# Early Help Engagement

## For Kirklees Council

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## Contents

# 1.    Executive Summary

**Profile of respondents**

- The majority of respondents were female, the main ages represented in survey responses were 30-59 years. Those from White ethnic groups were the most represented with three quarters of responses coming from this ethnic group; around one in ten came from those indicating they were Asian/Asian British. Around a quarter of respondents indicated they had three or four people living in their house including themselves.
- One in ten respondents were the parent/guardian of someone under 19 with long term physical/mental ill health, while a larger proportion (a quarter) were unpaid adult carers. Whilst the majority had no long term health problems/disabilities, one in five were limited a little or a lot.
- Almost half of respondents were completing the survey as full-time parents/carers, two fifths as local residents and a third as Kirklees Council employees. Over half indicated they were in full time employment.
- The majority of respondents agreed with the Council's approach to early help when responses were netted, however those who did disagree had substantial worries about what the approach might mean for the quality and accessibility of support.

**Views on the Council's vision for early help**

- Around half of respondents indicated they would be happy to volunteer their time to aid certain outcomes, but a significant minority either disagreed or answered that they neither agree nor disagree.
- There was majority NET agreement with almost all of the statements around the 'whole family' approach, with the highest levels being with statements around working with partners to tackle problems early before they escalate, using local knowledge for improvements an working locally with organisations to reduce duplication; there were substantial levels of NET disagreement with the statements around developing a way of working to meet people's needs but requires fewer buildings and supporting more people to do more for themselves.

**Views on the different levels of early help**

- The majority of respondents agreed with the Council's approach to Targeted and Complex services, but less were in agreement with the approach to Community plus services. Further comments indicated concerns around the role of volunteers.

**Views on the proposals to develop early help hubs**

- Around two thirds of respondents were in NET agreement with the proposals to develop early help hubs, however one in ten disagreed and 15% couldn't say as they neither agreed nor disagreed with the proposals. Respondents indicated they need more information about the hubs and worries about locations.

**Young people engagement**

- Those young people consulted had mixed opinions some felt the general ideas were positive in that they could make it easier for families to access services, but concerns around distance were also raised – as some noted their parents may have to pay more for travel to get them places. Young people value their current services as they enable them to get out and take part in fun activities.
- Some liked the idea of one key worker, whilst others worried their workload may be too high and young people may be restricted if they aren't able to change keyworker easily.

## 2.    Introduction

Qa Research was commissioned by Kirklees Council to provide research support in connection with a public engagement exercise on the topic of early help. Kirklees Council wished to speak with their residents and those who work in Kirklees about the Council's approach to early help, in order to gather the views of communities on a number of ideas. Qa acted as independent research consultants to Kirklees for this purpose.

The report details the findings from quantitative engagement with adults in Kirklees, and also some qualitative engagement completed with young people by Kirklees Council staff. The quantitative engagement was done through a consultation booklet with a short self-completion survey, supplemented by an online version of the survey.

## 3.    Aims and objectives

The main aims of the research are:

- Meet with the council to discuss and finalise the overall approach, and work closely with relevant colleagues across the council to design and deliver the consultation
- Undertake questionnaire design, sample design, facilitation etc. as required per the agreed approach
- Provide a final report on the consultation findings

The consultation is being conducted in two parts;

- The main objective of Part 1 (the focus of this report) is to engage with members of communities in Kirklees over a four week period to understand their views and opinions on the Council's vision for early help – quantitative engagement, plus a small amount of qualitative engagement by the Council with young people.
- The main objective of Part 2 is to consult with members of communities in Kirklees over an eight week period to understand their views and opinions on specific proposals which the Council will put forward after reviewing the Part 1 report. These views will help shape the final proposals which the Council will submit to Cabinet in January 2017 – quantitative and qualitative engagement.

## 4.    Methodology

Qa Research worked with Kirklees Council to design an engagement survey and accompanying information booklet. Paper versions of the booklet and survey were distributed by Kirklees Council to children's centres and other community venues across the borough.  Qa Research also designed an online version of the survey accessible via www.kirkleestalk.org, the address was printed on the bottom of paper surveys as well as being publicised on the Kirklees talk website.

A total of 216 responses were received, of these 150 were online completions and 66 were paper self-completion surveys returned to Qa via Freepost envelopes. To ensure the survey was accessible to all and everyone who wanted a copy or assistance in completing the survey were

able to, Qa also had a Freephone number which people could call and speak to a member of the team. The Council also offered to provide the survey in different formats in Braille and community languages on request.

The Part 1 engagement was open for responses for four weeks during July and August 2016, with the survey opening on 11th July and closing on 7th August. Alongside the quantitative engagement, Kirklees Council also engaged with some young people through informal discussions; there is also a mailbox open for everyone to send comments to – details of which are reported on in key findings.

## 5.      Key findings

The key findings from the Part 1 engagement are shown overleaf.

Please note that when interpreting results throughout this report not all percentages will equal 100% due to rounding (with any figures of 0.5 or higher being rounded up).

Some questions were multiple response questions: respondents had the option of giving more than one response.  These percentages may be higher than 100%.

Where the figure is shown as 0% at least one respondent gave this answer but the total count makes up less than 0.5% of the overall total; a blank shows no-one has given this answer. Where NET figures are referred to this is where scale responses have been netted into one response to show overall levels of agreement and disagreement.

The analysis of the results was run using Askia software. All questions in the report have been cross-tabulated against the following variables:

- Demographics (gender, age, ethnic group)
- Geographical areas (Batley & Spen, Dewsbury & Mirfield, Huddersfield and Kirklees Rural)
- Caring responsibilities (unpaid adult carer, carer of a child with disabilities)
- Current employment status
- Disability
- Number of people in the household

Any relevant statistically significant differences being commented upon in the following way:

*YES: Do you currently use children, young people and family services?*

- *Female (51%) – Male (42%)*

Open ended verbatim questions (i.e. with no predefined responses) have been coded, with responses grouped together and shown as percentages.

Due to this engagement being done via self-completion surveys and with routing for certain questions; the base size (that is the number of valid responses to each question) will vary; the base size can be found at the bottom of each chart/table.

It should be noted that due to the size of the sample, we cannot say that the research is representative of the general Kirklees population.

## 5.1 Sample profile

Towards the end of the survey, those taking part were asked a series of profile questions. The following tables show the profile of those who took part in the survey, for ease of reading the profile is broken down into sections.

### 5.1.1 Age & gender

**Figure 1: Q10 & Q11**

|  | *n* | % |
|---|---|---|
| **Gender** | | |
| Male | 38 | 18% |
| Female | 177 | 82% |
| **Age group** | | |
| 16-18 | 1 | 0% |
| 19-24 | 12 | 6% |
| 25-29 | 18 | 8% |
| 30-44 | 98 | 45% |
| 45-59 | 73 | 34% |
| 60-64 | 7 | 3% |
| 65 or over | 7 | 3% |
| **Base: all valid responses (varies)** | **215, 216** | |

The majority of respondents were female (82%), in terms of age, just under half (45%) were 30-44 and a third (34%) were 45-59.

### 5.1.2 Ethnic group, religion & sexuality

**Figure 2: Q17**

|  | *n* | % |
|---|---|---|
| **Ethnic group** | | |
| Asian/Asian British | 29 | 13% |
| Black/Black British | 3 | 1% |
| Mixed/multiple ethnic groups | 9 | 4% |
| White | 156 | 73% |
| Prefer not to say | 18 | 8% |
| **Base: all valid responses** | **212** | |

Around three quarters of respondents (73%) were White and one in ten (13%) were Asian/Asian British.

**Figure 3: Q18**

|  | n | % |
|---|---|---|
| **Religion** | | |
| No religion | 67 | 32% |
| Muslim | 31 | 15% |
| Christian (Catholic, Protestant and all other Christian denominations) | 91 | 43% |
| Sikh | 1 | 0% |
| Any other religion | 2 | 1% |
| Prefer not to say | 20 | 9% |
| **Base: all valid responses** | **215** | |

Almost half of respondents (43%) indicated their religion to be a Christian one, a third (32%) do not follow any religion and one in ten (15%) were of the Muslim faith.

**Figure 4: Q19**

|  | n | % |
|---|---|---|
| **Sexual orientation** | | |
| Heterosexual | 169 | 80% |
| Bisexual | 1 | 0% |
| Lesbian/gay woman | 3 | 1% |
| Gay man | 2 | 1% |
| None of these | 2 | 1% |
| Prefer not to say | 33 | 16% |
| **Base: all valid responses** | **210** | |

The majority of participants (80%) stated they were heterosexual, one in six (16%) preferred not to say.

### 5.1.3 Number of people in household

Respondents were asked to indicate the numbers of people/children, including themselves who lived in their home and how many of each age group; the table below shows the number of responses by age.

**Figure 5: Q13**

| | n | % |
|---|---|---|
| **Number in household - children 4 years and under** | | |
| 0 | 140 | 67% |
| 1 | 53 | 25% |
| 2 | 14 | 7% |
| 3 | 3 | 1% |
| **Number in household - children 5 to 16 years** | | |
| 0 | 126 | 60% |
| 1 | 38 | 18% |
| 2 | 37 | 18% |
| 3 | 6 | 3% |
| 4 | 1 | 0% |
| 5 | 1 | 0% |
| **Number in household - adults 17-64 years** | | |
| 0 | 22 | 11% |
| 1 | 38 | 18% |
| 2 | 95 | 46% |
| 3 | 31 | 15% |
| 4 | 16 | 8% |
| 5 | 5 | 2% |
| 6 | 1 | 0% |
| **Number in household - adults over 65 years** | | |
| 0 | 190 | 91% |
| 1 | 10 | 5% |
| 2 | 8 | 4% |
| **Base: all valid responses** | **208-210** | |

A clear breakdown of numbers in household by age group is provided below:

**Figure 6: Q13**

| | n | % |
|---|---|---|
| **Number in household** | | |
| Children 4 years and under | 70 | 34% |
| Children 5 to 16 years | 83 | 40% |
| Adults 17-64 years | 186 | 90% |
| Adults over 65 years | 18 | 9% |
| **Base: all valid responses** | **207** | |

### 5.1.4   Caring responsibilities

**Figure 7: Q14 & Q15**

| | n | % |
|---|---|---|
| **Parent / guardian of a child / young person u19 with long term physical/mental ill-health disability** | | |
| Yes | 30 | 14% |
| No | 183 | 86% |
| **Responsible for caring for an adult relative/partner, disabled child, or friend/neighbour** | | |
| Yes | 54 | 25% |
| No | 159 | 75% |
| **Base: all valid responses** | **208-210** | |

Around one in seven (14%) indicated they were the parent/guardian of a child/young person with a long term physical/mental ill-health disability, the majority (86%) indicated they were not. In terms of unpaid adult carers, one quarter (25%) of respondents were responsible for caring for an adult relative/partner, disabled child, or friend/neighbour; three quarters (75%) did not have any such caring responsibilities.

### 5.1.5   Health problem / disability

**Figure 7: Q16**

| | n | % |
|---|---|---|
| **Day-to-day activities limited because of a health problem** | | |
| Yes, limted a lot | 14 | 7% |
| Yes, limited a little | 26 | 12% |
| No | 174 | 81% |
| **Base: all valid responses** | **214** | |

For the majority of respondents (81%) there were no health problems limiting their day-to-day activities; one in eight stated they were limited a little (12%) and 7% were limited a lot.

### 5.1.6    Description of current activities

Question one asked respondents to indicate in which capacity they were answering the survey questions. The question allowed for multiple responses.

**Figure 8: Q1**

| Completing questionnaire as... | n | % |
|---|---|---|
| Full-time parent/carer for someone aged 0-19 years | 99 | 46% |
| Part-time carer (including grandparent) for someone aged 0-19 years | 6 | 3% |
| A carer for someone aged 20-64 years | 7 | 3% |
| A carer for someone aged 65 years or older | 7 | 3% |
| A Kirklees Council employee | 74 | 34% |
| A health service employee | 9 | 4% |
| School staff or Governor | 17 | 8% |
| From a voluntary or community organisation | 17 | 8% |
| Local resident in Kirklees | 86 | 40% |
| Other (please say) | 2 | 1% |
| **Base: all valid responses** | **215** | |

Almost half (46%) were participating as full-time parents/carers for someone aged 0-19 years, two fifths (40%) were participating as a local resident in Kirklees and a third (34%) were doing so as a Kirklees Council employee.

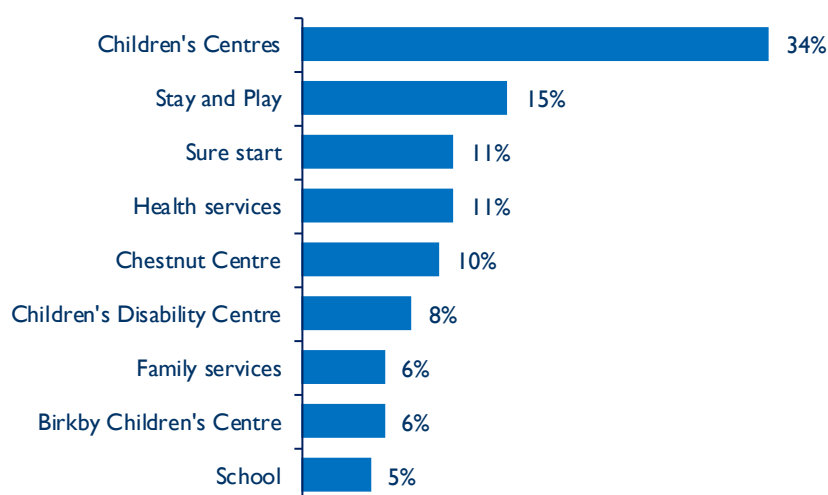**Figure 9: Q2. Do you currently use children, young people or family services?**



No, 50%          Yes, 50%
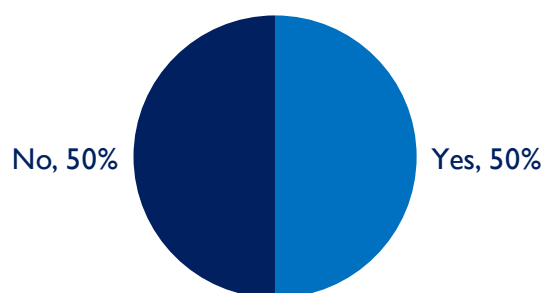
**Source:** Qa Research 2016  **Base:** All valid responses (213)

Question two which asked respondents about their current use of services garnered an equal split between those who do and don't currently use children, young people and families' services; Q2a asked those who do use services to indicate which ones they used – the responses are charted overleaf with a third (34%) stating they use Children's Centres. Participants were able to give multiple responses to this question.

**Figure 10: Q2a. Which services do you use?**



| | |
|---|---|
| Children's Centres | 34% |
| Stay and Play | 15% |
| Sure start | 11% |
| Health services | 11% |
| Chestnut Centre | 10% |
| Children's Disability Centre | 8% |
| Family services | 6% |
| Birkby Children's Centre | 6% |
| School | 5% |

**Source:** Qa Research 2016  **Base:** All valid responses (88)

**Figure 11: Q20**
Question twenty asked respondents to indicate what best described their current employment status.

| | n | % |
|---|---|---|
| **Description of what doing at present…** | | |
| Employee in full time job (30 hours plus) | 117 | 55% |
| Unemployed and available for work | 6 | 3% |
| Employee in part time job (16-30 hours) | 28 | 13% |
| Self-employed full or part time | 4 | 2% |
| Permanently sick/disabled (include retired due to ill health) | 2 | 1% |
| On a government supported training programme (e.g. Modern Apprenticeship, National Traineeship, Training for Work) | 1 | 0% |
| Wholly retired from work (exclude retired due to ill health) | 9 | 4% |
| Looking after the home | 30 | 14% |
| In full time education at school, college or university | 4 | 2% |
| Doing something else - please write in the box | 12 | 6% |
| **Base: all valid responses** | **213** | |

Just over half (55%) were full-time employees, one in seven were looking after the home (14%) and part-time employees (13%).

## 5.2    Views on the Council's vision for early help

The survey first asked participants to give their views on the Council's vision for early help, giving people an opportunity to comment on Kirklees Council's approach to early help and also gathering views on people's interest in potentially undertaking volunteer work.

**Figure 12: Q3. How far do you agree or disagree with the Council's approach to early help as described below?**
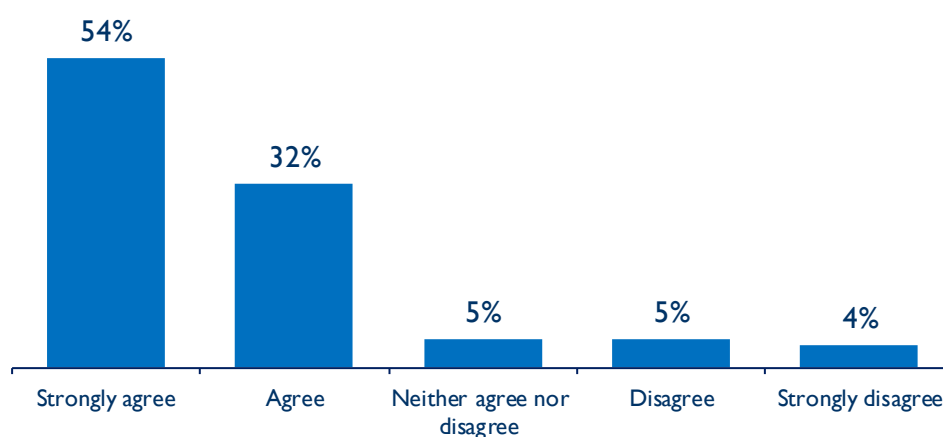


**Source:** Qa Research 2016  **Base:** All valid responses (215)

The above chart shows the majority of respondents either agree or strongly agree with the Council's approach to early help as described in the engagement booklet, with a NET agreement score of 86%; one in ten (9%) disagree/strongly disagree with the approach.

**Further analysis:**

If we look at the responses to Q3 by age, we see that those over the age of 60 are more likely to strongly agree with the Council's approach to early help than those aged 19-59:
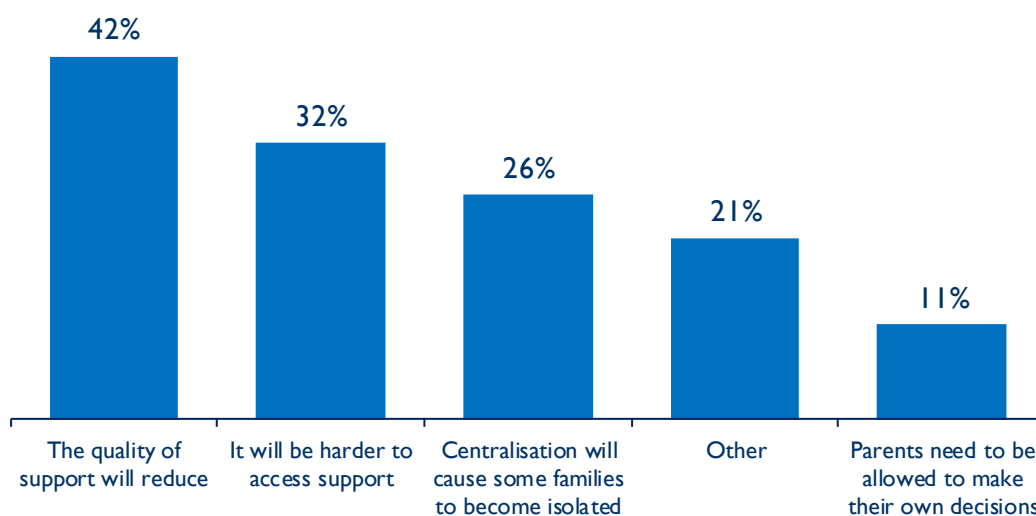
*How far do you agree or disagree with the Council's approach to early help as described below?*

*Strongly agree:*
- *60+ (79%) – 19-29 (50%)*
- *60+ (79%) – 30-59 (53%)*

Those who disagree with the approach were asked in an open question to indicate why they felt this way; the responses were coded and are charted overleaf.

**Figure 13: Q3a. Please tell us why you feel this way?**



**Source:** Qa Research 2016  **Base:** All valid responses (19)

Just under half (42%) felt this approach would reduce the quality of support, a third (32%) felt it would be harder to access support and a quarter (26%) felt that this centralisation will cause some families to become isolated. Below are some examples of the comments made by those who disagree with the approach to early help:

*"People need to be re-assured that they can gain access to information/services at all times. Having a single point of call for information in events of emergencies."*

*"Kirklees is a massive area - I disagree that the proposed 4 hub model will provide the support for children and families in high areas of deprivation. Families need easy access to support, by narrowing to 4 areas will potentially create more social isolation and escalation of problems. Families with English as a second language will massively suffer. The community plus offer - is idealistic, volunteers, community groups as well as schools do not always have access to the necessary training to deal with complex issues. Schools are more education focuses and prioritise their resources on teaching and not necessarily on family support, they have OFSTED pressures. Volunteers have other commitments which is their priority, therefore families may be at risk of not getting the support at crisis point."*

*"The more contact families have with professionals the more likely it is problems will be spotted or advice can be given before problems get out of hand. The councils approach as stated in this booklet will reduce the general populations contact with professionals."*
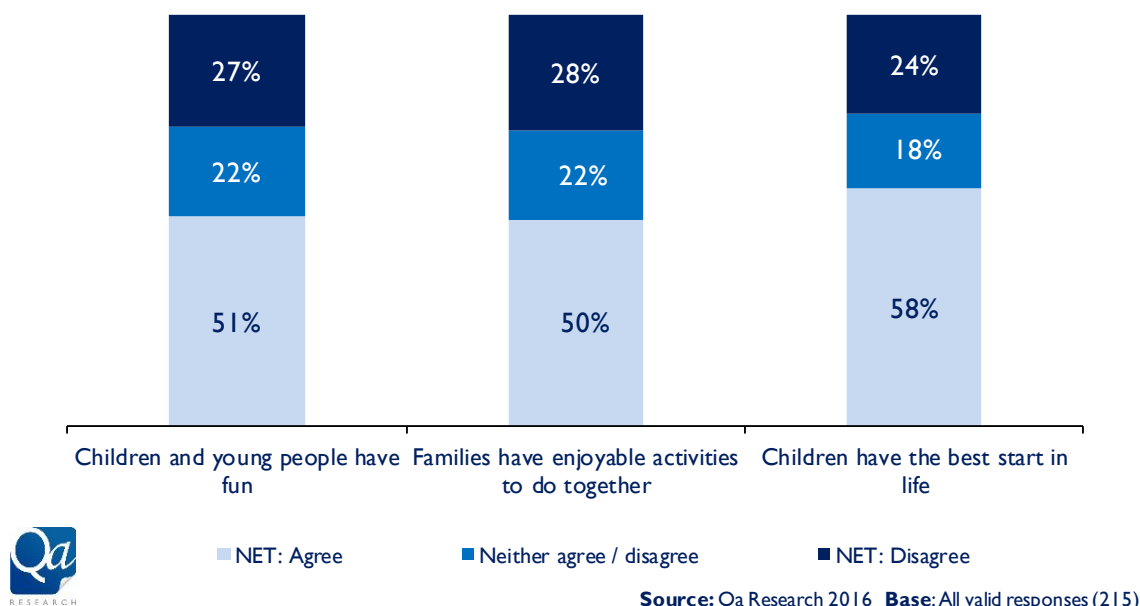
*"Very hard to get all services to work together and with budgets stretched not sure this will work well enough and more people might slip through the net."*

*"What about services run in children's centre such as courses and play sessions. These help identify minor problems a parent has and staff can help before things get worse for the family. Will these services end. If so many people will lose a lifeline to meeting other parents and getting that first help"*

The survey then went on to ask participants to agree / disagree with three statements about their desire to give up their time to volunteer in aid of specific outcomes for children, young people and families.

**Figure 14: Q4. To what extent do you agree with the following statement? I would be happy to volunteer a small amount of time to support the following outcomes:**



| | | |
|---|---|---|
| 27% | 28% | 24% |
| 22% | 22% | 18% |
| 51% | 50% | 58% |
| Children and young people have fun | Families have enjoyable activities to do together | Children have the best start in life |

■ NET: Agree    ■ Neither agree / disagree    ■ NET: Disagree

**Source:** Qa Research 2016  **Base:** All valid responses (215)

The chart above illustrate the NET agreement and disagreement levels for question four, around half of respondents indicated they would be happy to volunteer a small amount of time to support the outcomes, the most popular being *"to support children having the best start in life"* (58%). It should be noted that one in five respondents could neither agree nor disagree with the statements.

**Further analysis:**
Those ages 19-29 were more likely than those aged between 30 and 59 to volunteer, if it means families have enjoyable activities to do together:

*I would be happy to volunteer a small amount of time to support families having enjoyable activities to do together:*

*NET agree:*
- *19-29 (67%) – 30-59 (46%)*

The survey then asked participants to indicate the extent to which they agree or disagree with statements relating to the 'whole family' approach the Council plan to take; those who disagreed with particular statements were asked to give open responses as to why they felt that way. Figure 15 illustrates the responses.

**Figure 15: Q5. Please tell us how far you agree or disagree with each of these options...**



| 95% | 86% | 77% | 88% | 89% | 83% | 52% |

Bar chart values:

**Work with our partners early to tackle problems before they escalate:** 65% (Strongly agree), 30% (Agree), -1%; NET 4%

**Build on the existing strength of children and family activities in the community:** 47% (Strongly agree), 39% (Agree), -10%; NET 4%

**Support more people to do more for themselves and each other:** 37% (Strongly agree), 40% (Agree), -10%, -9%; NET 13%

**Work with organisations on a local level to avoid duplication:** 55% (Strongly agree), 33% (Agree), -33%, -4%; NET 4%

**Use local knowledge and skills to improve the way we do things:** 46% (Strongly agree), 43% (Agree), -7%; NET 4%

**Signpost to other organisations who could help:** 43% (Strongly agree), 40% (Agree), -9%, -7%; NET 8%

**Develop a way of working which meets people's needs but requires fewer buildings:** 24% (Strongly agree), 28% (Agree), -26%, -15%; NET 23%

Legend: ■ Agree  ■ Strongly agree  ■ Neither agree nor disagree  ■ Disagree  ■ Strongly disagree

Although there is majority NET agreement (shown on the chart in the boxes above the bars) with almost all of the statements related to the 'whole family' approach, the highest levels of agreement were with the statements *'work with our partners early to tackle problems before they escalate'* (95%) and *'use local knowledge and skills to improve the way we do things'* (89%); there are some areas of disagreement which stand out.

These areas of disagreement relate to the statements *'develop a way of working which meets people's needs but requires fewer buildings'*, with almost a quarter of respondents (23%) either disagreeing or strongly disagreeing, and *'support more people to do more for themselves and each other'*; with one in ten (13%) in NET disagreement.

**Further analysis**
In terms of further analysis by age, those aged 60+ were more likely than those aged 19-59 to NET agree with the statement '*support more people to do things themselves*':

*NET agree:*
- *60+ (93%) – 19-29 (67%)*
- *60+ (93%) – 30-59 (78%)*

Further analysis by geographical area showed little statistically significant differences, although it did show that those in Batley & Spenborough were more likely to agree with the statement *'signpost to other organisations who could help'* than those respondents in the Huddersfield area:

*NET agree:*
- *Batley & Spenborough (92%) – Huddersfield (78%)*

Those who disagreed / strongly disagreed with statements in Q5 were asked to give a little more information on why they said this; the coded responses are followed by some verbatim comments.

**Develop a way of working which meets people's needs but requires fewer buildings (45 responses):**

- Reducing the amount of buildings make them less accessible – 58%
- Travelling is expensive or inconvenient – 38%
- Buildings are important places for the community to come together – 11%
- Reducing buildings also hinders the workforce – 7%

*"4 hubs, how does someone get to them when they have no money or have been sanctioned? Great idea but I think in practice and from experience that people will be put off if they have to travel too far"*

*"Buildings and services should be accessible to the most vulnerable families who are often reluctant to travel and can prevent positive engagement"*

This statement garnered the most responses from those disagreeing with it, with participants concerned that less buildings means less accessibility for the community.

**Support more people to do more for themselves and each other (23 responses):**
- People need professional support – 35%
- People who need support can't support other people – 30%
- Just a method of saving money – 17%
- Not enough people would volunteer – 13%
- Other – 13%

*"Empower people yes but to do this on their own or to make them feel they can't access support then no. The services need to be available"*

*"People are not always clear about what support is out there"*

*"You have such a fantastic service in Kirklees, why change that?  Also, I feel safe knowing my child is with workers who have been fully checked and are accountable for their actions - where would that security be with random volunteers??"*

The concept of money saving is mentioned here, whilst also considering the potential implications of what some participants see as replacing professionals with volunteers. There is also some praise for the current children, young people and families services.

**Signpost to other organisations who could help (12 responses):**
- Dislike being passed around – 42%
- The external organisations aren't effective – 42%
- This is deferring responsibility – 17%
- Other – 17%

*"If you are just sign posting to other agencies the people who need the most help might not bother and give up trying to get the help they need"*

*"This work is already being done and would not constitute anything new to organisations working to support children young people and families within Kirklees. What is new are the high levels of support demands being placed on these organisations."*

Participants responding to this statement appear to have concerns that signposting – noted as not being something new to them - could lead to being sent to organisations which aren't useful to people.

**Build on the existing strength of children and family activities in the community (9 responses):**
- There are already minimal quality activities – 44%
- The changes will result in less support – 33%
- It will be harder to access support – 11%
- Parents need to be allowed to make their own decisions – 11%
- Other – 11%

*"If cuts are made to the sessions currently offered, other than that we don't have many other activities taking place in our community"*

This statement raised issues with some participants around the current level of activities available and whether this means services will be more difficult for people to access.

**Work earlier with our partners early to tackle problems before they escalate (7 responses):**
- Using partners will cost money – 43%
- The council services are of poor quality – 43%
- Other – 29%
- Parents need to be allowed to make their own decisions – 14%

*"How are 'your partners' affording all this extra work, extra cost for room hire, extra staff required, you cannot pass the buck without spending money!"*

Here, respondents seem to have concerns about the Council working with partners and what the quality and cost implications might be.

## 5.3    Views on the different levels of early help

In section three of the survey, participants are asked to give their levels of agreement for each level of support – community, targeted and complex. To assist participants in answering the questions, there was a definition of each service level at the beginning of the question. As with previous questions, those indicating they disagree with any of the levels of approaches were asked to give more information as to why.

**Figure 16: Q6. For each level of help, please state how far you agree or disagree with the Council's approach...**
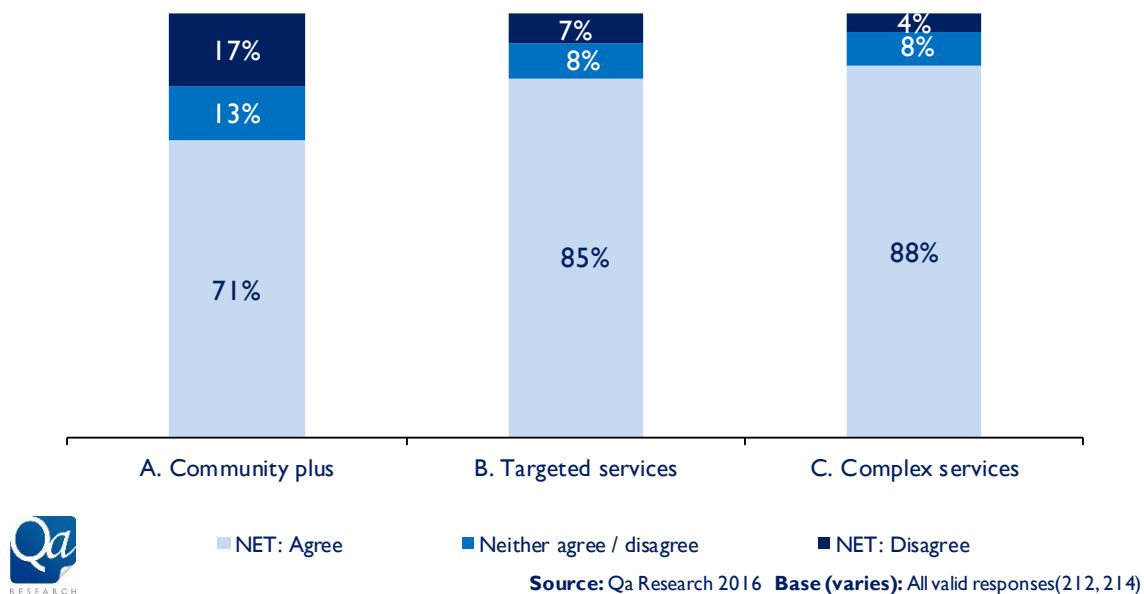


The chart above shows the majority of respondents in NET agreement with the Complex services (88%) and Targeted services (85%) approaches; three quarters (71%) NET agreed with the Community plus approach – this approach has the highest levels of NET disagreement at 17%, compared to 7% and 4% for the other two approaches.

Those in disagreement were asked why they felt that way:

**Community plus (30 responses):**
- Cannot rely on volunteers – 57%
- Professional advice is required – 33%
- Not enough information on how community plus will work – 13%
- Other – 10%

*"Although this could be a useful alternative in some areas, where there is a sound level of understanding of the problems families face and the capacity to gain expertise to support their needs, I feel there is a risk that the quality of advice and support would become diluted and simply 'cover the cracks'. There are many benefits to professional agencies working together, with robust strategies and protocols that could be lost if this were distributed amongst volunteers and community groups."*

*"There is no clear indication of what the community plus offer is and how it will work."*

Community plus is the level of service which people had the most concerns with, which are around the roles of professionals and volunteers within the community plus level; people also wanted more information.

**Targeted services (13 responses):**
- Sceptical a keyworker would be sufficiently qualified – 69%
- A single keyworker cannot handle that workload or pressure – 23%
- You cannot rely on volunteers – 15%
- Other – 15%

*"0-5 age and 8-12 age and 12 -18 years - children have varying ages and stages of development - by offering one key worker you are diluting the specialist area support for families. Too much pressure on staff to overload with information across all age ranges."*

The main concerns here are around the role of keyworkers, whether they would be able to cope with the perceived high workload.

**Complex services (7 responses):**
- The council needs to provide more support to groups – 29%
- The council need to take more fast action – 29%
- Other – 29%
- Parents need to be allowed to make their own decisions – 14%

*"Without council support groups cannot take on more responsibility"*

Complex service level was the area with the least disagreement; some disagreed because they felt it took responsibility away from parents, others because they see the Council as integral to the role of some services.

## 5.4    Views on the proposals to develop early help hubs

Section four asked participants to give their views on the proposals to develop early help hubs as described earlier on in the booklet. As well as indicating their levels of agreement/disagreement with the proposal, participants are also asked to give further information if they disagreed and for any final comments – final comments are discussed at section 5.5.

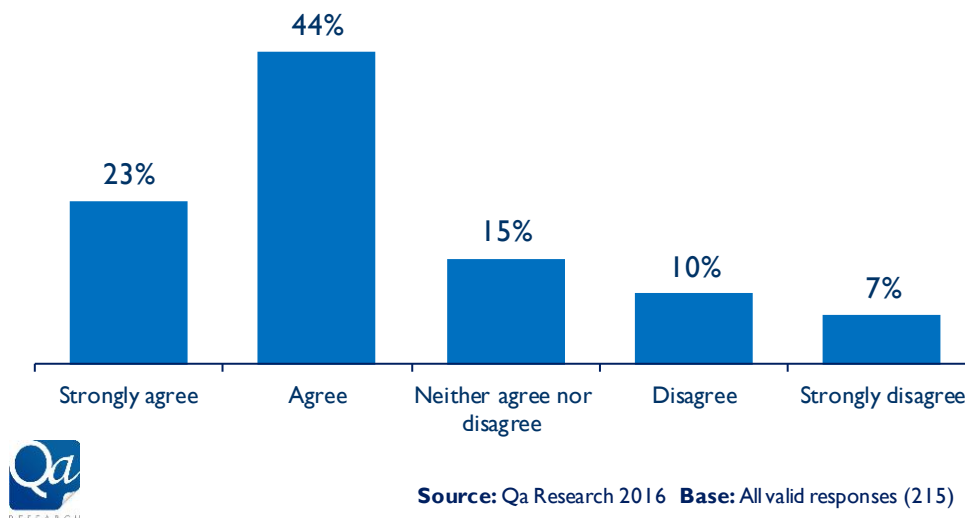**Figure 17: Q7. How far do you agree or disagree with the Council's proposals to develop Early Help Hubs?**

Chart 6 shows the levels of agreement with the Council's proposals to develop Early Help Hubs, just under half (44%) of respondents agree, a further one in five (23%) strongly agree. One in six of those taking part NET disagreed (17%) and 15% neither agreed nor disagreed.

**Further analysis:**

Looking at the data for question seven by responses from participants with different ages living in their households, those with children aged four and under were more likely to disagree with the proposal than those with just adults over age of 17 living in the house:

*NET: disagree:*
- *With children aged 4 years and younger (33%) – With adults aged 17-64 (18%)*

Those who are in full time employment or retired are more likely to agree with the proposal than those who are looking after the home:

*NET: agree:*
- *Full-time employed (74%) – looking after the home (41%)*
- *Retired (78%) – looking after the home (41%)*

Question eight asked those in disagreement with the proposals to explain why they felt this way, the chart below shows the coded responses.

**Figure 18: Q8. If you disagree with the Council's proposal to develop early help hubs please tell us why you feel this way**
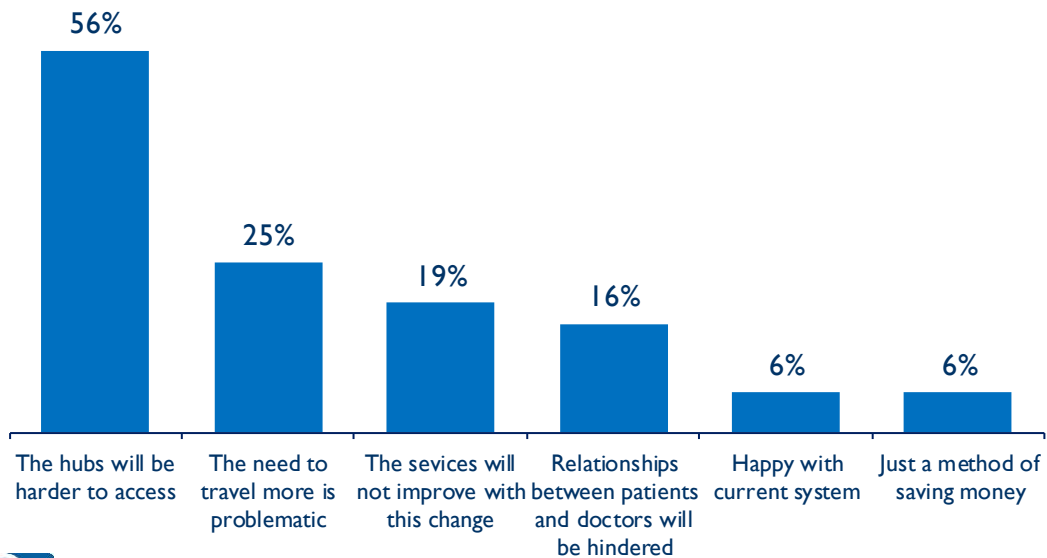


Source: Qa Research 2016 Base: All valid responses (32)

The main reasons for disagreement were that it is thought the hubs will be harder to access (56%) and the need to travel is more problematic (25%). Indicating that respondents have concerns about accessibility for people who may have trouble travelling places. The open responses did indicate some support for losing buildings over staff, providing that the staff are available to meet the needs of local people.

Verbatim responses included:

*"Council has reduced its service from 32 children's centres to 4 hubs, I agree it's not about the buildings but you have to have enough staff who have the time to build relationships in the community to make a difference with families & partners. I can't see how 1 hub in Huddersfield will have enough staff to meet need."*
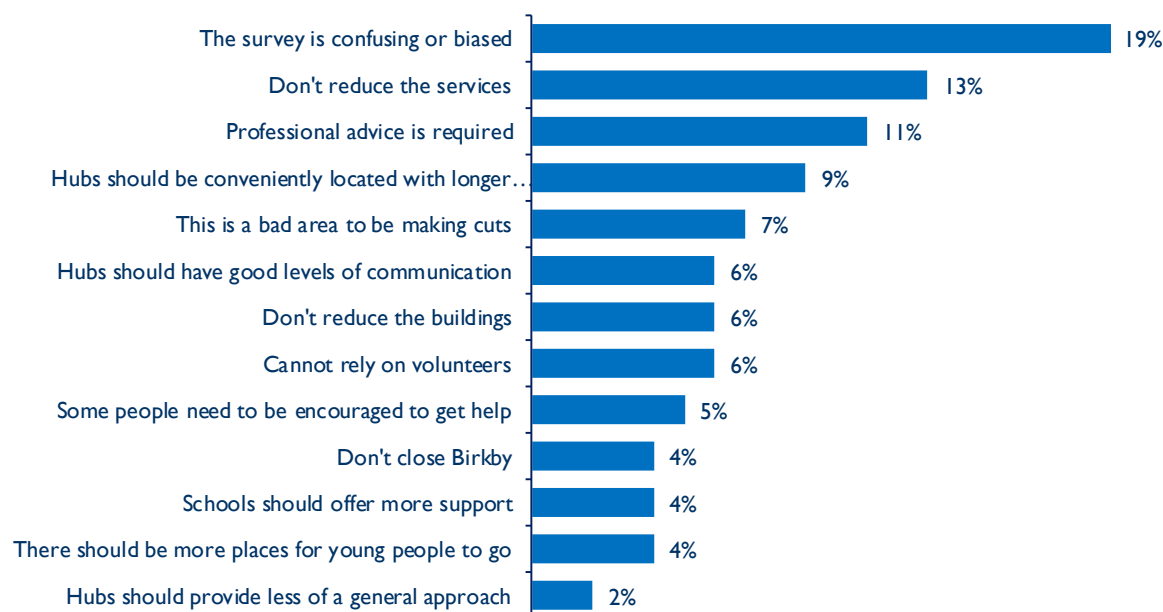
*"Four HUBs is too few - they will not be easily accessible and people will not seek early help if they have to travel or approach a large venue when they are feeling vulnerable."*

## 5.5 Additional comments (mailbox and Q9)

Question nine gave respondents an opportunity to give further comments about the proposals outlined in the booklet; the chart below illustrates the coded responses to this question.

**Figure 19: Q9. Do you have any further comments about the proposals outlined in the booklet?**



| | |
|---|---|
| The survey is confusing or biased | 19% |
| Don't reduce the services | 13% |
| Professional advice is required | 11% |
| Hubs should be conveniently located with longer… | 9% |
| This is a bad area to be making cuts | 7% |
| Hubs should have good levels of communication | 6% |
| Don't reduce the buildings | 6% |
| Cannot rely on volunteers | 6% |
| Some people need to be encouraged to get help | 5% |
| Don't close Birkby | 4% |
| Schools should offer more support | 4% |
| There should be more places for young people to go | 4% |
| Hubs should provide less of a general approach | 2% |

**Source:** Qa Research 2016  **Base:** All valid responses (96)

It is clear from the final comments that those who chose to offer some would like much more information before they can give their views and opinions, some respondents feel there are positives in the ideas posed at engagement stage; but it more information is needed so that people can fully understand and comment on the proposals. Some verbatim comments can be seen below:

*"Some of the proposals do make sense, like having one key worker for a family, but I feel very strongly that to rely on communities to provide services is dangerous.  You are relying on people you don't know, with no comeback on them if something goes wrong."*

*"The booklet is very vague - I have specialist knowledge in early help and early years issues and the booklet explains nothing. I get that you need to save money, but making staff redundant and shutting centres and services will only put a draw on other services in the future e.g. social service, mental health services etc. Early intervention is a proven aspect in reducing the break up of families, appropriate child development and family health - please Kirkless - don't reduce services even further, they're on their knees as it is and there is so much need but people find it hard as it is to access services"*

*"The hubs are a good idea if they are managed correctly and manage to reach people who would benefit from them."*

*"Very, very little information available to make informed decisions & provide constructive feedback as to what services will be provided going forward"*

Although the survey gave participants the opportunity to note any further comments about the proposals outlined in the booklet, Kirklees Council also made a dedicated email inbox available for people to send any additional comments to. There were two emails sent to this email address, summaries of which can be seen below:

- Concerns around a blanket policy which stops local businesses working with children's centres unless they are charities
- Suggestion that Health Visitors should be placed with Social Workers to help triage of cases

## 5.6    Young people engagement

Kirklees Council wanted to capture some views from young people as part of this initial engagement, Kirklees staff gathered feedback from young people through informal discussions at existing young people groups based around the engagement booklet and survey. The main points from this engagement have been summarised below. It should be noted that this engagement was not carried out by Qa Research and the summary below is based on notes provided to Qa by the Council.

**What do you think about the idea of Community Plus?**
The young people consulted on the idea of Community plus generally felt it was a good idea, reasons given ranged from it possible preventing the need for more desperate help, to it enabling people to talk about their situations and access a lot of information.

The young people did have some reservations, mainly around professionalism – feeling that the staff need to be professional workers and not volunteers as professionals are perceived by the young people as having more experience and skills; this being particularly important when considering that some people who come in at Community Plus level could actually have more complex issues in their lives which may only be picked up by a professional.

**Tell us your thoughts on Complex Services**
The responses on Complex Services were more mixed, some stating they feel it is a good idea as people and families who need help can get it,  that young people can tell their key workers rather than their parents reducing their nerves; and also because information sharing helps make sure families are safe. Reservations on it being a good idea were around making sure the child has a voice too.

Young people who did not feel it was such a good idea said so mainly because they feel there would be too much for staff to do and something could be missed and that information sharing could mean confidentiality may be breached.

**What are your thoughts on Targeted Services?**
The positive comments on Targeted Services from young people were mainly around it being a good way to prevent situations for young people getting worse as specific areas are targeted and that it's important to have the same key worker. Thoughts as to why it is not a good idea included that they may be difficult to access and it may be seen as forced help. Young people also

noted that the workers shouldn't be voluntary and it is important that the right people work with the right age groups.

**What are your thoughts on area based hubs for all family services?**
Young people felt the positives about the hubs were that having a local place for all services would held so that their parents don't have to spend a lot of money on transport, and it has the potential to help families. Family services being local is important to the young people, they mention it frequently and are conscious of the costs to their parents.

Negative comments from young people included worries about their parents being in the same building as them due to privacy and confidentiality issues – it would mean they no longer had a safe place for youth services. Other comments included worries that it could be too far away from them, in particular if live in the valleys they could end up travelling for a long time - and it sounds like it would be a reduced service.

**Thoughts on the services that you use?**
The young people consulted felt that the services they currently use are really important to them as they give them a chance to: have fun, get out of the house, keep out of trouble, talk about their problems, learn, do sports/exercise, go on fun activities/trips, improve health and wellbeing, learn about drug and alcohol awareness, meet kind people and get advice.

**One Key Worker.  How do you feel about this?**
Young people were mostly keen on this idea as they thought it would mean they don't have to tell their story to lots of people, improve their confidence with their worker and build better relationships and if feel confident to ask if they wanted to change keyworkers as they would be most familiar. However, there were concerns around the ability to change key workers, would it even be possible? Young people also took into consideration the stress levels of the workers being with the same young person, will this have a negative effect on the worker?

# 6.    Conclusions

## Profile

- Many of respondents to the part one survey being female and from White or Asian ethnic groups, there is rationale for the qualitative engagement in the part two consultation – to ensure we engage with specific groups underrepresented in this first survey. As we know from the findings that just as many men who completed the survey currently use services as much as women.
- This is also true for young people, engagement with these groups in part two will be crucial.
- As unpaid adults made up a quarter of respondents, we would also suggest it is important to engage qualitatively with this group to understand in depth their views on the proposals which will be available in the full consultation.
- Whilst this profile does indicate we were able to gather responses from a range of different people, there is scope to engage higher numbers of respondents within certain groups in the part two consultation; either through more targeted distribution of the quantitative survey or by qualitative methods.

## Views on the Council's vision for early help

- Although the majority of respondents agreed with the Council's approach to early help when responses were netted, those who did disagree had substantial worries about what the approach might mean for the quality and accessibility of support. It is important to consider why people disagreed with the vision and discuss this with them in part two.
- Around half of respondents indicated they would be happy to volunteer their time to aid certain outcomes, but a significant minority either disagreed or answered that they neither agree nor disagree – indicating they were unsure. Respondents may need more information about the amount and type of volunteering they would be signing up to.
- Although there was majority NET agreement with almost all of the statements around the 'whole family' approach; there were substantial levels of NET disagreement with the statements around developing a way of working to meet people's needs but requires fewer buildings and supporting more people to do more for themselves. Suggesting that there needs to be more information about what the statements mean for people in their day to day lives, as there are worries that the new approach could lead to a reduction in the number, quality and accessibility of services and also that people who really need help slip through the net. These issues were also raised by the young people.

## Views on the different levels of early help

- The majority of respondents agreed with the Council's approach to Targeted and Complex services, but less were in agreement with the approach to Community plus services.
- There needs to be more information about the role of volunteers, the role of a single key worker (as the young people also highlighted) and what support the Council will give to groups and how speedy this will be.

## Views on the proposals to develop early help hubs

- Around two thirds of respondents were in NET agreement with the proposals to develop early help hubs, however one in ten disagreed or couldn't say as they neither agreed nor disagreed with the proposals.
- Respondents clearly wanted more information on the proposals, the part two consultation phase needs to be designed with this in mind – clear, concise proposals about what the Council need to do to make budget savings (as people are aware these savings need to be made) but clear about what the changes mean for people in their everyday lives; particularly the most vulnerable who may be less likely/able to travel.

## Young people engagement

- Those young people consulted were mixed in terms of their opinions on these subjects, some felt the general ideas were positive in that they could make it easier for families to access services, but concerns around distance were also raised – as some noted their parents may have to pay more for travel to get them places.
- What was clear though was the value the young people place on their current services, they see them as safe places that enable them to get out of the house and be sociable and take part in activities they enjoy. Part two consultation needs to make it clear to the young people what the changes will mean for them and address their concerns, this can be achieved through qualitative research designed for young people in part two.

## 7.    Appendices

**Appendix 1: Additional analysis**

# Kirklees Council – Early Help Engagement (additional analysis comparing staff responses to all other respondent data)

## 1.    Introduction

This document outlines figures from survey data from the Early Help Engagement exercise, with the data for responses from Kirklees Council employees compared with all other respondent data. Please note that as Q1 was a multiple response question, some responses from staff may still remain in the all other respondents data if they chose to answer questions in more than one capacity.

Only statistically significant differences between those who are and who are not Kirklees Council staff have been commented on.

Where there were areas of disagreement, the responses from staff have been removed and the remaining coded verbatim responses have been provided.

Also note that each question is based on valid responses only – any blank responses are excluded.

## 2.    Key questions

**Appeal of early help concept** – Higher levels of disagreement from those who are not Kirklees Council employees

Q3. How far do you agree or disagree with the Council's approach to early help as described below:

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: Agree – 82% | NET: agree – 93% |
| NET: Disagree – 12% | NET: disagree – 4% |

**Areas of disagreement from all other respondents**
The quality of support will reduce – 44%
Centralization will cause some families to become isolated – 26%
It will be harder to access support – 25%
Parents need to be allowed to make their own decisions – 11%
Other – 21%

**Appeal of options** – Lower levels of agreement from those who are not Kirklees council employees than those who are with the following statements: *'work with organisations on a local level to avoid duplication'*, *'Use local skills and knowledge to improve the way we do things'* and *'develop a*

*way of working which meets people's needs but requires fewer buildings'*

Q5. Please tell us how far you agree or disagree with each of these options - **Work earlier with our partners early to tackle problems before they escalate**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 94% | NET: agree – 97% |
| NET: disagree – 5% | NET: disagree – 1% |

**Areas of disagreement from all other respondents**

The council services are of poor quality - 50%
Using partners will cost money - 33%
Parents need to be allowed to make their own decisions - 17%
Other - 33%

Q5. Please tell us how far you agree or disagree with each of these options - **Build on the existing strength of children and family activities in the community**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 87% | NET: agree – 84% |
| NET: disagree - 5% | NET: disagree – 3% |

**Areas of disagreement from all other respondents**
There are already minimal quality activities - 43%
The changes will result in less support - 29%
It will be harder to access support - 14%
Parents need to be allowed to make their own decisions - 14%
Other - 14%

Q5. Please tell us how far you agree or disagree with each of these options - **Support more people to do more for themselves and each other**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 75% | NET: agree – 82% |
| NET: disagree – 15% | NET: disagree – 7% |

**Areas of disagreement from all other respondents**
People need professional support - 41%
People who need support can't support other people - 35%
Other - 18%
Just a method of saving money - 6%
Not enough people would volunteer - 6%

Q5. Please tell us how far you agree or disagree with each of these options - **Work with organisations on a local level to avoid duplication**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 83% | NET: agree – 96% |
| NET: disagree – 6% | NET: disagree – 0% (4% neither agreed nor disagreed) |

Q5. Please tell us how far you agree or disagree with each of these options - **Use local skills and knowledge to improve the way we do things**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 86% | NET: agree – 95% |
| NET: disagree – 6% | NET: disagree – 0% (5% neither agreed nor disagreed) |

Q5. Please tell us how far you agree or disagree with each of these options - **Signpost to other organisations who could help**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 81% | NET: agree – 86% |
| NET: disagree – 10% | NET: disagree – 4% |

**Areas of disagreement from all other respondents**
Dislike being passed around – 44%
The external organisations aren't effective – 33%
This is deferring responsibility – 22%
Other – 11%

Q5. Please tell us how far you agree or disagree with each of these options - **Develop a way of working which meets people's needs but requires fewer buildings**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 49% | NET: agree – 55% |
| NET: disagree – 28% | NET: disagree – 14% |

**Areas of disagreement from all other respondents**
Reducing the amount of buildings make them less accessible – 57%
Travelling is expensive or inconvenient – 43%
Buildings are important places for the community to come together – 11%
Reducing buildings also hinders the workforce  3%

**Willingness to volunteer** - Responses from those who are not Kirklees Council employees indicated higher levels of agreement with all statements about volunteering than those who are Kirklees Council employees.

Q4. To what extent do you agree or disagree with the following statement? I would be happy to volunteer a small amount of time to support the following outcomes - **Children and young people have fun**

| All other respondents: | Kirklees Council employees: |
|---|---|

| | |
|---|---|
| NET: agree – 56% | NET: agree – 41% |
| NET: disagree – 25% | NET: disagree – 31% |

Q4. To what extent do you agree with the following statement? I would be happy to volunteer a small amount of time to support the following outcomes - **Families have enjoyable activities to do together**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 56% | NET: agree – 39% |
| NET: disagree – 24% | NET: disagree – 34% |

Q4. To what extent do you agree with the following statement? I would be happy to volunteer a small amount of time to support the following outcomes - **Children have the best start in life**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 64% | NET: agree – 47% |
| NET: disagree – 21% | NET: disagree – 27% |

**Levels of services –** Responses from those who are Kirklees Council employees indicated higher levels of agreement with Targeted services than all other respondents

Q6. For each level of help, please state how far do you agree or disagree with the Council's approach - **A. Community plus**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 69% | NET: agree – 73% |
| NET: disagree – 19% | NET: disagree – 12% |

**Areas of disagreement from all other respondents**
Cannot rely on volunteers – 55%
Professional advice is required – 41%
Not enough information on how community plus will work – 14%
Other – 9%

Q6. For each level of help, please state how far do you agree or disagree with the Council's approach - **B. Targeted services**

| All other respondents: | Kirklees Council employees: |
|---|---|
| NET: agree – 82% | NET: agree – 92% |
| NET: disagree – 9% | NET: disagree – 4% |

**Areas of disagreement from all other respondents**
Sceptical a keyworker would be sufficiently qualified – 80%
A single keyworker cannot handle that workload or pressure – 10%
Other – 20%
You cannot rely on volunteers – 10%

Q6. For each level of help, please state how far do you agree or disagree with the Council's approach - **C. Complex services**

| All other respondents: | Kirklees Council employees: |
| --- | --- |
| NET: agree – 85% | NET: agree – 93% |
| NET: disagree – 4% | NET: disagree – 4% |

### Areas of disagreement from all other respondents
The council needs to provide more support to groups – 25%
The council need to take more fast action – 25%
Parents need to be allowed to make their own decisions – 25%
Other – 25%

**Appeal of Early Help Hubs** – Responses from Kirklees Council employees indicated higher levels of agreement with the proposals to develop early help hubs than all other respondents.

Q7. How far do you agree or disagree with the Council's proposals to **develop Early Help Hubs?**

| All other respondents: | Kirklees Council employees: |
| --- | --- |
| NET: agree – 62% | NET: agree – 77% |
| NET: disagree – 23% | NET: disagree – 7% |

### Areas of disagreement from all other respondents
The hubs will be harder to access – 59%
The need to travel more is problematic – 22%
The services will not improve with this change – 19%
Relationships between patients and doctors will be hindered – 19%
Happy with current system – 4%
Just a method of saving money – 7%

### Appendix 2: Consultation booklet and survey

EIR consultation
book CM1672.1_FINA

Qa
R E S E A R C H