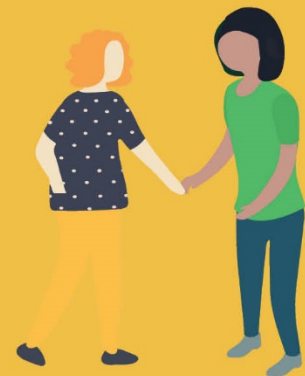




Proposed Family Hub Service Consultation Findings

November 2020



**achieving
for children**

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Background to the consultation and overall consultation findings

Two public consultations have been undertaken as part of the development of the final proposals for the Family Hub Service.

In total, we have consulted for 20 weeks and have received 687 responses. This is a relatively strong response rate. By comparison, Buckinghamshire County Council received 752 responses to their own equivalent 12 week public consultation from a population approximately four times the size.

The initial consultation found that existing services were highly valued, but that respondents felt that one-to-one support for families in crisis should be a priority. Over a third of respondents were in favour of the proposed aims for the Family Hub Service model, just less than a third were not in favour and a similar percentage were neutral.

The second stage of the consultation was shaped by, and built upon, the first stage of the consultation. It provided more significantly more detail about what the proposed new service could look like and what changes this would mean to existing services.

Overall, the responses were positive about the proposals. The results show that the significant majority of respondents are in support of the proposed Family Hub Service model and agree with the key principles that underpin it. This includes support for the flexible approach to service delivery with more focus on delivering services where they are needed, rather than in a single location; and for the priorities identified in the first stage of consultation.

Almost twice as many respondents agree with the proposals for which sites to retain and which to discontinue leases for than disagree. The majority of respondents agree with the rationale we used to propose which sites to retain and over half agree with the rationale for which sites propose to discontinue sites for.

Riverside Children's Centre emerges as the most popular site from the consultation in terms of usage and support for retaining it. Respondents support the proposals to retain all the sites we have identified. Respondents do not agree with all the proposals to discontinue leases, however for each site we have proposed to discontinue the lease for, there are some respondents who are in favour. It is also worth noting that for some children's centre satellite sites and youth centres, there is a similar percentage who agree and disagree with the proposal to discontinue the lease. There is also a large proportion of respondents who are neutral about the proposals for each site.

In terms of impact of the proposals, half of respondents do not think there will be a negative impact on them if the changes are implemented. However, almost a third of respondents said they need more information to understand the potential impact.

Both stages of the consultation engaged respondents from a range of backgrounds traditionally considered hard to reach including families with a family member with a disability, those from a BAME background, and families that have an annual household income less than the UK average.

First stage of consultation

Details of the consultation

The first stage of consultation took place between January and March 2020 over 12 weeks.

The Royal Borough of Windsor and Maidenhead (RBWM) residents were consulted on the proposed changes to the delivery of early help services through a variety of methods.

- A 12 week online survey, which launched on Monday 6 January 2020 and closed on Monday 30 March 2020. Paper copies of the survey were made available at libraries and current early help service sites. Paper copies submitted made up approximately 10% of the overall survey.
- Six public focus group sessions held at children's and youth centres across the borough. It is worth noting that a seventh session was planned to take place in South Ascot on 18 March 2020, but due to the COVID-19 pandemic this had to be cancelled. The list of sessions that were held is below:
 - Woodlands Park Children's Centre (13 January 2020)
 - Windsor Youth Talk (21 January 2020)
 - Pinkneys Green Youth & Community Centre (3 February 2020)
 - Datchet Children's Centre (8 February 2020)
 - Riverside Children's Centre (22 February 2020)
 - The Manor, Dedworth (4 March 2020)

Consultation results

During the 12 week consultation, 501 responses were received. This number takes into account paper copy responses. This is a relatively strong response rate. By comparison, Buckinghamshire County Council received 752 responses to their own equivalent 12 week public consultation from a population approximately four times the size.

In addition to the online questionnaire, we held six public consultation focus groups and two staff workshops. While most respondents recognised the need to prioritise one to one support for our most vulnerable families, there were concerns about how other families would find other support.

The vast majority (88%) of responders to the survey identified themselves as female within the age range of 25 to 49 years (80%). 84% described themselves as parents or carers with most (60%) having children under the age of 5. Over three-quarters (79%) were based in Windsor or Maidenhead towns with 42% of respondents declaring a household income of £30,000 or less which is lower than the median annual UK salary of £30,350. 27% declared a household income of over £60,000 a year.

83% of responders confirmed that they had accessed one of the available family services within the last 12 months. Children's centres and parenting support services were the most regularly accessed with 48% saying they accessed these at least once a week. The sites where responders had accessed these services from was mixed, but Riverside Children's Centre in Maidenhead appeared to be the most well used with almost a third (32%) having attended a session there within the last year.

When respondents were asked to state the maximum amount they would be willing to pay to attend a children's centre or youth centre session, the majority (37%) said they would be willing to spend up to £3. Over a quarter (28%) said they would be willing to spend up to £1.50 and 15% said up to a maximum of £5.00. 20% stated that they would not want to pay any sum to attend a session.

As part of the consultation, respondents were shown the proposed aims for its early help services and were asked whether they agreed. 36% confirmed that they did agree with the new family hub proposals set out, while 32% said they disagreed. 32% also stated that they were neutral or did not know.

Other suggestions for a remodelled delivery of services were invited. The key themes to emerge were:

- how highly regarded the early help services are and how many families consider them invaluable and rate the existing services delivered
- the need to work more closely with existing charities and volunteer groups and key partners such as local schools
- the importance of maintaining the focus on vulnerable groups including children and young people with disabilities, Black Asian and Minority Ethnic (BAME) support groups, those with mental health issue
- the need to ensure all families are able to access provision and that services are delivered in an accessible way and publicised accordingly
- the need to clearly define who services will be targeted at
- some willingness to accept charges for sessions if that means services can continue
- providing more of an offer for teenagers, particularly during school holidays

When asked to prioritise areas where support should be targeted, the most common answer amongst respondents was 'one-to-one support for families in crisis'. 'Positive parenting groups for parents to help manage their children's behaviour' and 'emotional wellbeing support for new parents' made up the top three. 'Drop-in youth groups in the community' was considered the least priority.

There was a noticeably low response from users of the youth centres. Only 12% of responders said they had accessed a youth service session in the past year and only 8% said they used them on a weekly basis. The most well-attended youth centre by participating responders was Windsor Youth Club.

Respondents were asked to list what other groups or sessions in the community they and their families attended. The below lists a summary of their answers and whether we would expect them to continue if we were to implement the preferred model.

Alternative group or sessions attended	Would this be retained with the preferred model?
National Childbirth Trust (NCT) sessions	Yes
Baby sensory, baby yoga, baby massage	Yes
Church sessions, eg, baby, toddler and youth groups	Yes
Library sessions, eg, rhyme time, story time and sing-a-longs	Yes
Scouts, guides, cubs, beavers, brownies and rainbows	Yes
Army, sea and air cadets	Yes
Music groups, eg, Bilinguasing, Diddy Disco, Moo Music, Teddies Music	Yes
Sports clubs, eg,. Maidenhead United, Puddleducks swimming, Phoenix Gym	Yes
Hartbeeps	Yes
Birth matters	Yes
Norden Farm	Yes
Tumbletots	Yes

Focus group sessions

Six public consultation meetings were held at various venues and at different times of the week and day to maximise accessibility. Social media, print media and poster campaigns were undertaken to advise service users, stakeholders and residents to partake in the survey or attend a public meeting.

The key themes to emerge can be summarised in terms of concerns and priorities. The tables below set out the concerns and priorities and our response to them.

Concerns

Concerns	Response
Reduction of universal services will make early help difficult if families only get support when they are already having issues.	<p>The universal health visiting service will continue in its entirety - five mandated contacts in the first three years via the Health Child Programme so issues can be identified within all families.</p> <p>There are robust links with schools and other voluntary agencies who already refer families in to early help services.</p>
Danger of labelling or stigmatising families if all have a targeted service.	<p>All families will continue to access the Health Child Programme via the Family Hubs not just those that are targeted.</p> <p>In addition, the new preferred model would be based on a progressive universal service- this means that everyone gets some level of service but the more service you need, the more you get.</p>
Most children's centres groups are well attended, meaning that families value service.	The proposals to retain existing children's centres as part of the Family Hub model have been made based on a range of criteria including those that are well used.
Potential loss of outdoor education and natural environment experiences i.e. Nature Play.	Nature Play at the current Riverside Children's Centre would continue as a targeted service.
Risk of isolation for families or increased risk of postnatal depression due to isolation.	<p>The universal health visiting service will identify families new to the area or at risk of isolation and refer to targeted services.</p> <p>One of the mandated health visiting contacts is completed at six to eight weeks where every mother is screened for postnatal illness.</p>
Reduction of buildings-decrease accessibility for those unable to drive or poor public transport in area.	<p>One of the criteria for retaining buildings is that they are close to public transport i.e. train stations.</p> <p>In addition, the preferred model would continue to allow families who need a service to receive it at home.</p>

<p>Stay and Play sessions offer informal support to parents.</p>	<p>We would maintain links with local community groups with the aim of ensuring that the informal support to parents would continue to be offered i.e. for community playgroups seeking support about parenting, we would offer information and advice.</p>
<p>Reduction in funding for voluntary sector such as Family Friends.</p>	<p>We would maintain close connections to the voluntary sector to ensure maximum use of limited resources.</p>
<p>Non council play sessions or music groups can be expensive.</p>	<p>We would support targeted families to access play sessions or music groups if necessary.</p>
<p>Waiting times for CAMHS and wellbeing services.</p>	<p>We would continue to work closely with CAMHS transformation work in order to reduce wait times.</p>
<p>Losing well trained and experienced staff.</p>	<p>Although there would be a reduction in staffing, the new model would aim to retain the experience, talent and skills of the existing workforce.</p>
<p>Provision for army families.</p>	<p>The provision for army families would be retained.</p>

Priorities

Priorities	Response
Maintain health visitor clinics in children's centres including breastfeeding support.	This would be retained in the preferred model.
Keep supporting children, young people or families most in need with home visits on a one to one basis.	This would be retained in the preferred model.
Link with voluntary sector and keep a central directory of all community groups, i.e. those run from churches, or by parents.	This would be retained in the preferred model and we would look to further develop the directory of local resources to share with families.
Keep targeted groups, such as Freedom, Esteem.	This would be retained in the preferred model.
Continue supporting children with additional needs.	This would be retained in the preferred model.
More support for children excluded from school or at risk of exclusion.	This would be retained in the preferred model.
Keep parenting courses going.	We would offer targeted families parenting courses as part of the new preferred model.
Use more volunteers.	We would continue to use volunteers and aim to strengthen links further with the community and voluntary sector.
Keep links with the rest of children's social care.	The existing strong links with children's social care would be maintained in the preferred model.
Keep mental health and wellbeing support, such as emotional first aid for parents.	This would be retained in the preferred model.
Consider families who live in rural areas with limited public transport.	Targeted outreach services would be available if needed. There would be potential to do pop up drop in groups if need was identified.

Keep access to early learning opportunities.	<p>We would link to other locally delivered early learning opportunities and continue to target children entitled to two and three year old funding to ensure they are able to access these opportunities.</p> <p>Home learning outreach would continue to be offered through our parents as first teachers to families depending on need.</p>
Consider BAME groups.	<p>We would prioritise the support we currently provide to BAME groups through outreach such as parenting groups in the mosque.</p>

The findings from the consultation were used to shape the final preferred model which is presented in this report. Furthermore, these findings and the findings from the second stage of consultation (if approved), would be used to finalise the whole of the model to ensure it reflects public opinion as far as is possible.

Second stage of the consultation

Details of the consultation

Between 17 July and the 23 September 2020, we carried out a second public consultation to ask for views on our proposed Family Hub Service model. The proposed model would bring together services being run by children’s centres, youth centres, the parenting service, health visitors, school nurses and the family resilience service so that residents can get all the help they need, coordinated from one Family Hub.

We sought advice and guidance from a number of sources to ensure our approach to the second stage of consultation was robust and comprehensive. This included:

- commissioning an early years and consultation expert from an external consultancy company to provide advice and guidance on the proposed consultation approach and methodology
- seeking advice from other external consultation experts such as previous Non-Executive Independent Director on the Achieving for Children Board provided advice based on experience of delivering public consultation as part of an education consultancy

- reviewing consultation approaches from other local authorities undertaking similar exercise to identify best practice. This included the Buckinghamshire County Council consultation relating to the transformation of early help services which was subject to Judicial Review but found to be lawful
- discussions with colleagues in Achieving for Children Operational Area 1 who have undertaken a similar exercise about lessons learned, best approaches to consultation i.e. engaging hard to reach families, including critical friend challenge of our proposed approach
- review of the consultation approach by consultation experts in Achieving for Children Operational Area 1
- review of the consultation approach and methodology by RBWM Communications Team and support given for publicising the consultation when live

The consultation methodology is set out in the table below. It was devised to take into account COVID-19 in terms of being unable to hold face-to-face sessions to discuss the proposals in children’s centre or youth centres, and the school summer holidays.

Method	Detail
Online survey for eight weeks	<p>We developed a survey setting out the background detail to the consultation, the proposals for the centres and questions about centre usage and their views on the proposed action for each centre.</p> <p>We originally planned for the consultation to open for eight weeks. Based on feedback from parent groups about difficulties completing the survey while children were still on summer holidays, we extended by an additional six days from the 17 September to the 23 September to allow an extra weekend for it to be completed.</p>
AfCInfo internet page	<p>A specific page was set up for the consultation. This included:</p> <ul style="list-style-type: none"> ● detailed background document ● frequently asked questions ● draft equality impact assessments. <p>The link to the survey is included on the page.</p> <p>Based on feedback from parent groups, we developed an easy read, shorter version of the background document to explain the changes and the implications more concisely. As part of this, we also developed a number of case studies demonstrating what the Family Hub Service could look like in practice.</p>

Social media	Achieving for Children (AfC) and RBWM websites and social media accounts were used to publicise the consultation with a link to the survey. This included Twitter and Facebook.
Dedicated inbox for questions, queries or comments	<p>A dedicated inbox (familyhubs@achievingforchildren.org.uk) was set up for the consultations. Residents were asked to send any questions or queries about the consultation here.</p> <p>Nine emails were received which included comments or questions. We provided a response to each of these and feedback has been included in the analysis of the consultation.</p>
Virtual drop in sessions	<p>We arranged four virtual drop in sessions (one hour) with dates advertised on the AfCInfo page. Interested parties were asked to email the inbox to request an invite. The sessions were planned for:</p> <ul style="list-style-type: none"> ● Friday 7 August 2020, 5 to 6pm. ● Friday 21 August 2020, 1 to 2pm. ● Friday 4 September 2020, 9 to 10am. ● Monday 14 September 2020, 3 to 4pm. <p>There were no emails to the inbox to request an invitation to any of the sessions.</p>
Direct email to registered children's centre users who have provided an email address	Registered children's centre users were emailed directly with a link to the survey to ask them to participate at the beginning of the consultation and in the last four weeks. This enabled us to directly contact over 4,500 local residents.
Direct email to PaCiP	We directly emailed PaCiP, the parent carer forum for RBWM who provide a service for parents and carers of children and young people 0 to 25 years, with any special educational needs and disabilities, with or without a diagnosis, with or without an education, health and care plan (EHCP) and in any, or no educational placement. PaCiP then shared the information with all their members via social media.
Using RBWM regular communication mechanisms	<p>Information about the consultation was included in:</p> <ul style="list-style-type: none"> ● resident newsletter ● borough bulletin ● members update <p>A link to the survey was also emailed out to all registered library</p>

	users as part of the libraries newsletter. This is emailed to more than 50,000 registered users in RBWM.
Item in the schools bulletin	Information included in the schools bulletin which was sent out in September 2020 when the schools returned. The schools were asked to encourage pupils to participate.
Information included in AfC Staff News	The information was included in AfC's staff news for those staff who live in RBWM who use children's centres or youth centres, or who support families or young people that do.
Engaging young people that we support	Our youth workers were asked to individually engage with young people who use youth centres to encourage them to take part in the consultation.
Directly email to local doctor surgeries and churches	Local doctor surgeries and churches were sent a direct email to ask for their help in distributing the link to the survey and asking them to complete it themselves.
Direct email to voluntary and community sector organisations and any other relevant groups	Direct emails were sent to 30 voluntary and community sector organisations and other relevant groups in the local area to ask for their help in distributing the link to the survey and asking them to complete it themselves. This included some parent groups and established support groups for traditionally hard to reach groups including those from the BAME community and children, young people and families with special educational needs and disabilities.
Awareness raising sessions with key stakeholder groups who may be considered hard to reach	<p>We informed a number of key stakeholder groups about the consultation and encouraged them to participate. For example, we liaised with the lead of the Asian Women's Group who then coordinated the distribution of information about the consultation. This included 70 copies of the easy read document that had been translated into Urdu that were shared with the local Pakistani population.</p> <p>Hard copies of the survey were also sent to local mosques, libraries, and existing sites. 117 were completed and returned.</p>
Universal health clinics	Universal health clinics recommenced in the second week in June 2020. Health visitors were asked to encourage attendees to complete the questionnaire.

This report presents the findings from the second stage of the consultation. The majority of the information is gathered from the online survey but other feedback received has also been incorporated.

Consultation results

The main findings from the second stage of consultation are set out below. This incorporates feedback via the online survey but also feedback sent directly to the dedicated inbox set up for the consultation period. In total we received 186 responses to the survey and seven emails with feedback.

Overall findings

The significant majority of respondents are in support of the proposed Family Hub Service model and agree with the key principles that underpin it. This includes support for the flexible approach to service delivery with more focus on delivering services where they are needed, rather than in a single location, and for the priorities identified in the first stage of consultation.

Almost twice as many respondents agree with the proposals for which sites to retain and which to discontinue leases for than disagree. The majority of respondents agree with the rationale we used to propose which sites to retain and over half agreeing with the rationale for which sites propose to discontinue sites for.

Riverside Children's Centre emerges as the most popular site from the consultation in terms of usage and support for retaining it. Respondents support the proposals to retain all the sites we have identified. Generally, respondents do not agree with the proposals to discontinue leases, although there are a number of respondents in favour of doing this for all the sites, and for some children's centre satellite sites and youth centres, there is a similar percentage agreeing and disagreeing. There is also a large proportion of respondents who are neutral about the proposals for each site.

In terms of impact of the proposals, half of respondents do not think there will be a negative impact on them if the changes are implemented. However, almost a third of respondents said they need more information to understand the potential impact.

The consultation engaged respondents from a range of backgrounds traditionally considered hard to reach including families with a family member with a disability, those from a BAME background, and families that have an annual household income less than the UK average.

Usage of current services

- Riverside Children's Centre is the most popular site with those that responded.
- Most respondents that attend children's centres or youth centres go once or twice a week.
- Most respondents that attend our sites either walk or drive. Only 5.9% said they take public transport.

Support for the proposals

- Almost two thirds of respondents either agree or strongly agree with the overall proposed Family Hub Service model. Less than a fifth disagree or strongly disagree.
- Over four fifths of respondents said they agree with some or all of the key principles behind the proposed Family Hub Service model. Less than a tenth said they disagreed with some or all of them.
- Over two thirds of respondents agree or strongly agree with the proposal to adopt a flexible approach to delivery whereby the focus is more on delivering services where they are needed rather than at a single location. Less than a fifth of respondents disagree or strongly disagree with this.
- Nearly 90% of respondents agree or strongly agree with the priorities for early help services that were identified as part of the first stage of the consultation. Less than 2.0% disagree.

Proposed retention and discontinuing of leases at sites

- Almost three quarters of respondents agree or strongly agree with the rationale we have proposed for deciding which sites to retain. Just 5.0% disagree or strongly agree.
- Just over half of respondents agree or strongly agree with the rationale for deciding which sites to discontinue leases for. Just over 10.0% of respondents disagree or strongly disagree.
- Overall almost twice as many respondents agree or strongly agree with the proposals for which children's centres and youth centres to retain and which to discontinue leases for (39.5%) than disagree or strongly disagree (20.9%). Almost a third of respondents (27.7%) neither agree nor disagree.
- There is a high percentage of respondents who neither agree nor disagree with the proposals for each of the sites.
- For all the sites we have proposed to retain, there are more respondents that agree or strongly agree with the proposals than disagree or strongly agree. Riverside Children's Centre is the most popular site to retain.
- For the majority of sites we have proposed to discontinue leases for, there are more respondents that disagree or strongly disagree than agree or strongly agree. However, for the proposals for the satellite children's centre sites and for Charters Youth Centre, a similar number of respondents agree or strongly agree or disagree or strongly disagree.
- In terms of children's centres, the most respondents disagree or strongly disagree with the proposal to discontinue the lease at Pinkney's Green Children's Centre (36.9%) although 22.4% do agree or strongly agree with the proposals.
- In terms of youth centres, the most respondents disagree or strongly disagree with the proposal to discontinue the lease at Larchfield Youth Centre (36.0%) although 16.0% do agree or strongly agree with the proposal.
- In terms of other sites, the most respondents disagree or strongly disagree with the proposal to discontinue the lease at Maidenhead Project Centre, Reform Road (31.0%). 16.6% of respondents agree or strongly agree with the proposal.
- In terms of the impact of the proposals, over 50.0% of respondents said there would be no impact; that they would use new provision that is more local to them; or they would be happy to use another site. 16.7% said they wouldn't use the services as much in the future and may stop entirely, while 29.0% said they do know enough yet to understand the impact.
- For those who responded that they would stop using services or use them less in future, the most commonly selected answer as to why was that they do not have enough information about the new way of delivering these services, such as from community venues. The next most commonly selected answer was that they do not believe the other locations will offer the services that are needed, followed by potential issues with travel if having to go further to other locations.

Details of respondents

- Most respondents are parents and carers, are aged between 25 and 49 years old, are female and have children aged between 0 and 14 years old.
- 3.3% of respondents were children and young people aged under 16.
- 10.7% of respondents have a disability or a family member with a disability. This compares to 22.0% of the overall population of the UK that have a disability. This suggests the consultation has been reasonably successful engaging with families with a family member with a disability, who have traditionally been considered hard to reach.
- Over half of respondents are from a BAME background, with the majority being from a Pakistani background. Almost half of the respondents are also Muslim. The BAME population in RBWM is 22.0% so the survey respondents are more diverse than the overall population. As with disability, this suggests the consultation has engaged families from a BAME, who traditionally have been considered hard to reach.
- 43.8% of respondents declared a household income under £15,000 or between £15,001 and £30,000. The Office for National Statistics states that the average annual household income in March 2020 was £30,800. This therefore suggests that the consultation has engaged families with a lower than average household income who would be more likely to receive the targeted services.
- Almost all of the respondents are from Maidenhead or Windsor and live in the SL6 or SL4 postcode area.

Themes to emerge from the consultation

There are a number of key themes that emerge from the consultation responses. These are:

- concern about the loss of services for all families and a desire to maintain all universal services
- the importance of accessible and local provision with good parking on site
- the need to work more closely with community and voluntary sector groups, although there is concern about these groups having sufficient capacity to meet need
- available services could be promoted and marketed more effectively
- parenting programmes and stress management sessions are highly valued
- services should be provided in a range of languages
- concern about the consultation process, particularly in relation to the ongoing COVID-19 situation and the possible impact of this on the consultation.

Detailed analysis

Recent use of the children's centres and youth centres

1. Which of the following centres and sites have you used in the past 12 months? Please select as many as you have visited.			
			Response Percent
1	Datchet Children's Centre		5.95%
2	Eton Wick Children's Centre		1.19%
3	Larchfield Children's Centre		11.90%
4	Manor Children's Centre/ Youth Centre		13.10%
5	Pinkneys Green Children's Centre /Youth Centre		14.29%
6	Poppies Children's Centre		11.31%
7	Riverside Children's Centre		55.36%
8	The Lawns Children's Centre		10.71%
9	Woodlands Park Village Centre Children's Centre		8.33%
10	Low Ropes Activity Course at Beech Lodge		0.00%
11	Maidenhead Nursery School		15.48%
12	Old Windsor		4.17%
13	South Ascot		0.60%
14	Wraysbury Village Hall		1.19%
15	Charters Youth Centre		0.00%
16	Datchet Youth Centre		2.38%
17	Eton Wick Youth Centre		0.00%
18	Larchfield Youth Centre		4.76%
19	Marlow Road Youth Centre		11.90%
20	Windsor Youth Centre		21.43%
21	Maidenhead Project Centre, Reform Road		13.69%
22	Outdoor provision in Hurley		0.60%

Analysis

Respondents were asked which centres they had used over the past 12 months. The most commonly selected sites were Riverside Children's Centre (55.4%), Windsor Youth Centre (21.4%) and Maidenhead Nursery School (15.5%).

No respondents said that they had used Charters Youth Centre (0.0%), Eton Wick Youth Centre (0.0%) or the Low Ropes Activity Course at Beech Lodge (0.0%).

2. Which of the following centres and sites have you used the most in the past 12 months? Please select just one.

		Response Percent
1	Datchet Children's Centre	3.60%
2	Eton Wick Children's Centre	0.00%
3	Larchfield Children's Centre	0.72%
4	Manor Children's Centre/Youth Centre	4.32%
5	Pinkneys Green Children's Centre/Youth Centre	7.19%
6	Poppies Children's Centre	2.88%
7	Riverside Children's Centre	36.69%
8	The Lawns Children's Centre	4.32%
9	Woodlands Park Village Centre Children's Centre	2.16%
10	Low Ropes Activity Course at Beech Lodge	0.00%
11	Maidenhead Nursery School	4.32%
12	Old Windsor	2.16%
13	South Ascot	0.72%
14	Wraysbury Village Hall	0.00%
15	Charters Youth Centre	0.00%
16	Datchet Youth Centre	0.72%
17	Eton Wick Youth Centre	0.00%
18	Larchfield Youth Centre	1.44%
19	Marlow Road Youth Centre	10.07%
20	Windsor Youth Centre	6.47%
21	Maidenhead Project Centre, Reform Road	12.23%
22	Outdoor provision in Hurley	0.00%






Analysis

Respondents were asked to select which site they had used most over the past 12 months.

The most used sites in the last 12 months were Riverside Children's Centre (36.7%), Maidenhead Project Centre, Reform Road (12.2%), and Marlow Road Youth Centre (10.1%).

No respondents said they had used services at Eton Wick Children's Centre, Low Ropes Activity Course at Beech Lodge, Wraysbury Village Hall, Charters Youth Centre, Eton Wick Youth Centre, and Outdoor provision in Hurley.






3. How often do you visit the site you selected in the previous question?

			Response Percent
1	3-4 times per week		14.62%
2	1-2 times per week		43.27%
3	2-4 times per month		18.71%
4	Once a month		11.70%
5	Less than once a month		11.70%

Analysis

The majority of respondents (57.9%) said they attend sites either three to four times a week (14.6%) or one to two times per week (43.3%).

4. How do you usually travel to the children's centre or youth centre that you use most often?







			Response Percent
1	Walk		51.46%
2	Cycle		0.58%
3	By public transport - bus		5.26%
4	By public transport - train		0.58%
5	By car		42.11%
6	Other (please specify)		0.00%

Analysis

The majority of respondents said they walk to their children's centre or youth centre (51.5%) or drive in a car (42.1%). Only 5.9% said they take public transport.

Proposed Family Hub Service







5. To what extent do you agree with the overall proposed Family Hub Service model as set out in the background document?

			Response Percent
1	Strongly agree		24.31%
2	Agree		40.33%
3	Neither agree nor disagree		15.47%
4	Disagree		12.71%
5	Strongly disagree		6.08%
6	Don't know		1.10%

Analysis

64.6% of respondents either agree (40.3%) or strongly agree (24.3%) with the overall proposed Family Hub Service model. 18.8% either disagree (12.7%) or strongly disagree (6.1), 15.5% neither agree nor disagree, and 1.1% don't know.

6. To what extent do you agree with these key principles?

			Response Percent
1	Agree with all points		37.91%
2	Agree with some points		47.25%
3	Neither agree nor disagree		4.95%
4	Disagree with some points		7.69%
5	Disagree with all points		1.65%
6	Don't know		0.55%

Analysis







85.2% of respondents said they agree with all of the key principles (37.9%) or some of them (47.3%).

9.4% said they disagree with all the key principles (1.7%) or disagree with some of them (7.7%).

A range of free text comments were received. These have been reviewed and themed:

Theme	Example
Significant concern about a lack of support for all families	<ul style="list-style-type: none"> ● These things are important, but so many families would miss out on much needed lower level support if the proposed changes go ahead. ● I think although it appears to be more inclusive that actually people would fall through the cracks and not get the support they require. ● Only dedicating services to or only prioritising those 'who need it' means the rest of us will be left out. Being able to join ad hoc or when you need help as a mum without anything being seriously wrong is very helpful. ● You seem to have missed the point of universal services. As drop ins these are not as stigmatised as targeted help which means many families that wouldn't ask for help attend and get the support they need anyway, be that from community support by meeting mums in similar situations or by accepting offered help which a nursery nurse or AfC support worker might identify at a drop in session.
Concern about lack of capacity in the community or voluntary sector to replace any groups that come to an end	<ul style="list-style-type: none"> ● I don't believe volunteer groups are going to deliver the sessions you're losing by getting rid of the stay and play sessions and nurture groups.
Positive support for the proposals - particularly in relation to the proposed triaging system	<ul style="list-style-type: none"> ● Yes I do agree with all the points I think, it will make it a bit quicker and easier for people. ● Having a system in place so that all organisations are able to access the history and current issues for all people is essential to allowing further help to be resourced without the stress of being 'lost in the system' at first point and no help being achieved.
Importance of parenting programmes/ stress management sessions	<ul style="list-style-type: none"> ● Parenting programme and stress management are very useful.

7. More specifically, to what extent do you agree with the following priority: Adopting a flexible approach to service delivery whereby the focus is more on delivering services where they are needed rather than at a single location. This means some services would be delivered at the designated hubs but other services would be delivered via outreach in collaboration with partners and the community. This could be in people's homes or in other community venues already used by children, young people and families across the borough.

			Response Percent
1	Strongly agree		25.14%
2	Agree		43.58%
3	Neither agree nor disagree		12.85%
4	Disagree		13.97%
5	Strongly disagree		3.91%
6	Don't know		0.56%

Analysis

68.7% of respondents said they agree (43.6%) or strongly agree (25.1%) with the priority to adopt a flexible approach to delivery whereby the focus is more on delivering services where they are needed rather than at a single location.






17.9% said they disagree (14.0%) or strongly disagree (3.9%).

A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Significant concern about a loss of support for all families	<ul style="list-style-type: none"> I think people are going to be missing out. You are going to target priority cases but other less severe but still needy cases are going to fall through the cracks where they would access a community service. I agree it's good to target resources and deliver from a hub but I have concerns that families who have not been previously identified as needing help might fall through the net. The purpose of children's centres is to be physical locations accessible to all - not just those most 'in need', but universally to ALL residents. It is not another form of social services per se

	(as described in the hub model), rather it is a PLACE to socialise and learn with others.
Importance of accessible and local provision	<ul style="list-style-type: none"> • We are used to the locations and the people. It takes time to build trust and support. • People will not know about them. They need to be in a regular place at a regular time. • If you do not have clearly identified open facilities for people to just attend people may not know where to go to find assistance, and some do not want to ask- some need for assistance is identified by observation at these venues where individuals would not have actively sought or requested help otherwise. By removing venues you risk more people slipping through the net...
Flexibility of service delivery in the proposal is positive	<ul style="list-style-type: none"> • Delivery of services in homes would be more appreciated and more personalised. • I'm not too worried which centre I go to as I can walk or drive as required. It makes much more sense to offer more flexible service in order to allow you to make better use of the building and people resources.

8. To what extent do you agree with the priorities for early help services that were identified as part of the first stage of the consultation? These are: One-to-one support for families in crisis, positive parenting groups for parents to help manage their children's behaviour, emotional wellbeing support for new parents.

			Response Percent
1	Strongly agree		40.00%
2	Agree		48.33%
3	Neither agree nor disagree		8.89%
4	Disagree		1.67%
5	Strongly disagree		0.00%
6	Don't know		1.11%

Analysis






88.3% of respondents said they agree (48.3%) or strongly agree (40.0%) with the priorities for early help services identified as part of the first stage of consultation.

1.7% said they disagree. No respondents strongly disagreed.

A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Significant concern about a lack of support for all families	<ul style="list-style-type: none">● Agree with these, but not to the detriment of not assisting those not in crisis but would still benefit from a level of support- resources should be shared and available to all, rather than just those in the extreme categories.● Too easy to focus on the 'low hanging fruit' of the obvious needs of highly disadvantaged families and individuals, or those already in crisis. There is nothing of detail within the proposal as to how families and individuals can be supported before the level of 'intervention' becomes inevitable.● I am concerned that waiting until families are in crisis or their children have behavioural problems is a false approach as prevention is better than cure. Abandoning early years universal service could lead to more families requiring support later on.
Importance of parenting programmes and stress management sessions- particularly in a range of languages	<ul style="list-style-type: none">● Parenting groups had helped me a lot when I had my children.● Parenting programme in Urdu, stress management in Urdu.● Parenting programme in mother tongue Urdu, stress management programme in Urdu.

9. To what extent do you broadly agree with the rationale we have proposed for deciding which sites to retain? These are: popular and well used, equipped to deliver targeted provision, best equipped to host any additional services to replace those that may be discontinued, eg, sufficient space, located close to areas of relative deprivation, well-placed for public transport or with good parking facilities, wheelchair and pushchair accessible, able to offer good value for money in terms of rental costs.

			Response Percent
1	Strongly agree		19.44%
2	Agree		53.89%
3	Neither agree nor disagree		21.67%
4	Disagree		3.89%
5	Strongly disagree		1.11%
6	Don't know		0.00%

Analysis

73.3% of respondents said they agree (53.9%) or strongly agree (19.4%) with the rationale proposed for deciding which sites to retain.







5.0% said they disagree (3.9%) or strongly disagree (1.1%).

A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Importance of centres being easily accessible i.e. walkable	<ul style="list-style-type: none"> • Everyone should have access to walkable locations no matter what the service. • Small villages with poor public transport also need to be considered. Not everyone has a car. • Public transport is only relevant because you are proposing to remove so many accessible walking sites. The planning proposals for a walkable town need walkable children's centres everywhere. • Being located in an area of deprivation does not guarantee that it will be used. The existing centres are well spaced out and you get a choice of where to go. With the new model,

	<p>you're forcing people to visit areas which might incur additional costs eg, instead of walking, you'll have to drive or take the bus and then there's the issue of sufficient parking.</p>
Concern about a lack of support for all families	<ul style="list-style-type: none"> • It's not always just families with deprivation who would want to access children's centres. • Do not agree with 'Located close to areas of relative deprivation'. More emphasis should be on 'Popular and well used'.
Important and timely to review current provision	<ul style="list-style-type: none"> • Some current facilities are difficult to reach via public transport and rarely used. • Sound logic but please consider local access. • Seems fair. Consideration is required for deprived children who may not have the means for transport to visit sites.

10. To what extent do you broadly agree with the rationale we have proposed for deciding which sites to discontinue leases for? These are: are no longer situated in areas where they are most needed, are too small or too expensive to run, are under-used compared to other centres, are unable to offer additional service ie health clinics, due to lack of space or lack of accessibility, potential to be used by parents, community or voluntary groups to deliver sessions independently due to suitability of the site.

			Response Percent
1	Strongly agree		13.89%
2	Agree		36.67%
3	Neither agree nor disagree		37.78%
4	Disagree		7.22%
5	Strongly disagree		3.33%
6	Don't know		1.11%

50.6% of respondents said they agree (36.7%) or strongly agree (13.9%) with the rationale proposed for deciding which sites to discontinue leases for.

10.5% said they disagree (7.2%) or strongly disagree (3.3%).







A range of free text comments were received. These have been reviewed and themed.

Theme	Example
<p>Concern that sites are not used to full potential hence low attendance</p>	<ul style="list-style-type: none"> • I feel some of the sites are underused because they are not used to their full potential eg, if all health clinics are at one children's centre, then others will not be as busy. • We've been running under used sites for ages because of AfC's insistence that all groups should always be available. Why? I don't know but common sense should have prevailed in this instance. Potential to be used by other groups to deliver sessions is just passing the buck and expense on! • Some facilities you consider underused are so because the courses or resources offered at them are less than at other centres - leading to you saying they aren't needed... ie offer poor options so people don't go and then justify the closure on the basis of non-attendance.
<p>Concern about community or voluntary sector groups having to cover the loss of any universal services</p>	<ul style="list-style-type: none"> • Moreover parents, community groups, etc should not be forced into creating groups or activities themselves in order to ensure provision for their children - the council should be ensuring some provision is given by them. • I am concerned that parents, community or voluntary groups won't be able to deliver independently as won't have the funds for rent let alone anything else or sufficient volunteers, or indeed the expertise. I understand that currently from such sites other services are delivered by community organisations. These will be at risk of folding I fear.
<p>Concern about the information used to decide which sites to propose to discontinue leases for</p>	<ul style="list-style-type: none"> • The rationale seems reasonable but please ensure that the data used to appraise individual centres is up to date. <p>For example, Little Acorns Children Centre was closed in 2015 so if data was taken from before its closure this might make nearby centres such as Pinkneys Green appear surplus to requirements where in fact they are not.</p>

- If sites have been unused is this because of the rate of coronavirus.
- No figures were given for usage. Mere anecdote is not sufficient evidence. Moreover you would expect smaller sites to be less well used by definition - that is irrelevant to assess whether they serve a useful community purpose in those smaller areas.

Children's centres

11. To what extent do you agree with the proposal to retain Datchet Children's Centre as a Family Hub Service sub-venue in Windsor?

			Response Percent
1	Strongly agree		20.93%
2	Agree		37.79%
3	Neither agree nor disagree		24.42%
4	Disagree		2.33%
5	Strongly disagree		2.33%
6	Don't know		12.21%

Analysis

58.7% agree (37.8%) or strongly agree (20.9%) with the proposal to retain Datchet Children's Centre as a Family Hub Service sub-venue.







4.6% disagree (2.3%) or strongly disagree (2.3%).

24.4% neither agree nor disagree and 12.2% do not know.

Comments received related to limited parking and the importance of keeping the site due to popularity and limited other playgroup options.

12. To what extent do you agree with the proposal to retain Larchfield Children's Centre as a Family Hub Service sub-venue in Maidenhead?

	Response Percent
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1	Strongly agree		28.73%
2	Agree		36.46%
3	Neither agree nor disagree		21.55%
4	Disagree		1.10%
5	Strongly disagree		2.21%
6	Don't know		9.94%

Analysis







65.2% agree (36.5%) or strongly agree (28.7%) with the proposal to retain Larchfield Children's Centre as a Family Hub Service sub-venue.

3.3% disagree (1.1%) or strongly disagree (2.2%).

21.6% neither agree nor disagree and 9.9% do not know.

Comments received related to difficult parking; the importance of keeping the site as it is much needed; but also a question about how well used the centre is.

13. To what extent do you agree with the proposal to retain Manor Children’s Centre/Youth Centre as a Family Hub Service sub-venue in Windsor?

			Response Percent
1	Strongly agree		24.42%
2	Agree		25.00%
3	Neither agree nor disagree		35.47%
4	Disagree		0.58%
5	Strongly disagree		1.16%
6	Don’t know		13.37%

Analysis







49.4% agree (25.0%) or strongly agree (24.4%) with the proposal to retain Manor Children’s Centre as a Family Hub Service sub-venue.

1.7% disagree (0.5%) or strongly disagree (1.2%).

35.5% neither agree nor disagree and 13.4% do not know.

Comments received related to good parking options and accessibility and how well used the centre is. One respondent said the building is not particularly well set up as a children’s centre.

14. To what extent do you agree with the proposal to retain Poppies Children’s Centre as a Family Hub Service sub-venue in Windsor?

			Response Percent
1	Strongly agree		27.62%
2	Agree		20.95%
3	Neither agree nor disagree		31.43%
4	Disagree		2.86%
5	Strongly disagree		0.95%
6	Don’t know		16.19%

Analysis







48.5% agree (20.9%) or strongly agree (27.6%) with the proposal to retain Poppies Children’s Centre as a Family Hub Service sub-venue.

3.8% disagree (2.9%) or strongly disagree (0.9%).

31.4% neither agree nor disagree and 16.2% do not know.

Comments received related to how useful the site is for Army families. One respondent said that use of the Army welfare centre could be looked into to provide some services.

15. To what extent do you agree with the proposal to retain Riverside Children’s Centre as the main Family Hub Service site in Maidenhead?

			Response Percent
1	Strongly agree		37.91%
2	Agree		32.42%
3	Neither agree nor disagree		16.48%
4	Disagree		2.20%
5	Strongly disagree		2.75%
6	Don't know		8.24%

Analysis







70.3% agree (32.4%) or strongly agree (37.9%) with the proposal to retain Riverside Children’s Centre as a Family Hub Service main venue.

5.0% disagree (2.2%) or strongly disagree (2.8%).

16.5% neither agree nor disagree and 8.2% do not know.

Comments received related to parking issues; that the site is good and well used; and that there are a good range of sessions on offer.

16. To what extent do you agree with the proposal to discontinue the lease for Eton Wick Children's Centre in Windsor?

			Response Percent
1	Strongly agree		8.28%
2	Agree		15.98%
3	Neither agree nor disagree		38.46%
4	Disagree		9.47%
5	Strongly disagree		11.83%
6	Don't know		15.98%

Analysis







24.2% agree (15.9%) or strongly agree (8.3%) with the proposal to discontinue the lease at Eton Wick Children's Centre.

21% disagree (9.5%) or strongly disagree (11.8%).

38.5% neither agree nor disagree and 15.9% do not know.

Comments received related to challenging parking, a good sensory room but small site, and the need for some provision in the area. A number of respondents said they did not know the site.

17. To what extent do you agree with the proposal to discontinue the lease for Pinkneys Green Children's Centre/ Youth Centre in Maidenhead?

			Response Percent
1	Strongly agree		9.50%
2	Agree		12.85%
3	Neither agree nor disagree		30.73%
4	Disagree		10.61%
5	Strongly disagree		26.26%
6	Don't know		10.06%

Analysis







22.4% agree (12.9%) or strongly agree (9.5%) with the proposal to discontinue the lease at Pinkney's Green Children's Centre.

36.9% disagree (10.6%) or strongly disagree (26.3%).

30.7% neither agree nor disagree and 10.1% do not know.

Comments received related to the centre being well used, popular and central to the local community, the need to retain due to proximity to an area of relative deprivation, concern about distance to other venues and concerns about anti-social behaviour increasing if the centre does not remain.

18. To what extent do you agree with the proposal to discontinue the lease for The Lawns Children's Centre in Windsor?

			Response Percent
1	Strongly agree		4.71%
2	Agree		14.71%
3	Neither agree nor disagree		42.35%
4	Disagree		8.24%
5	Strongly disagree		15.29%
6	Don't know		14.71%

Analysis

19.4% agree (14.7%) or strongly agree (4.7%) with the proposal to discontinue the lease at the Lawns Children's Centre.







23.5% disagree (8.2%) or strongly disagree (15.3%).

42.4% neither agree nor disagree and 14.7% do not know.

Comments received related to how good the site is and how helpful it is to vulnerable local families, but also highlighted issues with parking and accessibility concerns due to the footbridge.

19. To what extent do you agree with the proposal to discontinue the lease for Woodlands Park Village Centre Children's Centre in Maidenhead?

	Response Percent

1	Strongly agree		11.11%
2	Agree		9.44%
3	Neither agree nor disagree		34.44%
4	Disagree		17.22%
5	Strongly disagree		16.11%
6	Don't know		11.67%

Analysis

20.5% agree (9.4%) or strongly agree (11.1%) with the proposal to discontinue the lease at Woodlands Park Village Children's Centre.

33.3% disagree (17.2%) or strongly disagree (16.1%).







34.4% neither agree nor disagree and 11.7% do not know.

Comments received related to the centre being well used with good parking and access due to public transport links and concerns were raised about where local families will be able to access services. A number of respondents said they did not know the site.

Children's centre satellite sites

20. To what extent do you agree with the proposal to retain Low Ropes Activity Course at Beech Lodge as a Family Hub Service sub-venue in Maidenhead?

	Response Percent
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1	Strongly agree		26.78%
2	Agree		30.60%
3	Neither agree nor disagree		21.86%
4	Disagree		0.55%
5	Strongly disagree		1.09%
6	Don't know		19.13%

Analysis

57.4% agree (30.6%) or strongly agree (26.8%) with the proposal to retain Low Ropes Activity Course at Beech Lodge as a Family Hub Service sub-venue.






1.6% disagree (0.5%) or strongly disagree (1.1%).

21.9% neither agree nor disagree and 19.1% do not know.

Comments received related to the need to improve the marketing of the venue. A number of respondents said they did not know the site.

21. To what extent do you agree with the proposal to retain Maidenhead Nursery School as a Family Hub Service sub-venue in Maidenhead?

			Response Percent
1	Strongly agree		30.22%

2	Agree		32.97%
3	Neither agree nor disagree		20.33%
4	Disagree		0.55%
5	Strongly disagree		0.55%
6	Don't know		15.38%

Analysis



63.1% agree (32.9%) or strongly agree (30.2%) with the proposal to retain Maidenhead Nursery School as a Family Hub Service sub-venue.




1.0% disagree (0.5%) or strongly disagree (0.5%).

20.3% neither agree nor disagree and 15.4% do not know.

Comments received related to difficulties with parking and the close proximity to Riverside which may mean other sites are more appropriate for discontinuing leases. A number of respondents said they did not know the site.

22. To what extent do you agree with the proposal to retain South Ascot as a Family Hub Service sub-venue in Windsor?

			Response Percent
1	Strongly agree		16.37%
2	Agree		24.56%

3	Neither agree nor disagree		38.01%
4	Disagree		0.00%
5	Strongly disagree		1.75%
6	Don't know		19.30%



Analysis





41.0% agree (24.6%) or strongly agree (16.4%) with the proposal to retain South Ascot as a Family Hub Service sub-venue.

1.8% strongly disagree. No respondents disagree.

38.0% neither agree nor disagree and 19.3% do not know.

Comments received related to it making sense to retain the site as it is an outlying area in the borough. A number of respondents said they did not know the site.

23. To what extent do you agree with the proposal to discontinue the lease at Old Windsor in Windsor?			Response Percent
1	Strongly agree		7.02%
2	Agree		14.04%

3	Neither agree nor disagree		40.94%
4	Disagree		10.53%
5	Strongly disagree		11.11%
6	Don't know		16.37%




Analysis




21.0% agree (14.0%) or strongly agree (7.0%) with the proposal to discontinue the lease at Old Windsor.

21.6% disagree (10.5%) or strongly disagree (11.1%).

40.9% neither agree nor disagree and 16.4% do not know.

Comments received related to the site being needed for local children due to limited other options and limited public transport. A number of respondents said they did not know the site.

24. To what extent do you agree with the proposal to discontinue the lease at Wraysbury Village Hall in Windsor?			Response Percent
1	Strongly agree		7.60%
2	Agree		10.53%
3	Neither agree nor disagree		41.52%

4	Disagree		10.53%
5	Strongly disagree		11.70%
6	Don't know		18.13%

Analysis




18.1% agree (10.5%) or strongly agree (7.6%) with the proposal to discontinue the lease at Wraysbury Village Hall.




22.2% disagree (10.5%) or strongly disagree (11.7%).

41.5% neither agree nor disagree and 18.1% do not know.

Comments received related to the site not being well known.

Youth centres

25. To what extent do you agree with the proposal to retain Marlow Road Youth Centre as a Family Hub Service sub-venue in Maidenhead?			Response Percent
1	Strongly agree		37.78%
2	Agree		31.11%
3	Neither agree nor disagree		18.33%

4	Disagree		1.11%
5	Strongly disagree		0.56%
6	Don't know		11.11%

Analysis





68.9% agree (31.1%) or strongly agree (37.8%) with the proposal to retain Marlow Road Youth Centre as a Family Hub Service sub-venue.

1.7% disagree (1.1%) or strongly disagree (0.6%).

18.3% neither agree nor disagree and 11.1% do not know.

Comments received related to parking issues, the good offer at the site and the central location which is useful for those who are walking or getting public transport.

26. To what extent do you agree with the proposal to retain Windsor Youth Centre as the main Family Hub Service site in Windsor?

			Response Percent
1	Strongly agree		27.65%
2	Agree		28.24%
3	Neither agree nor disagree		28.82%
4	Disagree		1.76%

5	Strongly disagree		0.59%
6	Don't know		12.94%

Analysis






55.9% agree (28.2%) or strongly agree (27.7%) with the proposal to retain Windsor Youth Centre as a Family Hub Service main venue.

2.4% disagree (1.8%) or strongly disagree (0.6%).

28.8% neither agree nor disagree and 12.9% do not know.

Comments received related to the site being a good central location with public transport links, but also the need to ensure the building is suitable for families if it becomes a main hub.

27. To what extent do you agree with the proposal to discontinue the lease at Charters Youth Centre in Windsor?

			Response Percent
1	Strongly agree		5.29%
2	Agree		10.59%
3	Neither agree nor disagree		45.88%
4	Disagree		7.65%
5	Strongly disagree		8.82%

6	Don't know		21.76%
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Analysis







15.9% agree (10.6%) or strongly agree (5.3%) with the proposal to discontinue the lease at Charters Youth Centre.

16.5% disagree (7.7%) or strongly disagree (8.8%).

45.9% neither agree nor disagree and 21.8% do not know.

Comments received related to the site not being well known, concerns about where young people would be able to go and suggestions that local community groups could potentially use the site.

28. To what extent do you agree with the proposal to discontinue the lease at Datchet Youth Centre in Windsor?

			Response Percent
1	Strongly agree		4.76%
2	Agree		10.71%
3	Neither agree nor disagree		43.45%
4	Disagree		14.29%
5	Strongly disagree		7.74%
6	Don't know		19.05%

Analysis







15.5% agree (10.7%) or strongly agree (4.8%) with the proposal to discontinue the lease at Datchet Youth Centre.

22.0% disagree (14.3%) or strongly disagree (7.7%).

43.5% neither agree nor disagree and 19.1% do not know.

Comments received related to the site not being well known, concerns about where young people would be able to go and suggestions that local community groups could potentially use the site.

29. To what extent do you agree with the proposal to discontinue the lease at Eton Wick Youth Centre in Windsor?

			Response Percent
1	Strongly agree		4.12%
2	Agree		13.53%
3	Neither agree nor disagree		42.35%
4	Disagree		11.76%
5	Strongly disagree		9.41%
6	Don't know		18.82%

Analysis







17.6% agree (13.5%) or strongly agree (4.1%) with the proposal to discontinue the lease at Eton Wick Youth Centre.

21.2% disagree (11.8%) or strongly disagree (9.4%).

42.4% neither agree nor disagree and 18.8% do not know.

Comments received related to the site not being well known, concerns about where young people would be able to go and suggestions that local community groups could potentially use the site.

30. To what extent do you agree with the proposal to discontinue the lease at Larchfield Youth Centre in Maidenhead?

			Response Percent
1	Strongly agree		3.31%
2	Agree		12.71%
3	Neither agree nor disagree		34.25%
4	Disagree		14.36%
5	Strongly disagree		21.55%
6	Don't know		13.81%

Analysis

16.0% agree (12.7%) or strongly agree (3.3%) with the proposal to discontinue the lease at Larchfield Youth Centre.

36.0% disagree (14.4%) or strongly disagree (21.6%).

34.3% neither agree nor disagree and 13.8% do not know.

Comments received related to some parking issues, suggestions that local community groups could potentially use the site and that the centre is well used with a variety of sessions available including indoor and outdoor space.

Other sites

31. To what extent do you agree with the proposal to discontinue the lease at Maidenhead Project Centre, Reform Road?

		Response Percent
1	Strongly agree	3.87%
2	Agree	12.71%
3	Neither agree nor disagree	36.46%
4	Disagree	12.15%
5	Strongly disagree	18.78%
6	Don't know	16.02%

Analysis







16.6% agree (12.7%) or strongly agree (3.9%) with the proposal to discontinue the lease at Maidenhead Project Centre, Reform Road.

31.0% disagree (12.2%) or strongly disagree (18.8%).

36.5% neither agree nor disagree and 16.0% do not know.

Comments received related to the site having good parking, and being a discrete location which is good for young people who are visiting the Youth Offending Service on site.

32. To what extent do you agree with the proposal to transfer the outdoor provision in Hurley to a community provider?

			Response Percent
1	Strongly agree		6.32%
2	Agree		22.41%
3	Neither agree nor disagree		41.38%
4	Disagree		6.32%
5	Strongly disagree		4.02%
6	Don't know		19.54%

Analysis







28.7% agree (22.4%) or strongly agree (6.3%) with the proposal to transfer the outdoor provision at Hurley to a community provider.

10.3% disagree (6.3%) or strongly disagree (4.0%).

41.4% neither agree nor disagree and 19.5% do not know.

Comments received related to the proposal being a good one so long as a suitable provider is lined up and there is no gap in provision.

33. Overall, to what extent do you agree with the proposals for which children’s centres and youth centres to retain and which to discontinue leases for?

			Response Percent
1	Strongly agree		11.30%
2	Agree		28.25%
3	Neither agree nor disagree		27.68%
4	Disagree		13.56%
5	Strongly disagree		7.34%
6	Don't know		11.86%

Analysis

39.5% agree (28.3%) or strongly agree (11.3%) with the proposals for which children's centres and youth centres to retain and which to discontinue leases for.

20.9% disagree (13.6%) or strongly disagree (7.3%).






27.7% neither agree nor disagree and 11.9% did not know.

A range of free text comments were received. This included a number of comments relating to specific sites, particularly retaining Riverside Children's Centre. These have been reviewed and themed.

Theme	Example
Dissatisfaction with the proposals	<ul style="list-style-type: none"> • I don't think any should close, as children, families and young people will rely on each one. • You need to focus maximum effort on retaining as many children's centres as you can. When I adopted I had no NCT group and the children's centre was an incredible support to me. • Money should not be a deciding factor on wellbeing of families and children. This is our future. • Universal access means they should all be retained - otherwise you are simply undermining the principle of Children's Centres as a place for EVERYONE (even those without any particular needs) to meet and engage with each other. The building's maintenance is a trivial consideration, and has not posed any particular problems in the past. All community groups engage with such issues happily. To imply these are detracting from universal access is irresponsible and wrong. • Council tax is still being paid to the council yet they are trying to reduce services and facilities. Daylight robbery.
Retain Riverside Children's Centre	<ul style="list-style-type: none"> • Retain Maidenhead sites such as Riverside Children's Centre. • As I've mentioned before Riverside is very important for me so retain.

34. What impact do you think the proposed changes to services would have on you?

	Response Percent
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1	No impact		20.37%
2	I would use new provision that is more local to where I live		27.78%
3	I would use a different site in the future		6.17%
4	I wouldn't use the services currently provided by children's centres or youth centres as much in the future, and may stop entirely		16.67%
5	I don't know enough yet to understand the impact		29.01%

Analysis

20.4% of respondents said the proposals would have no impact on them; 27.8% said they would use the new provision that is more local to where they live and 6.2% said they would use a different site in the future.








16.7% said they wouldn't use the services as much in the future and may stop entirely, while 29.0% said they do know enough yet to understand the impact.


A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Negative impact	<ul style="list-style-type: none"> • It would impact me massively as I wouldn't be able to afford accessing other venues but the ones remaining would be highly inconvenient. • I don't see what provision there will be for the 'average' family (not on benefits but not affluent enough to provide a paid rounded social life for their child before 3) I will be devastated. Lockdown has made this even more evident. • I don't want services to discontinue.

	<ul style="list-style-type: none"> • By closing some centres it may increase the footfall at others by too much and then places not available. • I would be unable to go to as many groups as before. • I wouldn't want to travel for my children to attend a youth club. They currently walk to it with their friends from the local community.
Positive impact	<ul style="list-style-type: none"> • If we are getting service in different venues, then that's fine. • I can come anywhere for these programmes, very good. • I can drive so no issue.

35. If you said that you would stop using services, or would use them less in the future, please can you tell us why?

			Response Percent
1	I don't have enough information about the new way of delivering these services, such as from more local community venues		48.62%
2	I don't believe other locations will offer the services that we need		13.76%
3	I would be unable to travel to the retained sites		7.34%
4	Opening times at other sites are unlikely to suit me		1.83%
5	I won't know anyone		4.59%
6	If I have to travel further, the cost of travel will be a problem		11.93%
7	I am worried about the amount of time it will take me to travel to a new location		5.50%

8	I am worried about parking facilities		6.42%
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Analysis

For those who responded that they would stop using services or use them less in future, the most commonly selected answer as to why was that they do not have enough information about the new way of delivering these services, such as from community venues (48.6%). The next most commonly selected answer was that they do not believe the other locations will offer the services that are needed, followed by potential issues with travel if having to go further to other locations (11.9%).

A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Travel will be an issue	<ul style="list-style-type: none"> • I don't want to have to drive to a location. Local journeys should not need to be made in a car. • Even though I could travel to the sites remaining, I don't drive so I would have to walk everywhere and just because I would also need to do the nursery run I wouldn't be able to make it on time to either place if I wanted to enjoy the session at the children's centre in its full extent. • I am worried about parking facilities I am worried about the amount of time it will take me to travel to a new location I would be unable to travel to the retained sites. Also - the joy of being local is you meet other families to play with outside of the classes, it's easy to meet locally. • The benefits of having something local can't be compared.

No services remain that are useful

- I'm not sure there will really be any services left which will be of use to me.
- If there isn't a universal service, what will there be for people not 'in need'?
- The anxiety of change would put me off of coming to my youth group.

Please tell us if you have other ideas about how we should deliver the new Family Hub Service in Windsor and Maidenhead (48 comments received)

Analysis

A range of free text comments were received. These have been reviewed and themed:

Theme	Example
Importance of maintaining universal services	<ul style="list-style-type: none">● Services still to be available universally- otherwise services only seen as for problem families, stigma associated with this. What about access for isolated families who are not seen as vulnerable or just tip over into middle class bracket? Need services to be widely promoted to maximise use.● Continue to offer universal services but make the most of them by charging a small amount and advertising them. Health visitors don't even talk about them. Subside them with paid

	<p>classes eg, Hartbeeps, baby sensory, music with mummy and tumble tots.</p> <ul style="list-style-type: none"> • Needs to be some universal stay and play sessions etc. When you are looking after small children it's a vulnerable time when you need support. To reduce this service to only those obviously in need is short sighted and could cause loneliness and depression for many.
<p>Promotion of services could be improved</p>	<ul style="list-style-type: none"> • Retain the existing facilities and promote them more. Introduce new activities to attract more people. • More mix of services, more publicising, more parking and a creche a must. • Promote within schools from an early stage. Follow up on feedback from younger generation.
<p>Work more closely with community and voluntary sector groups</p>	<ul style="list-style-type: none"> • It should work closely with organisations (Bfn, dash, etc) to have representatives at each hub too. • You could better link to other children's activity providers, health visitors could do periodic drop ins or weigh in opportunities For example, toddler groups, babymatters baby cafe or teddies music club. Also in terms of out reach for older children (over 5 years), you could explore links with local girl guiding and scout units. • Instead of having the community groups working separately from the service as referrals or bolt-ons why not have them as an integrated part of the new model. • Do you even know what local halls, community groups, etc even exist now? Many will have gone out of business and the voluntary sector you will rely on is suffering. It doesn't feel like you have a plan for this. • The venues should remain and the council offer more incentives to get community groups, parents, etc to use the sites - fair affordable rents etc.
<p>Importance of maintaining parenting programmes and stress management classes</p>	<ul style="list-style-type: none"> • More parenting groups are very useful for new parents in Maidenhead. • Parenting groups for new parents are very important. • Parenting programmes, fathers group are very useful as good parenting will bring healthy

mind children. Stress management class for parents very important.

- Stress management courses are very useful, also parenting programmes. Fathers group to bring a very good human generation to keep our community safe and happy.

If you are responding to this survey as a parent or as a local community or voluntary group, would you be interested in hosting or running sessions as our centres with support and guidance from Achieving for Children? If so, please provide details of what sessions you would be interested in running and your contact details. Details of our privacy policy can be found in the next section (18 comments received)

Analysis

Four respondents stated they would be interested in hosting or running sessions with support from Achieving for Children. These individuals will be contacted directly.

Please let us have any other general comments (52 comments received)





Analysis

A range of free text comments were received. These have been reviewed and themed.

Theme	Example
Services should be delivered in a variety of languages	<ul style="list-style-type: none"> ● I like the services, but I want the services in Urdu. ● COVID-19 has been very difficult, please BAME community needs courses in their language. ● BME community needs more help as Windsor has no much courses in our language. ● I would like to continue to provide provision in Windsor for BME community - stress management courses, etc. ● These courses have enabled me to understand the effects of positive mind set and how much influencing parenting techniques are. These provisions should be extended further in other communities in their native language. ● I'm interested in these sessions in future it would be helpful if it's in mother tongue
Concerns about the consultation process	<ul style="list-style-type: none"> ● To run this consultation when people are unable to attend children centres due to COVID is short sighted.









	<ul style="list-style-type: none"> ● I suspect the number of replies will be much lower as most people who normally use the centres won't be aware that it is running and won't be able to have their say. ● This consultation seems very heavily weighted towards your preferred outcome. I do not believe that you will have consulted widely enough due to the pandemic. ● An astonishingly poor set of questions, clearly designed to 'sell' the concept of Hubs. Little or no questions about the advantages of the current setup. No questions about Equalities, despite writing an EQIA. Why? ● I don't feel you have done enough research into alternative models and are so keen to save money that you've latched on this as the answer to all our issues. ● I would have liked a survey that was child focused for my foster child to complete. This was far too wordy for many adults let alone for children to access.
<p>Praise for current services</p>	<ul style="list-style-type: none"> ● Thank you for all the help and support the children's centres have given us over the years. My confidence and that of my children is testament to your service. ● I am using all these services and will definitely continue as it beneficial for me and my family. ● Excellent service provided. ● Our children need good parenting and we as parents need to be educated ourselves so we can help our children better. Parenting class is very good. ● Feeling very comfortable to have all these groups in my town. Very useful information I can get when need. Many thanks.

Section 3 - About you

Are you responding to this survey as a:			Response Percent
1	Parent or carer		84.83%
2	Nominated representative of a partner or stakeholder organisation		0.56%
3	Young person under 18 (or aged up to 25 with special educational needs or disabilities)		5.62%
4	Other (please specify)		8.99%




Analysis

84.8% of respondents to the survey are parents or carers. 5.6% are young people under 18 (or aged up to 25 with special educational needs or disabilities). 9.0% of respondents selected other - responses included foster carer, local resident, local community voluntary group member, adult learner, employee of Achieving for Children, and councillor.

What is your age?			
			Response Percent
1	Under 16		3.30%
2	16-17		1.65%
3	18-24		4.95%
4	25-34		29.12%
5	35-49		50.00%
6	50-64		7.69%
7	65+		1.65%
8	Prefer not to say		1.65%








Analysis

50.0% of respondents are aged 35-49 and 29.1% are aged 25 to 34. 79.1% of respondents are therefore aged between 25 and 49. 3.3% of respondents are aged under 16, with 1.7% aged between 16 and 17.

I identify my gender as:			
			Response Percent
1	Male		7.14%
2	Female		91.21%
3	Something else		0.00%
4	Prefer not to say		1.65%

Analysis

91.2% of respondents are female and 7.1% are male.





Are you a parent or carer for any children in any of the following age groups?			Response Percent
1	Under 5		37.14%
2	5-9		33.14%
3	10-14		30.29%
4	15-19		27.43%
5	20-25 who have a special education need or disability		2.29%
6	None of the above		5.71%
7	Prefer not to say		4.00%

Analysis

37.1% of respondents said they are parents or carers to children aged under five, 33.1% said they are parents and carers aged five to nine years old, 30.3% said they are parents and carers to children aged 10 to 14 years old and 27.4% said they are parents and carers to children aged 15 to 19 years old.

2.3% of respondents said they are parents or carers to children aged 20 to 25 years old who have a special educational need or disability (SEND).







Do you or any of your family have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more which reduce(s) your ability to carry out day-to-day activities?

			Response Percent
1	Yes		10.67%
2	No		74.72%
3	Don't know		2.25%
4	Prefer not to say		12.36%

Analysis

10.7% of respondents said they, or someone in their family, has a physical or mental health condition or illness. 74.7% said they do not and no one in their family does.













What is your annual household income?

			Response Percent
1	Under £15,000		29.44%
2	£15,001 to £30,000		12.78%
3	£30,001 to £45,000		8.89%
4	£45,001 to £60,000		5.56%
5	Over £60,000		14.44%
6	Prefer not to say		28.89%

Analysis

29.4% of respondents said their annual household income is under £15,000. 14.4% said their household income was over £60,000 and 12.8% said it was £15,001 to £30,000.

Which of the following best describes your ethnic group?








			Response Percent
1	White or White British		37.43%
2	White - Irish		1.12%
3	White- Gypsy or Irish Traveller		0.00%
4	White - Any other White background		1.68%
5	Mixed - White and Black Caribbean		0.00%
6	Mixed - White and Black African		0.00%
7	Mixed - Any other Mixed		1.12%
8	Asian/Asian British - Indian		2.23%
9	Asian/Asian British - Pakistani		45.25%
10	Asian/Asian British - Bangladeshi		1.12%
11	Asian/Asian British - Chinese		0.00%
12	Asian/Asian British - Any other Asian background		0.00%
13	Black/Black British - African		0.56%
14	Black/Black British - Caribbean		0.56%
15	Black/Black British - Any other		0.00%
16	Black/African/Caribbean		0.56%
17	Arab		0.00%
18	Any other ethnic group		0.00%
19	Prefer not to say		7.82%
20	Other (please specify):		0.56%

Analysis

54.8% of respondents are from a Black Asian or Minority Ethnic (BAME) background. Of these, 45.2% are from a Pakistani background.

37.4% of respondents are White British and 7.8% preferred not to give their ethnicity.

Which one of the following best describes your religion?

			Response Percent
1	Hindu		1.66%
2	Christian		27.07%
3	Muslim		47.51%
4	Sikh		0.00%
5	No religion		11.60%
6	Other		1.10%
7	Prefer not to say		11.05%

Analysis










47.5% of respondents are Muslim and 27.1% are Christian. 11.6% said they have no religion and 11.1% preferred not to give their ethnicity.

What is your postcode?

Analysis

136 respondents provided a post code. Of these, 64.7% are from the SL6 postcode in Maidenhead and 31.6% are from the SL4 postcode in Windsor.

In which area do you currently live?

			Response Percent
1	Ascot		0.57%
2	Windsor		27.27%
3	Maidenhead		62.50%
4	Old Windsor		2.27%
5	Wraysbury		0.00%
6	Datchet		2.84%
7	Eton		0.00%
8	Eton Wick		0.00%
9	Cookham		0.57%
10	Hurley		0.57%
11	Prefer not to say		2.27%
12	Not applicable		1.14%

Analysis

Most respondents are either from Maidenhead (62.5%) or from Windsor (27.3%).