



Lime Tree and Birchfield Children's Centre

Advice and Guidance Services

Community Consultation

چونے درخت اور Birchfield بچوں کے مراکز ' مشورہ اور رہ نمائی خدمات کمیونٹی مشاورت	Urdu
লেবু গাছ ও Birchfield শিশুদের সেন্টার ' পরামর্শ এবং উপদেশ সেবা কমিউনিটি কনসালটেশন	Bengali
مراكز الجير شجرة و Birchfield للطفولة " المشورة والإرشاد الخدمات استشارة المجتمع	Arabic
ਚੂਨਾ ਲੜੀ ਅਤੇ Birchfield ਬੱਚੇ ਦੇ Centres ' ਸਲਾਹ ਅਤੇ ਅਗਵਾਈ ਸਰਵਿਸਜ਼ ਕਮਿਊਨਿਟੀ ਮਸਵਰਾ	Punjabi
Lime Tree i Birchfield Centra dziecięce " Porady i wskazówki Usługi Społeczność Konsultacje	Polish
Lime Geedka iyo Birchfield Carruurta Centres ' Talo iyo Guidance Services Community Consultation	Somali

**If you would like this document translated please speak
to a member of staff at Lime Tree or Birchfield Children's Centre**

آپ ترجمہ شدہ یہ دستاویز چاہتے ہیں تو چونے درخت یا Birchfield چلڈرنز سینٹر میں عملے کے کسی رکن سے بات کریں	Urdu
আপনি অনুবাদ এই নথিতে চাই লেবু গাছ বা Birchfield শিশুদের সেন্টারে কর্মীদের সদস্য কথা বলতে দয়া	Bengali
إذا كنت ترغب هذه الوثيقة المترجمة يرجى التحدث إلى أحد أعضاء هيئة التدريس في شجرة الكلس أو مركز Birchfield الأطفال	Arabic
ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ Lime ਲੜੀ ਜ Birchfield ਬੱਚੇ ਦੇ ਸਟਰ 'ਤੇ ਸਟਾਫ਼ ਦਾ ਇੱਕ ਸਦੱਸ ਨਾਲ ਗੱਲ ਕਰੋ ਜੀ	Punjabi
Jeśli chcesz tego dokumentu przetłumaczony proszę porozmawiać z członkiem personelu w Lime Tree lub Centrum Birchfield Dziecka	Polish
Haddii aad jeclaan lahayd dokumentigan turjumay fadlan la hadal xubin ka mid ah shaqaalaha Lime Tree ama Xarunta Birchfield Carruurta	Somali

Introduction

The purpose of this document is to consult on proposed changes to the way in which Advice and Guidance Services are provided at Lime Tree and Birchfield Children's Centres, including services provided by Freshwinds.

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 Lime Tree and Birchfield Children's Centres'

Lime Tree and Birchfield Children's Centres' are part of Aston and Nechells Locality and also deliver services on behalf of Handsworth Locality. Lime Tree OFSTED area (which includes Lime Tree and Birchfield) has a reach of 928 children under the age of 5.

Locations:

Lime Tree Children's Centre, Heathfield Road, Birmingham B19 1HJ.
Birchfield Children's Centre, Houghton Road, Birmingham B20 3LE

Why are we consulting on changes to services?

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

Children's Centres' have needed to make some changes to some of our Children's Centre services and we want you to tell us what you think of our proposals to change the way in which deliver Advice and Guidance Services which includes the service we commission from Freshwinds .

We want to find out your views and what impact these proposed changes may have on children, families and the community.

What are the changes being proposed?

For a number of years we have commissioned Freshwinds to deliver 1 -1 Advice and Guidance (Benefit, Housing, Debt Advice) to Children's Centre families.

Freshwinds has provided this service at Lime Tree and Birchfield Children's Centres' for 2.5 days a week at a cost of £20,500 per year, up until June 2015, when we reduced the service to 1.5 days at a reduced cost of £12,500, due to a fall in case numbers and budget reductions.

Following on – going review, we are proposing to deliver this service in a different way as outlined below. We are proposing that whilst the work of Freshwinds is indeed valued we feel it is a cost we can longer sustain.

Continued:

From cost analysis and reviewing cases it is felt that the Family Support team, Duty System and Family Support Drop in's sessions could provide support to families regarding welfare issues. It is now operating for a targeted number of families (7 cases currently open).

Under proposed arrangements Family Support Workers would signpost families to other specialist Advice and Guidance organisations including organisations which have already been used to support families in the past.

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 support, including Freshwinds and referrals would be made by a Family Support Worker to the appropriate service. (refer to booklet outlining 20+ organisations)

Over the last year, Freshwinds have worked closely with the Children's Centre to review the Family Support Service to incorporate Advice and Guidance within their day to day practice and this will continue as the Family Support team are employed by Freshwinds via a service level agreement with the Centres'

We want to give parents / carers the assurance that Advice and Guidance services would be continued to be delivered within the Children's Centre but in a different way by the Family Support Workers in partnership with other organisations within the Locality.

How would the proposed changes affect me?

Provision of Advice and Guidance support services as is now:

- 1.5 days per week in total for both Centres', where a Freshwinds worker offers 1-1 appointments for advice and advocacy case work support to parents of children under the age of 5
- An allocated Family Support Worker supports parents / carers as part of their Family Outcomes Star Plan
- Family Support deliver a drop in every Wednesday morning at Lime Tree
- As of October 2015; Family Support deliver a drop in every Thursday morning at Anglesey School
- The Centres' have 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.

Proposed service delivery for Advice and Guidance Services as of 1st April 2016:

- The Freshwinds 1-1 service would no longer be delivered at Lime Tree and Birchfield
- A Family Support Worker will meet with parents / carers to advise whether they can support directly with the issue, or if not they will help the parent / carer to find another organisation who can provide the support
- An allocated Family Support Worker supports parents /carers as part of their Family Outcomes Star Plan
- Family Support continuing to deliver a drop in every Wednesday morning at Lime Tree and an additional session will be added if required following the consultation or at any point in the future
- Family Support will start to deliver a drop at Birchfield Children's Centre if there is a need to do so following the consultation or at any point in the future
- Family Support continuing to deliver a drop in every Thursday morning at Anglesey School
- We continue to signpost families to partners agencies to meet the needs of their issues for more specialist needs (this includes the use of the booklet devised by the Centres' which will be updated on an ongoing basis)

Consultation with the Community

It is important that we consult and engage with as many service users as possible who could be affected by these changes. The Children's Centres' would like to invite your comments and feedback on the proposed changes.

We are looking to gather opinions and views from parents, carers, centre users, staff, other centres in the area, health, places of worship and other partners, professionals, Freshwinds and other service providers.

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

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

Tuesday 1st December to Friday 8th January 2015

Here are the ways you can get involved:

1. Complete a **Consultation Questionnaire** and return it to Lime Tree or Birchfield Children's Centre

Lime Tree Children's Centre, Heathfield Road, Birmingham B19 1HJ.

Birchfield Children's Centre, Haughton Road, Birmingham B20 3LE

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

Date	Time	Where?
Wednesday 9 th December	2:00 – 3:00	Lime Tree Children's Centre
Wednesday 16 th December	9.30 – 11.30	Lime Tree Children's Centre (as part of the Parent Forum Meeting)
Wednesday 6 th January	10.00 – 11.00	Birchfield Children's Centre

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 Lime Tree and Birchfield Children's Centres' (**see Centre Activity 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 future 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 Lime Tree and Birchfield. It will be the role of the Advisory Board to advise, support and challenge any decisions made about proposed changes to this service area.

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

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

It is anticipated that the proposed changes will be fully operational from 1st April 2016.

