driving long distances, also I have a disability and the centres I go to allow me close parking. My anxiety would be through the roof going to different family centres and would be very detrimental to my daughter

Screen Name Redacted

1/04/2024 02:24 PM

We live local to st lukes and hamstel, meaning that there will be a reduction in local events to us

Screen Name Redacted

1/04/2024 03:06 PM

These options are situated in locations that I and my family can most easily access

Screen Name Redacted

1/04/2024 04:24 PM

No parking at Cambridge Road. Summercourt is a much better facility with nearby public parking. Also in a multi-cultural, relatively poor area where families need support.

Screen Name Redacted

1/04/2024 04:58 PM

We would retain core services and support Council Budget

Screen Name Redacted

Don't use the centres any more so rationalise the estate would be

1/04/2024 05:27 PM

good plus save money

Screen Name Redacted

1/04/2024 09:09 PM

Cambridge road is closest but there's not alot of room there compared to other sites I would travel to.

Screen Name Redacted

1/04/2024 09:55 PM

The centres will be over run, we won't be able to access services re centre ratios , it'll put lots of people off of attending , due to travel, access, services being over stretched. The centres will lose the community feel, the guarantee of access to services will be hindered greatly....

Screen Name Redacted

1/04/2024 10:38 PM

Blenheim centre is my closest centre. Only trouble is I find it a bit small and space is obviously very limited therefore some times it's hard to get booked into events. Last year unfortunately I wasn't able to book onto any Christmas parties as they were all so booked up so quickly. So I also fear at have 3 main centres are going to make this worse?

Screen Name Redacted

1/05/2024 12:47 AM

I drive and so services remain accessible. Blenheim, Eastwood and Prince Avenue are all close together and it would be more effective to have a full timetable at one site, whilst also keeping the other sites as community hubs

Screen Name Redacted

1/05/2024 04:54 AM

My centre is Blenheim so would be largely unaffected

Screen Name Redacted

1/05/2024 11:21 AM

I visit the Cambridge Road centre now so would not really effect me but service could do with a revamp

Screen Name Redacted

1/05/2024 02:42 PM

I am concerned about cutting/stopping elderly service

Screen Name Redacted

1/05/2024 04:44 PM

The three main centres would be too far away from me.

Screen Name Redacted

1/05/2024 04:58 PM

I think everyone should have access to a close family centre in such a delicate time as when having a new born and being isolated

Screen Name Redacted

1/07/2024 08:57 AM

Having a reduced service will be detrimental to the local community surrounding Centre Place. A lot of work has been completed in recent

years to encourage the community to access outreach services available to them. I don't disagree that each area faces it's challenges and needs support, but I think the decision to offer reduced services at Centre Place isn't the right choice. I agree in principle with the proposal however.

Screen Name Redacted

1/07/2024 10:04 AM

I am a grandparent but have been a Children's Centre manager in the past. The point should be to embed centres in their community with them being easily accessible and adapting to the need of the community they serve. Health was to be integral to this delivery but to achieve that successfully there must be shared values and GDPR compliant information sharing. Children's centres have suffered constant change and been restricted from delivering their potential. If cost savings include reducing staff this will be detrimental to early years and early intervention that identifies support needs often for families that do not access more formal services.

Screen Name Redacted

1/07/2024 11:29 AM

Hamstel and Prince Avenue family centres are my closest and as such I am able to walk to them. Not only is this good exercise but I can't always afford a cab to the other locations (I don't drive)

Screen Name Redacted

1/07/2024 01:16 PM

To far away and no longer local

Screen Name Redacted

1/07/2024 04:01 PM

Because we can discuss something that we need help or asking questions for better communication or understanding of how to take care of ourselves and our children's.

Screen Name Redacted

1/07/2024 09:36 PM

Friars is my closest

Screen Name Redacted

1/08/2024 10:31 AM

We don't often go to family centres as we don't usually have a lot of time

Screen Name Redacted

1/08/2024 10:37 AM

I love close by to Hamstel

Screen Name Redacted

1/08/2024 10:40 AM

The main centre I use is Cambridge Road but I feel that only 3 sites means that some very vulnerable and less well off residence will have to travel a long distance to access support.

Screen Name Redacted

1/08/2024 11:48 AM

Important to have venues across Southend City

Screen Name Redacted

1/08/2024 12:11 PM

The core family centres are too far apart - although I have visited Cambridge road this is a long walk away from me and nearby parking is limited - the other two venues require me to drive to them, so I have only visited them for special purposes (summer fun day and Henry course) - they would not offer my family regular support.

Screen Name Redacted

1/08/2024 02:08 PM

Family children centre are very good to all kids

Screen Name Redacted

1/08/2024 03:23 PM

Blenheim is great for parking and easy to get to via car. Cambridge has a lack of free parking available, we've never been to friars but have heard there's a lack of parking

Screen Name Redacted

1/08/2024 03:37 PM

I've attended the weaning/starting solids workshop at Friars and found it really informative, I liked that I was learning alongside other parents and I was able to bring my little boy who was 6 months at the time. My partner attended the potty training workshop and again thought it was informative and helpful to attend alongside other parents. My son when he was a baby attended his weigh ins at Cambridge Rd and I also donated items for mothers and babies at Cambridge Rd. My son and I attended Lingotots at Prince Ave, a fantastic family centre facility.

Screen Name Redacted

1/08/2024 04:08 PM

Local access to a variety of important, necessary support services which are delivered to parents in a way which develops their skills and confidence which has a positive impact on well being and good mental health

Screen Name Redacted

1/08/2024 06:07 PM

The limited parking at Cambridge Road would be a huge issue. It would be almost impossible to access as a main site

Screen Name Redacted

1/08/2024 09:17 PM

My closest family centre is Friars however I have visited various other family centres for classes and courses so reducing what is on would affect me directly and reduction in centres would affect those that live closer to the centres being affected. I found it stressful travelling with a newborn and would have been quite alienated without resources like this close by.



Screen Name Redacted

1/09/2024 02:44 PM

Visiting Eastwood family centre each week has had such a positive impact on myself and my child (now 14 months). It has helped significantly with my mental health, enabled me to create friendships and enabled us to get out for the day (Eastwood is local to us).

Screen Name Redacted

1/09/2024 04:09 PM

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Screen Name Redacted

1/09/2024 09:53 PM

Having Hamstel and Friars close by to go to with my son has been amazing. They offer different classes on different days so attend the classes we can.

Screen Name Redacted

1/10/2024 12:08 PM

Prince Avenue and Eastwood children's centre are walking distance from my home, and with the cost of living I utilise these spaces in the winter for my child and I so that we can have some free educational play time and somewhere to keep warm. By changing it to just 3 main centres, especially Cambridge road means that I would need to drive and pay for parking which defeats the object of free early years sessions

Screen Name Redacted

1/10/2024 02:31 PM

In 2020 I had my first baby, the classes still provided through the family centres were and still are an absolute lifeline for first time mums especially. We NEED every bit of support possible! To close some centres will make the remaining far too busy as all the classes I have attended and continue to with my 5 month old are always very popular.

Screen Name Redacted

1/10/2024 02:36 PM

The only closest of the 3 is Cambridge road family centre and I personally think it's the most overcrowded one

Screen Name Redacted

1/10/2024 03:07 PM

We use them and at times with my eldest they were the only place I got any support or social interaction. They stopped me from delving into depression and enabled me to feel confident in my parenting.

Screen Name Redacted

1/10/2024 05:41 PM

Reduced services and capacity at services would mean I could be turned away from services.

Screen Name Redacted

1/11/2024 09:10 AM

with shutting of other centres, friars is likely to come at capacity at groups and classes which will make it hard to access

Screen Name Redacted

1/11/2024 10:25 AM

To create a more hub feeling to the services I do not drive so sometimes the activities on offer I cannot travel to so to hub them would be beneficial. It would be beneficial to offer more in one place for a more community feel. I do not live in an ABSS area despite my postcode having some aspects of depravity so to mirror a similar expertise for these families would be beneficial.

Screen Name Redacted

1/11/2024 08:26 PM

Our local centre remain open but I can see closing the St lukes having a negative impact on the family's around in that community

Screen Name Redacted

1/11/2024 08:37 PM

We are very lucky to be walking distance to Cambridge Road so this would not have an impact on us as a family.

Screen Name Redacted

1/11/2024 11:24 PM

The services offered would become stretched and oversubscribed.

Screen Name Redacted

1/12/2024 11:07 AM

I attend prince Avenue family centre regularly for under one and 0-5 play sessions If the service does not take place here anymore I will not be able to continue to build relationships with friends I have made there it also means I will lose out of the support I have had from the volunteers and staff.

Screen Name Redacted

1/12/2024 12:56 PM

There are less options and times. Places will be busier and not as nice of an environment to attend

Screen Name Redacted

1/12/2024 01:24 PM

I can drive and so can both nans that also look after my children and bring to events

Screen Name Redacted

1/12/2024 02:56 PM

all the family centres have been incredible but the ones that provide the most service are all of the above. st Luke's is a smaller service . I am sad to have any of them go to be honest ..

Screen Name Redacted

1/12/2024 07:16 PM

We go to the centres 3-4 times a week so to reduce this down would be a really negative impact on me and my son. And only 1 of the centres are in a good location for me to get to

Screen Name Redacted

1/12/2024 08:50 PM

Capacity for support and services is already limited this will make worse

Screen Name Redacted

1/12/2024 10:04 PM

We are local to Eastwood Primary and other venues are a struggle to reach

Screen Name Redacted

1/13/2024 09:09 PM

I really value how the numbers are limited at all the family centres. Closing 9 main centres and leaving 3 open would mean the parents would need to go to family centres further away and availability would become extremely scarce. Also many families do not have the means to get to other centres further away from them which means their child(ren) would not get access to these play sessions. Finally these centres are a great way for the parents to socialise and seek comfort in hard times. So drastically reducing the centres not only impacts the children but also the parents.

Screen Name Redacted

1/14/2024 04:02 PM

I mainly attend Blenheim but have also used Summercourt in the past. As Blenheim is staying open I will be less effected than some others

Screen Name Redacted

1/16/2024 12:07 AM

Distance. Not everyone drive. Eastwood has a very popular group and it's a fantastic centre, facilities, garden, surroundings, staff etc. It has been one of our main centres. I do not agree with offloading some of the work to Health Visitors. St Luke's is in an area of need, often great need for families. If it's not busy then why not? Can you have a look at your marketing and where your reach is? It should be reaching the families that really need the support and help with all that the centres offer. These families need to know that there are many, many good things for free within the centres. It has been a lifeline for me and my family.

Screen Name Redacted

1/16/2024 03:58 PM

I live between the 2 and use both weekly

Screen Name Redacted

1/17/2024 10:55 AM

I used to visit in 2015, 2016 and 2017 with my oldest. Now my youngest since 2022. We rely on these groups to help us socialise, to also keep toddlers entertained. Family Centres also supported us with domestic abuse, it was a place we could come and feel safe.

Screen Name Redacted

1/17/2024 11:08 AM

I don't drive so Hamstel is the only one I use.

Screen Name Redacted

1/17/2024 11:16 AM

Hamstel is the main centre that I use so I would prefer it to be a main site.

Screen Name Redacted

1/17/2024 11:17 AM

Cambridge Road is somewhat local to to me.

Screen Name Redacted

1/17/2024 11:28 AM

There may be fewer 'spaces' due to capacity and staffing at the Family Centre I usually go to with my son.

Screen Name Redacted

1/17/2024 11:36 AM

I dont believe there is any good reason to stop centres like this running, They are so important for people with young families to have places to go. Great for kids but essential to support parental mental health too

Screen Name Redacted

1/17/2024 11:50 AM

Local to thousands of peoples essential needs

Screen Name Redacted

1/17/2024 11:50 AM

With fewer centres services will be limited and harder to get a space as a carer but also as a service deliverer - we rely on using Blenheim to deliver our send sessions and know we may well loose this space due to much reduced capacity by reducing number of centres

Screen Name Redacted

1/17/2024 12:07 PM

Unfortunately we wouldn't be able to attend, as like most of the local mums/grandparents that attend Prince Ave Family Centre, one of the many attractions are that it is local to us and we are meeting up with our community and creating important bonds and friendships with each other! Young mums especially, need these important facilities locally.

Screen Name Redacted

1/17/2024 12:29 PM

Centre place is a main centre in which a lot of residents access. They have worked really hard with partnership agencies to provide a good range of accessible activities. It is situated in an estate which holds approximately 670 properties on site. A lot of whom would benefit from the services on site. I would ask that to be considered along with the build up of housing in this core area of Southend. It is very near Southend East station, easily accessible to anyone, There are other train lines in Southend, the bus station in 5 minute walk. I Think to not classify it as a main centre would be detrimental and have a great impact on all those who have built up the confidence to access its services .

Screen Name Redacted

1/17/2024 12:34 PM

I don't use them but I know people who do

Screen Name Redacted

1/17/2024 12:36 PM

Centre place is on our estate, lots of children on the estate use it and make use of the services. The centre has a positive impact on the estate which can be rough. My son is a young carer and attends two youth clubs at the centre place which has greatly benefitted his life and enjoyment. Should the centre close, my son would lose support as a young carer. My youngest son who is a Sen child has also received support from the centre.

Screen Name Redacted

1/17/2024 12:52 PM

I have used St Luke's in previous years for exercise after pregnancy and it help me get back out and about. With out the activities at family Centres ongoing especially at Centre Place, where I still often visit with and with out my youngest I would feel far more isolated and my anxiety would be harder to maintain.

Screen Name Redacted

1/17/2024 01:13 PM

There are jot enough children's centres around to provide a service for the families. The centres don't have enough resources and facilities especially for ASD children and families.

Screen Name Redacted

1/17/2024 02:00 PM

The centre offers guidance and support on a number of issues, and also provide freindships and socialalising with others in the same situation where advise and understanding is receives.

Screen Name Redacted

1/17/2024 02:51 PM

This would mean my daughter would miss our on activities & i feel the variety of the different family centres is nice to meet different parents & also different activities

Screen Name Redacted

1/17/2024 02:51 PM

The proposed offer would mean that my local centre is not one of the 3 main centres, this could potentially mean longer travel times for me to access a centre.

Screen Name Redacted

1/17/2024 04:42 PM

The family centres have had an extremely positive impact on life with my young family. They're a real life line for the community for parents who do not have social links. They provide such important services, information and socialising opportunities. Quite frankly, it is extremely insulting say that "option 3 will not deliver value for money" and is completely wrong. The services provided by the centres is incredibly important for families of all walks of life throughout the community. Mental health is such an important consideration and should be a top priority for the council. To close the centres suggests that families and mental health are not a main priority for the council. It can be really isolating becoming a new mum and the centres provide opportunities to meet other families and share experiences. I have particularly

enjoyed baby massage and found it such an important bonding experience with my baby. To think the council want to cut these services to save a bit of cash really shows what the council think of families.

Screen Name Redacted

1/17/2024 08:01 PM

There is only one centre that i would consider using under option 1 because of the distance and cost of petrol.

Screen Name Redacted

1/17/2024 08:02 PM

My 2 year old son was an only child up until December 2023. He therefore did not see many other children at all and so going to Centre Place family centre was the only time he was able to see other children his age and socialise. He also has somewhat delayed speech and I feel that going to play sessions helps his speech. I know that I absolutely wouldn't take my 2 children to other family centres as they are too far to walk to. I live just a minute walk away from Centre Place and this is the main reason I am able to attend. I also have a newborn and am looking forward to be able to take her to sessions suitable for her

Screen Name Redacted

1/17/2024 10:05 PM

Eastwood and prince avenue main venues used weekly

Screen Name Redacted

1/18/2024 11:48 AM

If this happens families who need the family centres won't be able to access them.

Screen Name Redacted

1/18/2024 12:14 PM

Reduced centres would mean less available classes for me & my child to attend. This would mean an impact on my child's development as lots of advice is given during our visits & an impact on my mental health as it would reduce the number of people I would see/get advice & support from."

Screen Name Redacted

1/18/2024 05:46 PM

3 not enough to keep open for families to be able to access

Screen Name Redacted

1/18/2024 06:12 PM

Travel would be an issue. There are alot off families that are very close to centre place and it would affect alot off families not just mine

Screen Name Redacted

1/19/2024 12:27 PM

More options will mean more accessible. It would be a a shame to lose the baby massage

Screen Name Redacted

1/19/2024 05:23 PM

Changing eastwood and price ave centers to community centers means we wouldn't have the support of regular faces being a single parent I find the support of the same faces each week very beneficial

Screen Name Redacted

1/20/2024 12:22 PM

The more centres the better, so that they are accessible to as many families as possible. By shutting centres you are taking the option away from families to attend the centres. I'm a first time mum and I have relied so heavily on attending family centres near me.

Screen Name Redacted

1/20/2024 01:52 PM

Im a parent of a 5month old and these centers really help me get out and help me and my daughter interact with the amazing activities they provide

Screen Name Redacted

1/20/2024 08:33 PM

Closure of my local centre meaning I could not walk to a centre

Screen Name Redacted

1/21/2024 10:53 AM

I am a volunteer and have no family who are service users. I am however extremely concerned that the service users I come into contact with will be adversely impacted by location changes as they won't be able to afford the cost of getting to a venue that is not within walking distance when they have their young children with them.

Screen Name Redacted

1/22/2024 01:01 PM

do not use at the moment, but know a lot of people depending on these services and any reducing will greatly impact families in need and staff

Screen Name Redacted

1/22/2024 02:05 PM

Used to use Blenheim when Hartbeeps was there and the cafe was there. Since COVID it's become like a ghost town and no reason to visit there.

Screen Name Redacted

1/22/2024 02:28 PM

Given the suggested sites it seems to cover majority of the borough with 3 main sites

Screen Name Redacted

1/22/2024 07:44 PM

It would depend on the day that the sessions run and capacity as the sessions I attend are normally oversubscribed. I work so am only able to attend on Monday-weds

Screen Name Redacted

1/23/2024 10:30 AM

I think there should be a lot more centres open around Southend. I stopped using them due to the cliques between parents and patronising health care providers. They are no place for a new mum

to go especially if she is isolated as these places make you feel more alone and isolated

Screen Name Redacted

1/23/2024 11:53 AM

Not enough provision of centre choices for Southend families needs, especially young parents

Screen Name Redacted

1/23/2024 12:35 PM

I deliver services so no personal impact.

Screen Name Redacted

1/23/2024 12:56 PM

Limited public transport options

Screen Name Redacted

1/23/2024 02:31 PM

As long as all current services are still offered in some capacity, I think it's fine to change locations and focus of some 'main' centres. Services and activities should not be lost all together though, the centres are a vital resource for local parents!

Screen Name Redacted

1/23/2024 02:47 PM

I used to drive to family centres , the only impact was the parking possibilities. I never went to Csmbridge one because difficulies with parking.

Screen Name Redacted

1/23/2024 04:29 PM

Having all the Family Centres operating as Main Family Centres would be the ideal option. I have referred families to Summercourt Family Centre as well as the larger Cambridge Road and Blenheim on many occasions. The Family Centres are crucial for supporting families in our City and isolated/vulnerable families - which are on the increase - depend on the valuable support that the staff provide. To reduce the Family Support activity would be dangerous to the safeguarding of young children in Southend. With the Safeguarding system already reduced and social services threshold being higher than ever before, the valiant staff at the Family Centres pick up these cases and prevent jeopardy occuring. If anything, there should be more Family Centres opening up in Southend and additional sessions being provided for young children and families.

Screen Name Redacted

1/23/2024 06:24 PM

Child is now 5, we can no longer attend

Screen Name Redacted

1/24/2024 08:28 AM

Services are not easily accessible from Southchurch



Screen Name Redacted

1/24/2024 02:05 PM

I think keeping the church will be good for people that attend church and also families who want a church environment cant always get to so keeping st lukes will be beneficial.

Screen Name Redacted

1/24/2024 02:28 PM

Visit the centres for activities and events for my children

Screen Name Redacted

1/24/2024 03:27 PM

Prince Avenue is my closest centre, easy to get to without the need for transport. My next closest would be Blenheim but with that I'd need transport or have a 50 min walk to get to Blenheim

Screen Name Redacted

1/24/2024 04:32 PM

If removing the plays at prince avenue it would be too far for me to walk to either of the 3 new hub location

Screen Name Redacted

1/25/2024 01:53 PM

If you are hugely reducing the use of 5 sites, why not use them for something else? There are so many children's services that are needed throughout Southend including health and SEND, can't the others be rented to external services or the schools themselves to serve their local area and community?

Screen Name Redacted

1/25/2024 08:50 PM

It's somewhere for mums and babies to go. I go weekly with my baby.

Screen Name Redacted

1/25/2024 09:09 PM

We no longer comprehensively use these services, but when my children and I did, we would have been significantly impacted by this change.

Screen Name Redacted

1/26/2024 12:07 PM

The centres are key to support families and should not be removed

Screen Name Redacted

1/26/2024 04:15 PM

Maintaining the community venues would be important as they are in accessible locations and run important services.

Screen Name Redacted

1/29/2024 01:47 PM

Less activities and facilities available for families.

Screen Name Redacted

1/29/2024 05:36 PM

The Children's centres have been run down over the last 10 years and I see the council seeks to continue with this. Our children are our future. We should be investing in them not making savings that will negatively affect our children. It is completely short sighted. The

vision for children's centres was to be a one stop shop. People would already be comfortable with their local children's centres before their baby was born. Activities were for all not just poorer people and this meant there was no stigma and poorer and wealthier mixed freely. This is why you have low attendance now. But you know that which is why it is so cynical that you are using that as a reason to reduce services further. Activities continued for older children during holidays and provided such enrichment that poorer people can not afford now. The breast feeding rates increased in my area, not any more, outreach had to be stopped with a negative effect on parents pushing them onto other struggling services like mental health. It's so wrong. We shouldn't be shutting down more centres but restoring the ones that have been closed. And what nonsense that it is better to provide weaning advice at home visits. We benefited massively from doing courses at the children's centre from baby led weaning to first aid to reading with your child. These were on top of any 1:1 advice. These \*added\* to our knowledge. We should want this abundance of support for our families. Not just to do the bare minimum! What kind of city do we want? One that people are just scraping by in or one where people are thriving? We benefited in a way that is not possible just with rare visits from the health visitors - who are struggling themselves to see people as it is! Whoever has come up with this scheme has no idea what these centres provided and what they can again with proper investment. If the city can't invest in one of our most vulnerable groups - our children, then honestly any vision for our city is dead in the water and we'll not develop in the way most residents would like. You need a strong base. Children need a strong, enriched, comprehensive start. This is just so basic, it seems odd to need to point it out. Nothing will ever improve in this city if you don't get the basics right!

Screen Name Redacted

1/29/2024 08:36 PM

I don't use the centre you are planning to stop

Screen Name Redacted

1/30/2024 09:41 AM

To far away

Screen Name Redacted

1/30/2024 10:10 AM

With limited mobility, Hamstel is a easily accessible site for activities and assistance

Screen Name Redacted

1/30/2024 10:13 AM

I am not sure if I would be able to attend the other centres, I don't drive and am restricted by medical issues meaning that public transport is difficult for me. Hamstel and Centre Place are both walkable.

Screen Name Redacted

1/30/2024 12:38 PM

It would depend what activities will be delivered from the community venues.

Screen Name Redacted

1/30/2024 01:56 PM

impact would be on the people I volunteer with Most can not travel don't have cars Further impacts with cost of living and fares

Screen Name Redacted

1/30/2024 09:42 PM

The centres provide more than a class. Sessions with health visitors are short and don't provide an opportunity for people to share experiences. Private classes are expensive and restrictive. Taking classes away from parents/careers removes a lifeline and a reason to leave the house. It helps to keep people's mental health up and an opportunity to make friendships.

Screen Name Redacted

1/31/2024 05:39 AM

Any limitation isn't great but proximity is key so mainly focused on the future of centre place.

Screen Name Redacted

1/31/2024 06:32 AM

All of these sites are important to local users. Many of the parents who use Family Centres don't drive and cannot access other centres easily.

Screen Name Redacted

1/31/2024 10:40 AM

Already use the Blenheim centre

Screen Name Redacted

1/31/2024 12:31 PM

We use Blenheim weekly for SEN group. We sometimes use Summercourt for holiday clubs. These would both continue so this would remain a positive impact on us.

Screen Name Redacted

2/02/2024 09:48 AM

There is not enough services to support families

Screen Name Redacted

1/31/2024 01:10 PM

The loss of Prince Avenue as a family centre will isolate me and my baby-we will struggle to travel to others. I didn't grow up in Essex so no friends my age to network with and the family centre has helped me build relationships which would not have happened without Prince Avenue family centre.

Screen Name Redacted

1/31/2024 01:20 PM

There won't be as much for me and my family to access. With only 3 not as many families will be able to use groups as will be full.

Screen Name Redacted

1/31/2024 03:28 PM

All Family centres should be kept open for support for families. No centres should be closed!!! They are regularly used and help support me as a mother and with my mental health to keep positive and cope with balancing life with a young child.

Screen Name Redacted

1/31/2024 04:42 PM

I live closer to summer court and feel Cambridge road is very small.

Screen Name Redacted

1/31/2024 07:54 PM

My partner has mobility issues and moving family centres further away would mean more driving which puts strain on her muscles

Screen Name Redacted

1/31/2024 07:56 PM

Needs to be in walking distance

Screen Name Redacted

1/31/2024 09:02 PM

Out of the 3 centres you want to choose, I only use - out of the 3. They are not all accessible for everyone. I am someone who goes to 2 of their baby group sessions a day with my daughter so to now only use 1 out of the 3 centres you want to choose would have a huge negative impact on me and my family and mental health would plummet so low

Screen Name Redacted

2/01/2024 05:32 AM

Classes can get extremely busy! My son absolutely loves attending his session in a Wednesday at friars. Once it was busy we got turned away which I understand but closing other sites will happen more often. My son would be so upset if we arrived to be turned away at 3 he just wouldn't understand.

Screen Name Redacted

2/01/2024 10:52 AM

I access the St Lukes group

Screen Name Redacted

2/01/2024 11:05 AM

Distance

Screen Name Redacted

2/01/2024 11:32 AM

I work with highly vulnerable teenagers whose service is being decommissioned, they already struggle to access these services now and will not have our service to support them. These babies will just not get the support to socialise and develop in future

Screen Name Redacted

2/01/2024 01:51 PM

The centres are busy enough as it is! You're shrinking a vital much needed over stretched service as it is! Some sessions have literal queues out the door of vulnerable families who use the service as life

line. What about those who don't drive? Has anyone actually been to a centre to see what these amazing staff do? They're not just service providers sometimes these people are the only friends we have! One family said they don't speak to any of their own family and look forward to seeing us regularly every week for their own mental health- this isn't just about the children this is about a generation of parents going through horrendous times!

Screen Name Redacted

2/01/2024 02:35 PM

Longer wait times due to lack of centres across Southend

Screen Name Redacted

2/01/2024 02:43 PM

As I currently visit Cambridge Road Family Centre for baby group activities, this option to retain this is one of the main centres would continue to have a positive impact on myself and my family. This was also where I received my pre natal appointments with midwives. However Cambridge Road is not my nearest family centre just the one I choose to attend as the timings and activities are more suitable for me, also its on street parking and proximity to the town centre means I am able to pop into town and do some shopping before or after a baby group - which makes it more convenient. Summercourt is actually my nearest family centre and I have attended here also a few times for baby group activities but parking is an issue and walking isnt always preferable - particularly if I am running late or its cold/miserable out. A reduction in the number of activities would not benefit me as much as it does currently therefore I would opt for Option 2 rather than this option.

Screen Name Redacted

2/01/2024 03:06 PM

I would prefer for the eastwood one to stay open as ot is the closest to me and my children like it.

Screen Name Redacted

2/01/2024 04:17 PM

Not as local or easy to get to and parking is a nightmare. My ASD child knows the location and layout and what to expect of the ones we visit. Changing would affect his and my mental health by stopping our visits

Screen Name Redacted

2/01/2024 06:50 PM

People need to be able to access all services in their local area. Many don't have own transport or cannot afford public transport.

Screen Name Redacted

2/01/2024 09:38 PM

Shutting down any of the family centres would be so detrimental and devastating to so many families.

Screen Name Redacted

I feel it is important for sites like Prince Avenue and Eastwood to

2/02/2024 11:49 AM

remain open as family centres due to the accessibility and the facilities available. Eastwood in particular is so inclusive for wheelchair access and equality for wheelchair users

Screen Name Redacted

2/02/2024 12:20 PM

The Eastwood family centre has a very good reputation which is down to the staff and services that it offers the immediate community. The users are from the area and it builds up friendships between the users and their children.

Screen Name Redacted

2/02/2024 07:51 PM

I used to visit in 2015, 2016 and 2017 with my oldest. Now my youngest since 2022. We rely on these groups to help us socialise, to also keep toddler entertained. Family centres also supported us with domestic abuse, it was a place we could come and feel safe.

Screen Name Redacted

2/02/2024 07:59 PM

I dont drive so Hamstel is the only one I use

Screen Name Redacted

2/02/2024 08:18 PM

Hamstel is the main centre that I use so I would prefer it to be a main site.

Screen Name Redacted

2/02/2024 08:52 PM

I do go to Blenheim but much prefer Eastwood, it has a much nicer atmosphere, plus the garden is safe with lots of space.

Screen Name Redacted

2/02/2024 09:35 PM

Parents able to get to the three main centres might be an issue they might have made bonds with staff already. Also too busy so turned away then wont return

Screen Name Redacted

2/03/2024 09:35 AM

The family centres will there for not be in a close location for me and would mean I would no longer be able to attend

Screen Name Redacted

2/03/2024 12:12 PM

Cannot drive to another area from Eastwood with a baby to socialize with other new mum and to get help if needed. Why do you want to remove the facilities from Eastwood? Because you want to increase the value of your Southend on sea area? Is it because Eastwood is out from the Main city. Please keep in mind that there are four schools around this family center in Eastwood and it's very sensible to keep this as a main venue. Why would parents roam around with a baby to another area when they can go to the family center which is near their child's school?

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Screen Name Redacted  
2/03/2024 09:52 PM

Gives children chance for physical development, social skills, change of scenery, learning environment. Support carers/parents. A chance to have something "free" rather than paying extortionate prices for those struggling.

Screen Name Redacted  
2/03/2024 10:09 PM

Two of the main centres I cannot get to the 3rd Blenheim is dark and frankly depressing place to go. it makes me claustrophobic, the garden is non existent

Screen Name Redacted  
2/03/2024 10:21 PM

I work within one of the centres and I Believe that the centre is a prime location The demographic who use my setting are the ones that need all the support the family centre offers. I believe that the option disregards the family needs at centre place most of the families I work with will not travel to another site when they just about cope coming to setting as it is

Screen Name Redacted  
2/04/2024 07:43 PM

I used to go to Cambridge road for my midwife appointments but iv dont tend to go to groups there as its first come first serve basis im worried about getting turned away I enjoy going to summer court as sometimes it quieter and my son enjoys the stay and play sessions.

Screen Name Redacted  
2/04/2024 07:50 PM

I use food banks

Screen Name Redacted  
2/04/2024 07:58 PM

I would have to drive to them which would really put me off going

Screen Name Redacted  
2/05/2024 10:05 AM

Inconvenience already isolated individuals who may not be able to afford to make the journey

Screen Name Redacted  
2/05/2024 10:12 AM

This gave me a place to go for my support needs, close to home and free / cheaper

**Optional question** (237 response(s), 57 skipped)

**Question type:** Essay Question

## Q2 | Please explain your answer

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Screen Name Redacted  
12/15/2023 01:57 PM

Reducing family centre led activities would increase the need and cost of health activities for the short and long term and would be a

false economy saving. Family centres activities are an excellent preventative tool for requiring further more expensive services such as mental health support.

Screen Name Redacted

12/15/2023 02:35 PM

Play activities allow children to access EYFS and prepare them for education. Very important and as important as health and other partner led sessions.

Screen Name Redacted

12/15/2023 02:42 PM

As before. Any loss of services will be detrimental to the families using them.

Screen Name Redacted

12/15/2023 03:01 PM

The need to be committed to early intervention and support for families is critical - there should be even more opportunities not less and the notion that Health will provide more is farcical

Screen Name Redacted

12/15/2023 03:33 PM

I think the centres need to put more on as they are always at max capacity when I attend.

Screen Name Redacted

12/15/2023 03:57 PM

That ridiculous. The family centres are there for the families. All these health appointments take between 10-60 mins max. What a waste of a building and rooms

Screen Name Redacted

12/15/2023 04:02 PM

The Family Centres have met my every need and that of my children. Health Visitors limited capacity to offer support and does not include being able to meet as a group with my friends and others in the community who are - and have become my wider support network

Screen Name Redacted

12/15/2023 04:11 PM

We already are experiencing difficulties due to increased cost of living. Having free activities available across different centres rather than limited services. Results in opportunity to socialise outside of the home environment. Reduces the need to have to pay towards cost of high cost additional activities provided elsewhere. For families on low income, unemployed etc this will result in fewer opportunities for families to participate in activities with their children. This will impact them as they grow and develop due to fewer opportunities being available to them.

Screen Name Redacted

12/15/2023 05:39 PM

These centres we a life line to me when I had my son over 8years ago. And again, after I had my daughter in lockdown, I was able to take my baby daughter to a small group social distanced once a week



which again, was a much needed life line. I know others in more need than I am so I can't even imagine how those ppl will be feeling if any were to close!

Screen Name Redacted

12/15/2023 06:16 PM

I have not had great experiences with any of the health visitors and would not feel comfortable speaking with them or have any trust in what they say.

Screen Name Redacted

12/15/2023 06:31 PM

These vulnerable families need to be able help and support in a non-health setting. Many struggle with accessing health services particularly those with English as a second language. They particularly need the family support service to remain.

Screen Name Redacted

12/15/2023 06:42 PM

It is a vital hub for new parents and supports many families

Screen Name Redacted

12/15/2023 06:56 PM

This does not provide a wide enough range of stay / play sessions for those working parents.

Screen Name Redacted

12/15/2023 08:15 PM

The baby massage course enabled me to get out of the house and meet new mums, it allowed me to learn a new skill to bond with my baby but most importantly it slowed me a safe space to not feel judged when struggling with postnatal depression. I believe the bonding baby massage taught me, between myself and my baby, helped me to recover from postnatal depression.

Screen Name Redacted

12/15/2023 10:01 PM

I rely on this sessions especially stay and play classes

Screen Name Redacted

12/16/2023 08:31 AM

Health visitors give contradictory advice when it comes to stating solids. The health visiting team don't have the time to give the in depth knowledge that the family centre do. Going from a 2 hour workshop to a 20 minute chat is not enough! Health visitors put alot of pressure on new mums and scare them with information they give.

Screen Name Redacted

12/16/2023 10:13 AM

These classes are a great way for new mums to get out the house (which can be daunting!) and meet other mums. Being free means they are accessible to all.

Screen Name Redacted

Getting rid of any of the centres/play sessions/services would be so

12/16/2023 07:26 PM

upsetting! We don't need more health services. Babies/children grow up and develop wonderfully naturally. New parents need these play sessions desperately to make connections and talk to people for their mental health. The centres and workers are so so so important to parents/carers who are adjusting and/or going through a tough time. Please don't shut them down and replace them with unnecessary services.

Screen Name Redacted

See response to 8

12/17/2023 09:41 AM

Screen Name Redacted

To take a way a free service such as baby massage is outrages, the staff who deliver are very knowledgeable and welcoming and supportive. this is disgusting to think about not running anymore.

12/17/2023 03:14 PM

Screen Name Redacted

These are vital for isolated parents who without this service would fall into depression and not be able to care for their family

12/17/2023 09:26 PM

Screen Name Redacted

As previous answer. I also think its disgusting that you have made this so wordy and difficult to fill in that the majority of your userbase arent going to engage with it.

12/18/2023 08:33 AM

Screen Name Redacted

Although I would not like to see a reduction in any services option 1 would mean the Family Centres would be present in the community.

12/18/2023 09:55 AM

Screen Name Redacted

Give me a sense of purpose to take my child out of the house to go and learn and meet ne people, and the staff are always friendly productive and helpful

12/18/2023 09:58 AM

Screen Name Redacted

X

12/18/2023 10:59 AM

Screen Name Redacted

We use the family centre for play sessions several times a week, due to our needs. We wouldn't be able to attend prolonged 'back to back' services. These play sessions enable interaction between parents and allows the opportunity to increase peer connections. Structured 'lessons' do not offer the same interaction

12/18/2023 12:07 PM

Screen Name Redacted

Why decrease anything?

12/18/2023 12:43 PM

Screen Name Redacted

12/18/2023 12:55 PM

This would reduce our ability to use your baby groups and services and its been an amazing support and service for us. The days being spread and locations helps us it things in. We really wanted to continue eatswood on a Tuesday as my babies love it. I just wish it was 130 to 230 to help others lunchtime

Screen Name Redacted

12/18/2023 02:08 PM

The services we have on offer are productive and helpful. We don't need ones provided by health service instead

Screen Name Redacted

12/18/2023 02:17 PM

These services are vital for parents needing support. The removal of play activities will be detrimental to children's development especially with social skills. This could lead to future anti social behaviour issues.

Screen Name Redacted

12/18/2023 02:45 PM

The Family Centres are a real gem and seeing them disappear or reduced is a scary though.

Screen Name Redacted

12/18/2023 03:17 PM

I understand that funding is tight at the moment but family centres are a lifeline. Being on maternity leave can be lonely and isolating. I have met other mums through the family centre playgroups which has massively helped my confidence. This can only support demand to health visitors as mums support other mums when they are in a network and the family centres are instrumental in helping families to build these networks. They will be sorely missed and I'm sure it would increase demand in other parts of the system.

Screen Name Redacted

12/18/2023 04:28 PM

I would have selected somewhat disagree due to much reduced range of options, but someone has entered the options incorrectly so it says somewhat agree twice and I don't want my answer to be misrepresented.

Screen Name Redacted

12/18/2023 05:14 PM

I like to have activities for the children on different day.

Screen Name Redacted

12/18/2023 06:11 PM

Reducing any facilities is senseless. These classes are need by parents when we are most vulnerable, with new babies / young children. Losing these sessions will have a large impact on parents mental health as all these sessions support young families and are vital to creating a healthy mindset to raise a family.

Screen Name Redacted

12/18/2023 06:46 PM

For some parents going to these sessions are the only other interaction they have with adults with young children. It can be their bonding time in a safe environment and somewhere they can chat to people in the same position as them.

Screen Name Redacted

12/18/2023 08:42 PM

Not enough support locally as it is in Eastwood, without the family centre there would be nothing

Screen Name Redacted

12/19/2023 06:26 PM

Don't really use many activities.

Screen Name Redacted

12/20/2023 12:11 PM

Reduce any future council tax increases

Screen Name Redacted

12/20/2023 12:59 PM

Only having activities a few times a week could make people isolated. Of you miss the chance it a long time until another

Screen Name Redacted

12/20/2023 02:26 PM

We don't use them but family centre activities are just as useful as health led. Also you have provided no data to back up this reduction. You need to evidence fewer attendees at family activities against health for example.

Screen Name Redacted

12/20/2023 04:59 PM

I have no children

Screen Name Redacted

12/20/2023 07:02 PM

We love baby massage and the play sessions and really wouldn't want to see these reduced.

Screen Name Redacted

12/20/2023 07:56 PM

I was going to sign in for one of the courses, about child behaviour, now I'm not sure if I will make it there

Screen Name Redacted

12/20/2023 08:30 PM

We used it for our babies

Screen Name Redacted

12/20/2023 08:42 PM

Less options at other preferred sites

Screen Name Redacted

12/20/2023 08:47 PM

We love the activities on offer, they give us the opportunity to do something different every week and provides a great socialising opportunity for new parents

Screen Name Redacted

12/20/2023 09:25 PM

Baby massage was the best course I completed with my oldest. Play sessions and family activities were a lifeline for a new mother navigating life with a baby and limited support.

Screen Name Redacted

12/20/2023 09:36 PM

I'm very lucky to have benefited from the baby massage course so removing it it would be a shame. The reduction of play sessions could impact the 0-12 months sessions as they aren't that many at the moment

Screen Name Redacted

12/21/2023 07:09 AM

Losing opportunity to attend classes which benefit my family

Screen Name Redacted

12/21/2023 07:54 AM

see above

Screen Name Redacted

12/21/2023 08:10 AM

Family service activities and play activities have been very important when I had my little girl to get me out the house and meet new mums and have a place to go where they offered advice. I wouldn't have made new friends and gained my confidence to go out and do things out my comfort zone if it wasn't for these activities at the centres.

Screen Name Redacted

12/21/2023 11:08 AM

For me as a mum who can drive I can access other play activities however accessing health visitor support is more key within first year of child's life. (This includes support on solid foods & sleep)

Screen Name Redacted

12/21/2023 11:26 AM

I'm not interested in more health activities. Play activities are more important for my mental health

Screen Name Redacted

12/21/2023 11:55 AM

We need both services so children and families to reach optimum life chances

Screen Name Redacted

12/21/2023 12:48 PM

Baby classes are often expensive and pay termly, the fact we have had free baby classes locally is amazing and although I do not go weekly if I was in a less fortunate position I would go to a few per week to reduce my costs but still be able to go out and socialise with other mums and children.

Screen Name Redacted

There is already much information and activities n health and no free

12/21/2023 01:16 PM

activities for children out in the community. My children love not only the staff but the safe space the family center led activities bring. It has impacted their development and relationships with other children

Screen Name Redacted

12/21/2023 02:06 PM

I refer mums that I work with to your centres as socialisation for mums and babies is so vitally important for their mental health. Reducing the options available to them would be detrimental. If they don't make it on Monday because they were too anxious or depressed, they could try again Tuesday. But by reducing the options makes that trying again almost impossible.

Screen Name Redacted

12/21/2023 04:24 PM

The regular variety of family centre led activities is a fantastic community service, and while not specifically health based; does bring parents and families together to share experiences and learn from each other. Have a reduced schedule of these and the limited spaces the venues hold may result in a fair bit of turning up for sessions to be turned away once capacity is reached.

Screen Name Redacted

12/21/2023 06:54 PM

My child and I enjoy many messy play, stay and play, baby massage etc. would be a shame to lose that

Screen Name Redacted

12/21/2023 08:25 PM

I work condensed hours and have Monday off. The children centre are the only available group on a Monday ( which is so busy both summercourt and Prince ave). My little one has learnt so much from these sessions, routine, activities, outdoors, and snack and singing. Families would be heavily impacted if these services seized. Family support will be overridden by health services

Screen Name Redacted

12/22/2023 12:10 AM

It would make it even harder for families that need support to get it. This is very short sighted and will have a negative impact on children's readiness for school.

Screen Name Redacted

12/22/2023 03:10 PM

We use family centres mainly for the activities for the children

Screen Name Redacted

12/22/2023 05:54 PM

We have used the baby massage classes and have relied on the status and play activities for my sons health and development

Screen Name Redacted

12/24/2023 10:08 PM

More challenging to find groups that suit times etc

Screen Name Redacted

12/27/2023 02:38 PM

Need more access to health, and health visitors and the team can do most activities. Some stay and plays are nice, but seems wasteful use of space to have the odd stay and play. Id rather have ability to sign up and use an app. or an app on messy play ideas I can do at home.

Screen Name Redacted

12/28/2023 01:32 PM

I mainly use the centres for play groups that are affordable and more relaxed than others. If these closed I wouldn't have somewhere to go with my baby.

Screen Name Redacted

12/28/2023 09:08 PM

Q9 has an error in the multi choice options. Again question relates to impact on my family but I am not a service user so questionnaire is flawed

Screen Name Redacted

1/02/2024 09:14 AM

I no longer use the Family Centres but, again, my experience was that for many of these families and their children, these were the only opportunity to socialise and encourage them to play externally with their children./ Moving the activities back to back one day a week would lead to social isolation

Screen Name Redacted

1/02/2024 09:35 AM

The main reason I accessed the children centre's was to utilise the stay and play activities to stimulate my child and interact with other parents.

Screen Name Redacted

1/02/2024 11:42 AM

I have attended the weaning and potty training along with the other activities and I would be so disappointed if they were reduced or stopped

Screen Name Redacted

1/02/2024 12:23 PM

It is more convenient to follow a structured schedule and visit the centre instead of arranging hv visits

Screen Name Redacted

1/02/2024 02:56 PM

Health are already lacking in delivering these services which is why we are providing them in the Family Centres now. Health do not have the capacity to effectively deliver things like Starting Solids and our feedback shows that a group workshop environment is an extremely successful way to deliver this.

Screen Name Redacted

1/03/2024 06:57 AM

There needs to be MORE services available, NOT less. These services are vital for families and mums like myself to help meet people and get your head around being a parent.

Screen Name Redacted

1/03/2024 10:54 AM

These classes are highly important to children's holistic development. As Well as their physical development these classes support all of the 6 other categories of the EYFS and so are a good strong foundation for babies and early years to have before starting nurseries and school.

Screen Name Redacted

1/03/2024 11:09 AM

My child has Sen I would like to keep the sessions and increase them if anything not reduce.

Screen Name Redacted

1/03/2024 11:19 AM

A lot of our sessions were for family support as opposed to health support

Screen Name Redacted

1/03/2024 11:30 PM

These centres provide a valuable service to impoverished and precariat groups of young parents, for some families these centres are a lifeline, you're only focussing on these services because you know that the service users either don't vote or don't vote conservative, it's bullying!

Screen Name Redacted

1/04/2024 06:31 AM

Make the unemployed families develop their own family with their exemplary skills.

Screen Name Redacted

1/04/2024 09:55 AM

I only use the family centres for play activities, and so would be likely I would no longer be able to attend if it was reduced to days I work. I also attended baby massage with both my daughters and feel this should remain available to future parents

Screen Name Redacted

1/04/2024 10:37 AM

We participated in baby massage when my faughterbaas a baby & found it really helpful. I feel it would benefit future parents to be able to still book on. We use alot of the free classes & feel that it really supports families that do not have alot of money to continually pay for classes. The groups help people make new friends with young children & the staff are there to help with any problems a new parent might need help with.

Screen Name Redacted

1/04/2024 12:58 PM

I believe the family centres play a massive role in health anyways. They have helped my mental health when I was unable to leave the house, they support with my disability and have helped me manage. They are heath services!

Screen Name Redacted

I have a toddler and a baby, we utilise play sessions and baby

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1/04/2024 02:24 PM

massage, we do not utilise health services much if at all, this is a negative impact for us

Screen Name Redacted

1/04/2024 03:06 PM

I never used stay and play and I attended baby massage at Leigh Community Centre, therefore there is neither a positive or negative impact

Screen Name Redacted

1/04/2024 04:24 PM

Increased health activities are always welcome but some parents/carers need the vital support that play activities bring. Shouldn't have to choose between the 2.

Screen Name Redacted

1/04/2024 04:58 PM

there are many parks, the woods, sea front etc and options for health activities

Screen Name Redacted

1/04/2024 05:27 PM

Is this what is needed? Why just health service maybe consider more universal services all families would need not just health

Screen Name Redacted

1/04/2024 09:09 PM

Family support is crucial for FTM parents like myself, my daughter is now 8 months and without the centres I would have struggled

Screen Name Redacted

1/04/2024 09:55 PM

Stay and plays, baby massage, baby led weaning, cooking for life.....have been extremely valuable to our family, in breaking isolation, gaining support and confidence in being a parent, providing my children with best learning opportunities, in a safe, social, stimulating environment. I myself and my 2 children love the children's centres, their staff and services, they are fundamental to the communities that they are situated and support with day to day activities, opportunities and support, free of cost, free of judgement, open to all...

Screen Name Redacted

1/04/2024 10:38 PM

I have a large family and to be able to attend different groups and sessions it's great that they are on different days and also at different centres.

Screen Name Redacted

1/05/2024 12:47 AM

With reduced delivery sites, there should be a full offer of services on those days. As a young, single, first time parent I relied on support from the family centres, especially at the time whilst I was on maternity leave and my daughter was not attending nursery. It really helped me to understand how to meet my child's developmental needs and to help reduce social isolation. I attended several courses

and as I was on a low income it helped us access different activities we may not have otherwise had the opportunity to do. I then used the children's centre regularly with my second child, which helped with balancing the needs of different aged children. My youngest child was born in lockdown and I feel that the lack of early groups for us to attend during that time had a big impact on my child's development and socialisation skills. Due to the age gap of siblings, she wasn't as exposed to other children to be exposed to the different stages of development; for example watching other children pulling themselves up or early stages of walking. Groups were then limited and restrictions were in place. At work I am so seeing higher levels of trauma in children which I feel the lack of service provision and school closures during Covid has contributed too as there was also a big impact to parental mental health and well-being. In principle I agree to the proposals, except for the significant reduction in services being delivered as these are often a life-line for families.

Screen Name Redacted  
1/05/2024 04:54 AM

Reduction in services would be detrimental to my family.

Screen Name Redacted  
1/05/2024 11:21 AM

I wish to use this services and think they are good for new mothers

Screen Name Redacted  
1/05/2024 04:44 PM

It would reduce the offer of activities to do with my kid.

Screen Name Redacted  
1/05/2024 04:58 PM

The Hv can provide assistance but hard to get in touch and it is a lot more beneficial to have infos in a group format as it is also an occasion for sharing and meeting new people

Screen Name Redacted  
1/07/2024 08:57 AM

N/A

Screen Name Redacted  
1/07/2024 10:04 AM

Services need to understand and deliver based on knowledge and communication with their community.

Screen Name Redacted  
1/07/2024 11:29 AM

My baby has really benefited from baby massage and is looking forward to baby massage continuation

Screen Name Redacted  
1/07/2024 01:16 PM

Again if not local and not access able I would have to use public transport

Screen Name Redacted

1/07/2024 04:01 PM

Because without the help of the community's we may suffer with depression or other health issues and we will not have the support and bad thing can happen.

Screen Name Redacted

1/07/2024 06:01 PM

The whole model is wrong. It's not looking at cross-budget and the family as a whole. No one wants to go to these places. It's not cool and I don't want to learn about how to put a cucumber in a sandwich like Henry's program or listen to someone give me stigmatized and condensing advice on how to parent in the form of Triple P program. It's all totally wrong.

Screen Name Redacted

1/07/2024 06:43 PM

Family centres provide activities and support for both me and my toddler. Without them, I would struggle to get out the house as my mental wellbeing gets affected when I have no reason to leave the house but with the sessions I do.

Screen Name Redacted

1/07/2024 07:53 PM

It reduces the support parents with young children receive and therefore may lead to poor parenting which affects the community

Screen Name Redacted

1/07/2024 09:36 PM

The main point for the children centre for me is the play activities

Screen Name Redacted

1/08/2024 10:31 AM

Do not get a lot of time usually

Screen Name Redacted

1/08/2024 10:37 AM

Play sessions are positive and good to attend

Screen Name Redacted

1/08/2024 10:40 AM

Health services are important and should be available but so is the emotional and social wellbeing of parents, babies/toddlers and the activities are important and should not be reduced. It is a life line for many new parents of under school age children and a way for the parent to meet others in similar situations.

Screen Name Redacted

1/08/2024 11:48 AM

Important to have accessible play activities for families under 5.

Screen Name Redacted

1/08/2024 12:11 PM

these services have had the biggest impact on my family and their being delivered by the family centres in a group format has been the key to making them as effective and informative as they are, as they allow for in depth discussion with other parents and carers,

encouraging peer support and experience/idea sharing which would not be possible if delivered at home by healthcare workers. Attendance at these types of offering also encourage attendance at regular stay and plays etc. as they serve as introduction to the services and centres - I met some of my longest and closest parent friends at the baby massage course. The fact that the family centres offer a range of activities across the week is also one of the best things about the southend offering to parents - I was able to access an activity almost every day in the early months of being a parent, where I would have otherwise been left at home alone, which would have had a massive impact on my mental health.

Screen Name Redacted

1/08/2024 02:08 PM

Help with activities for improvement the health of kids

Screen Name Redacted

1/08/2024 03:23 PM

We go to various sessions a week to experience different environments and see different faces.

Screen Name Redacted

1/08/2024 03:37 PM

The thought of moving some of offerings to the Health Visitor instead of the family centres isn't a good idea. My son is 3 in March we've met his Health Visitor once, and for his 2 year check up we had a completely different HV and I've no idea if his original HV has moved on, we've not been told anything.

Screen Name Redacted

1/08/2024 04:08 PM

The families I am involved with need sustained, regular activities and the monitoring by professional s

Screen Name Redacted

1/08/2024 09:17 PM

I benefitted from baby massage and other courses along with stay and play sessions. They were a big help to me when I found travelling with my newborn stressful and did not have much income.

Screen Name Redacted

1/09/2024 04:09 PM

I work part time and don't always have access to a car on my days off (depending on my husband's shifts). Having access to different activities on different days allowed me flexibility with my children.

Screen Name Redacted

1/09/2024 09:53 PM

I use the centres more for family activities and having somewhere to meet other parents and child. I would strong disagree to have more health activities

Screen Name Redacted

1/10/2024 12:08 PM

Throughout maternity leave and since going back to work, I have utilised the family centres every week 2-3 times. It has been crucial in

my post natal mental health.

Screen Name Redacted

1/10/2024 02:31 PM

All the new skills taught at classes are well received & having the knowledge to sooth our babies is a huge positive skill and impact on mums and babies well being.

Screen Name Redacted

1/11/2024 09:10 AM

removing baby massage I believe to be a mistake it's a great bonding/health benefit class. if its money maybe creating a small donation box for these types at classes

Screen Name Redacted

1/11/2024 10:25 AM

My children have speech and language and food related ongoing issues so to have more health services available would be beneficial. Les pressure in health visitor and more convenient than set appointments

Screen Name Redacted

1/11/2024 02:12 PM

The services provided have been beneficial as a parent (being able to interact with other parents for social and emotional wellbeing) / limited access for free sessions that support the development of your child

Screen Name Redacted

1/11/2024 08:37 PM

We only currently attend the family centers for the led activities so cutting down the amount of one's available would affect us. We rely on these days to develop our child's interactions with other children and meet like minded parents.

Screen Name Redacted

1/11/2024 11:24 PM

The activities offered for children are vital for them to have a chance to socialise and play. Netherlands the Services or activities should be reduced.

Screen Name Redacted

1/12/2024 12:56 PM

Less activities does not help children. Having access to these places is detrimental to local families. We met a whole group at baby 2023 and the antenatal classes that often attend the play groups etc together.

Screen Name Redacted

1/12/2024 01:24 PM

We have loved the baby 2021 and baby 2023 classes which have gone on to provide a support group and lasting friendships. If this is taken away I feel for those expecting in the future. The regular stay and plays have been hugely important to myself and boys to get out the house and feel comfortable and safe to bring both with being different ages. The weaning workshop was amazing and so

educational but yes I do perhaps agree this could be delivered by the health visit team as I declined this appointment due to having attended the family Center workshop. I do perhaps agree baby massage could be cancelled because it isn't a must do thing it's just a nice additional way to be out the house etc

Screen Name Redacted

1/12/2024 07:16 PM

We mainly go to the centre for the play activities

Screen Name Redacted

1/12/2024 08:50 PM

Not able to access play services due to postcode

Screen Name Redacted

1/12/2024 10:04 PM

N/A

Screen Name Redacted

1/13/2024 09:09 PM

At the moment I go to several of the centres throughout the week. Option 1 would reduce the sessions and make it more difficult for me to get to the locations that remain open.

Screen Name Redacted

1/14/2024 04:02 PM

Less stay and play sessions will mean it will be harder to get into a session as people from other centres will be trying to attend as well

Screen Name Redacted

1/16/2024 12:07 AM

The HV's are already over stretched. There is often no consistency with the HV and you see or speak to a different one every time. The family centre staff are fantastic at delivering informative, friendly, safe, caring and excellent workshops. Plus offering a free creche which is unbelievable! We have attended many of these and gained confidence and trust within ourselves after attending. You get to see the same faces, build up relationships and friendships with other parents. It's a safe space to chat and ask questions and learn things from others. Losing baby massage would be very upsetting. It is very expensive to do private classes and there are no other real new born baby groups on offer where you get to learn so much. Most parents don't have a clue when they have a baby, the baby massage gave us so much in terms of learning, bonding, trust and so much more.

Screen Name Redacted

1/17/2024 11:16 AM

Wouldn't use the health related services.

Screen Name Redacted

1/17/2024 11:17 AM

The family centre would be over run and people would be turned away. Baby massage is a fantastic free service that is very beneficial

Screen Name Redacted

1/17/2024 11:28 AM

I am pregnant and really enjoyed attending 'baby massage' along with other sessions with my first born. I will be disappointed that my baby will not have the same opportunity to attend something like this with me.

Screen Name Redacted

1/17/2024 11:50 AM

These centres are essential location of centre place is very ideal. The closure will affect thousands of people

Screen Name Redacted

1/17/2024 11:50 AM

Reduction in services to families is never positive - will lead to increased isolation and reduced opportunity to refer into other services

Screen Name Redacted

1/17/2024 12:07 PM

As previously mentioned we would not be able to travel to the proposed three mentioned sites. Therefore my grandson would miss out on the valuable socialising and firm friendships that he has made.

Screen Name Redacted

1/17/2024 12:29 PM

During this current climate many people cant afford to go out or socialise they may not have many connections and stay and play and other activities may be their only opportunity to mix with other parents and encourages not only personal development skills for the children. I dont see any issue with reducing it to one or so session but I wouldn't like to see it gone completely. The centres have worked really well to increase health services, like one incontinence service for the children and midwife clinic. I think you could use it for more and really support the centre and its users rather than demote or remove it.

Screen Name Redacted

1/17/2024 12:34 PM

If you reduce services it will negatively impact parents and could stop staff noticing people who need support

Screen Name Redacted

1/17/2024 12:52 PM

I love the social activities at the venues. I do not know what health opportunities are being thought for use here, so not sure how to answer.

Screen Name Redacted

1/17/2024 01:13 PM

Families are already struggling enough as it is, having a large variety of different places to go to and activities to do at the children's centres means better opportunities for the children. By reducing yhe opportunities you are having a direct negative impact on not only the children but the parents as well.

Screen Name Redacted

1/17/2024 02:00 PM

Reducing the services would impact on mental health, and would increase a longer wait together with others in similar situations and also would limit ability to attend

Screen Name Redacted

1/17/2024 02:51 PM

As above

Screen Name Redacted

1/17/2024 02:51 PM

Whilst I agree that health services are important they are needed by far fewer people for a shorter period of time, the family centre led activities can be used by more people for a longer period of time, for example the midwifery team see patient through pregnancy and then for a few weeks after birth the family centre led activities can be accessed from birth right up to 5 years old and beyond.

Screen Name Redacted

1/17/2024 04:42 PM

As above

Screen Name Redacted

1/17/2024 08:01 PM

Huge reduction in the support available to parents. Baby massage is so vital for new parents, it offers a reason to leave the house when otherwise you may be stuck indoors alone for the majority of the week. This is very often the only chance new mothers have to meet others in the same situation to talk, share experiences, feel like they arnt on their own and in turn support mental health. The play activities offered by the family centres are the only places to go for free where you can also feed your child for free. significantly reducing the sessions will make accessing these sessions difficult, they offer not only a space for children to play safely, develop and learn social skills with others but also has significant opportunities to positively impact the mental health of mothers. The staff offer advise and support on day to issues and i find it such a relief and release to have adults to talk to for an hour each week. Life can be very isolating as a parent without these opportunities to talk to other adults about difficulties and experiences in a social setting. I have received support and advise on things that i wouldn't make an appointment to talk to someone about but during socially chatting to people feel naturally able to share.

Screen Name Redacted

1/17/2024 08:02 PM

It is simply more convenient to access the service when it is held at Centre Place Family Centre rather than the proposed way.

Screen Name Redacted

1/17/2024 10:46 PM

I have enjoyed baby massage sessions and would be disappointed if they were not to continue



Screen Name Redacted

1/18/2024 11:48 AM

Families need more support than this.

Screen Name Redacted

1/18/2024 05:46 PM

May not be able to continue running the session we have weekly which is very valuable to all those that attend

Screen Name Redacted

1/19/2024 12:27 PM

I am a first time mum (soon-to-be) and will be mostly relying on these centres for community and not to be lonely in this time. I've heard such great things about how Southend is so good when it comes to this. It would be such a shame to miss out and also to lose what is clearly such a necessity for many mums and isolated mums especially if you don't have local friends. My friends are mostly out of Southend. The baby massage especially i've heard such great things about.

Screen Name Redacted

1/19/2024 05:23 PM

Due to having little support these supprt groups and the option to see the same people every week means that if I was struggling I would look to cobfide in these people if they groups because fewer and at fewer centers we may not be able to get there leaving us isolated

Screen Name Redacted

1/20/2024 12:22 PM

In my opinion there should be absolutely no reduction in any services provided by the family centres. If any changes are to be made it should be expanding not reducing. The work they do, the support they provide, the friendship groups they form are priceless. Our children are our future and their happiness is dependant on us as parents & I know for me personally I would not be as sociable, confident or relaxed as a parent if it wasn't for the family centres.

Screen Name Redacted

1/20/2024 08:33 PM

I have attended many groups and benefitted from them

Screen Name Redacted

1/21/2024 10:53 AM

I am a volunteer and have no family who are service users. I am however concerned about the reduction of family centre activities. The area around Summercourt in densely populated with many young families living in HMO's. I am also concerned about the extra pressure being put on Health visitors to provide activities.

Screen Name Redacted

1/22/2024 01:01 PM

as it is open to all things like baby massage are maybe used for free by families who could afford to do actives, so it is important money is spent priorities basic need like feeding to family who require it

Screen Name Redacted

1/22/2024 02:05 PM

Not used

Screen Name Redacted

1/22/2024 02:28 PM

Concern some families would miss out on services and support they may need if reduced to just one day.

Screen Name Redacted

1/22/2024 07:44 PM

I only use the stay and plays

Screen Name Redacted

1/23/2024 10:30 AM

My children are older so I don't use them now

Screen Name Redacted

1/23/2024 11:53 AM

Not enough provision of centre choices for Southend families needs, especially young parents

Screen Name Redacted

1/23/2024 12:35 PM

As above

Screen Name Redacted

1/23/2024 12:56 PM

The Family Support worker service and the SEND sessions run from Summercourt are a lifeline to the families our project supports. With most not able to use public transport, the locality and familiarity of this centre is key

Screen Name Redacted

1/23/2024 02:47 PM

When I used to go to the centres, it was a true blessing that there were activities on each day in different centres. As someone without extended family it was a life saying option to have stay and play sessions.

Screen Name Redacted

1/23/2024 04:29 PM

I am a child care professional that refers to services for support of families. There is often a waiting list for support for families and to reduce this in Southend would be madness.

Screen Name Redacted

1/24/2024 08:28 AM

Families need to learn to play

Screen Name Redacted

1/24/2024 02:05 PM

We need as much help as possible times are getting harder, having more than 3 gives families more options and opportunities to meet and learn new things

Screen Name Redacted

A place to meet new mums and gain support

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1/24/2024 02:28 PM

Screen Name Redacted

1/24/2024 03:27 PM

My Daughter enjoys going to different groups, the same as I & some of them require transport of car/bus/taxi to get there while prince Avenue school requires just walking down the road

Screen Name Redacted

1/24/2024 04:32 PM

We use more the activities than the health options

Screen Name Redacted

1/25/2024 01:53 PM

I think how the centres and not how often they are used needs to be considered. If three are used across Southend for family centre led activities, these could be regular and offer a wide range of activities whereas the other sites are used to meet the needs of children under 5 in other areas. What is being proposed in option 1 is already happening at 1 site that I live close to. The rest of the week it sits empty and could be used for so much more that I know schools and other services are willing to rent the space for.

Screen Name Redacted

1/25/2024 08:50 PM

People, mum's, infants need a place to go. Without it, it could have a negative impact mentally and socially.

Screen Name Redacted

1/25/2024 09:09 PM

As above

Screen Name Redacted

1/26/2024 04:15 PM

Having the play activities to attend with my baby has been very helpful to me as I am fairly isolated from family and friends in Southend and on low income.

Screen Name Redacted

1/29/2024 01:47 PM

Less facilities for families

Screen Name Redacted

1/29/2024 05:36 PM

I want my nephew who I bring to sessions now to have the same opportunities his cousins did. Already the service is a shadow of what it was. And you want to continue to destroy it? I honestly don't know what is wrong with this council to seek to further affect poorer families and Sen families. It is honestly a disgrace.

Screen Name Redacted

1/29/2024 08:36 PM

I don't use it

Screen Name Redacted

1/30/2024 09:41 AM

The free classes are really handy for me as a single mum of 2

Screen Name Redacted

1/30/2024 10:13 AM

I need to go to the centres, as I do now

Screen Name Redacted

1/30/2024 12:38 PM

We use the play sessions within Hamstel.

Screen Name Redacted

1/30/2024 01:56 PM

Would impact people I volunteer with They need health support or their outcomes will be worst. Just because everything was managed on the telephone in Covid does not mean it is best practice - it is far from it

Screen Name Redacted

1/30/2024 09:42 PM

The classes provide parents/careers to have a safe space and share experiences. Health visitors currently have a large workload and this would add to it. Health visitors can only see people in certain time periods and concerns can feel more serious and could hinder people looking for support.

Screen Name Redacted

1/31/2024 05:39 AM

Baby massage was fantastic for me and baby. It benefitted both of our well being

Screen Name Redacted

1/31/2024 06:32 AM

Some parents cannot afford to pay for activities for their children. Family Centres are a vital source of stimulation and learning for children. Restricting the activities they offer will have a negative impact on children and parents.

Screen Name Redacted

1/31/2024 10:40 AM

These classes as a new mum means you can interact with other mums creating a community and to help with mums mental health

Screen Name Redacted

1/31/2024 12:31 PM

My son has ASD. He really enjoys attending Blenheim on a Friday.. The activities are great and Elaine and Hannah who run it are incredibly supportive. Its also brilliant for my son to socialise and myself around other families with SEN. It has a positive impact on my mental health and positively impacts on my sons development.

Screen Name Redacted

2/02/2024 09:48 AM

Families on low income or who are isolated need the support of the local children's centres for better outcomes for the children

Screen Name Redacted

1/31/2024 01:00 PM

Its important to have these activities due friends and mental wellbeing. Meeting like minded people and experiencing deliver classes and experiences that will have positive theme. I cant afford classes so feel is important to kept

Screen Name Redacted

1/31/2024 01:10 PM

This will reduce options for bonding with my baby as I can not afford the paid ones.

Screen Name Redacted

1/31/2024 01:20 PM

Without these groups I will feel lonely and disconnected from other families with children the same age as me.

Screen Name Redacted

1/31/2024 02:24 PM

Reduced activities lead to reduction in interaction with others

Screen Name Redacted

1/31/2024 03:28 PM

When my baby was 6 weeks old we did baby massage and it really helped with the connection between baby and me. I think everyone should have this lovely experience!! As money was tight if family centres did not offer this service we would not of been able to do it. So we are very grateful for the lovely play groups and baby massage sessions that are organised, not feeling judged and only offering kindness to us.

Screen Name Redacted

1/31/2024 04:42 PM

I have regularly attended stay and play sessions.

Screen Name Redacted

1/31/2024 07:54 PM

The family centres are a health service in themselves and offer support to my partner and me, they are our saving grace and I saw the change in my partner when she starting using the family centres

Screen Name Redacted

1/31/2024 07:56 PM

We use the children centres for children's activities and is a good place to socialise with other parents who then become good friends.

Screen Name Redacted

1/31/2024 09:02 PM

The amount they have going on really benefits the parents who cannot afford childcare such as nurseries. Gets children to engage and develop together without the unaffordable costs of childcare. The new system they are bringing into place still doesn't benefit most families. This is our alternative and is great for children's development. They have a great variety of services and sessions to benefit all children. You don't try to fix something that is not broken!

Screen Name Redacted

2/01/2024 05:32 AM

I have just had a baby and attended lots of baby sessions! It gave me a reason to leave the house and see other people. I also had such a bad experience with the health visitors recently I have lost all faith in them and won't be using them going forward. I have then booked into the friars centre baby led weaning instead

Screen Name Redacted

2/01/2024 10:52 AM

The children enjoy going to the St Lukes group, they socialise and mix well.

Screen Name Redacted

2/01/2024 11:05 AM

Obvious reasons

Screen Name Redacted

2/01/2024 11:32 AM

Really important services are being cut in an area of high risk. This may save money initially but in the long term it will create problems which will cost so much more

Screen Name Redacted

2/01/2024 01:51 PM

Where are these people going to go? Some people travel from outside of Southend because other areas have done exactly this! Now you're taking this away from a city!! A city with a high percentage of people living in poverty. 2 days a week won't even scratch the surface!

Screen Name Redacted

2/01/2024 02:35 PM

The centres provide classes for mother and babies which are very helpful to the community.

Screen Name Redacted

2/01/2024 02:43 PM

I am unsure from the way this question is worded if by 'the proposed reduction in Family Centre led activities and potential increase to Health activities' you mean that the services such as fussy eating / starting solids / toilet training / baby massage etc is to be provided by the health visitors? If this is the case then I am not in support of this - Health Visitors are already providing some of these services - I had a starting solids one to one with a health visitor. However I also had a starting solids group session where I was able to connect with other parents and this is where the group format makes a difference - you are able to connect, find support and 'compare notes' with other parents going through the same highs and lows as yourself. I do not believe that this can be duplicated by health visitors on a one to one basis. Parenting can be extremely isolating and lonely so the more group sessions that are available the better.

Screen Name Redacted

2/01/2024 03:06 PM

We only use the play and stays

Screen Name Redacted

2/01/2024 04:17 PM

As above

Screen Name Redacted

2/01/2024 06:50 PM

People need access to as many helpful health services as possible. People need company and support from qualified people and also their peers.

Screen Name Redacted

2/01/2024 09:38 PM

It would mean that my baby and I leave the house and socialise less which is very bad for my and other new mums mental health and my babies development

Screen Name Redacted

2/02/2024 11:49 AM

Being a mental health sufferer these centres are invaluable. It is so important especially in this day and age to provide as much support far and wide to parents and children. These centres are a lifeline for some people and have been for me in the past, by reducing sites your at risk of excluding people to the service

Screen Name Redacted

2/02/2024 12:20 PM

Taking away/ reducing family centre led activities will deprive children/ families of support. The children want to learn how to socialise which will lead onto mental health issues.

Screen Name Redacted

2/02/2024 08:18 PM

Wouldn't use the health related services

Screen Name Redacted

2/02/2024 08:52 PM

I use the centres for activities not health services The activities provided means i go out with my children with additional needs and 1feel that they are safe

Screen Name Redacted

2/02/2024 09:35 PM

As we would miss the weekly sessions and again the time and flexibility will be lost

Screen Name Redacted

2/03/2024 09:35 AM

Baby massage has been amazing for myself and my baby, it has given us such a special time together and has been great for my mental health as a mother to have that support and chance to be around other mums and babies

Screen Name Redacted

2/03/2024 09:52 PM

I am unhappy that Eastwood stay and play is closing - close proximity for parents with no transport. The other close one is prince avenue but too far to walk and was not as good at all.

Screen Name Redacted

2/03/2024 10:09 PM

The boys love going to the weekly sessions and doing activities which I can not do at home as well as to play in a safe garden (Eastwood)

Screen Name Redacted

2/03/2024 10:21 PM

As much as a balanced timetable would be beneficial at centre place taking it away completely will have a detrimental affect on them

Screen Name Redacted

2/04/2024 07:32 PM

Less for me to do with my baby being able to get out the house, having access to free activities is very beneficial for my mental health and helps my baby stick to routine.

Screen Name Redacted

2/04/2024 07:43 PM

I come to weekly stay and play and monthly bibs and bobs my child enjoys coming depending on what day and if these activities still run we may not be able to make it

Screen Name Redacted

2/04/2024 07:50 PM

although my daughter is 5 years old I use food bank and if i was to access services if i became pregnant i need to have easily accessible services

Screen Name Redacted

2/04/2024 07:58 PM

As explained before I enjoy attending the local sessions with my daughter she gets a lot out of them. Having to drive would put me off going.

**Optional question** (220 response(s), 74 skipped)

**Question type:** Essay Question

### Q3 | Please explain your answer

Screen Name Redacted

12/15/2023 01:57 PM

Keeping Centres open with more family centre led activities in some capacity would be beneficial to families in Southend.

Screen Name Redacted

12/15/2023 02:15 PM

no enough savings

Screen Name Redacted

12/15/2023 02:35 PM

Removing centre place as a key delivery hub is counter intuitive. This is an area of high need and just needs to be brokered with partners more successfully



Screen Name Redacted

12/15/2023 02:42 PM

As before.

Screen Name Redacted

12/15/2023 03:01 PM

All centres need to remain open

Screen Name Redacted

12/15/2023 03:57 PM

Still seems excessive.

Screen Name Redacted

12/15/2023 04:02 PM

This would mean less services and less support

Screen Name Redacted

12/15/2023 04:11 PM

Again all resorts in a reduce service available at my local family centre. I will have to travel further to reach other centres. This is not possible for families who might not drive or are limiting their car use due to high cost of living.

Screen Name Redacted

12/15/2023 05:39 PM

Hamstel is walking distance to me so for that one to be one remaining open, would be better for us personally.

Screen Name Redacted

12/15/2023 06:16 PM

Having a variety of places to go allows me to meet more mums from across all of southend and feel more part of a community

Screen Name Redacted

12/15/2023 06:42 PM

Again our main centre has and will always be Blenheim

Screen Name Redacted

12/15/2023 06:56 PM

Eastwood is the most local family centre to me that I wish to keep sessions regular.

Screen Name Redacted

12/15/2023 10:01 PM

Eastwood and prince avenue are ones we used most

Screen Name Redacted

12/16/2023 08:31 AM

I cant see this option working either for all same reasons I have explained.

Screen Name Redacted

12/16/2023 10:13 AM

Same as above. Prince Avenue being my local and most used (we go every week). However, I do drive and if needed could travel to another family centre.

Screen Name Redacted

12/17/2023 09:41 AM

See response to 8

Screen Name Redacted

12/17/2023 03:14 PM

it is a better option as more sites to keep open to run more sessions out. To think of taking away the bibs and bobs service also is disgusting, it has helped my family loads and its an amazing service. with more open things like baby massage could be kept, more stay and plays and staff could continue to deliver vital needed workshops.

Screen Name Redacted

12/17/2023 06:54 PM

It helps to go to the family centers. Giving more options and allowing different locations and accessible to many families in Southend. Mothers with anxiety problems are encouraged when visiting these centers and each center has a different impact towards them

Screen Name Redacted

12/18/2023 08:33 AM

You are providing less, you get a lesser improvement in public health. This barely needs explaining.

Screen Name Redacted

12/18/2023 09:55 AM

This would be my second choice but I do not think we will reach as many families this way.

Screen Name Redacted

12/18/2023 09:58 AM

The centres are very valuable to new mums and old mums to help provide activities for the children to help them grow and learn

Screen Name Redacted

12/18/2023 10:59 AM

X

Screen Name Redacted

12/18/2023 12:07 PM

We rely on the frequency and availability of different sessions and locations. Often appointment (life) can clash with session meaning parent and children would miss out. Variety is the key to inclusion

Screen Name Redacted

12/18/2023 12:43 PM

This would give toddlers grow in life. Specially help needy parents.

Screen Name Redacted

12/18/2023 12:55 PM

We use belheim as our main service for weigh ins as needed but the baby groups especially Eastwood are what we use weekly and it really helps me take them out and help with their development

Screen Name Redacted

It would likely cancel our group.

12/18/2023 02:08 PM

Screen Name Redacted

12/18/2023 02:17 PM

Some parents are unable to access children's service as it is to far away and busses cost money parents are unlikely to have.

Screen Name Redacted

12/18/2023 02:45 PM

If my nearest family centre doesn't exist anymore then it will be more difficult for me to attend the sessions.

Screen Name Redacted

12/18/2023 03:17 PM

It would be better if the options were better explained as I don't feel there is enough information in the question to properly answer but again it depends on what services would be reduced.

Screen Name Redacted

12/18/2023 04:28 PM

This is likely to mean less local opportunities for us but seems a better option as a kind of compromise.

Screen Name Redacted

12/18/2023 05:14 PM

I use these centres more often than option 1

Screen Name Redacted

12/18/2023 06:46 PM

Giving more of the surrounding areas of southend more options to go will help with availability to classes. More venues for special events as well.

Screen Name Redacted

12/18/2023 08:42 PM

I would not be able to use them

Screen Name Redacted

12/19/2023 06:26 PM

Would use Prince Avenue more.

Screen Name Redacted

12/20/2023 12:11 PM

Still too many open

Screen Name Redacted

12/20/2023 02:26 PM

This would retain the 2 central main centres that are within walking distance of the South Central area of greatest deprivation.

Screen Name Redacted

12/20/2023 04:59 PM

I have no children

Screen Name Redacted

12/20/2023 07:02 PM

I use all the centres apart from Eastwood and St Luke's

Screen Name Redacted 12/20/2023 07:56 PM	I live near summercourt and it used to be our main venue
Screen Name Redacted 12/20/2023 08:30 PM	Na
Screen Name Redacted 12/20/2023 08:42 PM	More options for activities as higher in number. Allows more flexibility to attend on different days/ times
Screen Name Redacted 12/20/2023 09:25 PM	More main sites would be preferable.
Screen Name Redacted 12/20/2023 09:36 PM	My closest centres are not being impacted by this change
Screen Name Redacted 12/21/2023 07:09 AM	.
Screen Name Redacted 12/21/2023 07:54 AM	not really able to comment personally
Screen Name Redacted 12/21/2023 08:10 AM	I drive and can visit any centre with the activities they put on with my little girl who is 1. Friars is my main centre so doesn't affect me.
Screen Name Redacted 12/21/2023 11:08 AM	Still have the availability of more centres because if others close it will just increase visitors and harder to get availability.
Screen Name Redacted 12/21/2023 11:26 AM	I would be able to use Hamstel Family Centre
Screen Name Redacted 12/21/2023 01:16 PM	Regularly use hamstel site
Screen Name Redacted 12/21/2023 01:16 PM	There is already much information and activities n health and no free activities for children out in the community. My children love not only the staff but the safe space the family center led activities bring. It has impacted their development and relationships with other children
Screen Name Redacted	Similar answer as above. All main sites are over an hour away or

12/21/2023 02:06 PM

require 2 buses.

Screen Name Redacted

12/21/2023 04:24 PM

Location not a major issue.

Screen Name Redacted

12/21/2023 08:25 PM

As above

Screen Name Redacted

12/22/2023 12:10 AM

As above.

Screen Name Redacted

12/22/2023 03:10 PM

Hopefully still can attend the sessions

Screen Name Redacted

12/22/2023 05:54 PM

The reduction of the services available at summercourt would disproportionately affect families in one of the most deprived areas of southend, these families would be cut off from other sites if they do not have personal transport

Screen Name Redacted

12/24/2023 10:08 PM

Use centre place for groups! Good large and modern venue

Screen Name Redacted

12/27/2023 02:38 PM

More sites to access if you are out and about

Screen Name Redacted

12/28/2023 01:32 PM

These are the centres I use now anyway

Screen Name Redacted

12/28/2023 09:08 PM

Not service user

Screen Name Redacted

1/02/2024 09:14 AM

This would spread the scope of accessibility for those who wish/need to use the family centres

Screen Name Redacted

1/02/2024 09:35 AM

There is not enough space at the current activities so I would not agree to any removal of venues or relocation of service

Screen Name Redacted

1/02/2024 12:23 PM

The two centres I visit (Friars and Hamstel) would remain open

Screen Name Redacted

1/02/2024 02:56 PM

A reduction in services will have a negative impact on families, particularly removing Starting Solids and the other workshops.

Screen Name Redacted

1/03/2024 06:57 AM

There needs to be MORE services available, NOT less. These services are vital for families and mums like myself to help meet people and get your head around being a parent.

Screen Name Redacted

1/03/2024 10:54 AM

The same as the above reasons. These classes should be available and accessible for all.

Screen Name Redacted

1/03/2024 11:09 AM

Shoeburyness needs friars family centre if it was made to a main centre this would be good also.

Screen Name Redacted

1/03/2024 11:19 AM

Easier to get to as more options for venue locally

Screen Name Redacted

1/03/2024 11:30 PM

It's important that these family centres are maintained and developed for use by those families who need them most.

Screen Name Redacted

1/04/2024 06:31 AM

Save the money go with option 1

Screen Name Redacted

1/04/2024 10:37 AM

We participated in baby massage when my faughterbaas a baby & found it really helpful. I feel it would benefit future parents to be able to still book on. We use alot of the free classes & feel that it really supports families that do not have alot of money to continually pay for classes. The groups help people make new friends with young children & the staff are there to help with any problems a new parent might need help with.

Screen Name Redacted

1/04/2024 12:58 PM

Again so far from me. Sometimes I am unable to drive and need to walk but these aren't close enough. Also sometimes the groups are so full I don't get it at the centres you are planning to close which means the centres will be even more busy and less chance of getting in and my daughter and I will get overwhelmed which damages our health

Screen Name Redacted

1/04/2024 02:24 PM

We are local to hamstel, so keeping this open is good for us

Screen Name Redacted

1/04/2024 04:24 PM

Summercourt would be a better option than Cambridge Road.

Screen Name Redacted

1/04/2024 04:58 PM

Still offers support for families and a cost saving to the Council - both option one and two are good options

Screen Name Redacted

1/04/2024 05:27 PM

Not opting for this option

Screen Name Redacted

1/04/2024 09:09 PM

St Luke's carried out my antenatal classes and it was the best location,

Screen Name Redacted

1/04/2024 09:55 PM

Although we live very close to Friars and use it very often. I feel that it will be stretched if services are cut at the other children's centres. The results of the impact to family lives, speak for themselves, to lose the children's centres/cut services will have massive negative impacts on those who use them now and those who are yet to require the wonderful services that the centres provide.

Screen Name Redacted

1/04/2024 10:38 PM

Blenheim is my closest centre, so if more events/sessions are held there I'll be able to attend.

Screen Name Redacted

1/05/2024 12:47 AM

Able to access easily

Screen Name Redacted

1/05/2024 04:54 AM

More centres locally

Screen Name Redacted

1/05/2024 11:21 AM

I use Cambridge road centre and would be good to have more centres for people in the area

Screen Name Redacted

1/05/2024 04:58 PM

I think everyone should have access to a nearby family centre, not everyone has a car/ full mobility especially with little ones.

Screen Name Redacted

1/07/2024 08:57 AM

As we would not be offering full services at Centre Place, I question whether we would still get the same level of buy in

Screen Name Redacted

1/07/2024 10:04 AM

Services need to be structured with the community they serve. They need to have flexibility and the centre needs to be used to its full

potential.

Screen Name Redacted

1/07/2024 11:29 AM

Least I can walk to Hamstel

Screen Name Redacted

1/07/2024 01:16 PM

Local sites

Screen Name Redacted

1/07/2024 04:01 PM

Will create more jobs and more spaces for the families to take their children.

Screen Name Redacted

1/07/2024 07:53 PM

It would mean easier access and less travel issues for people that need to the services

Screen Name Redacted

1/07/2024 09:36 PM

Friars is my closest

Screen Name Redacted

1/08/2024 10:31 AM

Not a lot of time usually

Screen Name Redacted

1/08/2024 10:37 AM

St Luke's is used for play, a shame to close it

Screen Name Redacted

1/08/2024 12:11 PM

This ensures a more even spread of venues

Screen Name Redacted

1/08/2024 03:23 PM

Haven't been to friars or hamstel. Cambridge has a lack of parking

Screen Name Redacted

1/08/2024 03:37 PM

I am lucky that I can afford to take my son to classes but for Parents and Children on low incomes the family centres are vital in terms of the services and classes they provide.

Screen Name Redacted

1/08/2024 04:08 PM

A variety of venues providing easier access by a greater number of families

Screen Name Redacted

1/09/2024 06:33 AM

Hamstel is most convenient location for my family



Screen Name Redacted

1/09/2024 04:09 PM

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Screen Name Redacted

1/10/2024 09:56 AM

As long as the extended sites and community venues actually go ahead

Screen Name Redacted

1/10/2024 02:31 PM

St lukes isn't a venue i use personally

Screen Name Redacted

1/10/2024 02:36 PM

I would like to visit sessions for stay and play and more at Centre place family centre

Screen Name Redacted

1/11/2024 09:10 AM

having more centres will help reach more people

Screen Name Redacted

1/11/2024 10:25 AM

Our main children's centre is unaffected by the changes in terms of availability so I cannot comment fairly

Screen Name Redacted

1/11/2024 02:12 PM

We understand the need to change in difficult times and initially it would be good to start with an altered service delivery approach but with the safety of keeping a majority of the delivery as business as usual. Once the new approaches are established and prove value in service delivery and budgetary goals - then we can work on slicing down to work towards more cost saving.

Screen Name Redacted

1/11/2024 08:37 PM

Our main center would still be open so it wouldn't affect us there but it would affect which other events we go to like fun days etc.

Screen Name Redacted

1/11/2024 11:24 PM

The services offered would become stretched and oversubscribed.

Screen Name Redacted

1/12/2024 11:07 AM

I would still be able to access prince avenue for the services

Screen Name Redacted

1/12/2024 12:56 PM

Same as option 1 response

Screen Name Redacted

1/12/2024 01:24 PM

We can drive but lots of other people can't

Screen Name Redacted  
1/12/2024 07:16 PM  
It would be a little better/easier for me to get to these places. But still a real shame that the other centres are closed and I won't be able to go as much as I do now

Screen Name Redacted  
1/12/2024 08:50 PM  
Seems more feasible as long as availability is good

Screen Name Redacted  
1/12/2024 10:04 PM  
Already explained

Screen Name Redacted  
1/13/2024 09:09 PM  
Whilst things a better option versus option 1, it is still closing down more than half the centres. There is such demand of the activities how would 4 centres manage to cope?

Screen Name Redacted  
1/14/2024 04:02 PM  
Option one and two are not much different in effect to the services I use

Screen Name Redacted  
1/16/2024 12:07 AM  
More on offer with the 4 main sites. You could jazz up Blenheim again to make it more buzzy and have the atmosphere it used to have. It's a good venue, parking is pretty easy around there, lots of people walk to and from due to the school. A lovely park right next door, people coming in and out of classes, school pick ups, buzzy cafe for people to meet. It's a shame covid affected all of this and it's never regained its status. More choice with 4 family centres and being able to keep excellent and dedicated staff who you've built up a rapport and trust with and who have got to know you and your family. We love Eastwood but having 4 centres is better than option 1. These centres have been our lifeline for free and varied classes, excellent structure and choice, and we used so many of their services it's been fantastic.

Screen Name Redacted  
1/17/2024 10:55 AM  
Less options of times/places to visit.

Screen Name Redacted  
1/17/2024 11:08 AM  
Local -To walk to, also lots of parents can walk too. No parking facilities here so most people walk-local

Screen Name Redacted  
1/17/2024 11:16 AM  
Friars and Hamstel are the main centres that I use.

Screen Name Redacted  
1/17/2024 11:17 AM  
2 are local to me

Screen Name Redacted

1/17/2024 11:28 AM

More competition for spaces in the main centres, disappointing to those who use the other centres and St Luke's as for many it is a life-line for them.

Screen Name Redacted

1/17/2024 11:36 AM

Even if we maintain a local presence of these things it seems many others will lose theirs, which leaves the remains centres in impractical locations and not readily available for those without transport.

Screen Name Redacted

1/17/2024 12:29 PM

same as option 1

Screen Name Redacted

1/17/2024 12:52 PM

The idea of Centre Place having reduced activities gives me a sharp stab of anxiety, even though I have no idea how it will be changing. I have three children up to age 12. I have used children's centres though out all of there lives. The children's centres where a life line in London when I was in an abusive relationship with no where else to go except children's centres. They have helped me combate the reality of leaving and moving past an abusive relationship, they have helped me keep social communication with others they have helped with Nursery for all of my boys. They have been a huge help during holidays and in the early months of being a new mother again. They have been a constant and I can not begin to wonder what others would have if they are slowly removed from Southend.

Screen Name Redacted

1/17/2024 01:13 PM

My children are all in school however having places and activities to go to and do during school holidays would be a huge benefit as my youngest is Autistic and requires going out daily. There are currently only 2 places I can take him which is the park or soft play.

Screen Name Redacted

1/17/2024 02:00 PM

Out of area, and I don't drive

Screen Name Redacted

1/17/2024 02:51 PM

Whilst keeping centres open would be preferential, the reduction in service would not, my concern would be over crowding or not being able to get a space in a specific class because the timetable has been reduced and therefore more people are attending that one class.

Screen Name Redacted

1/17/2024 04:42 PM

Services are already fairly stretched, with considerable waiting lists. How does reducing the number of centres benefit me and my family? They are simply not going to be able to provide the incredible support on offer to as many families.

Screen Name Redacted  
1/17/2024 08:01 PM

Still negative impact as closest session won't be open as regularly but less negative impact as more locations available.

Screen Name Redacted  
1/17/2024 08:02 PM

Any other family centre besides Centre Place is too far for me to walk as I am baby wearing and have a toddler and only have the use of a single stroller which will be the case for a long while.

Screen Name Redacted  
1/17/2024 10:05 PM

Eastwood and prince avenue main sites used weekly

Screen Name Redacted  
1/17/2024 10:46 PM

I enjoy the site at Prince Avenue

Screen Name Redacted  
1/18/2024 11:48 AM

Families need more access and help than that.

Screen Name Redacted  
1/18/2024 05:46 PM

Still not enough remaining open to provide services families need

Screen Name Redacted  
1/19/2024 12:27 PM

As many of the centres especially if walking distance (without car) as can be reached easily would be a huge help

Screen Name Redacted  
1/19/2024 05:23 PM

Fewer sites which provided weekly supprt groups means the places that do offer these becomes over crowded meaning some people would be turned away

Screen Name Redacted  
1/20/2024 12:22 PM

Same reply as above. I believe any reduction to the centres or activities provided would be detrimental to parents mental health & ultimately will effect children.

Screen Name Redacted  
1/20/2024 08:33 PM

As previous

Screen Name Redacted  
1/21/2024 10:53 AM

I am a volunteer and none of my family are service users. I am concerned however about service users being unable to afford transport to venues that are not within walking distance when they are with their very young children.

Screen Name Redacted  
1/22/2024 01:01 PM  
do not use at the moment, but know a lot of people depending on these services and any reducing will greatly impacted families in need and staff

Screen Name Redacted  
1/22/2024 02:05 PM  
Not used

Screen Name Redacted  
1/22/2024 02:28 PM  
This seems to offer more services in a wider range of locations

Screen Name Redacted  
1/22/2024 07:44 PM  
Would depend on timings and capacity but these are centre's I have enjoyed using

Screen Name Redacted  
1/23/2024 10:30 AM  
I think there needs to be more of these centres but they need sorting out so that mums feel comfortable to attend them.

Screen Name Redacted  
1/23/2024 11:53 AM  
Not enough provision of centre choices for Southend families however better choice than option 1 (especially when considering the needs of young parents)

Screen Name Redacted  
1/23/2024 12:35 PM  
As above

Screen Name Redacted  
1/23/2024 12:56 PM  
As above

Screen Name Redacted  
1/23/2024 02:31 PM  
I do think having two central main centres would be a good idea. The site at Cambridge Road is very small with Hamstel being much bigger. If Cambridge road serves as the only site for most activities in central Southend, numbers may be limited for services due to space.

Screen Name Redacted  
1/23/2024 04:29 PM  
This is better than option 1, as long as families can continue to be supported by the Family Support Workers. I have frequently referred families to the Freedom Programme and this has been a life line for women experiencing Domestic Violence - which has increased since the Pandemic. Ideally the services would remain the same BUT would be increased so that there are not waiting lists and all families that are referred for Family Support receive this quickly.

Screen Name Redacted  
At least there is a Southchurch site but I don't agree with the overall

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1/24/2024 08:28 AM

reduction in service

Screen Name Redacted

1/24/2024 02:05 PM

Again keeping the church will be beneficial and also an extra place to go

Screen Name Redacted

1/24/2024 04:32 PM

Same as before

Screen Name Redacted

1/25/2024 01:53 PM

I haven't really got anything else to comment on the options to be honest. I think the whole thing needs looking into to best serve local communities and families with children under 5.

Screen Name Redacted

1/25/2024 08:50 PM

Places would still be open for mum's and babies.

Screen Name Redacted

1/25/2024 09:09 PM

As above

Screen Name Redacted

1/26/2024 04:15 PM

Prince Avenue is my most local family centre.

Screen Name Redacted

1/29/2024 01:47 PM

Less activities for families

Screen Name Redacted

1/29/2024 05:36 PM

You are trying to reduce the offer to all our children which is a disgrace in itself as our children need to be invested in. That much is obvious. But even more obvious is that this will disproportionately affect poorer and SEN families. That the city seeks to disadvantage our most vulnerable children is completely outrageous. This is just another way to cut these services as has been the agenda ever since the Tories got in. We need our children's centres restored. Children don't have the power to ask for this themselves, they should be able to trust those in leadership to have their best interests at heart.

Screen Name Redacted

1/29/2024 08:36 PM

See previous answer

Screen Name Redacted

1/30/2024 10:13 AM

This feels like some of the current services are going and this may not work for me and my family

Screen Name Redacted

1/30/2024 12:38 PM

This allows for more spread of centres across the City.

Screen Name Redacted

1/30/2024 01:56 PM

As above very negative - reduce help & services to those that need them most

Screen Name Redacted

1/30/2024 09:42 PM

Again pushing work onto health visitors is cutting services and an opportunity for families to have an open and friendly support.

Screen Name Redacted

1/31/2024 05:39 AM

Centre place seems to offer so much more compared to other sites I have visited. Surprised it's not listed as a main location

Screen Name Redacted

1/31/2024 06:32 AM

St Luke's is a popular venue for many families.

Screen Name Redacted

1/31/2024 10:40 AM

Same as before

Screen Name Redacted

1/31/2024 12:31 PM

As mentioned previously we use Blenheim and Summercourt.

Screen Name Redacted

2/02/2024 09:48 AM

The impact of taking away services will be negative.

Screen Name Redacted

1/31/2024 01:10 PM

To have more options than solution 1 for locations is great but very upset that Prince Avenue will be reduced still.

Screen Name Redacted

1/31/2024 01:20 PM

This option is slightly better but still concerning I wont be able to access help and groups.

Screen Name Redacted

1/31/2024 02:24 PM

Because they are near our residence so it is easy to attend all sessions

Screen Name Redacted

1/31/2024 03:28 PM

All family centres should be left open. With my first I did not drive so was only able to make it one setting. With my second baby I am lucky to be driving now but a lot of people are not in that situation. I am able to go to a few centres a week now but if you can only walk to the centre you are limited to how far you can go. So lots of locations are more effective for new parents to come to sessions. Travelling can be very difficult for parents with a new born especially with buses that

are £4.80 to get somewhere, which isn't cheap !!

Screen Name Redacted

1/31/2024 04:42 PM

Summertime is popular close to town and larger.

Screen Name Redacted

1/31/2024 07:54 PM

Again further away family centres and my partner anxiety with accessibility

Screen Name Redacted

1/31/2024 07:56 PM

Less activities to do at my local venue which means it will cost me more money to travel to another venue

Screen Name Redacted

1/31/2024 09:02 PM

It's slightly better than the first option but is still not good enough. You want the best for families and to reach out to as many families as you can. Well by reducing the centres only means some people can only reach one or none. Cutting it down is going to affect young children's mental health and adults mental health. Reducing services and groups just keeps parents and children locked up indoors, not good for anyone's mental health. Surely you can cut costs elsewhere rather than the family centres which would affect A LOT of families

Screen Name Redacted

2/01/2024 05:32 AM

Closing sites will make other sites more busy

Screen Name Redacted

2/01/2024 11:05 AM

These centres are essential for family and community bonding especially for mums who have the potential of suffering postnatal depression

Screen Name Redacted

2/01/2024 11:32 AM

Same as option one. Centre place is most central, footfall has only dropped as less being put on

Screen Name Redacted

2/01/2024 01:51 PM

How on earth are the other sites going to allow just a small slot per week as and when? Has this been considered? Eastwood is the most popular location and I'll bet my bottom dollar the school will take it back and utilise it rather than let you hire it out once in a blue moon.

Screen Name Redacted

2/01/2024 02:35 PM

More location options for families to attend classes especially for those who don't drive like myself. I took antenatal classes last year and the closest centre to me is Cambridge Road but due to not having enough space in Cambridge rd, I was offered to go to Friars. I agree with the reduction of centres to make some savings but I feel



that some parents might not be offered classes due to lack of capacity in these centres.

Screen Name Redacted

2/01/2024 02:43 PM

Although I use Cambridge Road mostly and the Option 1 & 2 proposal both retain this as a main site, the Option 2 is preferable as there would be more activities available and also baby massage - which my baby and me benefitted from and I believe others should have the same opportunity.

Screen Name Redacted

2/01/2024 04:17 PM

Above

Screen Name Redacted

2/01/2024 06:50 PM

As I said before, people need all services to be available close by them. Not to have the added stress of travel or not being able to afford to get to distant services

Screen Name Redacted

2/01/2024 09:38 PM

The more sites we have the better!

Screen Name Redacted

2/02/2024 11:49 AM

The centres need to remain. They are a lifeline to parents and young children. Reducing centres means less accessibility and parents and children suffer. Not all parents drive and not all centres are fully accessible.

Screen Name Redacted

2/02/2024 12:20 PM

Your being very short sighted. The Eastwood family centre must remain in situ without any loss of staff or activities. Our families deserve support in the area in which they live.

Screen Name Redacted

2/02/2024 07:51 PM

Less options of times/places to visit.

Screen Name Redacted

2/02/2024 07:59 PM

Local to walk to, also lots of parents can walk to - no parking facilities here so most people walk

Screen Name Redacted

2/02/2024 08:18 PM

Friars and Hamstel are the main centres that I use.

Screen Name Redacted

2/02/2024 08:52 PM

If you keep Eastwood and Blenheim open for activities like now fine, but if you put health services instead my children and I miss out.

Screen Name Redacted

2/02/2024 09:21 PM

Concerned I wont be able to attend hartbeeps at prince avenue

Screen Name Redacted

2/02/2024 09:35 PM

As we used mostly Eastwood we would move to a closer me

Screen Name Redacted

2/03/2024 09:35 AM

This would mean reducing closer places for mums in these areas, when you have a baby it can be extremely overwhelming by to even leave the house, so long journeys would be too daunting for a new mum, this needs to be considered when placing these centres

Screen Name Redacted

2/03/2024 09:52 PM

My son will still have somewhere to go that he enjoys and is close enough to walk to.

Screen Name Redacted

2/03/2024 10:09 PM

Eastwood needs to be a main hub it has better transport links than Blenheim and the garden the others are hard for me to access

Screen Name Redacted

2/03/2024 10:21 PM

Centre place needs to have the services already on offer plus more with the right people and activities on offer I believe we could get the centre back to where it was historically taking these services away from centre place will have a detrimental affect on our families

Screen Name Redacted

2/04/2024 07:32 PM

I am happy as long as we have somewhere to go and multiple activities are offered

Screen Name Redacted

2/04/2024 07:43 PM

I think with more sites open may have more accessible activities

Screen Name Redacted

2/04/2024 07:58 PM

I could attend locally without having to drive to get there

**Optional question** (199 response(s), 95 skipped)

**Question type:** Essay Question

**Q4** Please explain your answer

Screen Name Redacted

12/15/2023 01:57 PM

Reducing family centre led activities would increase the need and cost of health activities for the short and long term and would be a false economy saving. Family centres activities are an excellent preventative tool for requiring further more expensive services such

as mental health support.

Screen Name Redacted

12/15/2023 02:35 PM

Need access to EYFS based activities and not just health. Children learn through play and play session also assist parenting and increases parenting skills. Very important for early intervention and prevention

Screen Name Redacted

12/15/2023 02:42 PM

As before. Services in Southend are limited enough as it is.

Screen Name Redacted

12/15/2023 03:01 PM

For children with disabilities all activities and interventions are crucial if we are to succeed in giving them the best opportunities in early years and support families before they reach crisis and need urgent and expensive support.

Screen Name Redacted

12/15/2023 03:57 PM

Better than first option. Family centres are not primarily for health. There should be more social interaction for the families and keep that small health room for that.

Screen Name Redacted

12/15/2023 04:02 PM

As stated previously the impact is great - this is no better

Screen Name Redacted

12/15/2023 04:11 PM

Agree that increasing family support will be helpful for those who need support. However for people like me who do not require support from family support we will be impacted due to fewer activities being available to use.

Screen Name Redacted

12/15/2023 05:39 PM

If we had no choice about centres closing, then option 2 would be best for us, however, I strongly disagree about any of them closing at all and having reduced services as a knock on effect.

Screen Name Redacted

12/15/2023 06:16 PM

As explained above I do not trust the health visitors and would therefore be unwilling to attend any sessions led by them.

Screen Name Redacted

12/15/2023 06:42 PM

Both my children are in nursery and school now so no longer use the service regularly but understand the importance of the service for new parents

Screen Name Redacted

The family centres work and provide so much, that keeping it the

12/15/2023 06:56 PM

same is a necessity

Screen Name Redacted

12/16/2023 08:31 AM

All same reasons as above. How you could think about cutting baby massage, do you know the impact this has for families, its all about bonding and attachment and so much more.

Screen Name Redacted

12/16/2023 07:26 PM

Lots of new parents don't even want health visitors or those extra services (me included). We want community and friends and people we can pop into and relate to. To get us out of our houses for a mental break where our children can play and we can breathe. Please don't add more health services that will be refused by many! Please keep the play sessions and invaluable teaching sessions (e.g. antenatal, starting solids, baby 23, toilet training). The workers are wonderful and I wouldn't be as well as i am now without them!

Screen Name Redacted

12/17/2023 09:41 AM

The retention of baby massage is important

Screen Name Redacted

12/17/2023 03:14 PM

Do not reduce family centres led sessions and increase with health visitors, they are less approachable and do not have the time to give us as much as the family centre staff do.

Screen Name Redacted

12/17/2023 06:54 PM

Baby massage helped me and my baby's health. Health classes coached me to be a better mom.

Screen Name Redacted

12/17/2023 09:26 PM

We use these every week.

Screen Name Redacted

12/18/2023 08:33 AM

Jesus its an 18 question survey. Surely this is just designed as a block on people providing feedback. Especially given the time of year you have chosen to hold your 'consultation.' This is really shameful

Screen Name Redacted

12/18/2023 09:55 AM

I do not believe that Health service have the capacity to take on this extra work as we often get referrals from health to Family Centre led activities

Screen Name Redacted

12/18/2023 09:58 AM

The help that they have provided around my children has been very helpful, the explaining on what and where I can learn with my children

Screen Name Redacted

12/18/2023 10:59 AM

X

Screen Name Redacted

12/18/2023 12:07 PM

We are open and happy to be offered more educational services. But not to the detriment of play sessions.

Screen Name Redacted

12/18/2023 12:07 PM

The proposals depend on an already stretched Hv team to offer support when they currently cannot manage extra costs except for safeguarding one's

Screen Name Redacted

12/18/2023 12:43 PM

Why decrease, we need more help, include more families

Screen Name Redacted

12/18/2023 12:55 PM

We would be less likely to attend and use the service that has helped us so much as a mum of twins

Screen Name Redacted

12/18/2023 02:17 PM

No cuts should be made to family services. It is short term thinking by council and government (who cut council funding)

Screen Name Redacted

12/18/2023 02:45 PM

I would prefer to keep the centres the way they are.

Screen Name Redacted

12/18/2023 03:17 PM

What do you mean by health services? I think community support and health services should go hand in hand

Screen Name Redacted

12/18/2023 06:46 PM

Using the word potential increase doesn't feel me with confidence that it would lead to the extra HV led sessions.

Screen Name Redacted

12/18/2023 08:42 PM

I do not need the health services as my son is approaching school age but mixing with children who will be in his year group is vital so activities is what we need

Screen Name Redacted

12/19/2023 06:26 PM

Extra support when needed

Screen Name Redacted

12/20/2023 12:11 PM

It is always difficult to take things away, but the council doesn't take this into account when giving time and money away.

Screen Name Redacted

12/20/2023 04:59 PM

I have no children

Screen Name Redacted

12/20/2023 07:02 PM

More baby massage

Screen Name Redacted

12/20/2023 07:56 PM

What's going on at family centres is important for my famil, we randomly take part

Screen Name Redacted

12/20/2023 08:30 PM

Na

Screen Name Redacted

12/20/2023 09:25 PM

Good that baby massage would stay, but a shame to lose the play spaces

Screen Name Redacted

12/20/2023 09:36 PM

I like baby massage is included. A slight reduction of less popular activities in favour of saving councils money wouldn't impact me personally.

Screen Name Redacted

12/21/2023 07:09 AM

Less opportunity and support

Screen Name Redacted

12/21/2023 07:54 AM

see above

Screen Name Redacted

12/21/2023 11:08 AM

Health visiting is important and as new mum you need that support to be accessible

Screen Name Redacted

12/21/2023 11:26 AM

Less play activities just seems like a bad idea!

Screen Name Redacted

12/21/2023 12:48 PM

Any reduction on the play sessions would I think have a negative impact on the children and their parents who go there regularly

Screen Name Redacted

12/21/2023 01:16 PM

There is already much information and activities n health and no free activities for children out in the community. My children love not only the staff but the safe space the family center led activities bring. It has impacted their development and relationships with other children

Screen Name Redacted

12/21/2023 02:06 PM

Similar answer as above, but obviously the extra play spaces and baby massage is so important to parents and babies.

Screen Name Redacted

12/21/2023 04:24 PM

Baby massage was a great activity with my 2nd would be a shame to lose it. For our family the play and family centre led activities are very beneficial. I am due to have 2 under 2 in 2024 and would like to see the frequency and accessibility of these sessions remain or even increase.

Screen Name Redacted

12/21/2023 06:54 PM

You must know what groups are well attended and which are not. The baby massage one I attended was fully booked

Screen Name Redacted

12/21/2023 08:25 PM

As above

Screen Name Redacted

12/22/2023 12:10 AM

As above. This is not the service to reduce.

Screen Name Redacted

12/22/2023 05:54 PM

As stated in my response to this question regarding option one. Social development is as important as health classes and cannot be reduced without detrimental impact to future generations

Screen Name Redacted

12/27/2023 02:38 PM

Harder to see a health professional these days and access to my Health visitor and school nurse was invaluable.

Screen Name Redacted

12/28/2023 01:32 PM

I don't use the centres for health services, only play

Screen Name Redacted

12/28/2023 09:08 PM

Again question relates to impact on my family. No information to indicate that health will have the resources to deliver the increase in services.

Screen Name Redacted

1/02/2024 09:14 AM

Wider range of opportunities for socially disadvantaged to engage and benefit their children

Screen Name Redacted

1/02/2024 09:35 AM

There is not enough support available in the local community why does there have to be a reduction in service in order to offer health support? why can this not simply be run alongside what is already available?

Screen Name Redacted

1/02/2024 12:23 PM

Same as before, the activities at the centre have more impact for us than hv visits

Screen Name Redacted

1/02/2024 02:56 PM

Health are already lacking in delivering these services which is why we are providing them in the Family Centres now. Health do not have the capacity to effectively deliver things like Starting Solids and our feedback shows that a group workshop environment is an extremely successful way to deliver this.

Screen Name Redacted

1/03/2024 06:57 AM

There needs to be MORE services available, NOT less. These services are vital for families and mums like myself to help meet people and get your head around being a parent.

Screen Name Redacted

1/03/2024 10:54 AM

Above reasons still apply. Any change leaving a negative impact on children's learning and development to save money is very poor

Screen Name Redacted

1/03/2024 11:09 AM

This would have some what negative impact we here in Shoeburyness need to keep these activities

Screen Name Redacted

1/03/2024 11:30 PM

Why are you threatening to change something that works, do Health Visitors have the capacity to provide these additional family-centred services, it seems to me that you are not replacing like with like.

Screen Name Redacted

1/04/2024 06:31 AM

££ avoid cost

Screen Name Redacted

1/04/2024 10:37 AM

We enjoy the free groups. They help the children learn social skills

Screen Name Redacted

1/04/2024 12:58 PM

It would impact my mental health greatly. Getting out and have structure helps me look after my daughter and helps my anxiety. The family centres are priceless

Screen Name Redacted

1/04/2024 02:24 PM

I have a toddler and a baby, we utilise play sessions and baby massage, we do not utilise health services much if at all, this is a negative impact for us

Screen Name Redacted

The current model seems inefficient and I believe the cost of



1/04/2024 03:06 PM

providing the inefficient service has a negative impact on me as a tax payer.

Screen Name Redacted

1/04/2024 04:24 PM

Both are important. You shouldn't have to choose.

Screen Name Redacted

1/04/2024 04:58 PM

Still offers support for families and a cost saving to the Council - both option one and two are good options

Screen Name Redacted

1/04/2024 09:09 PM

Depends who run the classes , I wouldn't attend at all if it was health visitor

Screen Name Redacted

1/04/2024 09:55 PM

For nearly 5 years, since having my first child , I have visited the children's centres, mainly Friars and having the centre in our lives has provided much needed support, learning opportunities, friendship circles, opportunities for social interaction....varying support through the journey of early years, as a parent....

Screen Name Redacted

1/04/2024 10:38 PM

Same as before.

Screen Name Redacted

1/05/2024 12:47 AM

More sessions than option 1 is positive, but I believe that it would have a negative impact on families with reduced sessions

Screen Name Redacted

1/05/2024 11:21 AM

It is important to have a variety of family and health activities available for baby development and new mothers mental health

Screen Name Redacted

1/05/2024 04:58 PM

Hv can't possibly do everything

Screen Name Redacted

1/07/2024 10:04 AM

All centres have a capacity for wider delivery based on identified community need.

Screen Name Redacted

1/07/2024 11:29 AM

Structured play and space to play has been really useful for me

Screen Name Redacted

1/07/2024 01:16 PM

Local services

Screen Name Redacted

1/07/2024 06:01 PM

I don't understand how A Better Start Southend or this new Family Cic continue to get funded. Their latest report lacks engagement. They have very little impact considering how much funding they have had for ten years. It's about people getting a wage and not a lot else. It's easy to have ABSS with bums on seats at HWBB and SSPB showing very little knowledge of parenting issues. I don't understand why there is such an obsession over breast feeding as if it "cures" all problems. There are other areas in the town that need support and it should be open to everyone. Maybe Krishna can run a " few more pilots " and waste some more money while SAVS and Healthwatch facilitate their own agendas. Chaos and Calm have about six people at their sessions. Money for old rope! Try getting that Toy Library out of the Lighthouse Centre that haven't filed there accounts for year's and only let "real" disabled join there coffee morning. Another wasted resource for families. That should be a family centre with support not free loaders with plastic toys sitting and talking about how terrible they have it when all their kids are in special school, get direct payments and respite.

Screen Name Redacted

1/07/2024 07:53 PM

As before

Screen Name Redacted

1/07/2024 09:36 PM

Family led activities are so important leave things as they are!!!!

Screen Name Redacted

1/08/2024 10:31 AM

Refer to point 14

Screen Name Redacted

1/08/2024 10:37 AM

First time mums need support across town, helps keep sessions accessible and not too busy

Screen Name Redacted

1/08/2024 12:11 PM

I feel it is important to retain services such as baby massage, which encourage users to begin to visit the centres and build support networks.

Screen Name Redacted

1/08/2024 03:37 PM

I am lucky that I can afford to take my son to classes but for Parents and Children on low incomes the family centres are vital in terms of the services and classes they provide.

Screen Name Redacted

1/09/2024 04:09 PM

With my two under 5s I have attended potty training, introducing solids, baby massage... In fact I've used many of your services. They are ways to book onto and informative.

Screen Name Redacted

1/10/2024 09:56 AM

Fewer play activities would be a terrible idea. Mums and families need these sessions for many reasons, one being constant routine. And changing each week would not work either, no one would not know what is on and when.

Screen Name Redacted

1/10/2024 02:31 PM

Children learn through play!

Screen Name Redacted

1/11/2024 08:15 AM

I have a young family and use the family centres. Never been to/heard about health service? Is this the midwife?

Screen Name Redacted

1/11/2024 09:10 AM

the activities are a key part of the centre and for the people using them

Screen Name Redacted

1/11/2024 10:25 AM

As above

Screen Name Redacted

1/11/2024 02:12 PM

The ABSS are not accessible to all regardless of whether there's a need so the family centre offer feels enhanced and highly valued for welcoming regardless of their socio-economic group. and that's what makes it so unique.

Screen Name Redacted

1/11/2024 08:37 PM

We wouldn't be able to attend as many sessions as we do.

Screen Name Redacted

1/11/2024 11:24 PM

The activities offered for children are vital for them to have a chance to socialise and play. Netherlands the Services or activities should be reduced.

Screen Name Redacted

1/12/2024 11:07 AM

I prefer the play activities But I need to know more about the health led services that would be available to make a more informed decision I think it's really important to have the play led activities as this allows a community feel and a relaxing break for us busy mums

Screen Name Redacted

1/12/2024 12:56 PM

Same as option 1

Screen Name Redacted

1/12/2024 02:56 PM

I have used your services for years and they are all so helpful and support for parents and children . they are all so fantastic and being

freeore parents use them . I have used these services for 5 years

Screen Name Redacted

1/12/2024 07:16 PM

We go 3-4 times a week to the centres for the play activity so if these are reduced down we won't be able to go as much as we do now

Screen Name Redacted

1/12/2024 10:04 PM

N/A

Screen Name Redacted

1/13/2024 09:09 PM

My worry is that there will be too many children and families trying to get into the 4 centres that remain open. For people with younger infants and toddlers this may not be a suitable setting for them. It's also harder for the parent to ensure their child is safe when there are too many other children around. If numbers are limited then it will turn into a race everyday of who can get there first and 'bag a spot'.

Screen Name Redacted

1/14/2024 04:02 PM

As per option one

Screen Name Redacted

1/16/2024 12:07 AM

I think I've already covered some of this. I'm not keen to have a HV deliver some of the content we had in successful workshops with the family centres. This worked so well for us and every workshop I went to it was full. When you say Health service led activities are you meaning the Health Visitor leading these activities? Sorry but a bit confused now. No, I do not agree with this. Losing good staff who are bettering themselves, learning more and making room for other to grow as well. Please do not get rid of baby massage. Most cannot afford the high costs of a private company delivering this. It showcases the family centres and is a crucial stepping stone from having your baby and not knowing anything to being hands on, connecting, meeting other parents, learning new skills, confidence and trust all under the family centre roof with an excellent trainer who guides you and you see the same people each week and build those early and very important connections with Mummies around you. All for free! It was amazing.

Screen Name Redacted

1/17/2024 10:55 AM

We have only used the play sessions.

Screen Name Redacted

1/17/2024 11:16 AM

Would not use the health related services.

Screen Name Redacted

As previously stated in the last response.

1/17/2024 11:28 AM

Screen Name Redacted

same as option 1

1/17/2024 12:29 PM

Screen Name Redacted

In my family I'm a single parent of 3 boys so my constant and continuous focus is finding places I can take my children. By reducing opportunities for family led activities and increasing health benefits you are basically saying the council doesn't care about supporting families anymore.

1/17/2024 01:13 PM

Screen Name Redacted

Want to use the stay and play services

1/17/2024 02:00 PM

Screen Name Redacted

The family centre has been a hugely positive place in mine and my babies life, it has provided socialisation for both my child and myself, coming to the classes has greatly improved my mental health and made me feel less isolated, I have made friends and it was free at a time when i was struggling financially.

1/17/2024 02:51 PM

Screen Name Redacted

Swapping over to the health services effectively means cuts again, which seems to be all this council is concerned with. Health services are severely stretched as it is and I cannot see how you would be able to move services across without resulting in real time cuts.

1/17/2024 04:42 PM

Screen Name Redacted

I would opt for option 2. I understand change is needed but feel option one is too serve considering the current cost of living and lack of mental health support available without extreme wait lists.

1/17/2024 08:01 PM

Screen Name Redacted

This would not include Centre Place Family Centre and therefore is not convenient to me at all.

1/17/2024 08:02 PM

Screen Name Redacted

I do not attend the play sessions very often

1/17/2024 10:46 PM

Screen Name Redacted

May not be able to continue running the session we have weekly which is very valuable to all those that attend

1/18/2024 05:46 PM

Screen Name Redacted

It would be great to keep more of the family centres so better than option 1

1/19/2024 12:27 PM

Screen Name Redacted

1/20/2024 12:22 PM

Same as above response. I have personally attended the antenatal class with my partner before having my son & since him being born I have attended multiple classes and sessions. I have made a wonderful group of friends through doing so which has given me an incredible support network. I honestly don't know what I'd of done without them. If I hadn't done sessions through the family centres I honestly believe I would have become very lonely and would have had no confidence in leaving the house with my baby on my own. This would have isolated me so much and potentially would have caused me to suffer mentally. Going and making friends has benefited me beyond words and has pushed me out of my comfort zone. I would do a 1/4 of the activities I do if it wasn't for the family centres, all starting with the antenatal course.

Screen Name Redacted

1/20/2024 08:33 PM

As above

Screen Name Redacted

1/21/2024 10:53 AM

I am a volunteer and have no family who are service users. I am concerned about the extra pressure being put on the Health service to provide activities for the families I'm in contact with. From what I've seen they are already overstretched.

Screen Name Redacted

1/22/2024 01:01 PM

as it is open to all things like baby massage are maybe used for free by families who could afford to do actives, so it is important money is spent priorit families in need can be less less engaged or aware of support available . should be means tested some how .

Screen Name Redacted

1/22/2024 02:28 PM

Feel Health service should be offering these as they have the opportunity to visit and be with families that may not elect to engage with the services offered.

Screen Name Redacted

1/22/2024 07:44 PM

I only use the stay and play

Screen Name Redacted

1/23/2024 10:30 AM

My eldest had an undiagnosed milk allergy and screamed when I took her to baby massage because she had eczema.. I wasn't supported... only judged... this put me off for life and I didn't take my other 2 so it wouldn't make any difference. If mums want to massage their babies then they can do it at home while following a YouTube vid, without judgement

Screen Name Redacted 1/23/2024 11:53 AM	Not enough provision of centre choices for Southend families however better choice than option 1 (especially when considering the needs of young parents)
Screen Name Redacted 1/23/2024 12:35 PM	as above
Screen Name Redacted 1/23/2024 12:56 PM	As above
Screen Name Redacted 1/23/2024 02:47 PM	I dontvuse family centres now, as my girls are older
Screen Name Redacted 1/23/2024 04:29 PM	This is not actually for my family but for the many families that I refer to the Family Centres for activities and support. If I want to refer to Health services then I would refer to a HV or school Nurse separately. I have seen how the Family Centres in Essex are more Health focused and it is not as bespoke a service as a Family Support worker can provide.
Screen Name Redacted 1/24/2024 08:28 AM	I think we need to still keep the family activities
Screen Name Redacted 1/24/2024 02:05 PM	Reducing the amount is not a good idea as some families prefer or like other places and variety of places eases stress to try and get out somewhere
Screen Name Redacted 1/24/2024 04:32 PM	Same as before
Screen Name Redacted 1/25/2024 01:53 PM	My family have personally needed access to health services for my daughter in the last 2 years. I spoke to my doctor on multiple occasions and he isn't a specialist in the area of support we needed and my daughter suffered for 2 years before I contacted the health visiting team out of desperation. They were fantastic and we were referred to the asthma and allergy team but my daughter hasn't ever had a face to face appointment, been offered a blood test or allergy testing and there is definitely something still going on. I can't imagine how lost families with young children who have SEND feel. Also, vulnerable young children can go for years without being seen by a health visitor or other professional. How are you able to say those children are safe in that time?

Screen Name Redacted

1/25/2024 08:50 PM

Negative impact on the community

Screen Name Redacted

1/26/2024 04:15 PM

Keeping as many play activities as possible is important. I think it does benefit low income families. Health is important but surely this responsibility also lies with GP surgeries.

Screen Name Redacted

1/29/2024 05:36 PM

This affects all our children including my nephew. But it's not about how things affect us as individuals. Many of those that benefit from children's centres the most - the mentally vulnerable and those with SEN or poor education will not be able to answer this survey. This is about all our children, about all our future. I find asking just about our individual families a very skewed way to look at this.

Screen Name Redacted

1/29/2024 08:36 PM

See previous

Screen Name Redacted

1/30/2024 10:13 AM

As before, this feels like the services are being reduced

Screen Name Redacted

1/30/2024 01:56 PM

Both are needed

Screen Name Redacted

1/30/2024 09:42 PM

Health visitor appointments are short and timings can be restrictive. Its adding to their workloads. See other response in 14.

Screen Name Redacted

1/31/2024 05:39 AM

Really keen for others to benefit from baby massage.

Screen Name Redacted

1/31/2024 06:32 AM

This option is preferable to option 1 if changes have to be made. Family Centres are a vital source of support for many families, so the broadest possible availability of services is essential in my opinion.

Screen Name Redacted

1/31/2024 10:40 AM

Same as above

Screen Name Redacted

1/31/2024 12:31 PM

As mentioned previously



Screen Name Redacted

2/02/2024 09:48 AM

There will be a lack of support for families who have no other support

Screen Name Redacted

1/31/2024 01:00 PM

I feel its important to keep these activities due to finance problems or lack off and getting likeminded people together and be with a community. Also to experience various activities that will have a positive impact for me and my child.

Screen Name Redacted

1/31/2024 01:10 PM

At least there will be classes on this option. Option 1 is awful- how can so much budget be allocated to the Pier when young families need it.

Screen Name Redacted

1/31/2024 01:20 PM

I don't want to lose access to all groups currently. I enjoy meeting up with other parents.

Screen Name Redacted

1/31/2024 03:28 PM

All family centres should stay open as they offer so much support for new mums and second time round mums and so on ..... They offer so much support with no judgement!!

Screen Name Redacted

1/31/2024 07:54 PM

You are gonna need extra health services if you cut family centre activities cos there are gonna be a huge rise in mental health. I worry about my partner

Screen Name Redacted

1/31/2024 07:56 PM

Same as above

Screen Name Redacted

1/31/2024 09:02 PM

It's slightly better than the first option but is still not good enough. You want the best for families and to reach out to as many families as you can. Well by reducing the centres only means some people can only reach one or none. Cutting it down is going to affect young children's mental health and adults mental health. Reducing services and groups just keeps parents and children locked up indoors, not good for anyone's mental health. Surely you can cut costs else where rather than the family centres which would affect A LOT of families

Screen Name Redacted

2/01/2024 05:32 AM

It would be a huge mistake for the community

Screen Name Redacted

2/01/2024 10:52 AM

The children will miss out

Screen Name Redacted  
2/01/2024 11:05 AM

You have not explained what health service led activities and from my interpretation does not benefit children or families.

Screen Name Redacted  
2/01/2024 11:32 AM

As option 1

Screen Name Redacted  
2/01/2024 01:51 PM

People go to the family centres because they are robbed off by health visitors! Do health visitors call if they haven't seen you in a while? No! They rarely answer the phone or when they do they do a tick box exercise sometimes without seeing the children! Starting solids is full of parents who tell us they're so grateful for us because the health visitor team are next to useless and palm off nervous parents with leaflets and tick a box to say they've discussed it with them.

Screen Name Redacted  
2/01/2024 02:35 PM

Agree

Screen Name Redacted  
2/01/2024 02:43 PM

Again im not sure by the wording of this question what you mean - see answer for Q11

Screen Name Redacted  
2/01/2024 04:17 PM

Above

Screen Name Redacted  
2/01/2024 06:50 PM

As activities should be available in as many centers as possible for reasons already given eg access for all

Screen Name Redacted  
2/01/2024 09:38 PM

Same answer as before

Screen Name Redacted  
2/02/2024 11:49 AM

Baby massage courses to new mums are so important not everyone has the chance to experience this, however from completing this class many years ago it was invaluable. Being a teen mum, inexperienced and no fellow mum friends it enabled me to meet like minded people.

Screen Name Redacted  
2/02/2024 12:20 PM

You are robbing Peter to pay Paul, Our children and their families deserve better, we need Eastwood family centre to continue the good work they have done. Please don't sacrifice us.

Screen Name Redacted

we have only used the play sessions

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2/02/2024 07:51 PM

Screen Name Redacted

would not use the health related services

2/02/2024 08:18 PM

Screen Name Redacted

I go to the group as I know it and so do my children who have SEND I suffer from poor mental health and if you remove the activities for health you end up making my mental health worse.

2/02/2024 08:52 PM

Screen Name Redacted

I thinks its better to have the stay and plays / sensory plays still open as its very important for mums and babies social skills/ development

2/02/2024 09:21 PM

Screen Name Redacted

Depending on what health services there was available

2/02/2024 09:35 PM

Screen Name Redacted

as before

2/03/2024 09:52 PM

Screen Name Redacted

I dont use the health services now my children are older and when i did they were not helpful at all my children are covid babies and need the socialisation more

2/03/2024 10:09 PM

Screen Name Redacted

less options

2/04/2024 07:32 PM

Screen Name Redacted

we tend to come to play activities more than health services as unsure how to book on to health services such as baby weighing - more information on how to book on to things would be helpful especially if people arent on social media

2/04/2024 07:43 PM

**Optional question** (170 response(s), 124 skipped)

**Question type:** Essay Question

**Q5 | Please provide any additional feedback or suggestions you may have.**

Screen Name Redacted

I think that reducing the buildings but keeping one within each locality is a great idea and way of saving money. The Family Centres do not have staffing capacity to put on enough Family Centre led activities for it to be worth having 9 buildings. Reducing family centre led activities would lead to poorer outcomes for southend, Bradford has

12/15/2023 01:57 PM

excellent research examples on this. Reduce the buildings not the staff or services.

Screen Name Redacted  
12/15/2023 02:35 PM

Family centres need to be in areas of highest need. Also need to link with Primary Care Networks and local schools.

Screen Name Redacted  
12/15/2023 03:01 PM

Reducing services and access in early years is just storing up problems for you in the future

Screen Name Redacted  
12/15/2023 03:57 PM

Cut down on the managers. Crèche supervisions are pointless.

Screen Name Redacted  
12/15/2023 04:02 PM

Any money saved is a false economy. If families do not receive pre birth and post birth support they will need to access other more costly services as little early preventable things will be missed

Screen Name Redacted  
12/15/2023 04:11 PM

I appreciate that family centres need to safe money. However it should not result in fewer services being available for families. There must be other ways to reduce costs which does not have impact on family centres.

Screen Name Redacted  
12/15/2023 05:39 PM

Please, please, please keep these centres open!! I honestly don't know how I'd have coped as a new mum without these. Some of us parents and children have no other opportunities to socialise or get help or/and advice. They are so very important to the communities, I can't even believe they are thinking of reducing these services.

Screen Name Redacted  
12/15/2023 06:16 PM

I strongly believe that if too many of the centres are closed you will isolate a massive percentage of new mums across southend. I have made so many friends through the classes and with the staff I can't imagine how much more alone I would feel if they weren't there. Being a new mum is very lonely and going from a very social job to being home 24/7, I am already struggling with the mental side of things I honestly think I'd be much closer to postpartum depression without access to the centres.

Screen Name Redacted  
12/15/2023 06:56 PM

It is VITAL to so many families, parents and carers to keep these centres up and running. Without them my child would not be as well socialised, and happy. I would not feel confident in many aspects of parenting without the support of the family centres in so many ways. I wish I could repay my thanks to all the staff. Amazing.

Screen Name Redacted

12/15/2023 08:15 PM

You have mentioned about the health visitors being able to support with toileting and starting solids however this is not available in my area. Without the family centre offering this I would not have had the information and continued support I needed when my baby started weaning. I would have probably given my child ready made jars of food, I would not have know the extra information around the ingredients and how this can be an unhealthy choice for my child. In my area the health visitors are great but I will now not see them until my child is over a year old, that is a very big gap with little support.

Screen Name Redacted

12/15/2023 10:01 PM

These sessions are amazing and the staff who run them are lovely. We could not be without these sessions. Eastwood and prince avenue are fantastic venues for these classes.

Screen Name Redacted

12/16/2023 08:31 AM

Keep 6 centres, drop st lukes, blenheim and centre place. Keep family centre staff running workshops, the health visitors wouldnt cope with extra work load. Keep baby massage. The staff are all amazing, everyone loves their job and cares about what they do. The summer fun days are great, the Christmas parties are fun, the feedback gained from these would prove that.

Screen Name Redacted

12/16/2023 10:13 AM

The family centres and their staff have played such a vital role in supporting me as a first time mum! Whilst we don't want to see any close down or any jobs lost, I understand that cuts need to be made and as long as we are able to keep a number of the centres open and continue to provide most of the services offered (even if it is reduced) then I think this is a great compromise! We don't want to see these all sadly close in the future so if we can prevent that now but closing one of the centres and reducing the offer, I think this is a good way forward. Thank you again to all the amazing family centre staff!

Screen Name Redacted

12/17/2023 09:41 AM

Many families who really need to attend Family Centres have transport difficulties and it is essential that services are within walking distance or easily accessible on bus routes

Screen Name Redacted

12/17/2023 03:14 PM

I just think it is disgusting that you are considering reducing the family centre service right down to YOUR preferred option. I can only hope all of our feedback is really consider to help keep as many of the centres and session open and running as possible.

Screen Name Redacted

12/17/2023 06:54 PM

Having an anonymous box for those who can donate towards the centers.

Screen Name Redacted

12/17/2023 09:26 PM

These services have been vital for me and my family. Two boys under 5. There are so many families that don't have a strong family to help so these services are so important for the community

Screen Name Redacted

12/18/2023 09:55 AM

I strongly believe we should deliver as many services as possible. Baby massage is very expensive to access in the community and this is so important for attachment in babies early months. I believe a lot of parents/carers would not be able to afford to access this service. I also believe that the starting solids and toilet training workshops are needed as we often receive referrals for this from health.

Screen Name Redacted

12/18/2023 09:58 AM

Don't close these centres because they provide the support young mums and new mums help they may need, it also helps with your mental health and well-being and the kids thrive from going to the classes

Screen Name Redacted

12/18/2023 10:59 AM

X

Screen Name Redacted

12/18/2023 12:07 PM

If early development is so important to Southend City Council they would not be attempting to remove/change, an amazing service. Led by incredibly knowledgeable and supportive people. We understand modernisation may be needed to improve services. But this is about saving money. The council would be removing one of its greatest assets as these services are not available under other councils and I cannot stress how important they have been to me and my family.

Screen Name Redacted

12/18/2023 12:43 PM

Any new jobs please send to hwood84@hotmail.com. You guys are brilliant

Screen Name Redacted

12/18/2023 12:55 PM

Stopping playgroups at the centres would be hard for us as we use them but having additional ones would be great. The sessions we go to are busy and everyone appreciates the service

Screen Name Redacted

12/18/2023 02:00 PM

1. ABSS funding has caused a greater divide and unequal provision than family centres. Reinvesting funds to those who need it, not blanket postcodes. 2. Evening and weekend provision 3. Peer support and community access/ownership/opportunities to facilitate for

ourselves 4. Intergenerational activities 5. Not limited to these buildings 6. Employing peer support mentor/volunteer coordinator to invest in people and an asset based community development approach

Screen Name Redacted

12/18/2023 02:08 PM

I suggest the council stops attempting to close our family centres and library's resulting in negative impacts on our children and future generation. Maybe if the council stopped threatening to impact children's education to save money and looked elsewhere at better ways to structure their flawed system that it may be more beneficial. Perhaps cut the money spent on traffic wardens and countless weeks of "free" fireworks to invest in our children. The fact we are battling to keep these services open so our children can learn and read is disgraceful. Swapping books for fireworks is not the answer here.

Screen Name Redacted

12/18/2023 02:17 PM

Go back to government and discuss putting up taxes by 1%. You cannot keep cutting much needed services and expect a balanced and caring society. Reverse councillors expense increase. Councillors have on-line meetings, removes need for meeting rooms.

Screen Name Redacted

12/18/2023 02:45 PM

The family centres are out of this world amazing. My maternity leave would have been completely different without them. They are the back bone of Southend maternity support. Do not cancel them please! It's a luxury that our council should be proud of!! Keep them on!

Screen Name Redacted

12/18/2023 03:17 PM

The educational courses provided by the centres such as antenatal and starting solids are invaluable. I had a HV come to my house to discuss starting solids but the course was so much more indepth and helpful. I also want to repeat how important the playgroups are. They always seem to have a great turnout and it gets mum and baby out of the house to a safe and free environment. When you're on maternity leave you can't afford lots of expensive activities and you also need to be around other families who can support during the tough times of raising a baby. I think without the support provided by family centres, things like postnatal depression and anxiety will increase and so will demand on health professions if you remove the much needed peer support. The staff at the family centres are also excelling and so supportive.

Screen Name Redacted

12/18/2023 06:46 PM

Closing centres and reducing activities will have a great negative impact wherever you do it.

Screen Name Redacted

12/18/2023 08:42 PM

Eastwood has very limited groups for under 5's I had to travel far when my child was younger and missed a venue within walking distance. The family centre was the only and best option for us

Screen Name Redacted

12/19/2023 06:26 PM

I do feel health should be focused on but there needs to be a balance between that and family centre activities.

Screen Name Redacted

12/20/2023 12:11 PM

Close the lot. Let people pay and provide their own facilities.

Screen Name Redacted

12/20/2023 02:26 PM

You need to provide greater granularity on attendance data to make an informed decision. There is nothing in the pack that sets out which services are used where.

Screen Name Redacted

12/20/2023 07:02 PM

I love all the centres

Screen Name Redacted

12/20/2023 07:56 PM

I wish the stay&plays would still keep on, maybe less often, throughout the holidays, it's really useful

Screen Name Redacted

12/20/2023 09:25 PM

There have already been enough cuts to family and children centres when they can be lifeline to parents, particularly mothers. They are often the frontline of safeguarding and wellbeing for families who may otherwise slip through the net.

Screen Name Redacted

12/20/2023 09:36 PM

If some centres have to close, is there an option to have more activities back to back? I feel like the current schedule is quite sparse so having a more dense timetable but less locations wouldn't impact me personally as I can drive to different centres if needed (but not everyone can)

Screen Name Redacted

12/21/2023 07:09 AM

Please do not close these centres, they provide a huge amount of support for may families

Screen Name Redacted

12/21/2023 11:55 AM

Please increase support for families

Screen Name Redacted

12/21/2023 12:48 PM

I think the amount of play / messy play sessions at family centres is great as the different times / locations suit different aged babies. Any reduction in these would be really sad. I've been to lots. Of the



summer fun days and they were amazing. Also the staff running the play sessions at family centres are all so nice and helpful.

Screen Name Redacted

12/21/2023 01:16 PM

The soft play sessions are very unsafe as there are no padded mats or not enough padded mats available and my daughter fell straight onto the hard flooring and really hurt herself. If you go to soft play elsewhere proper padded mats/flooring is provided

Screen Name Redacted

12/21/2023 01:16 PM

There is already much information and activities in health and no free activities for children out in the community. My children love not only the staff but the safe space the family center led activities bring. It has impacted their development and relationships with other children. As a mother of 2 under 2 it can be difficult to go out to places on my own, the family centers provide us with a safe space that my children can learn and explore while giving myself support when needed. Not only are our physical needs met (by the activities) but our mental wellbeing too, the staff are always about to talk to which allows you not to feel alone but also to get advice or point in the right direction if needed. The increase of Family Centres and their activities is vital and provide so much valuable space and information for young children to grow.

Screen Name Redacted

12/21/2023 02:06 PM

I work for a local service that is meant to be able to book rooms at the centres to see mums in that we work with. It is next to impossible to book these rooms and despite there being a need for it, the service is just not available or accessible.

Screen Name Redacted

12/21/2023 06:54 PM

ABSS run fantastic breastfeeding support groups but this is restricted to certain areas. There's is nothing at Blenheim, or Eastwood etc which is a huge thing missing as many mums start breastfeeding at birth but due to difficulties and no local support, many give up which costs the NHS greatly each year

Screen Name Redacted

12/21/2023 08:25 PM

Family support will be lost and sadly health visitors do not have the desire to offer family support sessions. The value of universal sessions should never be overlooked. I do think baby massage could be referral only. I was surprised when I found out this was free( referral only in Essex). I cannot tell you how amazing the baby 2023 sessions were and I have forged some amazing friends that I still see ( 20 months later) from this who have been a support line for peer support. Also sensory play is amazing and given some great, affordable activities to do at home

Screen Name Redacted

12/22/2023 03:10 PM

Need more morning sessions

Screen Name Redacted

12/27/2023 02:38 PM

need a modern booking system and app

Screen Name Redacted

12/28/2023 09:08 PM

Need to look at the attendan e figures. Need to look at the abss findings which should influence future provision. Does health have the capacity to increase provision. What wil you do in the centres when they are not delivering services. How will you link with the charities which have been forced to step in and deliver services that were previously delivered by children's centres. Shouldn't the family support duplication with other council services be sorted out first

Screen Name Redacted

1/02/2024 12:23 PM

We as a family love the services and activities provided by the centres and would deeply miss them if they were to be reduced.

Screen Name Redacted

1/03/2024 06:57 AM

These services have been essential for me and my husband prior to having our little boy, the antenatal classes were fantastic to now using the service with my little boy. If I hadn't have had access to the baby 23 and baby massage I would be in a very different position now and this helped me to gain the confidence to go to more classes and make new friends and meet other mums in the same position. This is a valuable platform to do so and there should be more support for new mums and families and no cut backs should be made. Money should be invested to help increase the offering.

Screen Name Redacted

1/03/2024 11:09 AM

More SEN sessions to be brought to friars family centre rather than summer court as for people in Shoebury this is quite a distance to travel. This would then help children/parents like myself who need these sessions as well as stay and play.

Screen Name Redacted

1/04/2024 06:31 AM

Start making people pay for the service they usr

Screen Name Redacted

1/04/2024 10:37 AM

Please do not close the centres. People that don't drive will find it harder to get to a centre further away.

Screen Name Redacted

1/04/2024 12:58 PM

None of the councillors have young children or have attended a session so how the hell can they make a decision on closing the centres! They don't understand the support they give to people like

myself who suffered with post natal depression. Closing them will affect so many families negatively and increase the leaves of mental health issues and isolation in the community

Screen Name Redacted

1/04/2024 03:06 PM

To consider access to the centres. I always found it difficult to park at Hamstel and not being able to bring buggies into Blenheim really put me off using the centre (I wasn't happy that the buggy was secure left outside and I often had a sleeping baby and a long wait to see the Health Visiting team for baby weighing and so waking me baby to sit or stand in a queue was not ideal.)

Screen Name Redacted

1/04/2024 04:24 PM

Family centres, attached to schools, are probably better than stand-alone buildings. There needs to be good parking nearby. The activities offered need to be advertised more or are they done on referrals? Perhaps close those centres that are not well attended or where there are 2 close by.

Screen Name Redacted

1/04/2024 05:27 PM

All community spaces including community centres, family centres serving the community need reviewing to ensure they support their community and needs. The name family centres is also dated and services in them are really until child goes to school so only relevant for residents for a particular period of life. Community centres were handed over to communities some 10 years + maybe this should happen with family centres now?

Screen Name Redacted

1/04/2024 09:55 PM

Keep the children's centres, for over 30 years they have been an underpinning support service for countless children and families. My mum was among those who helped to set them up all those years ago and they were so needed then and they continue to be a necessary service in Southend as a whole. Pulling the services will see isolation grow, under 5s accessing less play and learning opportunities, children starting school with delays in social skills, communication and language, unpotty trained, poor diet, routines..... The services are as fundamental now as they were when they were set up and will continue to be for the foreseeable future. Parents, carers and children need and deserve the services and support that children's centres provide to all that use them, rely on them and will do in the future.... Save our children's centres, save our children's futures, support them now and save their futures, a supported family and children have been chances of success, let's break the cycle of broken parents and children. It takes a community to raise a child, children's centres are at the centre of our communities.

Screen Name Redacted

1/05/2024 12:47 AM

It would also be good if the children's centres were available to hire privately for birthday parties to gain additional revenue.

Screen Name Redacted

1/07/2024 10:04 AM

Restructure family centres to reach their full potential of early intervention and prevention with clearly defined and agreed multi agency delivery that is integrated rather than competing.

Screen Name Redacted

1/07/2024 11:29 AM

Please remember not everyone drives and although they're all based in Southend, Shoeburyness is miles from Southend east!

Screen Name Redacted

1/07/2024 06:01 PM

<https://theneurodiversityfamilyhub.org/> With experts of lived experience

Screen Name Redacted

1/07/2024 09:36 PM

Leave things as they are these services are much needed and should not be reduced!!+

Screen Name Redacted

1/08/2024 10:31 AM

N/A

Screen Name Redacted

1/08/2024 11:56 AM

Don't close the family centres, it will detrimentally impact southend and families. The NHS does not provide enough support for new mums and dads, as it is.. the family centres bridge this gap, provide excellent support and prevent post natal depression in new mums by giving support, community, knowledge, mental health help when needed and the ability to meet others easily and make new friends.

Screen Name Redacted

1/08/2024 03:23 PM

Without the Southend Children Centres learning to parent would've been very hard on me mentally. I found 4 great friends through baby 2023 and we all were there to support each other. I have met so many lovely people at various sessions and groups and it would be a great loss to the local community. I always think how lucky the people who have access to these services are

Screen Name Redacted

1/08/2024 03:37 PM

Perhaps the council needs to learn how to mudget better, the sorry state you are in caused by your own financial mis management that you are now trying to take away/significantly reduce vital community services - family centres, libraries, cultural events (luminiocity for example)

Screen Name Redacted

I am quite busy but have tried my best to complete this survery (I

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1/08/2024 09:17 PM

have found it a bit difficult to understand but perhaps needed longer to read everything?). But essentially I wanted to say that I have really benefitted from a number of services provided by the family centres / run at the family centres (including Yoga4all at Friars which was not mentioned). I feel any reduction in these services/access to services can only have a negative impact for local parents/carers/children. I found life with a newborn quite difficult and found travelling anywhere stressful and was grateful to have local services available to drop in/low cost without having the stress of committing to long expensive courses. Many parents are earning less whilst on mat/pat leave so it is so valuable having these free/low cost things available as it can be a lonely and difficult time.

Screen Name Redacted

1/09/2024 04:09 PM

With my first child I lived in abss area, but my second I didn't. It was very frustrating not being able to access the same opportunity with both children.

Screen Name Redacted

1/09/2024 09:53 PM

Would be really sad to see the family centres reduce. They were there for me and my baby during covid times and some of the hardest times becoming a parent. To have Free courses available to parents would be amazing. I would love to parent and children first aid courses run by award winning Mini First Aid who won Dragons Den in local family centres

Screen Name Redacted

1/10/2024 09:56 AM

If the proposed options go ahead definitely baby massage needs to be included, a minimal cost session that so many new mums get so much out of, sometimes a gateway service into the centre.

Screen Name Redacted

1/10/2024 05:41 PM

The services are really important for mothers on very little maternity pay and provide a lifeline to us in the community

Screen Name Redacted

1/11/2024 02:12 PM

The family centres are a valuable and unique offer from the council and this should be taken as an opportunity to reflect on how things can be streamlined for residents - the sessions are run by dedicated staff but the locations feel like they are under utilised. I would suggest reviewing the following operational functions: - Length of session - Registration process (offer an electronic approach - maybe with ipads at the centre) - Introduce a booking systems (possible limit to number of sessions that can be booked on) - Streamline the activity with other areas for families and culture in the city - Look into developing a subscription service for some sessions i.e. baby massage or antenatal classes (subsidised compared to what people would pay in the market) - Create testimonials from service users

(recommendations/campaign to boost usage and take up in each location) Many thanks

Screen Name Redacted

1/11/2024 08:26 PM

I would suggest maybe looking family fundraiser where you use the centres to make stuff to sell which can get the kids involved in stuff like arts and crafts. Also looking at other things community days such as cake sales etc

Screen Name Redacted

1/11/2024 08:37 PM

I don't think the council realise how much parents rely on these groups! They are the first steps for many new parents to make friends and for them and their children to socialise and learn something new. The staff are all amazing and it wouldn't be the same without them. I think offering some sort of fundraiser would be a great way to raise some funds or some form of donation for sessions.

Screen Name Redacted

1/11/2024 11:24 PM

Children in Southend are in urgent need of support, any reduction in funding and support would be atrocious, as a teacher I see every day the results of lack of funding and lack of social support for young people. so why take away the support they may receive when they are youngest and going through some of the most rapid developments in their lives . There are plenty of other areas where funding could be cut (usually in vanity projects or salaries of the highest earners within the council).

Screen Name Redacted

1/12/2024 12:56 PM

You need to keep all of the services that are currently available. Instead of shutting things down you should be expanding and opening more centres over more days and times. The family centres have provided a huge support throughout pregnancy and since. Lots of opportunities to learn and mix with people at the same stages as you. They've created a group of friends for my baby right from birth, that still one year down the line all meet up and get to grow up together. Yvonne and Emma have been super helpful from the antenatal classes all the way up til now. They deserve better recognition and shouldn't have to constantly worry things may get shut down. We learnt more through the family centres than from the home health visitor team. Eg the starting solids workshop was amazing. The HV didn't even discuss this in the designated solids appointment! Shutting things down punishes families that can not afford to take their babies and toddlers to soft plays etc. we are fortunate that we can but others might not be. It also punishes mothers that need extra support during the early stages, it also shows you don't care about the local children having access to grow up with opportunities to learn and enjoy things they otherwise wouldn't have the chance to

Screen Name Redacted

1/12/2024 01:24 PM

We love you

Screen Name Redacted

1/12/2024 10:04 PM

N/A

Screen Name Redacted

1/13/2024 09:09 PM

If funding is an issue couldn't parents attending the activities pay a donation? It might not need to be a lot but across the weeks it could add up.....?

Screen Name Redacted

1/14/2024 04:02 PM

My concern is that by reducing the number of centres where stay and play sessions are held will make it harder for families to attend. Not everyone has access to a car so can not travel to a centre out of walking distance

Screen Name Redacted

1/16/2024 12:07 AM

I feel I've detailed a lot above so I hope that is helpful.

Screen Name Redacted

1/16/2024 03:58 PM

Closing these sites will have a huge impact on many parents that don't like to take that step and get out with their little ones. It will affect alot of parents mental health. Also being free activities, it really benefits the children because parents that can't afford groups rely on these alot. Myself included.

Screen Name Redacted

1/17/2024 10:55 AM

To keep the well planned, busy, stay and plays at all the centres.

Screen Name Redacted

1/17/2024 11:08 AM

Princess of Wales very passionate about Early Years -need her to support to keep all centres open. Motherhood can be isolating Family Centres are vital. Young children need to mix and take part in activities they may not do at home. Children need all of these centres.

Screen Name Redacted

1/17/2024 11:16 AM

Stay and play at the children's centres and baby play are amazing and so good for socialisation for both parents and children.

Screen Name Redacted

1/17/2024 12:07 PM

Q.19 CONTD RESPONSE: and the three are still best friends. Sharing advice to which they were given by the ladies at the family centre. Q 20. It is vital these 9 family centres remain in place. They are essential in helping mums and children in a variety of ways. The staff that run these centres are amazing. Kind, caring and can assess

situations 'as and when' interventions are required. They produce a stimulating environment for the children each week and the children are happy. They form lovely relationships (as do the mums) and learn together the importance of sharing, manners, and behaviour; equipping them ready to move forward into school. Its a true benefit to everyone's 'mental health', well being and confidence.

Screen Name Redacted

1/17/2024 12:29 PM

Please do not get rid of the family centre at centre place, It should be a main centre for anyone to access and gain support

Screen Name Redacted

1/17/2024 12:52 PM

Children's centre are amazing. Drs are where health services should be

Screen Name Redacted

1/17/2024 02:51 PM

The current family centre service works perfectly & is evidently working as the schemes are so busy

Screen Name Redacted

1/17/2024 04:42 PM

Please do not take our family centres away.

Screen Name Redacted

1/18/2024 05:46 PM

It would be awful to shut the centres and reduce the services what provide invaluable support to so many

Screen Name Redacted

1/18/2024 06:12 PM

Centre place has been some where me and my 3 girls have gone for years we have recieved some amazing support from there

Screen Name Redacted

1/19/2024 12:27 PM

As many of the Centres as can be saved would have a big impact on me and my just growing family. As a resident of Southend, and raising my family here, I have been bragging to others outside the area of how proud I am to live somewhere that values family life and seeks to promote and develop it.

Screen Name Redacted

1/20/2024 12:22 PM

To reduce any services would be an injustice to parents and new babies arriving. The services are priceless. I know I would personally rather make a small contribution to each class I attend and for them to all remain running. It's great that they are free but I would rather pay than loose the service completely. Options should be given to accommodate this.

Screen Name Redacted

1/22/2024 01:01 PM

it is important those children who are most deprived or require additional care and nurturing can access supportive programs



Screen Name Redacted

1/22/2024 02:28 PM

Despite not using on a personal level I can see how needed the services are to support families, working in Early years can see year on year where families are struggling with how to approach behaviour, toileting etc

Screen Name Redacted

1/23/2024 10:30 AM

There needs to be more support from birth to teen but without judgement. There is no pathway support for send or signposting. The whole thing is a joke

Screen Name Redacted

1/23/2024 11:53 AM

Southend families who may be young or unemployed or choose not to work or choose not to place their children in nursery settings, still need access to close by family centres. Grandparents of working parents also use family centres close to them or close to their grandchild's location. Other Childrens' Services are closing in Southend, please do not remove good Services for families in this area, we are not all on the 'wealthy sprectrum' and need these Services for the Community to continue to grow well and for Southend Children to be given every chance for a good future.

Screen Name Redacted

1/23/2024 12:35 PM

I agree that there is a duplication of activities and some resistance from Family Centres to work with partners.

Screen Name Redacted

1/23/2024 12:56 PM

The numbers used in the data are reflective of total footfall . A lot of the focussed groups which may naturally have smaller number may have been overlooked but are of equal to, or arguably larger importance. The families we support use the services at Summercourt as a lifeline and if they are no longer available may lead to further isolation.

Screen Name Redacted

1/23/2024 02:47 PM

I used to go to almost every stay and play travelling between children centres. I drive to all of them and always looked out for the ones that had parking spaces. These were life saying classes, as at rhe time I was new to southend and did not know anybody. I used the services for few years .

Screen Name Redacted

1/23/2024 04:29 PM

Please do not change the Family Centres again. This has happened so many times in recent years and causes chaos for the families who rely on the support they receive.

Screen Name Redacted

1/23/2024 09:24 PM

The centres have been a huge support during my first pregnancy. They have continued to support me now during the early stages of my daughters life. I would like there to be more sessions available especially for young baby's. Everyone I have met that works at the centres have been extremely helpful, knowledgeable and friendly.

Screen Name Redacted

1/24/2024 08:28 AM

The centres should also provide access to family therapy

Screen Name Redacted

1/25/2024 01:53 PM

You might be able to tell from my form but I feel passionately about the services that are provided to children in their early years. It is so vital that families are given the right support and knowledge to parent the best way possible. There is so much research around the first 3 years in particular and I think the best way to serve Southend as a community, is to know exactly what the needs are of local families and provide as much support as possible.

Screen Name Redacted

1/25/2024 08:50 PM

These community spaces are a good space for people to get together and reduce isolation.

Screen Name Redacted

1/29/2024 05:36 PM

ABSS should be abolished. All children deserve excellent start in life and by making sessions universal, there is no stigma, poor and wealthy, SEN or none all mix together, all support each other as a proper community. We used to have that. It has now been destroyed and the council seeks to destroy it further. Shame on you!!

Screen Name Redacted

1/30/2024 10:13 AM

The staff at the centres are very supportive and it's really important to me that the centres remain open as they are. Savings should be made elsewhere.

Screen Name Redacted

1/30/2024 09:42 PM

At a time where there are concerns on some children being behind when starting school, concerns for the health of women and parents cutting these services would have a direct impact on increasing costs for other services.

Screen Name Redacted

1/31/2024 11:32 AM

I visit the Eastwood centre at least once a week, it is such a busy session I have to get there at least 10 minutes before opening time to get in as so many people love this centre. It is clean, friendly and feels safe for me and my child to play. If this centre was taken away I feel it would have a very negative impact on the Eastwood community. My daughter would be so upset if her Wednesday session, what she loves was taken away from her.

Screen Name Redacted

1/31/2024 12:31 PM

Please do not stop the SEN support/clubs. These really mean so much to both parents and children. It would be great if there were more available.

Screen Name Redacted

2/02/2024 09:48 AM

This will have a huge impact on the local community

Screen Name Redacted

1/31/2024 01:10 PM

Please don't close Prince Avenue

Screen Name Redacted

1/31/2024 01:20 PM

The family centres and all they provide are important to everyone not just me.

Screen Name Redacted

1/31/2024 02:24 PM

It is very good approach. Should be continued further and our baby really enjoys the sessions and engagement

Screen Name Redacted

1/31/2024 03:28 PM

Please, please keep all the family centres open

Screen Name Redacted

1/31/2024 07:54 PM

The change in my partners mood and life is extremely significant with her joining family centre activities. She is so much happier. I worried about her if option 1 or 2 are chosen

Screen Name Redacted

1/31/2024 09:02 PM

As you can see I have used nearly all services they provide. I go to 2 baby groups a day with my 2 year old daughter. I have been taking her since she was 6 weeks old, we cannot afford any type of childcare and this is the best alternative to get her out and about and playing and communicating, developing and learning alongside other children. If you were to cut the family centres down, that would be heart breaking not only to my family but a lot of families. The baby groups they do are not ever quiet, there are always a lot of families turning up at all of the locations they offer so to cut the amount of centres and to cut the amount of groups they have on would dramatically affect a lot of families in Southend. Young children and parents mental healths will drop severerly. Surely there's another area the council can look in if you need to cut costs. Cutting child play groups is definitely not the one to choose!

Screen Name Redacted

2/01/2024 10:52 AM

I am sure parents would be willing to pay for sessions even a small £1 fee would be a big help.

Screen Name Redacted

2/01/2024 11:05 AM

If you are struggling for funds sack some of your workers

Screen Name Redacted

2/01/2024 11:32 AM

Moving activities around different children centres is not helpful as clients get used to attending a group and struggle to move to a different group, this causes problems with footfall. Decommissioning so many services for vulnerable clients all at once will impact our community so negatively. Trying to do this with less qualified staff for less money will not have same impact and just shouts the lack of understanding from the director of public health, which mirrors our current government, so sad for Southend

Screen Name Redacted

2/01/2024 01:51 PM

Leave the centres alone and make cuts somewhere else! Why is this even being considered????

Screen Name Redacted

2/01/2024 02:35 PM

Reduction of centres to make savings for the council is good, but I feel that council should also show where these savings would be used for. Also, council should add more class spaces for the remaining centres (option 2) to accommodate families who wants to attend these classes.

Screen Name Redacted

2/01/2024 02:43 PM

Family centre activities and sessions are a lifeline for some parents and I believe reducing the services significantly would be detrimental to some who are isolated and struggling. The positives that I have found from using the services are; The staff who are always helpful, cheerful and supportive. The fact that you dont have to book as babies can be unpredictable. That I have made friends through regularly attending some of the groups. My daughter gets to have interaction with other babies - something that as an only child in a family with no other babies is very important. I have felt more empowered as a Mum from the starting solids and baby massage sessions. Play sessions have given me ideas of how to play and learn with my baby at home - it also gives her a chance to play with a wider range of toys and learning items that we maybe dont have ourselves at home. The downsides are simply that sometimes the timings dont work for us - baby is napping, there is a clash with something else or just cant quite get out of the house in time. Also I think that the sessions could be longer - I have attended when theres only 20 mins left just so my daughter gets to have some play and interaction. If the sessions are to be fewer could they be longer? That way parents and carers get more opportunity to come. Travel was mentioned in the proposal document - I am fortunate that I can drive and have a car but not everyone I know with a baby drives and has to

travel to sessions, usually on foot. For those where travel is an issue reducing services or consolidating them at one of the main venues could be an issue which forces them not to come - again making them more isolated from group support and interaction. Could monthly or two weekly sessions take place at some of the extended/outreach sites - so at least parents and children would have the opportunity to benefit from the group support even if it is not every single week. They would still have the option to travel further for weekly groups and activities.

Screen Name Redacted

2/01/2024 04:17 PM

Please don't close our beloved centres. They are a community staple

Screen Name Redacted

2/01/2024 06:50 PM

Keep all centres open to all. It might look as if money can be saved but it won't be long before the negative impacts of loss of these services will be seen in the community and there will be a cost in other areas including health, mental health, antisocial behaviour etc

Screen Name Redacted

2/01/2024 09:38 PM

Please don't close any centres down! It's so important to the community to keep these open and for people to keep their jobs that they are so good at.

Screen Name Redacted

2/02/2024 11:49 AM

I urge you to consider the parents and children of our future. I dread to think of the outcome if the centre closes and less parents and children can benefit from the centres. what the centres offer is invaluable to the community.

Screen Name Redacted

2/02/2024 07:51 PM

To keep the well planned, busy stay and plays at all centres

Screen Name Redacted

2/02/2024 07:59 PM

Princess of Wales very passionate about early years, need her support to keep all centres open. Motherhood can be isolating - Family centres are vital, young children need to mix and take part in activities, they may not do them at home. Children need all of these centres.

Screen Name Redacted

2/02/2024 08:18 PM

Stay and play at the childrens centre and baby play are amazing and so good for socialisation for both parents and children

Screen Name Redacted

2/03/2024 09:35 AM

I think that the government needs to remember that we are raising the future of the country and a positive upbringing for the child should

always be in their best interest. Having a baby can be incredibly challenging and really tests your mental health, this is coming from someone who has never suffered with mental health issues. Support from other mums and family led facilities is absolutely paramount and this helps you get through every day, I think if you reduce this support you are putting mothers/fathers and babies at risk.

Screen Name Redacted

2/03/2024 12:12 PM

Stop where the money is unnecessarily spent. Stop paying people who waste council's money in the name of housing and support when they are healthy and sit and eat at home for no reason.

Screen Name Redacted

2/03/2024 10:09 PM

Taking away the centres may save you money in the short term but long term it will be a disaster I had very poor mental health with my twins and the staff at the centres were the most supportive people in listening and helping giving me the confidence to leave my house with twins and I felt like I really mattered to them I was a person not a number

Screen Name Redacted

2/03/2024 10:21 PM

It is my belief reducing centres this will cause more

Screen Name Redacted

2/04/2024 07:43 PM

more clarity on how to book on to activities if required at centres if dont have access to social media

Screen Name Redacted

2/04/2024 07:50 PM

food banks linked to cookery, we have no car so need to be easily accessible

Screen Name Redacted

2/04/2024 07:58 PM

It would be fab to have even more play sessions offered at hamstel as well as more weight clinics there

Screen Name Redacted

2/05/2024 10:12 AM

Why do you need to take resources from the most useful services to support those of low income and social status/ need can budgets not be cut elsewhere we should invest more not less in children's futures

**Optional question** (140 response(s), 154 skipped)

**Question type:** Essay Question

## Community Assets Mentioned During Face-to-Face and Video-Call Sessions

Session & Date	Community Asset Recorded	Type of Service
Public - Centre Place - 08 Jan	ABSS	Community Organisation
Partner - 23 Jan	ABSS Hub at SAVS	Community Organisation
Public - Cambridge Road - 05 Jan	ABSS/YMCA Group Breastfeeding Support	Service/Session
Partner - 23 Jan	After school clubs	Service/Session
Public - Summercourt - 16 Jan	ATF	Community Organisation
Partner - 23 Jan	baby sensory and hartbeep	Service/Session
Public - Friars - 09 Jan	Baby Yoga at Westcliff	Service/Session
Public - Summercourt - 16 Jan	Big outside events	Other
Public - Centre Place - 08 Jan	Budgeting Course	Service/Session
Public - Blenheim - 08 Jan	Bump to Breast	Service/Session
Staff - 04 Jan	Cake Club	Community Organisation
Partner - 23 Jan	Chalkwell park	Physical Asset/Location
Public - Centre Place - 08 Jan	Chaos & Calm	Community Organisation
Public - Friars - 09 Jan	Christchurch	Physical Asset/Location
Partner - 23 Jan	Church	Physical Asset/Location
Public - Blenheim - 08 Jan	Church Groups	Service/Session
Public - Summercourt - 16 Jan	Church Play Groups / Tea and Play	Service/Session
Partner - 23 Jan	Church Playgroups	Service/Session
Staff - 04 Jan	Citizens Advice	Community Organisation
Public - Centre Place - 08 Jan	City Family	Community Organisation
Partner - 23 Jan	Civic centre	Physical Asset/Location
Public - St Lukes - 15 Jan	Cluney Square Hub	Community Organisation
Staff - 04 Jan	Continance Team	Service/Session
Public - Blenheim - 08 Jan	Do it like a Mother	Community Organisation
Staff - 04 Jan	Early Years Settings	Physical Asset/Location
Public - Friars - 09 Jan	Egg Bros / Birdwood	Physical Asset/Location
Staff - 04 Jan	Family Fund	Service/Session
Staff - 04 Jan	Family Time (previous contact service)	Service/Session
Public - Eastwood - 11 Jan	Feeding Team at the hospital	Service/Session
Public - St Lukes - 15 Jan	Ferndale Coffee and Singing group (all ages)	Service/Session
Staff - 04 Jan	Food Club	Service/Session
Partner - 23 Jan	Football club	Community Organisation
Public - Friars - 09 Jan	Forest Tots	Service/Session

Public - Summercourt - 16 Jan	Free outdoor sports & recreation	Service/Session
Public - Friars - 09 Jan	Fusion Lifestyle	Community Organisation
Public - Blenheim - 08 Jan	Garon Park CIC	Community Organisation
Partner - 23 Jan	Garons Park	Physical Asset/Location
Partner - 23 Jan	HAF	Service/Session
Staff - 04 Jan	Heart Beeps	Service/Session
Staff - 04 Jan	HI + VI Services	Service/Session
Staff - 04 Jan	ICAN	Service/Session
Staff - 04 Jan	Immunisations Clinics	Service/Session
Public - Friars - 09 Jan	Indirock	Community Organisation
Public - Online - 17 Jan	Infant Feeding support groups	Service/Session
Public - Friars - 09 Jan	Ironworks	Physical Asset/Location
Public - Eastwood - 15 Jan	Islamic lessons at the mosque	Service/Session
Public - Friars - 09 Jan	Jo Jingles	Service/Session
Public - Centre Place - 08 Jan	Job Centres	Community Organisation
Public - Blenheim - 08 Jan	Labyrinth House	Physical Asset/Location
Public - Friars - 09 Jan	Leapsprogs	Community Organisation
Partner - 23 Jan	Leigh Community Centre	Physical Asset/Location
Staff - 04 Jan	Leigh Lions	Community Organisation
Partner - 23 Jan	Library	Physical Asset/Location
Partner - 23 Jan	Library Sendiass SEN Support groups Hive	Service/Session
Public - Blenheim - 08 Jan	Library Storyrhymes	Service/Session
Partner - 23 Jan	Lighthouse Centre support	Service/Session
Public - Friars - 09 Jan	Little Adventures	Community Organisation
Public - Blenheim - 08 Jan	Little Explorers	Community Organisation
Staff - 04 Jan	Little Havens	Community Organisation
Public - Prince Avenue - 30 Jan	Little Heroes	Community Organisation
Partner - 23 Jan	Metal	Community Organisation
Staff - 04 Jan	Midwives	Service/Session
Public - Centre Place - 08 Jan	Milk Hub	Community Organisation
Partner - 23 Jan	Mini Marvels	Community Organisation
Public - Hamstel - 18 Jan	Mothers on their own (no longer exists)	Service/Session
Partner - 23 Jan	Museum	Physical Asset/Location
Partner - 23 Jan	Museums priory park	Physical Asset/Location



Partner - 23 Jan	One Love Labyrinth House	Community Organisation
Staff - 04 Jan	Packed with smiles	Community Organisation
Public - Summercourt - 16 Jan	Paid for services (e.g. Sealife Centre)	Service/Session
Public - Blenheim - 08 Jan	Palace Theatre / Cliffs Pavillion	Physical Asset/Location
Partner - 23 Jan	Parks in general	Physical Asset/Location
Partner - 23 Jan	Pips playroom	Physical Asset/Location
Partner - 23 Jan	Play schools	Physical Asset/Location
Public - Blenheim - 08 Jan	Quackers	Service/Session
Partner - 23 Jan	Retail community projects	Community Organisation
Partner - 23 Jan	Rugby clubs	Community Organisation
Public - Centre Place - 08 Jan	Safe Steps	Community Organisation
Partner - 23 Jan	Salvation Army	Community Organisation
Partner - 23 Jan	SAVS	Community Organisation
Partner - 23 Jan	SAVS and ABSS Hub	Community Organisation
Partner - 23 Jan	Schools	Physical Asset/Location
Partner - 23 Jan	Sen activities at Indiroc	Service/Session
Public - Centre Place - 08 Jan	Send the Right Message	Community Organisation
Partner - 23 Jan	Sendiass Library leisure centres	Service/Session
Public - Friars - 09 Jan	Serendipity	Physical Asset/Location
Public - Online - 17 Jan	Sling Library	Service/Session
Public - Centre Place - 08 Jan	Slings on Sea	Service/Session
Partner - 23 Jan	Southchurch plaza	Physical Asset/Location
Public - Eastwood - 15 Jan	Southend Adult Community College	Physical Asset/Location
Partner - 23 Jan	Southend Foodbanks	Community Organisation
Public - Eastwood - 11 Jan	Southend Pride / Queer Families	Community Organisation
Staff - 04 Jan	Southend Round Table	Community Organisation
Staff - 04 Jan	Spec HV	Service/Session
Staff - 04 Jan	Speech & Language	Service/Session
Public - Friars - 09 Jan	Squirrels Club	Community Organisation
Partner - 23 Jan	St Christ Chris Cross	Service/Session
Public - St Lukes - 15 Jan	St Luke's Community Cafe	Physical Asset/Location
Public - Centre Place - 08 Jan	STARS	Community Organisation
Public - Blenheim - 08 Jan	Steps Ahead	Community Organisation

Staff - 04 Jan	Storehouse	Community Organisation
Public - Eastwood - 11 Jan	Story rhymes at library	Service/Session
Staff - 04 Jan	Supporting Families	Service/Session
Staff - 04 Jan	SVP	Community Organisation
Partner - 23 Jan	The Haven Community Hub	Physical Asset/Location
Public - Centre Place - 08 Jan	The Lighthouse	Physical Asset/Location
Partner - 23 Jan	Toy Library	Service/Session
Staff - 04 Jan	Triple Ts	Community Organisation
Public - Friars - 09 Jan	Tru Gym	Physical Asset/Location
Staff - 04 Jan	Trussel Trust	Community Organisation
Public - Centre Place - 08 Jan	Trust Links	Community Organisation
Partner - 23 Jan	Twins Club	Service/Session
Partner - 23 Jan	Victoria plaza	Physical Asset/Location
Public - Centre Place - 08 Jan	Volunteering Matters	Community Organisation
Public - Centre Place - 08 Jan	Welcome to the UK	Community Organisation
Partner - 23 Jan	White Bus	Community Organisation
Staff - 04 Jan	Wipe away those tears	Service/Session
Public - Summercourt - 16 Jan	Work Skills	Service/Session
Partner - 23 Jan	YMCA centres	Community Organisation
Staff - 04 Jan	Young Carers	Service/Session
Public - Online - 17 Jan	YourFamily	Service/Session

<b>Future of Family Centres</b>			
<b>Sample of New Offer (per trimester/4-monthly)</b>			
<b>Blenheim Family Centre (Core Centre - Open daily 8:30-16:00)</b>			
Sessions	Current	New	
Stay and Play*	24	32	At Least twice a week
Family support drop in	0	16	NEW
Story, Rhythm & Sing	0	16	NEW
Postnatal support	0	16	NEW
Health Clinics	some	tba	to be agreed with health providers
Baby Massage	10	6	NEW - service offer from Public Health
Antenatal Classes	0	18	proposed split with Eastwood and Prince Avenue Family Centres
<b>Cambridge Rd Family Centre (Core Centre - Open daily 8:30-16:00)</b>			
Sessions	Current	New	
Stay and play	39	32	At Least twice a week
Starting solids	1	1	Part 3-4 months Health Visiting service
School admission drop in	1	1	One session annually in autumn
Freedom Programme	11	11	And IDVAs (ABSS)
Freedom Programme Creche	11	11	
Parents supporting children with additional needs	10	10	Will depend on demand; may rotate between centres
Parents supporting children with additional needs – Creche	10	10	Will depend on demand; may rotate between centres
Parents understanding children's behaviour	10	10	
Parents understanding children's behaviour – Creche	10	10	
Health Clinics	some	tba	NEW - to be agreed with health providers
Antenatal Classes	0	12	NEW
Story, Rhythm & Sing	12	16	
Postnatal support	0	16	NEW
Baby Massage	10	6	NEW - service offer from Public Health
<b>Centre Place Family Centre</b>			
Sessions	Current	New	
Stay and Play	13	32	At Least twice a week
Baby Massage	10	6	New service offer from Public Health
Starting solids	1	1	Part 3-4 months Health Visiting service
School admissions drop in	1	1	one session annually in autumn
Antenatal Classes	0	12	NEW
Health clinics	some	tba	NEW - to be agreed with health providers
<b>Eastwood Family Centre</b>			
Sessions	Current	New	
Baby Massage	10	6	New service offer from Public Health
Stay and Play	39	32	At Least twice a week
Starting solids	1	1	Part 3-4 months Health Visiting service
Antenatal Classes	0	12	NEW
School admission drop in	1	1	one session annually in autumn
Health Clinics	0	tba	NEW - to be agreed with health providers

**Baby Massage** - this service will be offered as one-session activity only (previously up to 6 sessions per attendee) across a number of centres. Parents and babies can attend more than one activity at any centre.

**\*Stay and Play** - this session will provide variety, such as baby play, sensory play, soft play) to reflect need. Age appropriate activities will also be provided, such as 0-12 months, 1-2 yrs or 2-5yrs. Will be staggered to allow parents to attend more than 1 session at

**Other Partner agencies and Community Groups** offer to be agreed

<b>Friars Family Centre (Core Centre - Open daily 8:30-16:00)</b>			
<b>Sessions</b>	<b>Current</b>	<b>New</b>	
Antenatal Classes	24	18	proposed split with Hamstel Family Centre
Stay and Play*	26	32	At least twice a week
Baby Massage	20	6	Health Visiting - new service model with follow-up in home visits
Postnatal support	24	50	
Starting solids	1	1	Part 3-4 months Health Visiting service
School admissions drop in	1	1	One session annually in autumn
Fussy Eating	1	2	New service offer from Health Visiting
Little Potters - allotment	6	6	To be reviewed
Health Clinics	varied	tba	to be agreed with the health providers
Story, Rhythm & Sing	12	50	<b>NEW</b>
Family support drop in	0	50	<b>NEW</b>

<b>Hamstel Family Centre</b>			
<b>Sessions</b>	<b>Current</b>	<b>New</b>	
Stay and Play	29	32	At Least twice a week
Baby massage	13	6	New service offer from Public Health
Toilet Training	4	2	New service offer from Health Visiting
Antenatal Classes	0	12	<b>NEW</b>
Starting solids	2	1	Part 3-4 months Health Visiting service
Fussy Eating	2	2	New service offer from Health Visiting
Health Clinics	some	tba	<b>NEW - to be agreed with health providers</b>

<b>Prince Avenue Family Centre</b>			
<b>Sessions</b>	<b>Current</b>	<b>New</b>	
Stay and Play	24	32	At Least twice a week
Baby Massage	9	6	New service offer from Public Health
Postnatal support	11	16	
Starting solids	1	1	Part 3-4 months Health Visiting service
Antenatal Classes	0	18	<b>NEW</b>
Health Clinics	some	tba	To be agreed with health providers
School admission drop in	1	1	One session annually in autumn

<b>Summer Court Family Centre</b>			
<b>Sessions</b>	<b>Current</b>	<b>New</b>	
Family support drop in	16	16	
Stay and Play	12	32	At Least twice a week
Starting Solids	1	1	Part 3-4 months Health Visiting service
Toilet training	2	3	New service offer from Health Visiting
School admissions drop in	1	1	One session annually in autumn
Fussy Eating	2	2	New service offer from Health Visiting
Bibs and bobs	4	4	once a month
Baby Massage	10	6	<b>NEW - service offer from Public Health</b>
Health clinics	0	tba	<b>NEW - to be agreed with health providers</b>
Antenatal Classes	0	12	

<b>St Lukes Family Centre</b>			
<b>Session</b>			<b>ONLY 1 session a week is taking place at this Community venue</b>
Stay and Play	1 session		<b>RELOCATE to Hamstel F/centre</b>

**Baby Massage** - this service will be offered as one-session activity only (previously up to 6 sessions per attendee) across a number of centres. Parents and babies can attend more than one activity at any centre.

**\*Stay and Play** - this session will provide variety, such as baby play, sensory play, soft play) to reflect need. Age appropriate activities will also be provided, such as 0-12 months, 1-2 yrs or 2-5yrs. Will be staggered to allow parents to attend more than 1 session at **Other Partner agencies and Community Groups** offer to be agreed