

Early help consultation

- tell us what you think on proposed changes to children, young people & family support services in Kirklees - now at the full consultation stage



You can also complete the survey
online at www.kirkleestalk.org

27 September - 22 November 2016

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Survey

Hello

Over the last eighteen months, we have been thinking about a new way of providing support to children, young people and families across the district. We would like to share our plans with you and find out what you think about them.

All councils considering changes to their children, young people and family support services have a legal duty to consult with local people. We also think that this is very important and is the right thing to do.

The consultation is important, as it will give us views from a wide cross-section of the local community, including families, young people, staff and other public sector organisations.

Everyone is welcome to get involved and all feedback will be taken into consideration, as we have done with the views gathered through the part one engagement.

What information have we used to help develop our proposals?

The proposals in this booklet have been developed by looking at all of the information we have about the different communities in Kirklees and the feedback from the part one engagement that took place prior to this consultation in July 2016.



Engagement phase findings

216 people took part in the engagement phase, either via the online survey or filling in a paper survey. Of those, half were current users of children, young people and family services. We found that:

- 86% of respondents were in agreement with the council's approach to early help. Those who disagreed (9%) had concerns that the quality of and access to support may be reduced.
- People were more likely to agree with the council's approach to the Complex service level (88%) and to the Targeted service level (85%) than with the approach to the Community service level (71%), with concerns over the use of volunteers rather than paid professionals.
- 67% of people agreed with the proposals to develop central 'hubs', 15% neither agreed nor disagreed and 17% disagreed; the main concerns being around accessibility and travel to the central sites.

Overall, findings from the part one engagement show that whilst the majority of respondents agreed with the council's overall approach to early help and the principles behind it, questions were raised about what the approach might mean for the quality and accessibility of support. It was clear that people wanted further information on how the proposals could work in practice. This consultation has taken the findings into consideration and has been designed with these issues in mind.

How can you tell us your views?

Part two is the consultation phase, which is running for eight weeks. By reading this short booklet and taking part in our consultation survey, you can tell us what you think and help us to shape our plans for the future.

You can tell us your views by completing the questionnaire at the back of this booklet.

The deadline for these responses is 22nd November 2016.

You can also complete the survey online at www.kirkleestalk.org

It is important to note that:

- No decisions will be made until the consultation has ended and all comments have been considered by councillors in January 2017. The changes will then be made, with a target completion date of summer 2017.
- The questionnaire is confidential and should take no longer than 10 minutes to complete
- If you need help completing the questionnaire or require further copies, please contact QA Research free on 0800 980 9030
- If needed, we can provide this information in large print, Braille, BSL or community languages. Call 0800 980 9030 if you would prefer it in another format.

Thank you for taking the time to complete this questionnaire. Your views are very important to us.



Section one:

Why are we changing?

One of the council's key priorities is children, young people and families. Our priority is to help those people with the greatest needs. We have been working hard with local people to find out how we can change our current way of working that best helps to manage the financial challenges that the council is facing.

The council spends a lot of money providing support for children, young people and families. Doing something to help people stay independent without this support is critical to reducing the amount we spend. Staying independent is also what people tell us is very important to them.

We want to make sure that support continues to be focussed on those children, young people and families who need it the most. However, in the future this will be done in a different way.

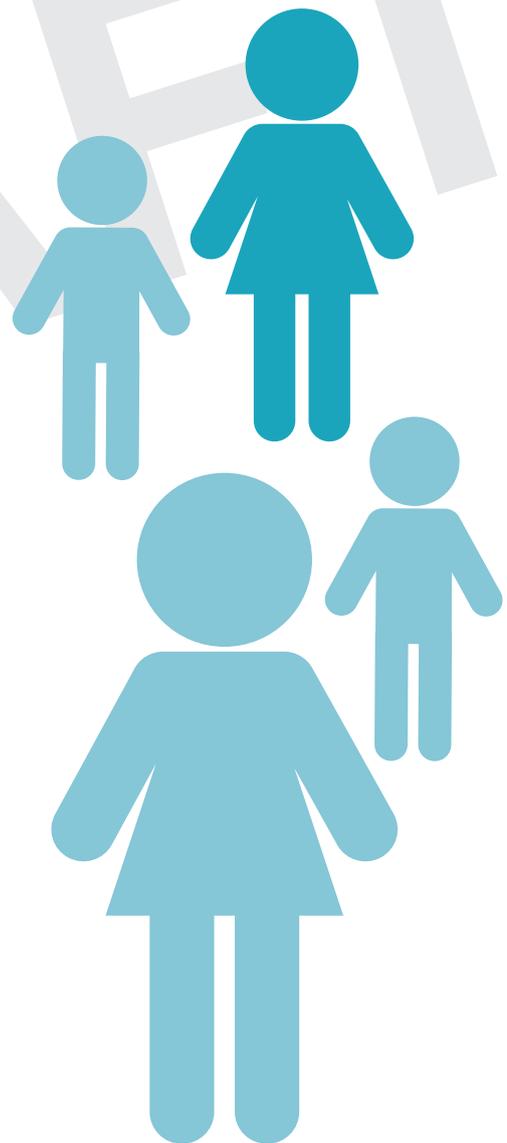
We will need to focus our more limited resources on individuals and communities who have the greatest need for early help support. We currently provide similar access to support across all areas of Kirklees, but we need to prioritise our resources towards areas with the highest need. For example, we need to prioritise support to families where households have a lower income, children are less likely to be ready for school at age four, more children live in out of work families and where a higher number of children enter the care system.

There will be a change to the way in which services are delivered and we want to work more closely with other local organisations, including the police, health groups (such as GPs, the NHS and health visitors), schools and community groups.

Currently some of these organisations, including the council, are working with the same families and overlapping what they do. This is confusing for families and we need to find a better way of providing 'early help' support.

Your council also has no choice but to make some difficult decisions about how we spend money. When there is less money available, we have to do the things that will make the biggest difference, and make sure that we support the most vulnerable people in our communities. The changes to children, young people and family support services in our communities reflect this, and are just one part of the overall process of transforming what we do and how we do it.

It's important to note that we will always help children and families who need extra help and support, for example child protection.



Section two: What is early help?

Our vision is:

To work across the council with partners and communities to support people and families to plan ahead, stay well and get support when they need it. We will do this by working together to keep people safe and help people in the most appropriate way with the resources we have available.

Helping people earlier rather than later is better for everyone. It isn't just about saving money; it's also about improving the support we provide and the benefits to local people.

Early help is all about identifying problems as early as possible. Early help covers the whole of a child's life from before it is born right through to the age of 19. This is extended if needed up to the age of 25 where a young person has a disability.

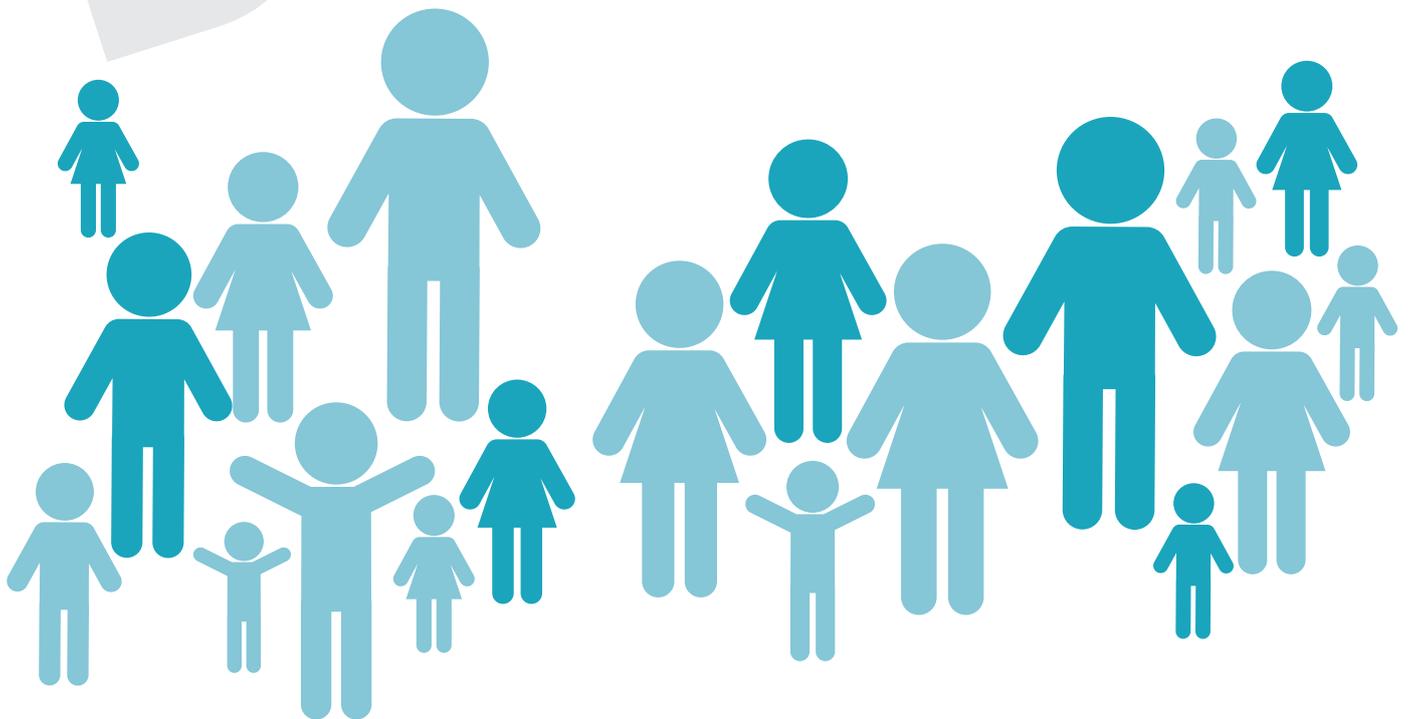
The council will work with other partners like the NHS, schools and the voluntary sector to support people and families to plan ahead, stay well and get support when they need it. The aim is to take a 'whole family' approach so that instead of providing separate services from lots of sites, people who need extra support will be able to access more joined-up services.

This approach will help people and families to be independent for as long as possible, so that we delay or prevent the need for more support in the future.

Changing our approach to early help is part of our wider focus on early intervention and prevention (EIP). EIP is all about identifying problems as early as possible, intervening at the right time to prevent problems from getting worse, and supporting people to be independent.

To do this we will:

- Work earlier with our partners to tackle problems before they escalate
- Include children and families as our partners, to ensure they can help design and deliver services
- Build on the existing strength of children and family activities in the community
- Support more people to do more for themselves and each other
- Work with organisations on a local level to avoid duplication
- Use local skills and knowledge to improve the way we do things
- Signpost to other organisations who could help
- Develop a way of working which is based on what people need in the areas they live and not dependent on buildings.



Section three:

How will the early help offer work?

By taking a 'whole family' approach to early help, we can ensure that services working with both adults and children take into account all of the family circumstances and needs. For example, an alcohol treatment service could incorporate parenting classes with supervised childcare also being provided.

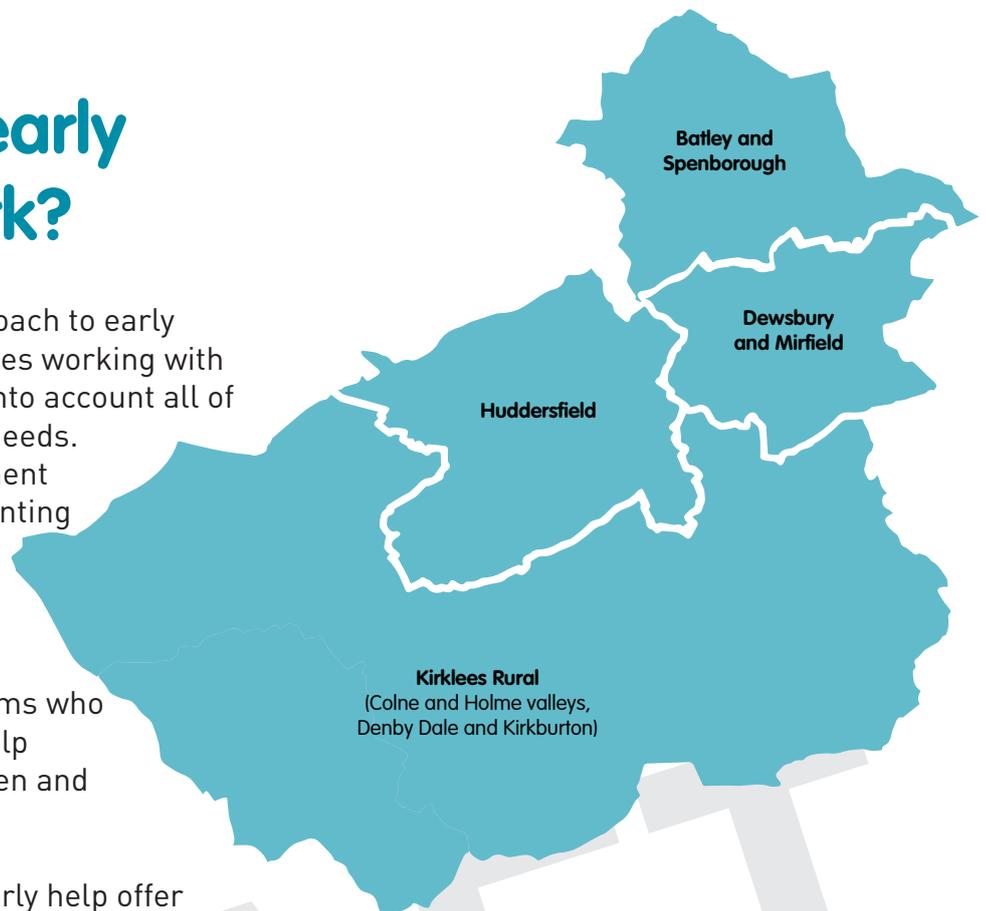
To achieve this, we will bring together multi-disciplinary teams who will support a range of early help intervention services for children and young people and families.

These teams will deliver the early help offer across four areas as shown in the map opposite.

Across each area, we aim to link council staff with partner organisations to provide this 'whole family' approach. This means that everyone that works with local families would be able to consult and collaborate with each other more easily, leading to better outcomes. This could include teams providing support in, for example, housing, addiction, mental health, welfare rights, learning and skills, engaging teenagers, tackling family violence and safeguarding. In addition, people could be referred to other services that could help them, including health care, family support and financial management advice.

This partnership approach will require:

- good information-sharing and collaboration with local partners
- analysis of what services already exist locally and which additional services are needed to improve outcomes for all parts of the local community but particularly for those with the greatest needs
- identification and assessment of needs of individual families at greatest risk of poor outcomes,



- to agree priorities for services and facilities with local partners and how these can be most effectively and efficiently delivered.

Instead of relying on council buildings, we want to provide support in locations that are convenient for local people. This means that in the future, services and support could be delivered from health centres, pre-schools and nurseries, schools, and a variety of other community facilities.

Where people need support but live in an area of low need overall, services could be provided by mobile teams in people's homes instead. They might also need to go to a different location to receive support, like a community centre or a school.

Some of the services people are familiar with might also change, or be provided in a different way.

The important thing is that those people who need support receive the right support at the right time.

You can find out more about each of the four proposed areas on the next couple of pages.

Section four: How will the early help offer be delivered?

Area 1

Batley and Spenningshall:

The Batley, Spenningshall and Birstall area has high levels of need, some of which is spread across larger areas and some of which is concentrated within pockets in areas of less need. From data analysis and local knowledge, the areas highlighted as having the most need are within the Fieldhead, Birstall area; Healey, Batley; and Carlinghow.



Central 'Hub' Site:

- **Central Batley** – exact location TBC, but easily accessible from across the area.

Delivery sites:

- **Birstall** - Fieldhead Crescent (designated Children's Centre)
- **Staincliffe and Healey** – Chestnut Avenue
- **Carlinghow** - Ealand Road
- **Young Batley Centre** - Thomas Street

Area 2

Dewsbury & Mirfield:

There are high levels of need concentrated in the Dewsbury East and West areas, with smaller pockets of high need in Dewsbury South and Mirfield. It is proposed to retain a central hub site alongside with three delivery sites in the areas of highest need across the area.



Central 'Hub' Site:

- **Central Dewsbury** – exact location TBC, but easily accessible from across the area.

Delivery sites:

- **Chickenley** - Princess Road (designated Children's Centre)
- **Dewsbury Arena**
- **Young Dewsbury** – Dewsbury Town Hall
- **Crows Nest Park Centre & Adventurous Play Site**
- **Ravensthorpe** - The Greenwood Centre
- **Thornhill** - Edge Top Road

Key



Central 'Hub' site



Mobile delivery



Delivery sites

Area 3

Huddersfield:

Areas of highest need: Almondbury, Lowerhouses, Riddings, Paddock, Leeds Road, Walpole and Thornton Lodge, Beech estate, Cowlersley, Rawthorpe and Dalton areas We propose to place one main hub with five linked sites in the areas of high need across the area.



Central 'Hub' Site:

- **Huddersfield** – exact location TBC, but easily accessible from across the area.

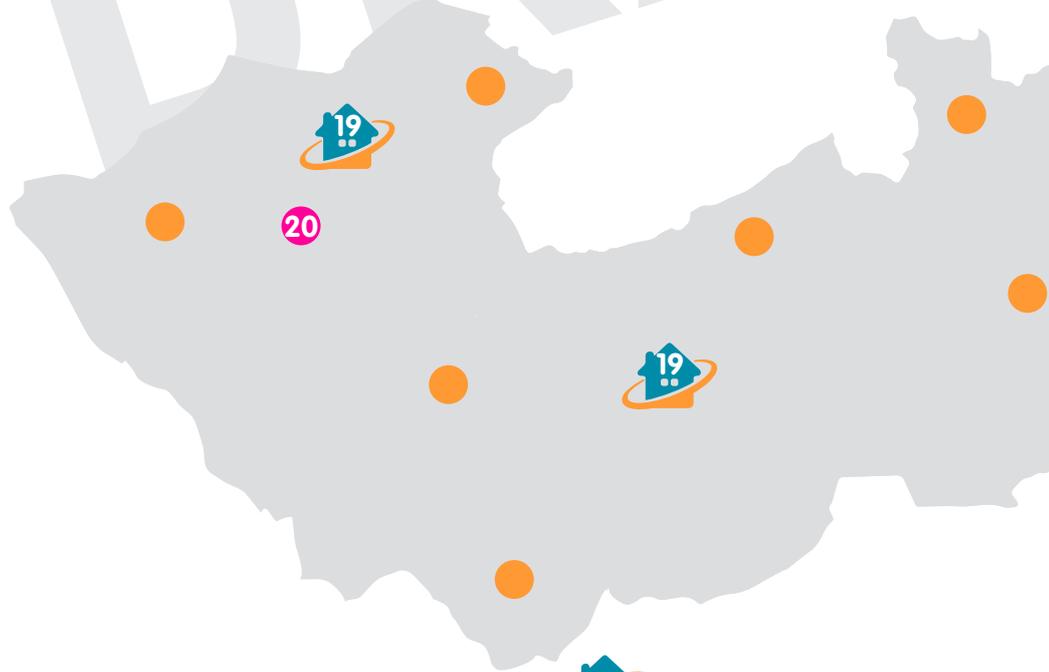
Delivery sites:

- **Chestnut Children's Centre** (designated Children's Centre)
- **Almondbury** - Farfield Road
- **Brian Jackson Centre** - The Basement Young People and Childrens Space
- **Crosland Moor** - Dryclough Road
- **Rawthorpe and Dalton** - Ridgeway, Dalton

Area 4

Kirklees rural (Colne and Holme Valleys, Denby Dale and Kirkburton):

Although analysis of the data does not indicate high levels of need across this area, there are small pockets of higher need spread across a larger geographical area. It is proposed that there is a single central hub to cover this area plus mobile and outreach delivery sites.



Central 'Hub' Site:

- **Slaithwaite or Holmfirth** - exact location TBC, but easily accessible from across the area.

Delivery sites:

- **Slaithwaite** - Colne Valley Children's Centre
- **Mobile delivery:** – Targeted areas

Key

Central 'Hub' site

Mobile delivery

Delivery sites

Delivery from other community venues

Section five:

What are the changes to Children's Centre, youth and parenting support services?

Children's Centres

The council has a responsibility to provide early childhood services. These services are defined as:

- early years provision (early education and childcare)
- social services functions of the local authority relating to young children, parents and parents to be
- health services relating to young children, parents and prospective parents
- training and employment services to assist parents or prospective parents and
- information and advice services for parents and prospective parents.

Current early childhood services are made available to families across Kirklees through 25 Children's Centres located in both council buildings and a number of community venues.

Most of these services are now focused or 'targeted' at families who are most in need of extra support, but some services are still accessible to everyone regardless of need.

Under the new model, the council will no longer directly delivery open-access sessions and the four designated Children's Centres. Instead, we plan to change the way we organise our Children's Centres so that resources are focused only on the children and families in greatest need of support.

The existing Children's Centre workforce will no longer be available to provide low level one to one support to all families, but will support community groups and other agencies to do so instead. Support will be targeted at those with

multiple problems and those who need support to stop their problems from getting worse.

These changes will help us to ensure that the most vulnerable people are provided with the help and support that they need, at the same time as helping us to reduce the overall cost of the service.

Youth Services

Currently, the youth service delivers both targeted and universal services from ten Youth Hubs and also uses three mobile units. Youth activities are also delivered from a further 25 locations across Kirklees.

This means that children and young people living in Kirklees have access to a range of activities including youth work, play work, sport and recreation, arts and culture, youth participation, Duke of Edinburgh's Award and outdoor education (Adventurous Activities team).

In order to achieve our early help vision, we are proposing to focus our resources on those young people and families who are experiencing a number of different issues or problems.

As a result, we will no longer deliver any open access youth activities, but will support community groups and other agencies to do so instead.

Parenting support

The aim of our Early Help offer is to support families much earlier, so they do not require the support of a social worker and we will work together to target the most vulnerable children, young people and families.

As part of this, we will review and develop a range of accessible, high quality parenting programmes to help support these vulnerable families. The overall number of available parenting programmes will reduce, but the new range of programmes will be providing the right courses for the right families at the right time.

This will support families so that they can cope with any challenges and become more independent.

Section six:

What will early help mean in practice?

Our early help offer is described in three 'levels'.

1. Community Plus

The Community Plus level describes the help that will be provided by partners, agencies, community and volunteers to children, young people and their families who are identified as being in need of some additional support.

This support could include advice, information, sign-posting to self-help groups and online support, such as parenting programmes, or providing direct support.

Where there are gaps in what partners and the community are able to provide, then we, through the Early Help areas, will invest resources, buildings and/or staff time in supporting them to fill these gaps in order to meet the local need.

Community Plus case study



Jamie Aged: 26

ABOUT JAMIE:

- Lives with his partner, Holly, and their 5 year old son Jack, in a private rented flat in Golcar
- Jamie left school with few qualifications, works full-time in a local warehouse. Holly also works two days per week in a local supermarket. They are both on minimum wage
- The couple have large, non-secured debts
- Jamie is worried about covering the additional costs of Jack going to school

This might be by:

- Providing free access to use the local central 'hub' building and delivery sites in order to deliver services to children, young people and families.
- Supporting the recruitment and training of volunteers
- Enabling communities to solve their own problems where needs are identified
- Bringing people together who can support each other, for example peer support/self-help groups
- Offering advice and support to local groups to improve their skills in supporting people with more needs
- Providing short term small grants to small groups to help them develop their capacity and help access alternative funding
- Providing consultation from specialist services from the Targeted and Complex levels to help support the work being provided by partners or others, for example through the Schools as Community Hubs. This will include; consultation; coaching and co-working.

NOW: Under the current model...

- Jamie collects Jack from school and sees a poster advertising benefits advice in the nearby Children's Centre
- He puts off going for a while because he's worried that he'll be the only dad in the Children's Centre
- Eventually he goes in to see an advisor, who gives him information about a dads group, running at the centre every Saturday morning. Through the group he learns about the Adult Education Programme and takes his basic English and maths qualifications.

IN THE FUTURE: Under the early help model...

- Jack's school have taken over the Children's Centre building as part of their community hub, and are delivering employment advice sessions which are Lottery funded
- A worker from the school knows a local man who is running a session for dads on healthy cooking on a budget, which he tells Jamie about
- The worker also signposts Jamie to the StepChange debt charity for debt advice

2. Targeted

The Targeted offer will focus on families who may be experiencing a number of different issues or problems. Within this offer, families will be allocated a key-worker who will work with the whole family to provide support and help them access the services they need.

This approach is increasingly being used by local authorities across the country and we have already adopted elements of this as part of our Stronger Families programme. The evidence shows that there are five key things about this approach that seem to be effective in helping families, and our approach will follow these principles:

- Dedicated workers, dedicated to families
- Practical 'hands on' support
- A persistent, assertive and challenging approach
- Considering the family as a whole
- A common purpose and agreed action

The support that a family receives will be drawn from a menu of support activity within the Early Help areas and will be designed and tailored to meet the individual needs of each family.

Targeted case study



Briony Aged: 26

ABOUT BRIONY:

- Single mum living in private rented accommodation with her three children; Cody 18 months, Ella aged 3 and Callum aged 6
- The children's dad is in prison for drug offences and due for release next month
- Before going to prison he had little contact with Briony or the children, although he would turn up unannounced occasionally, sometimes staying overnight
- There is a history of domestic violence, which the older children have witnessed
- Briony is receiving benefits, has outstanding debts and limited support from her extended family
- As a child she spent periods of time in care due to neglect after the death of her mum
- Briony suffered post-natal depression after the births of Ella and Cody. She feels she doesn't need mental health support after her community psychiatric nurse left.
- Briony is known to social care following domestic violence notifications from the Police and suspected drug dealing from the property

Recent events:

- The school have completed a single assessment as they have concerns about Callum and Ella turning up to school/nursery late, unwashed unkempt and hungry
- School are also concerned that Callum has become increasingly aggressive
- Briony has admitted that she is struggling due to worrying about the impending release of her ex-partner
- The single assessment identified the need for family support to become involved to improve household routines, support to access mental health services, debt and housing issues and for Briony to understand the impact of domestic violence on the children.



Providing Targeted Support

NOW: Under the current model...

- An outreach support worker visits the home and finds it in a state of disrepair
- There is several days worth of washing up, piles of dirty washing, sticky carpets and so on
- None of the children are at school/nursery or dressed at 11am
- Briony explains the impending release of her ex-partner has made her anxious, leading to the lack of motivation and routine
- The family support worker persuades her to make an appointment with her GP and to agree that the children would be better off attending school/nursery
- Briony also agrees to some additional support towards keeping the house cleaner

IN THE FUTURE: Under the early help model...

- Callum's school are part of the 'school as community hub' programme and have a key worker who attends multi agency meetings
- The key worker calls a multi agency meeting (with Briony's consent) including the Police, to look at strategies for staying safe and preparing for the father's release from prison
- It's agreed that some short term intensive support is required, including safer relationships, confidence building and keeping the home clean
- A worker from the Healthy Child Programme was also part of the meeting and agrees to support Callum and his challenging behaviour
- The key worker taps into the Early Help database. She links Briony to a self-support group for survivors of domestic abuse, who meet at a local café.
- The plan is for the key worker to work with Briony for a maximum of 6 months, building her confidence to tackle issues before they affect family life

3. Complex

The Complex level of support is for those children, young people and families who, due to their health, disability, behaviour or family environment, require specialist or statutory assessment and/or intervention. This could include those requiring safeguarding, being looked after and support for children and adults with complex disabilities.

A small number of these children, young people and families may require highly specialist services or intensive input from a number of agencies for a long period, or even specialist placement or secure provision.

Our early help teams will develop effective links with specialist (Complex) services, including social care, in order to provide seamless support to families where their needs escalate and require statutory interventions, as well as to support families when their needs reduce and can be met at either the Targeted or Community Plus levels.

Our aim is to support families facing challenges in order to try and help them avoid getting into a crisis situation. We will provide specialist and statutory assessments and interventions at the right time and ensure that all teams involved are working together for the good of the family.

We will always try to help families stay together, but ultimately our priority has to be the safety and well-being of children and young people. As a result, despite the amount of support we provide, some families will still require interventions such as Child Protection Plans to ensure the safety of the most vulnerable in our communities.



Section seven:

How to have your say and what happens after the consultation?

The eight week consultation period ends on 22nd November 2016. Every form and every comment we receive will be considered. This information will help us develop our proposals before any decisions are made.

How to have your say

The services under discussion are important to many people across our local communities. We understand their importance. We have made a commitment that services will remain available across all areas of the district, with the focus on those in greatest need of support. Your opinions are valued and important, and we are keen for as many people as many people as possible to give their views.

You can let us know what you think any time up to 22nd November 2016 by using any of the following methods:

- Filling in the questionnaire at the back of this booklet – there is a freepost envelope enclosed to send back your completed questionnaire. Completing the questionnaire online – please visit www.kirkleestalk.org
- Emailing us: earlyhelpconsultation@kirklees.gov.uk
- Taking part in one of the discussion groups being held across Kirklees – details will be shared

Questionnaires are available in community venues across Kirklees, including Children's Centres and libraries. If you would like further copies, please contact 0800 980 9030. Please send your completed paper questionnaires to Qa Research using the Freepost envelopes provided, if you do not have one you can put your completed questionnaire and send it Freepost to:

Freepost RTRH-GSXR-XZXX
Qa Research
Mill House
North Street
York
YO1 6JD

Don't forget to return it by 22nd November 2016. Thank you for your time.

Early help consultation

Kirklees Council want to know your views on the information you have read in the booklet. Your answers will help to inform the council's proposals to develop services for children, young people and families. Your views are important to us, and will be used alongside other information to inform any decisions we make about services in the future.

The survey takes about 10 minutes to complete. All the information you give will be kept completely confidential by Qa Research and no individual will be identified to the council. All details are kept in strict confidence at all times and in compliance with the Data Protection Act 1998.

If you have any questions or would like some help please call Qa Research free on: 0800 980 9030. They are the company running the survey and they will be happy to help you.

It may be useful to have the booklet open whilst you complete the survey if you are reading it online, or with you if you have a paper copy.

Please return your survey to Qa research at the FREEPOST address shown to arrive no later than 8 November 2016.

Thank you.

Part one - About you

Firstly, please could you confirm your age? (Please tick ✓ one circle only)

Under 16 16 or over

IF UNDER 16 PLEASE PROVIDE A PARENT / GUARDIAN NAME AND SIGNATURE.

Parent / Guardian Name (Please print):

Parent / Guardian Signature:

Q1. Are you completing this questionnaire as a...? Please tick all that apply

- Full-time parent/carer for someone aged 0-19 years
- Part-time carer (including grandparent) for someone aged 0-19 years
- Children's Centre volunteer
- A Kirklees Council employee
- A health service employee
- School staff or Governor
- From a voluntary or community organisation
- A local councillor
- Local resident in Kirklees
- User of youth services in Kirklees
- Other (please say)

Part two - Children's Centre

Q2. Do you currently use services at children's centres in Kirklees?

(Please tick ✓ all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Almondbury | <input type="checkbox"/> Gomersal & Littletown |
| <input type="checkbox"/> Batley East | <input type="checkbox"/> Heckmondwike |
| <input type="checkbox"/> Birkby | <input type="checkbox"/> Holme Valley North – Meltham Moor |
| <input type="checkbox"/> Birstall & Birkenshaw | <input type="checkbox"/> Grange Moor & Kirkburton |
| <input type="checkbox"/> Carlinghow & Wilton | <input type="checkbox"/> Mirfield |
| <input type="checkbox"/> Chestnut | <input type="checkbox"/> Newsome |
| <input type="checkbox"/> Chickenley, Earlsheaton & Shawcross | <input type="checkbox"/> Lowerhouses |
| <input type="checkbox"/> Cleckheaton | <input type="checkbox"/> Ravensthorpe |
| <input type="checkbox"/> Colne Valley | <input type="checkbox"/> Rawthorpe & Dalton |
| <input type="checkbox"/> Crosland Moor | <input type="checkbox"/> Savile Town |
| <input type="checkbox"/> Dewsbury Moor & Scout Hill | <input type="checkbox"/> Staincliffe & Healey |
| <input type="checkbox"/> Flatts & Eastborough | <input type="checkbox"/> Thornhill |
| <input type="checkbox"/> Golcar, Cowlersley & Milnsbridge | <input type="checkbox"/> Thornhill Lees |

I do not use any children's centre services (please go to question 5)

Q3. How frequently do you use services at a children's centre in Kirklees?

(Please tick ✓ all that apply)

- 3-4 times per week
- 1-2 times per week
- Every two weeks
- Once a month
- Less than once a month
- Less often

Q4a. Please tell us if you have used any of these services or support in the last 12 months?

(Please tick ✓ all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Stay and play sessions | <input type="checkbox"/> Support to return to employment |
| <input type="checkbox"/> One stop shop services (including finance legal and housing advice) | <input type="checkbox"/> Advice on benefits (Citizens Advice Bureau drop in) |
| <input type="checkbox"/> Child’s Journey Activities (e.g. Infant Massage, Let’s Talk, Let’s Play, Let’s Move) | <input type="checkbox"/> Antenatal support |
| <input type="checkbox"/> Parenting Courses | <input type="checkbox"/> Breastfeeding support |
| <input type="checkbox"/> One-to-one family support | <input type="checkbox"/> Health care and advice |
| <input type="checkbox"/> Domestic Violence Support | <input type="checkbox"/> Healthy eating and healthy lifestyle advice |
| <input type="checkbox"/> Young Parents group | <input type="checkbox"/> Other (please give detail) |
| <input type="checkbox"/> Childminding Network | |
| <input type="checkbox"/> Adult education/training | |

Section five of the booklet explains that as part of the proposals the Council will no longer directly deliver open access sessions, for example ‘stay and play’ sessions, at the four designated Children’s Centres within each Early Help area. There will also be a reduction in the number of parenting programmes

Q4b. How much of an impact would these changes have on you?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Changes to open access sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Changes to parenting support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4c. Please tell us more about how these proposed changes would affect you

Part three - Youth Services

Q5. Do you currently use services at Youth Centres in Kirklees?

(Please tick ✓ all that apply)

- Young Batley Centre
- Dewsbury Arena
- Crow Nest Park Centre and Adventurous Play site
- Young Dewsbury – Dewsbury Town Hall
- Brian Jackson Centre – The Basement Young People and Children’s Space
- Slaithwaite Town Hall – The Basement Youth Club
- Paddock Young People’s Centre
- Lowerhouses Lounge
- Skelmanthorpe Youth and Community Centre
- Netherton Village Hall (Youth)
- I do not use any youth centre services (please go to question 7)

Q6. How frequently do you use youth centres/youth services in Kirklees?

- 3-4 times per week
- 1-2 times per week
- Every two weeks
- Once a month
- Less than once a month
- Less often

Q7a. Please tell us if you/your family have used any of these young people services/support in the last 12 months? (Please tick ✓ all that apply)

- Youth Clubs (13-19 years)
- Junior Youth Clubs (8-12 years)
- Disability Youth Provision (up to 24 years)
- LGBT Youth Provision
- Mobile Provision (AKA: The Youth Bus)
- Sports and Activity Provision
- Young Women's Provision
- Looked After Children Provision
- Youth Forum and Young Leaders Provision
- Duke of Edinburgh Award
- Adventurous Activities
- Schools Engagement – Alternative education, Lunchtime and After School Groups.
- Off Site Activity and Residential
- 1:1 Referrals through Early Help
- Other (please give detail)
- I do not use any youth centre services

Section five of the booklet explains that as part of the proposals the Council will no longer directly deliver any open access youth activities, for example youth clubs, but will support community groups and other agencies to do so instead.

Q7b. How much of an impact would these changes have on you?

- A significant impact (please go to Q7c)
- Some impact (please go to Q7c)
- Little or no impact (please go to Q8)
- Unsure (please go to Q8)
- Not applicable/haven't used services (please go to Q8)

Q7c. Please tell us more about how this proposed change would affect you

Part four - An overview of the proposed changes

Section three of the booklet describes the council's proposals to develop early help areas and the ideas behind this.

Q8. How important are the following to you when thinking about services for children, young people and families in Kirklees?

	Very important	Important	Neither important or not important	Not important	Not important at all
Services that I can access close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to support and advice from trained professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support in a crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clear information about what services are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. To what extent do you agree with the following parts of the council's proposals regarding the proposed early help offer?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Early Help Areas will help families access support in a more joined up way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9a. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Early Help Areas will improve services for families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9b. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The Council should target support at the most vulnerable / disadvantaged families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9c. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Early Help Areas will help to make sure that communities have the services that will meet the needs of the local population	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9d. If you disagree with this statement please tell us why you feel this way

Part Five - Delivering the early help offer

Section four of the booklet describes the council's proposals to make changes to the use of current children centres and youth centre buildings to either a central site or a delivery site.

Q10. To what extent do you agree or disagree with each of the following statements about the proposed new sites?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The right buildings have been proposed as Children's Centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10a. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The right buildings have been proposed as delivery sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10b. If you disagree with this statement please tell us why you feel this way

The Council should focus on providing the right services, not keeping buildings open if they are not used often	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10c. If you disagree with this statement please tell us why you feel this way

I would be happy to use services that are delivered by community or voluntary sector organisations in my local area	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10d. If you disagree with this statement please tell us why you feel this way

Q11. Please provide any comments you have on the delivery sites chosen for each area...

a) Batley & Spenborough Area

b) Dewsbury & Mirfield Area

c) Huddersfield Area

d) Kirklees Rural Area – Colne & Holme Valleys, Denby Dale & Kirkburton

Q12. Do you have any further comments about the proposals for buildings outlined in the booklet?

Part Six - How it could work – three levels of support

Section six of the booklet describes the three levels of support that will be offered in the Early Help Areas.

Community Plus: Providing information, advice and help for people to use community based support - in order to prevent and reduce the need for them to access the social care system or services. The council will be proactive in supporting communities to do this.

Q13. How far do you agree or disagree with this approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13b. If you disagree with this statement please tell us why you feel this way

Q14. The council proposes that Community Plus services will use trained volunteers where appropriate to help deliver the services. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Community volunteers within early help services are a good idea, so long as they are supported by trained workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14a. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I would be interested in volunteering to support children, young people and families in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14b. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Volunteering can be a good way to learn new skills for work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14c. If you disagree with this statement please tell us why you feel this way

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I would prefer to be supported by a paid professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14d. If you disagree with this statement please tell us why you feel this way

Targeted Services: To help adults, children, young people and families who are starting to develop health and social care needs, whose problems may get worse if we don't help. This help would be provided through a single key worker to reduce duplication and confusion.

Q15. How far do you agree or disagree with this approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15b. If you disagree with this statement please tell us why you feel this way

Complex Services: To help children, young people, adults and families, with poor health, disability or difficult problems at home and who need specialist help.

Q16. How far do you agree or disagree with this approach?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q16b. If you disagree with this statement please tell us why you feel this way

DRAFT

Part seven - About you

The questions below help us to understand the views of different groups in the community. We would be really grateful if you could complete these questions.

As with all questions, your answers are completely confidential and will not be used to identify you.

Q17. Are you?

- Male
- Female

Q18. What is your age group?

- 16-18
- 19-24
- 25-29
- 30-44
- 45-59
- 60-64
- 65 or over

Q19. Please tell us your full postcode. We only use this information to know the profile of people who have completed the survey and for analysis purposes. This information will not be passed to the council with your survey answers.

Q20. How many people are there in your household including yourself?

Please write in a number for each option, if there are none for certain options please write zero.

- Children 4 years and under
- Children 5 to 16
- Adults 17-64
- Adults over 65

Q21. Are you the parent or guardian of a child or young person aged under 19 with either a long-term physical or mental ill-health/disability?

- Yes
- No

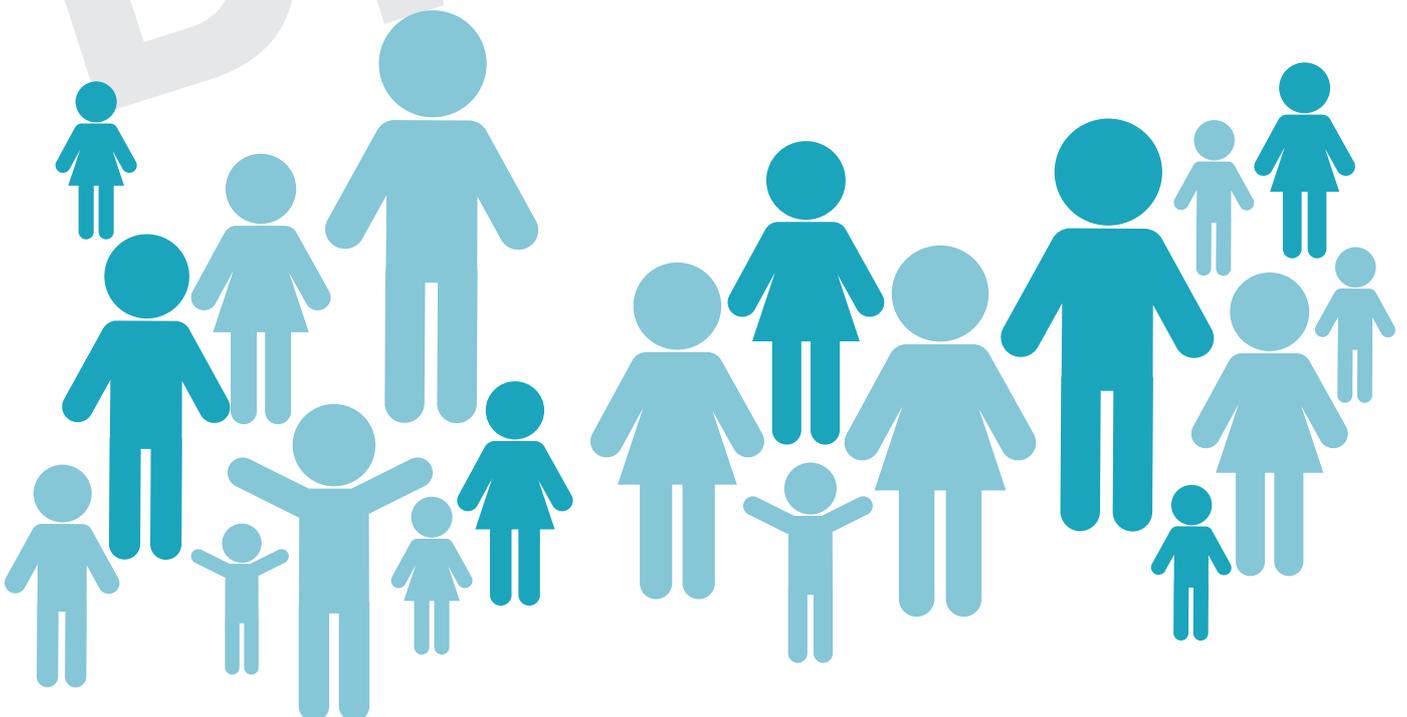
The next question is about people who provide unpaid care for: family, partners or friends who are in need of help because they are ill, frail or have a disability. This includes a person who looks after someone who misuses alcohol or substances.

Q22. Are you responsible for caring for an adult relative/partner, disabled child, or friend/neighbour?

- Yes
- No

**Q23. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?
Please select one option only**

- Yes – limited a lot
- Yes – limited a little
- No



Q24. What is your ethnic group?

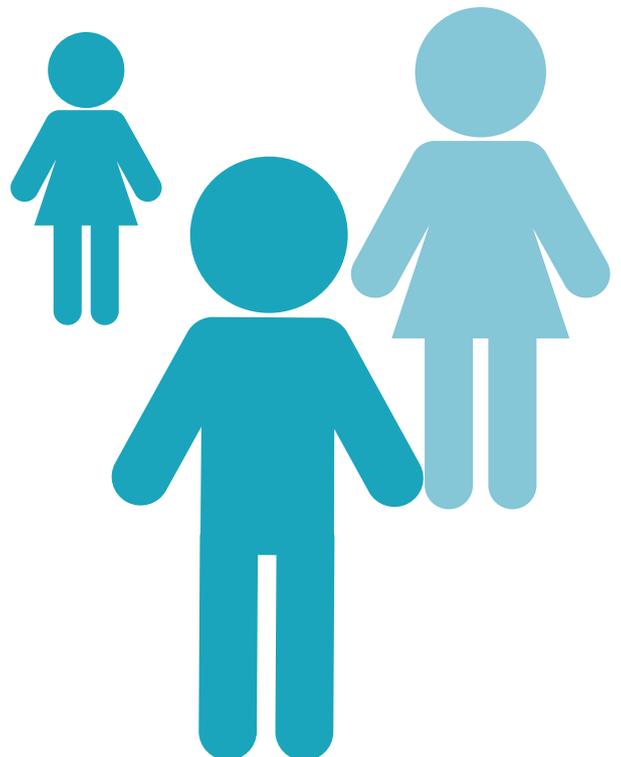
- Asian/Asian British
- Black/Black British
- Mixed/multiple ethnic groups
- White
- Other ethnic group

Q25. What is your religion? Please tick one box only

- No religion
- Muslim
- Christian (Catholic, Protestant and all other Christian denominations)
- Sikh
- Jewish
- Hindu
- Buddhist
- Any other religion

Q26. How would you describe your sexual orientation?

- Heterosexual/Straight
- Bisexual
- Lesbian/gay woman
- Gay man
- None of these
- Prefer not to say



Q27. Which of these activities best describes what you are doing at present?

(Only tick “looking after the home” if this is your main activity)

- Employee in full time job (30 hours plus)
- Unemployed and available for work
- Employee in part time job (16-30 hours)
- Self-employed full or part time
- Permanently sick/disabled (include retired due to ill health)
- On a government supported training programme (e.g. modern apprenticeship, national traineeship, training for work)
- Wholly retired from work (exclude retired due to ill health)
- Looking after the home
- In full time education at school, college or university
- Doing something else. (Please write in box)

DRAFT

Thank you for taking the time to complete this survey

Please send your completed paper questionnaires to:

**Freepost RTRH-GSXR-XZXX
Qa Research
Mill House
North Street
York
Y01 6JD**

**Don't forget to return it
by 22nd November 2016.**

There is no need to use a stamp.



If you have any queries regarding this survey, please contact Qa Research, the independent research agency supporting Kirklees Council in this consultation, for free on 0800 980 9030.

Further information is available at www.kirkleestalk.org

This booklet can also be provided in large print, Braille, BSL or community languages. Call 0800 980 9030 if you would prefer it in another format. An easy read version is already available online at www.kirkleestalk.org

