

# Handsworth Locality

## Advice and Guidance Service

### Community Consultation



Handsworth مقامی جگہیں مشورے اور رہنمائی سروس کمیونٹی مشاورت	Urdu
Handsworth এলাকা পরামর্শ এবং উপদেশ পরিষেবা কমিউনিটি কনসালটেশন	Bengali
Handsworth محلية المشورة والإرشاد الخدمة	Arabic
Handsworth ਟਿਕਾਣਾ ਸਲਾਹ ਅਤੇ ਅਗਵਾਈ ਸੇਵਾਵਾਂ ਕਮਿਊਨਿਟੀ ਮਸ਼ਵਰਾ	Punjabi
Handsworth Miejscość Porady i wytyczne usługi Społeczność Konsultacje	Polish
Handsworth degaanka Talo iyo hanuun Service Community Consultation	Somali

**If you would like this document translated please speak  
to a member of staff at Soho or Rookery Children's Centres'**

آپ ترجمہ شدہ یہ دستاویز چاہتے ہیں تو بات کریں سوهو یا Rookery چلڈرنز سینٹر میں عملے کے کسی رکن سے	Urdu
আপনি অনুবাদ এই নথিতে চাই বলতে দয়া সোহো বা rookery শিশুদের সেন্টারে কর্মীদের একটি সদস্য	Bengali
إذا كنت ترغب هذه الوثيقة المترجمة يرجى التحدث إلى أحد أعضاء هيئة التدريس في سوهو أو مركز روكري الأطفال	Arabic
ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਬੋਲਦੇ ਹਨ, ਕਿਰਪਾ ਕਰਕੇ Soho ਜ Rookery ਬੱਚੇ ਦੇ ਸਟਰ 'ਤੇ ਸਟਾਫ਼ ਦਾ ਇੱਕ ਸਦੱਸ ਨੂੰ	Punjabi
Jeśli chcesz tego dokumentu przetłumaczony porozmawiaj do członka personelu w Soho lub Centrum bazar Dziecka	Polish
Haddii aad jeclaan lahayd dokumentigan turjumay fadlan la hadal xubin ka mid ah shaqaalaha Soho ama Xarunta Rookery Carruurta	Somali

## Introduction

The purpose of this document is to consult on proposed changes to the way in which that Advice and Guidance Services are provided through Soho and Rookery Children's Centre included services provided by EDAS.

## What are Children's Centres?

Children's Centres deliver a range of services that include group activities for children under the age of 5 and their parents/carers. These services focus on learning, health, wellbeing and community engagement, and are delivered in Children's Centre buildings, community venues and family homes.

## Context of Handsworth Locality (Rookery, Soho in partnership with Lime Tree)

Soho and Rookery Children's Centres' runs a number of services for children under the age of 5 and their families on behalf of Handsworth Locality. The Centres' have a combined reach area of 6169 children under the age of 5. This includes 1339 under 5's that Lime Tree delivers services for, as part of the partnership arrangements with Handsworth Locality.

**Location: Soho Children's Centre, Louise Road, Handsworth, Birmingham. B21 0RY**  
**Rookery Children's Centre, Rookery Road, Handsworth, Birmingham. B21 9PY**

## Why are we consulting on changes to services?

The money Children's Centres' receive from the government is being reduced significantly, we have had budget reductions this year and it is anticipated there may be further reductions next year.

Children's Centres' have had to make changes to some Children's Centre commissioned services and this consultation is your opportunity to tell us what you think of our proposals to change the way in which we deliver Advice and Guidance Services including the service commissioned from EDAS.

## What are the proposed changes?

For a number of years we have commissioned a 1 -1 Advice and Guidance Service from EDAS organisation for Lime Tree and Cherry Tree Children's Centre families (Benefit, Housing, Debt Advice).

Until the end of September 2015, EDAS has provided advice at:

- Soho Children's Centre for 1 day per week at a cost of : £10,842 per year
- Rookery Children's Centre for 1 day per week at a cost of : £10,842 per year

Since October 2015, EDAS provides no direct services at either Centre. Following a review, we are proposing to deliver this service in a different way as explained below.

We are proposing to continue to no longer commission Advice and Guidance Services from EDAS for 1 day per week per Centre as before.

The reason is that the cost for each advice session given by EDAS is relatively high compared to the cost of the proposed alternative which is to provide advice through members of the Family Support team and other organisations offering specialist advice services.

### Continued:

From cost analysis and reviewing cases, it was felt that the Family Support Team and Drop in Sessions, could provide support to families regarding welfare issues.

Over the last year the Children's Centre Family Support Team, have worked closely with partner organisations to enable them to incorporate Advice and Guidance within the Children's Centre services.

Under the proposed arrangements, Family Support Workers would undertake lower level work and signpost families to specialist advice organisations, including those that have already been used to support families in the past, e.g. EDAS, Asian Resource Centre, Aston Centre for the Family (Birmingham Settlement), Shelter, Citizen's Advice, Nishkam, Neighbourhood Office, local Job Centre to use language line for benefit applications

Via these partnerships, we would signpost Parents and Carers who require specialist support on a needs led, case by case, basis. There are many organisations in the area that deliver Advice and Guidance Services including EDAS and referrals would be made by a Family Support Worker to the most appropriate service. (refer to booklet outlining 20+ organisations)

### How would the proposed changes affected me?

Advice and Guidance services would continue to be delivered as part of Children's Centre services but in a different way.

We are now looking to gather your views and opinions on the proposed changes. This will help us to see if any further changes need to be made and from when. This will include reviewing the level of support provided by EDAS (number of days)

#### **Provision of Advice and Guidance Services before 30<sup>th</sup> September 2015:**

- EDAS delivered at Soho and Rookery Children's Centre 1 day per week at each Centre, where a EDAS worker offered 1-1 appointments for advice and advocacy case work support to parents of children under the age of 5
- Family Support delivered a drop in every Tuesday afternoon at Soho and every Wednesday morning at Rookery

#### **Provision of Advice and Guidance Services since 1<sup>st</sup> October 2015:**

- There are no EDAS 1 -1 appointments for Advice and Advocacy
- An allocated Family Support Worker supports parents /carers as part of their Family Outcomes Star Plan upon Advice and Guidance issues in partnership with other organisations as applicable
- Family Support continue to deliver a drop in every Tuesday afternoon at Soho and every Wednesday morning at Rookery and an additional session will be added if required following the consultation or at any point in the future
- We signpost families to partners agencies to meet the needs of their issues for more specialist needs as there a number of organisations working in the area
- The Centres' devised a booklet which is available for parents / carers to find out where they can go to get more specialist advice and support in addition to that of the advice they can get from a Family Support Worker.

## **Consultation with the Community**

It is important that we consult and engage with as many service users as possible who could have been affected by these changes. Please could you contribute and give your comments and feedback by completing the questionnaire at the end of this document.

We are looking to gather opinions and views from a range of stakeholders including: Parents, carers, centre users, staff, other centres in the area, health, places of worship, partners, professionals, district committee, Children's Centre Committee, EDAS and other commissioned service providers.

We are using a range of consultation approaches and methods to ensure that the full range of stakeholders who may have been affected by the changes are able to contribute.

**Consultation with the families and the community  
on these changes to services will take place between:**

**Tuesday 1<sup>st</sup> December to Friday 8<sup>th</sup> January 2015**

## Here are the ways you can get involved:

1. Complete a **Consultation Questionnaire** and return it to Soho or Rookery Children's Centre

**Soho Children's Centre, Louise Road, Handsworth, Birmingham. B21 0RY**

**Rookery Children's Centre, Rookery Road, Handsworth, Birmingham. B21 9PY**

2. Hear more about the changes and share your views at a **Consultation Meeting** on the following dates:

Date	Time	Where?
Thursday 10 <sup>th</sup> December	2.00 – 3.00	Soho Children's Centre (Baptist Church)
Monday 14 <sup>th</sup> December	1.00 – 2.00	Rookery Children's Centre
Thursday 7 <sup>th</sup> January	1.00 – 2.00	Rookery Children's Centre
Friday 8 <sup>th</sup> January	9.30 – 10.30	Soho Children's Centre (Baptist Church)

3. Attend a **Parent User Group** during the consultation period that will be facilitated as part of the Stay and Play sessions that are currently delivered at Soho / Rookery (**see timetable**)
4. **Face to face** within the Centres' throughout the consultation period – please feel free speak to a member of staff and these responses will be documented as part of this consultation
5. **Children's Centre staff will take out the consultation within their outreach role to include Nurseries, Schools, supermarket, Health Centres'**

Translation support will be provided to assist families to complete the questionnaire and to participate in the discussion forums.

## What happens next?

The Locality Manager will analyse the consultation findings and the outcome will be used to support any decisions made around the delivery of this service in conjunction with the Children's Centre Area Manager.

The consultation findings will be reported to the Children's Centre Advisory Board for Handsworth Locality.

Then a final decision will be made by the Local Authority Children's Centre Area Manager.

Responses to the points raised will be collated in a report which will be circulated and made available publically at the Children's Centres' by the end of January.

