

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.