

## Education and Children's Services Scrutiny Committee

**Date: 02.03.2016**

### Scrutiny Topic – Children's Centres

Information in this report was produced on behalf of	
<b>Director or Assistant Director</b>	<i>Name Allan Cadzow Role Deputy Director and Lead for Early Help and Specialist Services</i>
<b>By</b>	<i>Name Fran Bishop, Anita Farrant, Anna Shaw Email fran.bishop@suffolk.gov.uk Tel.07917084836</i>
<b>Title:</b>	<i>Children's Centres</i>
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Objective: for the committee to understand, and make any recommendations in relation to, the effect so far of the changes to the Children's Centres that were agreed by Cabinet last year.

#### Focus areas:

- What has been the effect of the changes agreed last year? (Factual information / numbers, in addition to opinions / anecdotes)
- What were anticipated concerns, by Centre, compared with what has actually happened in reality?
- Have the mitigations worked as expected? Is the service level acceptable?
- Effectiveness of outreach (building trust, etc). How do you assess how effectively the outreach is working? Where is the service getting the data from?
- What is the interaction between this service and Suffolk Family Focus, with regard to 'Hard to Reach' families?
- How much are Children's Centres used as a 'safe' place in crisis situations?

#### What is working Well

- Registration rates remain stable and recently show a slight upward trend.
- Access and Engagement remains stable.
- Children's Centres continue to offer services to the needs of their community. This continues to be evaluated and altered quarterly.
- Some outreach buildings have supported more attendance at groups.
- Nearly all planned groups continue to run.
- Plans are in place to further expand outreach provision.
- Centres are continuing to responding to parental feedback.
- Parental feedback is mainly positive

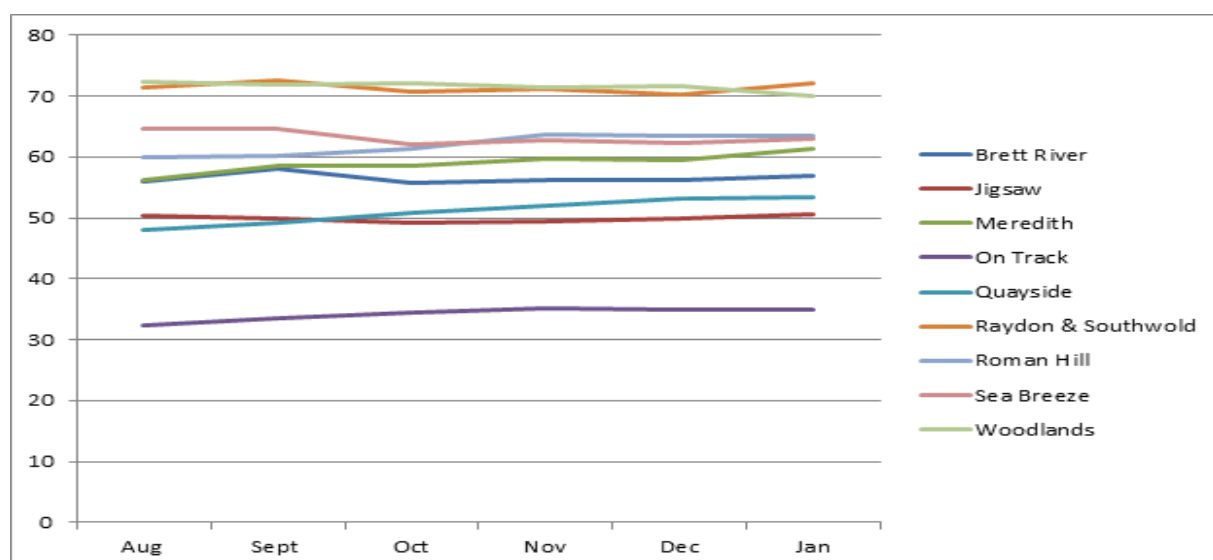
## Complicating Factors

- Making Every Intervention Count (MEIC) - For all of our Children's Centres, the MEIC has impacted their capacity to deliver services as planned this is due to:
  - New staff in post requiring training
  - Existing staff experiencing a change in role which requires additional training
  - The number of FSP and SIO has reduced
  - New Mangers in post
- Data capture- We have had to review our current paperwork to bring this inline and reflect the integration of Children Centres with Health. This has delayed the way we are able to capture all our Health Data on the Children's Centre eStart Database.
- Staff vacancies

## % of Children's Centre Registration Rates Aug 2016-Jan 2017

Children Centre	Aug	Sept	Oct	Nov	Dec	Jan
Brett River	55.9	58.1	55.7	56.1	56.1	56.8
Jigsaw	50.3	50	49.1	49.5	50	50.7
Meredith	56.2	58.6	58.5	59.7	59.6	61.3
On Track	32.3	33.6	34.4	35.1	34.9	34.9
Quayside	48.1	49.3	50.8	52.1	53.2	53.5
Reydon & Southwold	71.4	72.5	70.8	71.2	70.3	72.1
Roman Hill	60	60.1	61.4	63.6	63.4	63.4
Sea Breeze	64.7	64.6	62	62.8	62.2	63
Woodlands	72.4	71.8	72.1	71.3	71.6	69.9

## % of Children's Centre Registration Rates Aug 2016-Jan 2017



### Brett River

The key issues for Brett River were that despite risk assessing the Hadleigh Pool & Leisure prior to the building closure it was not as suitable for all the planned services as was hoped - for example baby massage. However, the centre plans to be delivering from Hadleigh Baptist Church and the Hadleigh Medical Centre. Additional services have been scheduled and will be delivered from April 2016.

Of the 10 groups that were proposed to run following building closure, 7 groups have continued, 1 group has discontinued and 2 are scheduled to start before end March 2016. Brett River is currently offering a 78% Universal and 22% Targeted services to families.

### Jigsaw

Jigsaw's challenges were staff vacancies and finding appropriate venues for outreach delivery. The centre is now fully staffed and delivering services to families, which includes an additional stay and play session on the Wattisham base. Only 1 group has discontinued and that is the Childminder Support Group. Jigsaw currently delivers 39% Universal and 61% Targeted service to families.

### Meredith

The key issue for Meredith was that one of the proposed outreach venues was no longer available. Meredith are now offering more additional services than initially planned from Whitton Clinic. Of the 13 proposed groups in the timetable prior to the building closure only 1 group has discontinued due to unsuitability of venue. The centre is offering 66% Universal and 34% Targeted services to families.

### On Track

The key issues for On Track have been the lack of availability of the proposed venues, including the Burton Centre and Chalkstone Community Centre. The centre has also experienced 3 Managers in the last 12 months. They are now offering 3 more additional services for families than originally proposed in timetable before building closure and have plans for further groups. They are currently offering 66% Universal and 33% Targeted Services for families.

### Quayside

Parental feedback instigated a change of venue for 3 of the proposed groups. All proposed groups in timetable prior to building closure are being delivered. They are currently delivering 50% Universal and 50% Targeted service to families.

### Reydon & Southwold

Reydon & Southwold experienced challenges with venue suitability but are now delivering 1 additional universal service from Reydon Community Centre they have exceeded the number of groups in the proposed timetable prior to building closure. New services are planned and they currently offer 65% Universal and 35% Targeted service to families.

### Roman Hill

In the proposed timetable prior to the building closing Roman Hill had increased their offer at both Village Rise and The Ark Children's Centre in the hope that families from Roman Hill reach area would access these. However, the centre are reviewing this and planning additional services in the Roman Hill reach area. They currently offer 40% Universal and 60% targeted services to families.

### Sea Breeze

Sea Breeze is delivering all the proposed services which were originally planned in the timetable prior to building closure, from a variety of venues including St Edmunds Hall. They are currently offering 66% Universal and 33% Targeted Services for families.

### Woodlands

Woodlands have struggled with venue availability and suitability particularly for Baby Massage this is the only proposed group that has not been delivered in the Woodlands reach area from the proposed timetable prior to the building closure. They are now delivering additional services which includes a Weigh and Play in Clare. They have plans in place for further additional services to run from Glemsford School. They are currently offering 40% Universal and 60% Targeted services to families.

### Suffolk Family Focus (SFF)

We have embedded a new data sharing system with our Children's Centre regarding SFF data. The names of children, under 5, who are identified as 'Suffolk Family Focus' are shared each quarter with our Children's Centres. In the last quarter 99 children, under 5 were identified, of which only 17 children were not registered with a children's centre. The names of the 17 children were matched to reach area and shared with managers.

### Families in a crisis

In the last six months, for the centres that have experienced a building closure, 79 families have accessed the centres service for support in a crisis.