

Early Years Health and Wellbeing Services

Consultation Findings Report

September 2017

v0.8

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Executive Summary

I. Introduction

Every child in Birmingham has an equal chance to have a really good start in life. This is the vision for the new Early Years Health and Wellbeing Service.

It is proposed that the new service model will be delivered across the ten Districts in Birmingham, with tailored services and locations in each District. As a result, it is proposed that services may better meet the diverse needs of local children and families that live in Birmingham.

The proposed model includes the statutory requirement for the Local Authority to ensure that there is a sufficient Children's Centre offer in the city.

Approval to consult on the proposed new service delivery model was granted by Cabinet on 18 April 2017. The public consultation was open from 19 June – 17 August 2017.

II. Key Findings & Recommendations

The public consultation received a total of 1,940 responses.

In terms of the key proposals:

- Agreement with the proposal to deliver services as outlined in section 7 of the consultation summary document (appendix 1);
- Agreement with the proposal to have service delivery locations open between 9am and 5pm;
- Agreement with the proposal for longer opening hours between 5pm and 8pm to improve access to services across the city;
- Agreement with the proposal for weekend opening on either a Saturday or Sunday to improve access to services across the city;
- Proposals for service delivery locations were considered at a district level. Respondents were asked to express a view on both service delivery locations and whether these locations would enable access. There was a mixture of responses to the proposals – summarised in the table below;

Table I – Summary of District Responses to Service Location Proposals

District Proposal	Agreement for Service Delivery Locations	Agreement that Locations would enable Access
Edgbaston	Split	Yes
Erdington	Yes	Yes

Hall Green	Yes	Yes
Hodge Hill	Yes	Yes
Ladywood	Split	Yes
Northfield	No	No
Perry Barr	Yes	Yes
Selly Oak	Split	Yes
Sutton Coldfield	No	No
Yardley	No	No

Northfield, Sutton Coldfield and Yardley are identified as districts where the choice of service delivery locations was not supported by respondents. It is therefore recommended that consideration is given to alternative service delivery locations in these districts;

- When asked about alternative venues as locations for services the most common suggestions were places of worship, community centres, health centres, schools and libraries. Some respondents also named existing children's centres with nine centres being mentioned at least ten times each by respondents;
- Respondents were given an opportunity to express any other views on the proposals. Just under half of the respondents took this opportunity. The most common type of responses were positive statements about the current service. In progressing the proposals it is recommended that it is ensured that the strengths of the existing model are not lost. There is a clear message that many aspects of the current service are highly valued by citizens and make a real difference to people's lives.

1. Introduction

1.1 Proposed New Service Model

Every child in Birmingham has an equal chance to have a really good start in life. This is the vision for the new Early Years Health and Wellbeing Service.

It is proposed that the new service model will:

- Be delivered across the ten districts across the city
- Tailor the number of services and locations for each district.

This model is proposed so that services can better meet the diverse needs of local children and families that live in Birmingham.

The proposed model includes the statutory requirement for the Local Authority to ensure that there is a sufficient Children's Centre offer in the city.

1.2 Consulting on the Proposed New Service Model

An extensive round of public consultation was undertaken from November 2015 to February 2016 to inform the development of the Commissioning Strategy for the new Early Years Health and Wellbeing Service in Birmingham.

Following a robust tender process, Birmingham Community Healthcare NHS Foundation Trust was recommended as the organisation to lead the new model for Early Years Health and Wellbeing services in the city. This recommendation was made to, and approved by Cabinet on 18 April 2017.

At the same time, Cabinet also approved the second round of public consultation which focused on the model of delivery proposed by Birmingham Community Healthcare NHS Foundation Trust. The consultation sought views on elements such as proposed delivery locations and opening hours to inform the final model at a local level.

The public consultation was open from 19 June – 17 August 2017 and received a total of 1,940 responses. There were 5 petitions received on the closure of Children's Centres in Birmingham. A further 28 responses were received after the consultation period had closed. These were logged but have not been included in the analysis of findings.

1.3 Purpose of this Report

The purpose of this report is to present the key findings of the Early Years Health and Wellbeing Service consultation on the proposed new model for delivery at a local level.

This report will form part of the evidence base used to demonstrate the sufficiency of the Children's Centre offer in Birmingham.

2. Methodology

The general public and interested parties were invited to participate in the consultation. The consultation aimed to include as many responses from the general public and affected groups as possible through direct consultation.

To reach as many people as possible, a range of consultation methods were available.

2.1 Consultation Documents

The consultation summary document and questionnaire were developed in two versions: standard and Easier to Read.

The summary document outlined the proposed approach and highlighted key areas for consultation (appendix 1), and was designed to support the completion of the questionnaire (appendix 2).

The consultation documents were accessible in a variety of ways including:

- Online at Birmingham Be Heard - all documents were available to the general public via this platform. The web link to Be Heard was also circulated to a wide range of stakeholders with details of how they could have their say.
- Printed questionnaire – printed questionnaires were made available at all of the Birmingham Childrens Centres. Free post return was available for all printed questionnaires.
- Electronic questionnaire – an electronic version of the questionnaire was available on Birmingham Be Heard or on request via email.

People who had views that they wanted the Early Years team to be aware of but did not wish to complete a questionnaire were asked to submit their comments by email or freepost.

2.2 Engaging Communities Staffordshire (ECS)

ECS is an independent, community interest company who specialise in social research and community engagement. Their mission is to be the voice of the public for public services and they are primarily concerned with engagement with the local community surrounding the provision of public services in Staffordshire, the wider West Midlands region and beyond.

As part of this consultation, ECS were commissioned to engage with pregnant women and parents with children aged between 0-5 years across the city and across socioeconomic backgrounds.

A total of 593 questionnaires were completed and submitted through ECS.

2.3 District Consultation Events

Consultation events were delivered in each of the ten Districts. The events provided more information about the proposed delivery model. In total, 153 local families and professionals attended the events.

2.4 Children Centre Consultation Events

All of the Childrens Centres across the city were offered the opportunity to host a local public meeting at their venue.

Seven Childrens Centres took up the offer to hold an onsite event with more than 260 local families and professionals in attendance.

2.5 Publicity

There has been a raft of publicity and media coverage in relation to the consultation on the proposed model. This included:

- Formal press release
- Mail out to all Childrens Centres and effected services
- Individual mail out to key stakeholders
- Birmingham Mail
- Nursery World
- ITV News
- Public Sector Executive
- Sutton Coldfield Local News
- Birmingham against the Cuts
- Birmingham Post
- Children & Young People Now
- Birmingham City Council internal communications:
 - Chief Executives Bulletin
 - Information Round Up
 - Early Years Noticeboard
 - Friday Round Up
- Tweeted by Councillors:
 - Cllr Brigid Jones
 - Cllr Paulette Hamilton
 - Cllr Majid Mahmood

- Also tweeted by:
 - Colin Diamond – BCC Corporate Director
 - Children's Centres
 - Birmingham Education
 - Neil Elkes
 - Sutton Observer

2.6 Analysis

2.6.1 Quantitative Data

The closed and demographic questions included in the questionnaire were coded according to a predetermined coding structure.

The consultation responses received on Birmingham Be Heard were extracted, checked and coded according to the structure.

Once coded, the extracted data was entered onto an Excel database for analysis.

2.6.2 Qualitative Data

The open text questions included in the questionnaire were randomly sampled. A thematic analysis of the sampled responses was undertaken to enable key themes to be identified.

3. Key Findings

The following section presents findings using an aggregated analysis identifying respondents within three key areas of interest:

- **Parent / Guardian** – this may be a parent or guardian of a child aged 0-5 years
- **Staff / Professional** – this may be a member of children centre or school staff
- **Other** – this may be members of the general public, a friend or relative of a service user, those who have preferred not to identify their interest, or those who have identified as 'Other' e.g. Child Minder, Social Worker, Volunteer

These three areas of interest will be known as the Key Group Identifiers.

3.1 Current Service Use

Question 1: Of the descriptions below, which best describes you?

Respondents were asked to identify which respondent type best described their interest in the consultation.

There were 1,940 respondents to the public consultation on Be Heard. Table 1 shows responses by key group identifier.

Table 1: Responses to Question 1 by key group identifier

Who	No.	%
Parent/Guardian	1,502	77.4
Staff/Professional	146	7.5
Other	292	15.1
Total	1,940	100.0

More than three quarters of the respondents were parents or guardians of children under 5 years of age (77.4%).

Staff and professionals made up 7.5% of respondents.

Question 2: What is your postcode?

Of the total 1,940 respondents, 1,095 provided their postcode (56.4%).

There were some issues with the completeness of the information e.g. partial postcodes, such as B23, as well as the accuracy e.g. letters instead of zeros. In some instances, areas such as Erdington were named instead. A data cleansing exercise was undertaken to improve the quality of the data available.

Analysis of respondents' postcode information showed that there was a potential under-representation of responses from:

- Hodge Hill, Perry Barr and Northfield districts

- The most deprived 10% areas - this was particularly true for Selly Oak, Perry Barr, Ladywood and Hall Green districts

The analysis also showed that those living in the least deprived 70% areas within Northfield, Perry Barr and Selly Oak districts were potentially over-represented.

Question 3: How old is your youngest child?

Respondents were asked how old their youngest child was. There were 1,848 responses to this question. Table 2 shows responses by age group of youngest child.

Table 2: Responses to Question 3 by age of youngest child

Age of oldest child	No.	%
Pregnant	17	0.9
<1 month	25	1.4
<1 year	370	20.0
1 < 2 Years	378	20.5
2 < 3 Years	347	18.8
3 < 4 Years	278	15.0
4 < 5 Years	173	9.4
5 - 11 Years	151	8.2
12 - 17 Years	36	1.9
> 18 Years	23	1.2
no children	23	1.2
Not applicable	27	1.5
Total	1,848	100.0

The majority of respondents told us that their youngest child was aged between 1 and 2 years old (20.5%) or less than a year old (20.0%). Just less than 1% of respondents reported to be pregnant.

Question 4: Would you describe your child as having health or development needs that would require additional support?

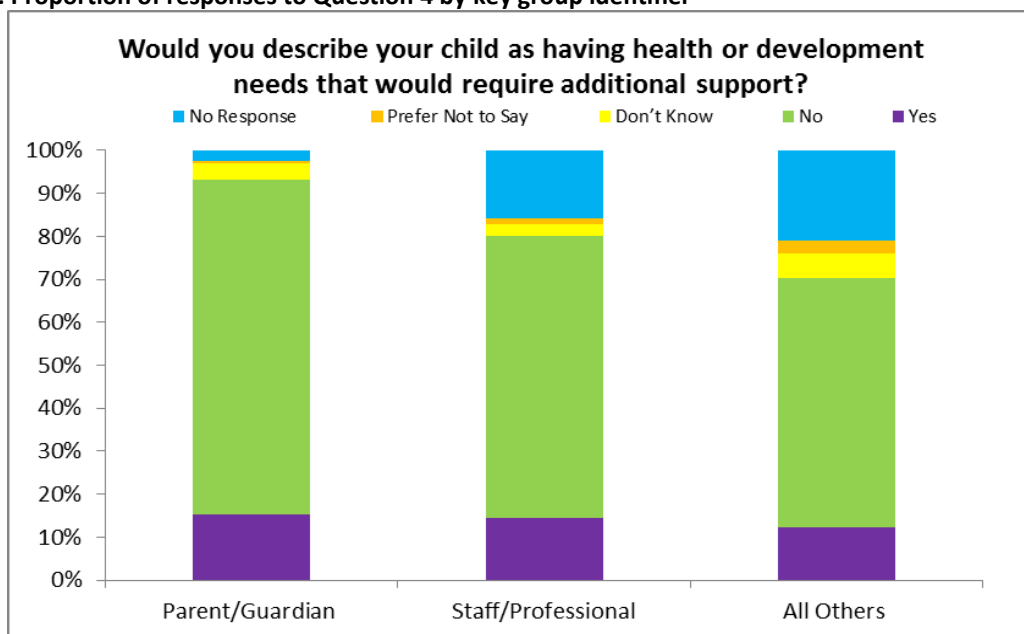
Respondents were asked whether they would describe their child as having health or development needs that would require additional support. Table 3 shows the responses by key group identifier.

Table 3: Responses to Question 4 by key group identifier

Who	Yes		No		Don't Know		Prefer Not to Say		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	228	15.2	1,170	77.9	59	3.9	10	0.7	35	2.3	1,502	77.4
Staff/Professional	21	14.4	96	65.8	4	2.7	2	1.4	23	15.8	146	7.5
All Others	36	12.3	169	57.9	17	5.8	9	3.1	61	20.9	292	15.1
Total	285	14.7	1,435	73.9	80	4.1	21	1.1	119	6.1	1,940	100.0

Overall, 73.9% of respondents stated that their child did not have health or development needs. When looking at the groups individually, just over three quarters of the Parent/ Guardian group (77.9%) said that their child had no health or development needs, followed by 65.8% of the Staff / Professional Group and 57.9% of the All Others group (Fig. 1).

Figure 1: Proportion of responses to Question 4 by key group identifier



There was some uncertainty from 4.1% of respondents about stating whether their child had health or development needs. A further 6.1% of respondents chose not to answer this question.

This question did not have a comment section.

Question 5: If you are a parent or guardian of a child aged 0-5 years old have you used Early Years Services?

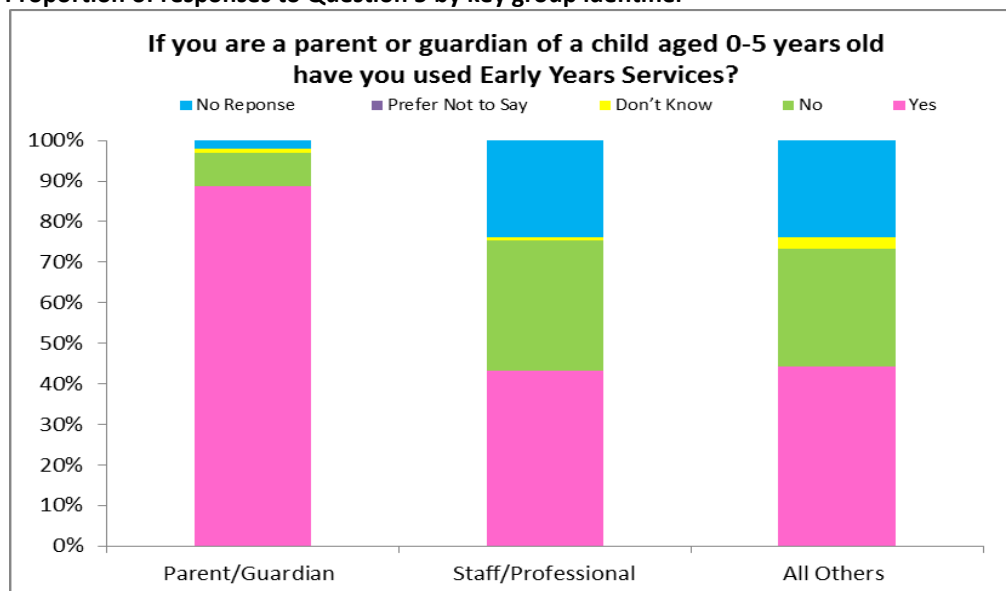
Respondents that had described themselves as a parent or guardian of a child aged 0-5 years old in Question 1 were then asked if they had used Early Years Services. Respondents from other key group identifiers also provided answers to this question. Table 4 shows responses from all of the key group identifiers.

Table 4: Responses to Question 5 by key group identifier

Who	Yes		No		Don't Know		Prefer Not to Say		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	1,333	88.7	123	8.2	14	0.9	0	0.0	32	2.1	1,502	77.4
Staff/Professional	63	43.2	47	32.2	1	0.7	0	0.0	35	24.0	146	7.5
All Others	129	44.2	85	29.1	8	2.7	0	0.0	70	24.0	292	15.1
Total	1,525	78.6	255	13.1	23	1.2	0	0.0	137	7.1	1,940	100.0

Overall, 78.6% of respondents had used Early Years Services and 13.1% had not. When looking at individual groups, unsurprisingly, the Parent / Guardian group had the highest proportion of respondents that had used Early Years Services (88.7%) (Fig. 2).

Figure 2: Proportion of responses to Question 5 by key group identifier



The Staff / Professional group and the All Others group were fairly similar in their utilisation of services with 43.2% and 44.2% of respondents respectively, stating they had used services.

A small number of respondents (1.2%) were unsure whether they had used these services. A further 7.1% of respondents chose not to answer this question.

This question did not have a comment section.

Question 6: If yes above, please tell us about the services you and your family have used in the last 12 months

Respondents who had answered 'Yes' to question 5 were then asked to tell us about the services that they had used in the last 12 months. Respondents could select more than one service option. Table 5 shows the responses by key group identifier.

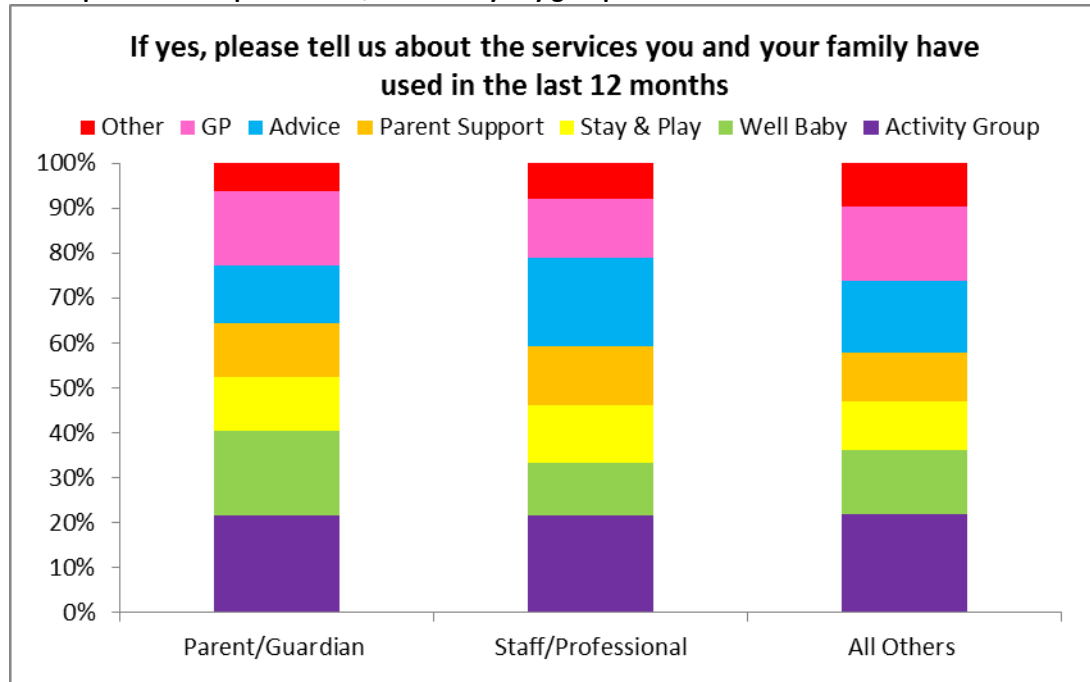
Table 5: Responses to Question 6 by key group identifier

Who	Activity Group		Well Baby		Stay & Play		Parent Support		Advice		GP		Other	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	764	21.7	655	18.6	425	12.1	425	12.1	450	12.8	585	16.6	215	6.1
Staff/Professional	43	21.6	23	11.6	26	13.1	26	13.1	39	19.6	26	13.1	16	8.0
All Others	83	21.8	55	14.4	41	10.8	41	10.8	61	16.0	63	16.5	37	9.7
Total	890	21.7	733	17.9	492	12.0	492	12.0	550	13.4	674	16.4	268	6.5

Overall, the Activity Group was the most frequently reported service that respondents had used in the past 12 months (21.7%). This was followed by Well Baby Clinics (17.9%), and General Practice (16.4%).

Individual groups remained relatively consistent in their usage of services aside from Well Baby Clinics (Fig. 3). This service was most frequently stated by the Parent / Guardian group (18.6%) compared to 14.4% of the All Others group and 11.6% of the Staff/ Professionals group.

Figure 3: Proportion of responses to Question 6 by key group identifier



Respondents who answered 'Other' were asked to provide details of the service they have used in the last 12 months.

Despite stating that they used an Early Years' Service other than those listed in the options provided within the consultation questionnaire, many of the 'Other' services named by respondents were actually on the list, especially those relating to Parenting Support.

Other services named by at least ten respondents were:

- Family support (38)
- Nursery/day care (28)
- Baby massage (27)
- Breastfeeding support (19)
- Adult education including ESOL (English for Speakers of Other Language)(17)
- Speech and language support (13)
- Health visitor (12)
- Support for SEND (special educational needs and disabilities) children, including sensory rooms (10)

Other services mentioned by five or more respondents included: Antenatal and Midwifery Services, New Birth Visits, Domestic Violence Support, Baby Groups and Toy Libraries.

Question 7: Of all the services and activities offered, which are the most important to you and your family?

Respondents were asked to think about all of the services and activities that are offered and select which are the most important to them. Respondents could select more than one service/ activity. Table 6 shows the responses by key group identifiers.

Table 6: Responses to Question 7 by key group identifier

Who	Activity Group		Well Baby Clinic		Stay & Play		Parent Support		Advice & Guidance		GP*		All of the above		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	678	18.8	586	16.3	1071	29.7	511	14.2	468	13.0	152	4.2	14	0.4	124	3.4	3,604	83.5
Staff/Professional	48	20.3	32	13.5	55	23.2	46	19.4	46	19.4	1	0.4	1	0.4	8	3.4	237	5.5
All Others	84	17.7	72	15.2	127	26.8	74	15.6	95	20.0	0	0.0	1	0.2	21	4.4	474	11.0
Total	810	18.8	690	16.0	1,253	29.0	631	14.6	609	14.1	153	3.5	16	0.4	153	3.5	4,315	100.0

Overall, Stay and Play was the most important service or activity offered (29.0%), followed by the Activity Group (18.8%) and the Well Baby Clinic (16.0%).

When looking at the individual groups, the Parent / Guardian group was particularly consistent with the overall position with only small variances (Fig. 4). The top three most important services and activities for this group were:

- Stay and Play (29.7%)
- Activity Group (18.8%)
- Well Baby Clinic (16.3%)

The most important services and activities for the Staff / Professional group were:

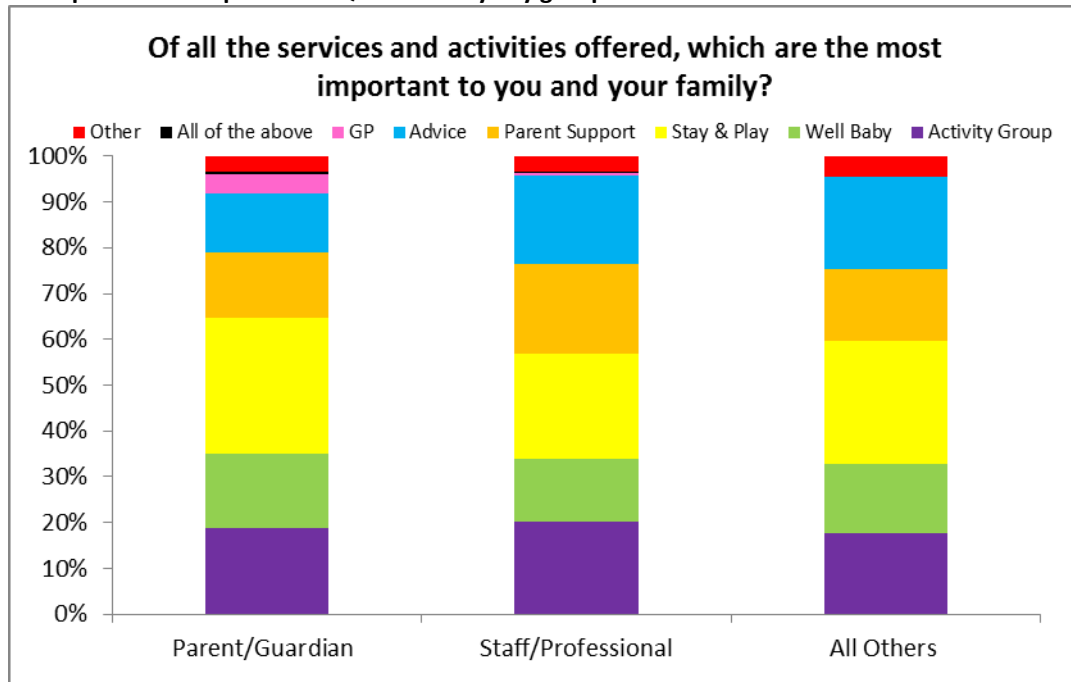
- Stay and Play (23.2%)
- Activity Group (20.3%)
- Parent Support (19.4%) and Advice and Guidance (19.4%)

The All Other group stated the most important services and activities offered were:

- Stay and Play (26.8%)
- Advice and Guidance (20.0%)
- Activity Group (17.7%)

The last important services or activities for all groups were those offered by General Practice (3.5%). This was consistent when also looking across the individual groups.

Figure 4: Proportion of responses to Question 7 by key group identifier



Respondents who answered 'Other' were asked to provide details of the services and activities that were most important to them.

Other services and activities listed by more than ten respondents as the most important were:

- GP services (40)
- Day care/nursery (25)
- Family support (17)
- English language classes/groups (16)
- Everything / all (12)

Despite being the last important service or activity of the options presented, General Practice services were mentioned most frequently in the 'Other' services and activities that respondents found most important. Upon investigation, this would appear to be due to a discrepancy between the service and activity options listed on the online questionnaire versus the printed questionnaire.

Baby Group, Breastfeeding Support, Toy Library and Holiday Activities were also deemed to be important.

Question 8: How do you and your family usually travel to services?

Respondents were asked how they usually travel to services. Table 7 shows the responses by key group identifiers.

Table 7: Responses to Question 8 by key group identifier

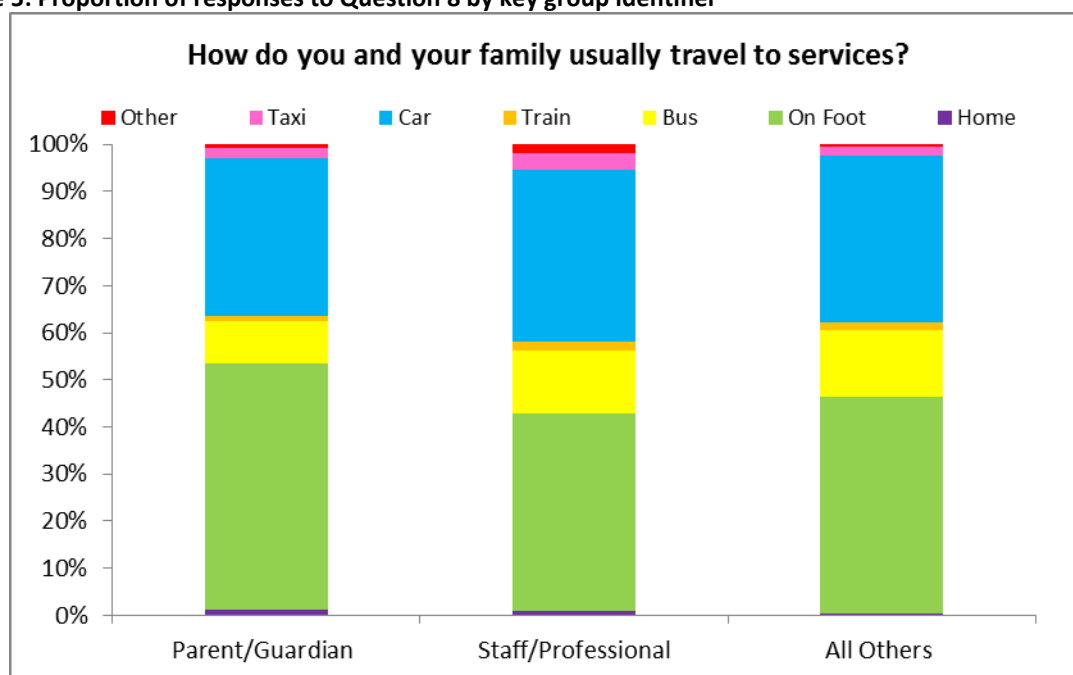
Who	Home		On Foot		Bus		Train		Car		Taxi		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	22	1.2	989	52.2	174	9.2	18	1.0	637	33.6	38	2.0	16	0.8	1,894	84.2
Staff/Professional	1	0.9	47	42.0	15	13.4	2	1.8	41	36.6	4	3.6	2	1.8	112	5.0
All Others	1	0.4	112	45.9	35	14.3	4	1.6	86	35.2	5	2.0	1	0.4	244	10.8
Total	24	1.1	1,148	51.0	224	10.0	24	1.1	764	34.0	47	2.1	19	0.8	2,250	100.0

Overall, 51.0% of respondents travelled to services on foot and just over a third (34.0% travelled by car).

The individual groups broadly reflected the overall response. Greatest variation was seen with respondents who travel on foot – the Parent / Guardian group were most likely to use this method of transport (52.2%) compared to 42.0% of the Staff / Professionals group (Fig. 5).

Furthermore, the Parent / Guardian group were the least likely of the individual groups to travel by bus (9.2%) compared to the All Others group (14.3%) and the Staff / Professionals group (13.4%).

Figure 5: Proportion of responses to Question 8 by key group identifier



Respondents who answered 'Other' were asked to provide details of the way they usually travel to services.

Most of the responses here were covered by options already listed in the question including:

- Walk (or 'On Foot') (ten)
- Car (four)
- Home (three)

However, six respondents stated that they travelled to services by bicycle.

Question 9: Which Childrens Centres have you visited in the last 12 months and which one did you prefer?

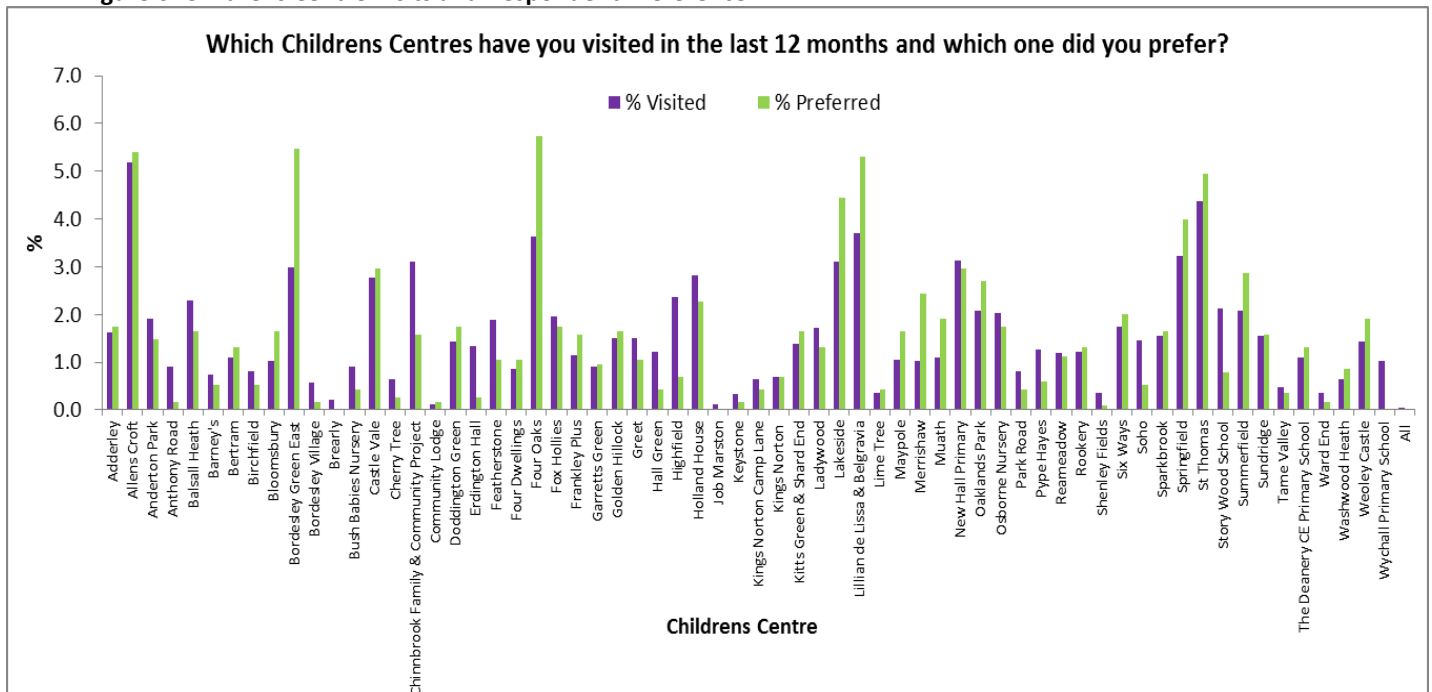
Respondents were asked to identify which Childrens Centres they had visited in the past 12 months. Respondents were able to select more than one Children's Centre which resulted in 2,452 visits to different centres being highlighted.

Allens Croft was the Childrens Centre that most respondents had visited in the past 12 months (5.2% or 127 respondents), followed by St Thomas (4.4% or 107 respondents) and Lillian De Lissa and Belgravia (3.7% or 91 respondents) (Fig. 6).

Brearley Childrens Centre (0.2% or five respondents), Job Marston Childrens Centre and Community Lodge Childrens Centre (both 0.1% or three respondents respectively) were the centres that respondents had visited least in the past 12 months.

One respondent reported to have visited all 64 Childrens Centres in the city.

Figure 6: Childrens Centre Visits and Respondent Preference



Four Oaks Childrens Centre was the most preferred centre that had been visited in the past 12 months (5.7% or 66 respondents), closely followed by Bordesley Green East Childrens Centre (5.5% or 63

respondents), Allens Croft Childrens Centre (5.4% or 62 respondents) and Lilian De Lissa and Belgravia (5.3% or 61 respondents).

The least preferred centre of those visited in the past 12 months was Wychall Primary School Childrens Centre (0% or 0 respondents) despite being visited by 25 respondents in the same period.

This question did not have a comment section.

Question 10: What is it that you like about your preferred Childrens Centre?

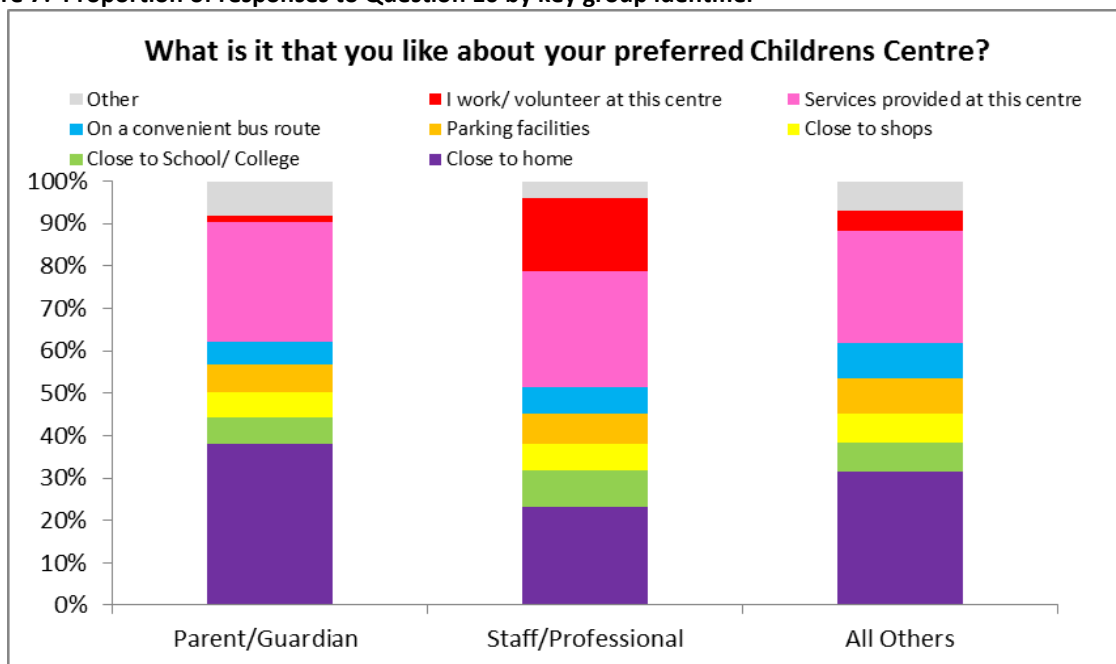
Respondents were asked what they liked about their preferred Childrens Centre. Table 8 shows the responses by key group identifiers.

Table 8: Responses to Question 10 by key group identifier

Who	Close to home		Close to School/ College		Close to shops		Parking facilities		Convenient bus route		Services provided		I work/ volunteer here		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/ Guardian	1,031	38.1	166	6.1	157	5.8	184	6.8	144	5.3	763	28.2	41	1.5	217	8.0	2,703	81.4
Staff/ Professional	52	23.3	19	8.5	14	6.3	16	7.2	14	6.3	61	27.4	38	17.0	9	4.0	223	6.7
All Others	125	31.6	26	6.6	28	7.1	32	8.1	33	8.3	105	26.5	18	4.5	28	7.1	396	11.9
Total	1,208	36.4	211	6.4	199	6.0	232	7.0	191	5.7	929	28.0	97	2.9	254	7.6	3,322	100.0

Overall, respondents liked their preferred Childrens Centre because it was close to home (36.4%). Looking at the groups individually, the Parent / Guardian group and the All Others group reflected the overall pattern with 38.1% and 31.6% of respondents respectively liking their preferred Childrens Centre for this reason (Fig. 7).

Figure 7: Proportion of responses to Question 10 by key group identifier



The Staff / Professionals group liked their preferred Childrens Centre because of the Services provided there (27.4%).

Respondents who answered 'Other' were asked to provide details of the reason they liked their preferred Childrens Centre.

Many of the 'Other' reasons stated fitted the list provided in the consultation questionnaire such as the services provided at the centre, or convenience of the location.

By far the most frequent 'Other' reason provided by respondents related to the staff in the Centres. These responses included comments on staff friendliness and helpfulness to the invaluable support they provide to help families cope with circumstances they experience.

Other reasons stated by at least ten respondents about why they liked their preferred Childrens Centre included:

- The benefit that the centre provided for children, such as development, interaction or support for additional needs
- The facilities
- Social interaction for adults

3.2 Proposed New Service Model

Question 11: To what extent do you agree, or disagree, that the services described in Section 7 [of the consultation booklet] will meet your needs?

Respondents were asked to what extent they agreed that the services described would meet their needs. Table 9 shows the responses by key group identifiers.

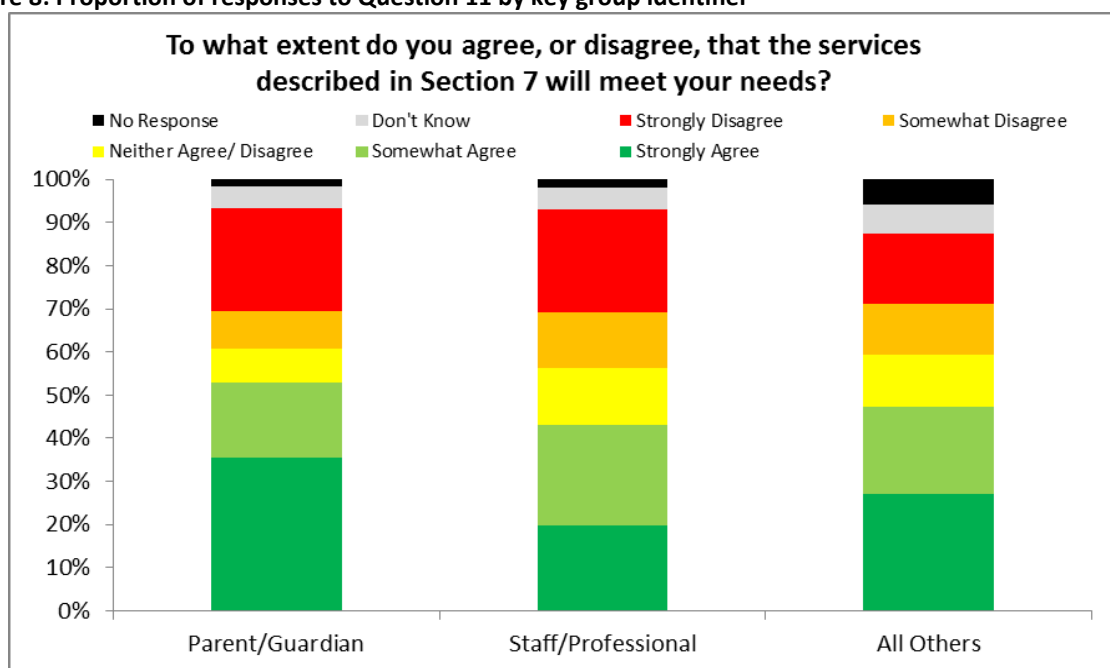
Table 9: Responses to Question 11 by key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree/ Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	534	35.6	260	17.3	120	8.0	129	8.6	359	23.9	77	5.1	23	1.5	1,502	77.4
Staff/Professional	29	19.9	34	23.3	19	13.0	19	13.0	35	24.0	7	4.8	3	2.1	146	7.5
All Others	79	27.1	59	20.2	35	12.0	35	12.0	47	16.1	20	6.8	17	5.8	292	15.1
Total	642	33.1	353	18.2	174	9.0	183	9.4	441	22.7	104	5.4	43	2.2	1,940	100.0

Overall, 51.3% of respondents indicated that they agreed that the services described in Section 7 of the consultation booklet would meet their needs, with 33.1% strongly agreeing and 18.2% somewhat agreeing.

The Parent / Guardian group most strongly agreed (35.6%) followed by the All Other group (27.1%) and the Staff / Professionals group (19.9%). The latter group also had the highest proportion of respondents who strongly disagreed (Fig. 8).

Figure 8: Proportion of responses to Question 11 by key group identifier



There was some uncertainty about the statement from 5.4% of respondents and 9.0% neither agreed nor disagreed. A further 2.2% of respondents chose not to respond to this question.

This question did not have a comment section.

Question 12: Of the range of services detailed in Section 7 please tick the services that you feel you would access.

Respondents were asked to tell us which services they felt they would access from a list of services outlined in section 7 of the Consultation Summary document. Table 10 shows the responses by key group identifier.

Table 10: Responses to Question 12 by key group identifier

Who	Health Visitor		Well Baby Clinic		Information Advice & Guidance		Breast-feeding Support		Stay & Play		Training & Emp. Support		Parenting Support		Targeted Family Support		Support to access EEE/ Childcare		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	536	15.1	458	12.9	420	11.8	201	5.7	763	21.5	261	7.3	418	11.8	218	6.1	279	7.9	3,554	77.1
Staff/Professional	45	11.5	35	9.0	63	16.2	26	6.7	57	14.6	36	9.2	52	13.3	47	12.1	29	7.4	390	8.5
All Others	85	12.8	70	10.5	104	15.6	37	5.6	114	17.1	53	8.0	80	12.0	66	9.9	57	8.6	666	14.4
Total	666	14.4	563	12.2	587	12.7	264	5.7	934	20.3	350	7.6	550	11.9	331	7.2	365	7.9	4,610	100.0

The service that respondents felt they would most likely access from the list outlined in Section 7 was the Stay and Play (20.3%). This was followed by Health Visitor services (14.4%) and Information, Advice and Guidance (12.7%).

When looking at the individual groups (Fig. 9), the services that the Parent / Guardian group felt they would use most were:

- Stay and Play (21.5%)
- Health Visitor (15.1%)
- Well Baby Clinic (12.9%)

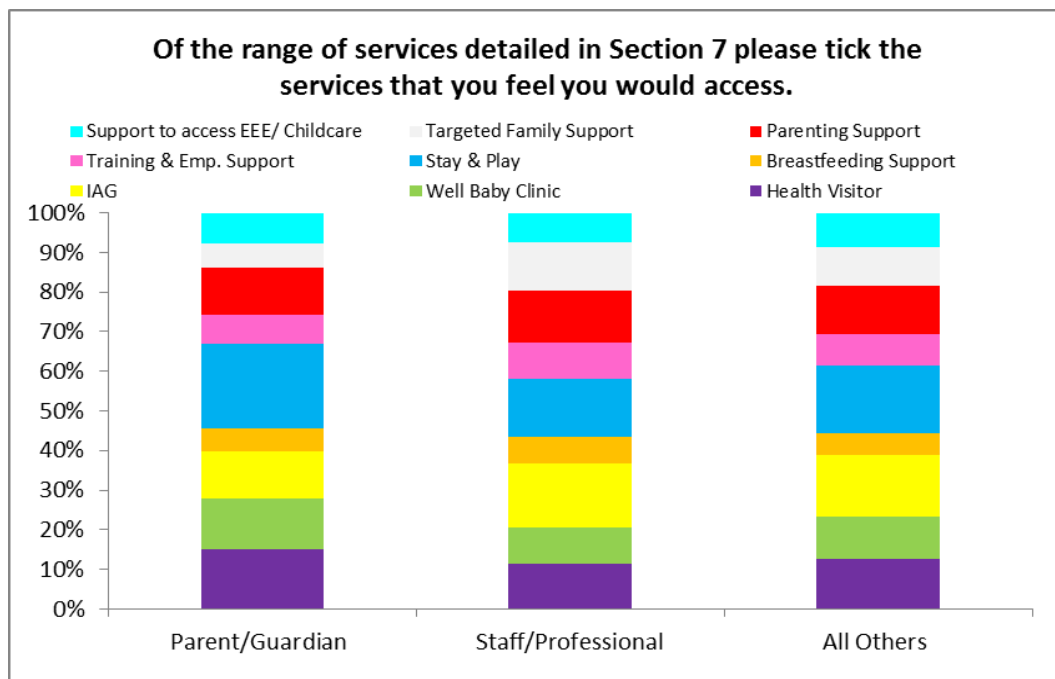
The Staff / Professional group felt they would use the following services:

- Information, Advice and Guidance (16.2%)
- Stay and Play (14.6%)
- Parenting Support (13.3%)

The services that the All Other group stated that they would use most were:

- Stay and Play (17.1%)
- Information, Advice and Guidance (15.6%)
- Health Visitor (12.8%)

Figure 9: Proportion of responses to Question 12 by key group identifier



The service that received the fewest responses overall was Breastfeeding Support (5.7%). This was also reflected within each of the individual groups.

This question did not have a comment section.

Question 13: To what extent do you agree, or disagree, with the proposed service delivery locations, across the city, being open between 9am and 5pm?

Respondents were asked to what extent they agreed with the proposal for service delivery locations across the city to be open between 9am and 5pm. Table 11 shows the responses by key group identifier.

Table 11: Responses to Question 13 by key group identifier

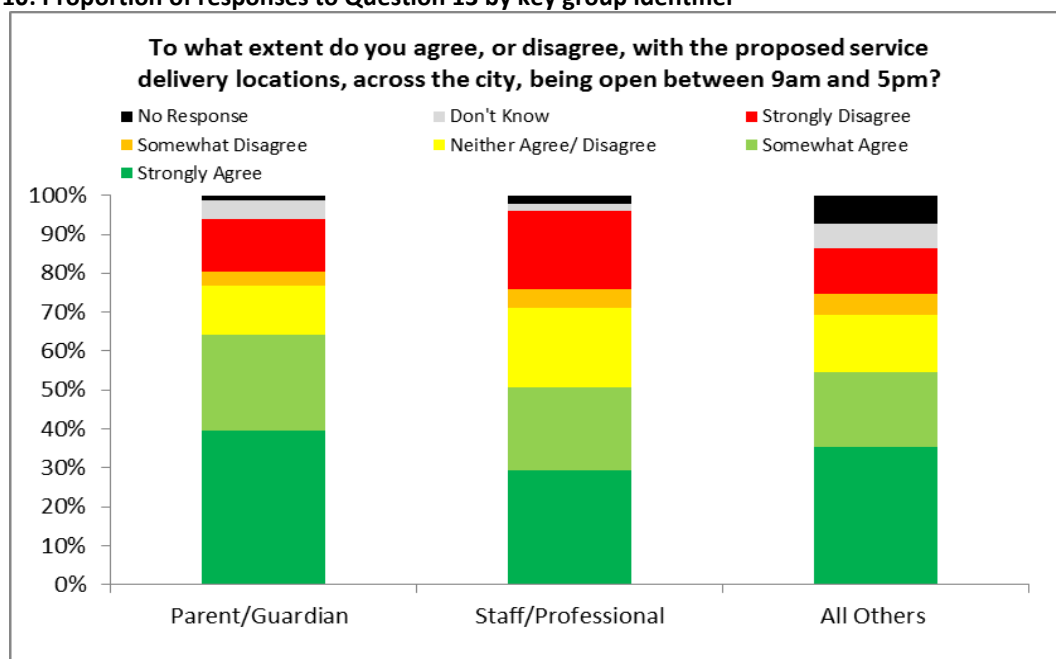
Who	Strongly Agree		Somewhat Agree		Neither Agree/ Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	596	39.7	366	24.4	190	12.6	55	3.7	205	13.6	72	4.8	18	1.2	1,502	77.4
Staff/Professional	43	29.5	31	21.2	30	20.5	7	4.8	29	19.9	3	2.1	3	2.1	146	7.5
All Others	103	35.3	56	19.2	43	14.7	16	5.5	34	11.6	19	6.5	21	7.2	292	15.1
Total	742	38.2	453	23.4	263	13.6	78	4.0	268	13.8	94	4.8	42	2.2	1,940	100.0

Overall 61.6% of respondents indicated that they agreed with the proposal for service delivery locations across the city to be open between 9am and 5pm, with 38.2% strongly agreeing and 23.4% somewhat agreeing.

The Parent / Guardian group most strongly agreed with this proposal (39.7%), followed by the All Others group (35.3%) and the Staff / Professionals group (29.5%) (Fig. 10).

One in five of the respondents in the Staff / Professionals group neither agreed nor disagree with this proposal (20.5%). This group also had the highest proportion of 'strongly disagree' responses (19.9%) of all of the individual groups (13.8% overall).

Figure 10: Proportion of responses to Question 13 by key group identifier



There was uncertainty about this proposal from 4.8% of respondents. A further 2.2% chose not to respond to this question.

This question did not have a comment section.

Question 14: To what extent do you agree, or disagree, that the proposed longer opening hours between 5pm and 8pm would improve your access to services across the city?

Respondents were asked to what extent they agreed that the proposal for longer opening hours between 5pm and 8pm would improve their access to services across the city. Table 12 shows the responses by key group identifier.

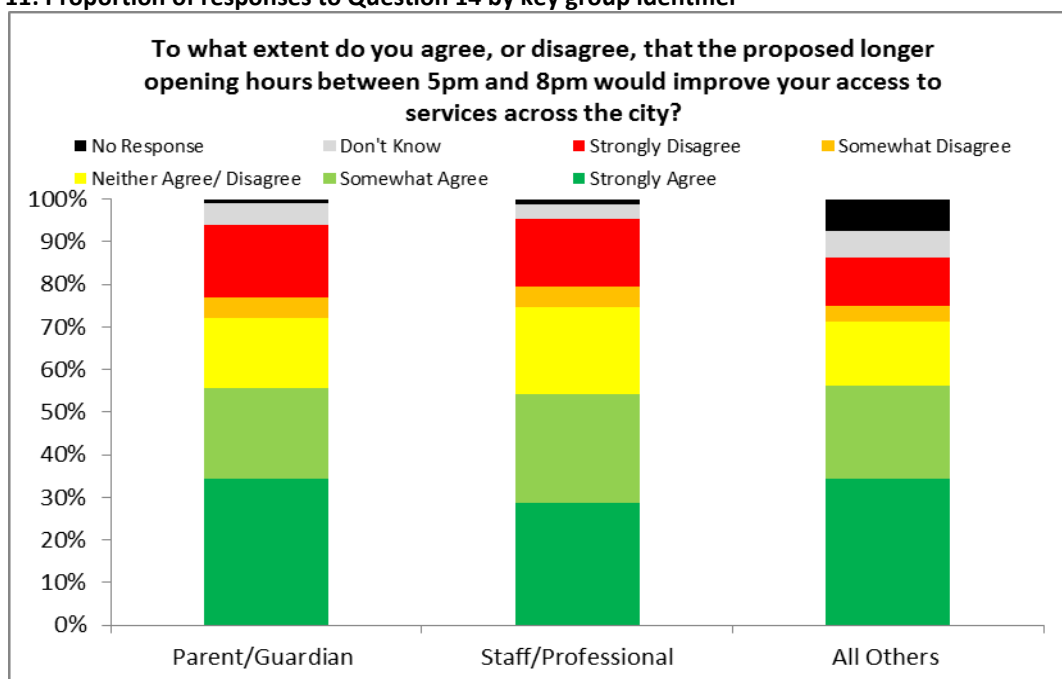
Table 12: Responses to Question 14 by key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree/Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	514	34.2	322	21.4	247	16.4	71	4.7	256	17.0	77	5.1	15	1.0	1,502	77.4
Staff/Professional	42	28.8	37	25.3	30	20.5	7	4.8	23	15.8	5	3.4	2	1.4	146	7.5
All Others	100	34.2	64	21.9	44	15.1	11	3.8	33	11.3	18	6.2	22	7.5	292	15.1
Total	656	33.8	423	21.8	321	16.5	89	4.6	312	16.1	100	5.2	39	2.0	1,940	100.0

Overall, 55.6% of respondents indicated that they agreed with the proposal that longer opening hours between 5pm and 8pm would improve their access to services across the city, with 33.8% strongly agreeing and 21.8% somewhat agreeing.

This proposal was most strongly agreed by both the Parent / Guardian group and the All Others group (both 34.2% respectively) (Fig. 11).

Figure 11: Proportion of responses to Question 14 by key group identifier



Interestingly, the Parent / Guardian group appeared the most polarised in their view as they were also the group who most strongly disagreed with the proposal (17.0% compared to 16.1% overall).

There were 5.2% of respondents who were unsure about this proposal. A further 2.0% chose not to respond.

This question did not have a comment section.

Question 15: To what extent do you agree, or disagree, that the proposed weekend opening on either a Saturday or Sunday would improve your access to services across the city?

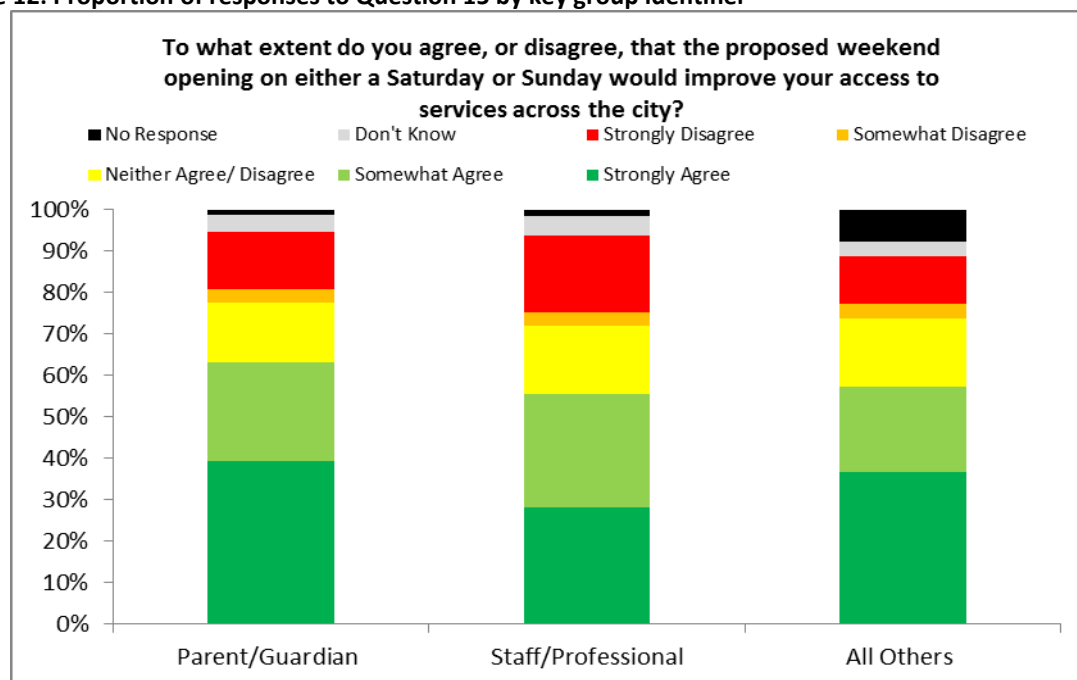
Respondents were asked to what extent they agreed that the proposed weekend opening on either a Saturday or Sunday would improve their access to services across the city. Table 13 shows responses by key group identifier.

Table 13: Responses to Question 15 by key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree/ Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	590	39.3	359	23.9	217	14.4	48	3.2	206	13.7	64	4.3	18	1.2	1,502	77.4
Staff/Professional	41	28.1	40	27.4	24	16.4	5	3.4	27	18.5	7	4.8	2	1.4	146	7.5
All Others	107	36.6	60	20.5	48	16.4	11	3.8	33	11.3	11	3.8	22	7.5	292	15.1
Total	738	38.0	459	23.7	289	14.9	64	3.3	266	13.7	82	4.2	42	2.2	1,940	100.0

Overall, 61.7% of respondents agreed with the proposal that weekend opening on either a Saturday or Sunday would improve their access to services across the city, with 38.0% strongly agreeing and 23.7% somewhat agreeing.

Figure 12: Proportion of responses to Question 15 by key group identifier



The Parent / Guardian group most strongly agreed with this proposal (39.3%) followed by the All Others group (36.6%) and the Staff / Professionals group (28.1%) (Fig. 12).

The latter group also had the highest proportion of respondents who strongly disagreed with the proposal (18.5% compared to 13.7% overall).

There were 82 respondents (4.2%) who were unsure about this proposal. A further 2.2% of respondents chose not to answer this question.

This question did not have a comment section.

Question 16: There will be additional methods of providing you with easy access advice and information in the future. Would you utilise any of the following?

Respondents were informed that there would be additional methods for providing easy access advice and information in the future and were asked whether they would utilise any of the options presented. Respondents could select more than one option. Table 14 shows the responses by key group identifier.

Table 14: Responses to Question 16 by key group identifier

Who	Baby Check App								Phone Line							
	Yes		No		Don't Know		Total		Yes		No		Don't Know		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/ Guardian	672	48.8	457	33.2	247	18	1,376	79.6	714	53.7	381	28.7	234	17.6	1,329	79.1
Staff/ Professional	39	32.2	42	34.7	40	33.1	121	7.0	69	60.0	28	24.3	18	15.7	115	6.8
All Others	115	49.6	72	31.0	45	19.4	232	13.4	136	57.4	59	24.9	42	17.7	237	14.1
Total	826	47.8	571	33.0	332	19.2	1,729	100.0	919	54.7	468	27.8	294	17.5	1,681	100.0

Table 14 continued:

Who	Website								Other		Total	
	Yes		No		Don't Know		Total					
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	920	65.7	283	20.2	198	14.1	1,401	78.9	185	78.4	4,291	79.1
Staff/Professional	88	69.8	20	15.9	18	14.3	126	7.1	21	8.9	383	7.1
All Others	166	66.7	40	16.1	43	17.3	249	14.0	30	12.7	748	13.8
Total	1,174	66.1	343	19.3	259	14.6	1,776	100.0	236	100.0	5,422	100.0

Overall 66.1% of respondents indicated that they would use a website for easy access advice and information, the highest response of all of the methods listed in the consultation questionnaire.

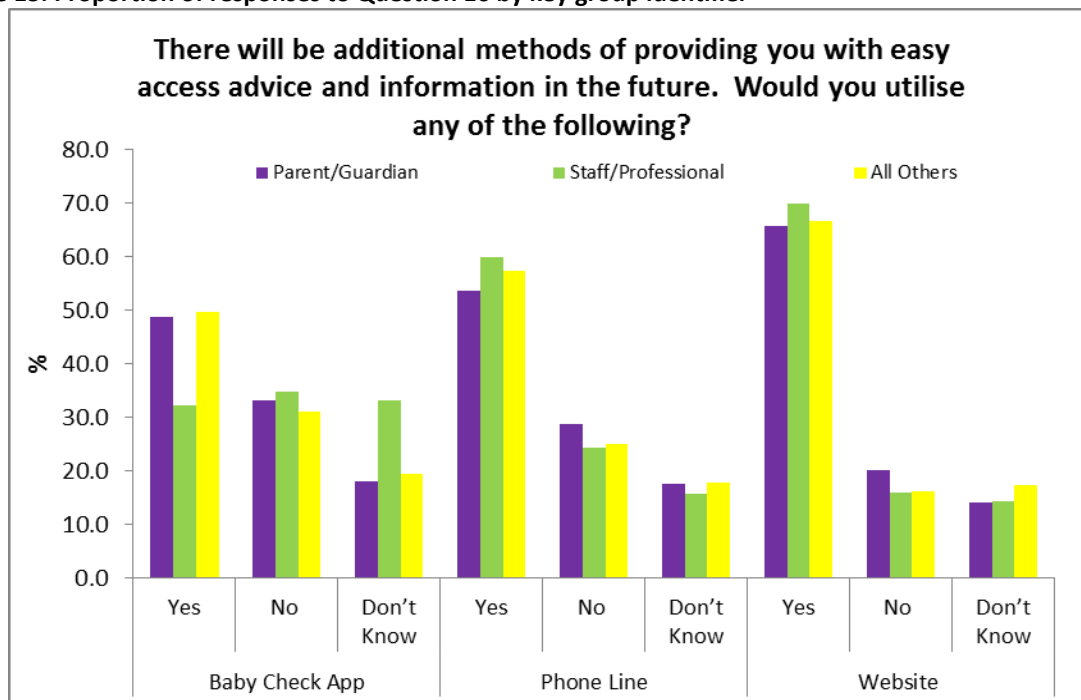
Respondents were most uncertain about using a Baby Check App for these purposes with almost one in five stating they didn't know whether they would use it (19.2%).

The All Others group were most likely to use a Baby Check App. The Staff / Professionals group indicated this would be the method they would least likely to use (Fig. 13).

The Staff / Professionals group were most likely to use a Website and a Phone Line. Both of these methods was least favoured by the Parent / Guardian group.

The Parent / Guardian group were most likely to use a method 'Other' than those listed in the consultation questionnaire (78.4%).

Figure 13: Proportion of responses to Question 16 by key group identifier



Respondents who answered 'Other' were asked to provide details of the method they would use for easy access advice and guidance.

The majority of respondents highlighted the preference for information to be provided in person, rather than through via another method or media.

Generally this was seen as a better option by respondents who answered 'Other' but this was underpinned by a feeling that this type of contact was particularly important for parents who lacked ICT or language skills, who experienced social isolation and / or poor mental health.

3.3 Proposed New Service Model by District

Question 17: Which of the district proposals would you like to comment on?

Respondents were asked which of the District proposals they would like to comment on. Respondents could choose to comment on more than one District. There were 144 respondents who chose to respond to all ten District proposals. Table 15 shows the responses by key group identifier.

Table 15: Responses to Question 17 by key group identifier

Who	District											
	Edgbaston		Erdington		Hall Green		Hodge Hill		Ladywood		Northfield	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/ Guardian	209	12.4	179	10.6	191	11.4	116	6.9	169	10.0	122	7.3
Staff/ Professional	15	9.6	13	8.3	15	9.6	6	3.8	30	19.1	8	5.1
All Others	35	11.0	31	9.8	29	9.1	20	6.3	37	11.7	26	8.2
Total	259	12.0	223	10.3	235	10.9	142	6.6	236	10.9	156	7.2

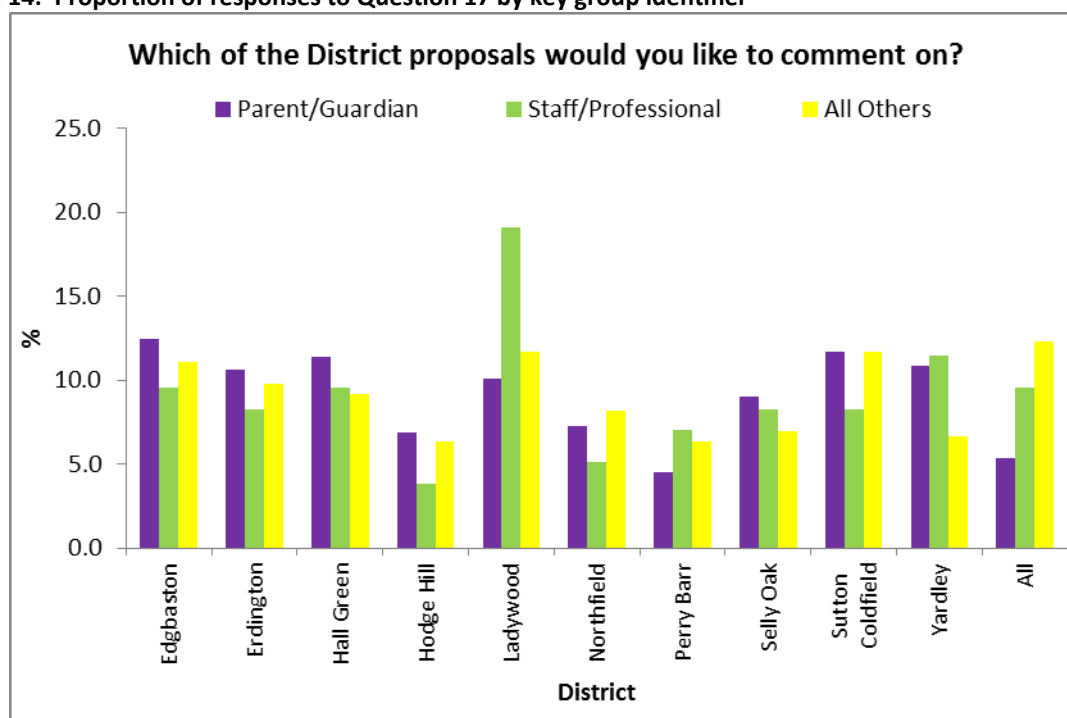
Table 15 continued:

Who	District											
	Perry Barr		Selly Oak		Sutton Coldfield		Yardley		All		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/ Guardian	76	4.5	151	9.0	197	11.7	182	10.8	90	5.4	1,682	78.0
Staff/ Professional	11	7.0	13	8.3	13	8.3	18	11.5	15	9.6	157	7.3
All Others	20	6.3	22	6.9	37	11.7	21	6.6	39	12.3	317	14.7
Total	107	5.0	186	8.6	247	11.5	221	10.3	144	6.7	2,156	100.0

Edgbaston was the most commented on District across the city (12.0%), followed by Sutton Coldfield (11.5%), and Hall Green and Ladywood Districts (both 10.9% respectively).

Perry Barr was the District which received the least comments of all Districts (5.0%).

Figure 14: Proportion of responses to Question 17 by key group identifier



The Parent / Guardian group was most represented in Edgbaston District (12.4%) and least represented in Perry Barr District (4.5%) (Fig. 14).

The Staff / Professional group was most represented in Ladywood District (19.1%) and least represented in Hodge Hill District (3.8%).

The All Others group were most represented in All Districts (12.3%) and least represented in Perry Barr and Hodge Hill Districts (both 6.3% respectively).

This question did not have a comment section.

3.3.1 Individual District Profiles

The section that follows presents individual District profiles containing the responses to Questions 18, 19, 20 and 21 respectively.

Edgbaston

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 16 shows responses for Edgbaston District by key group identifier.

Table 16: Responses to Question 18 by Edgbaston District and key group identifier

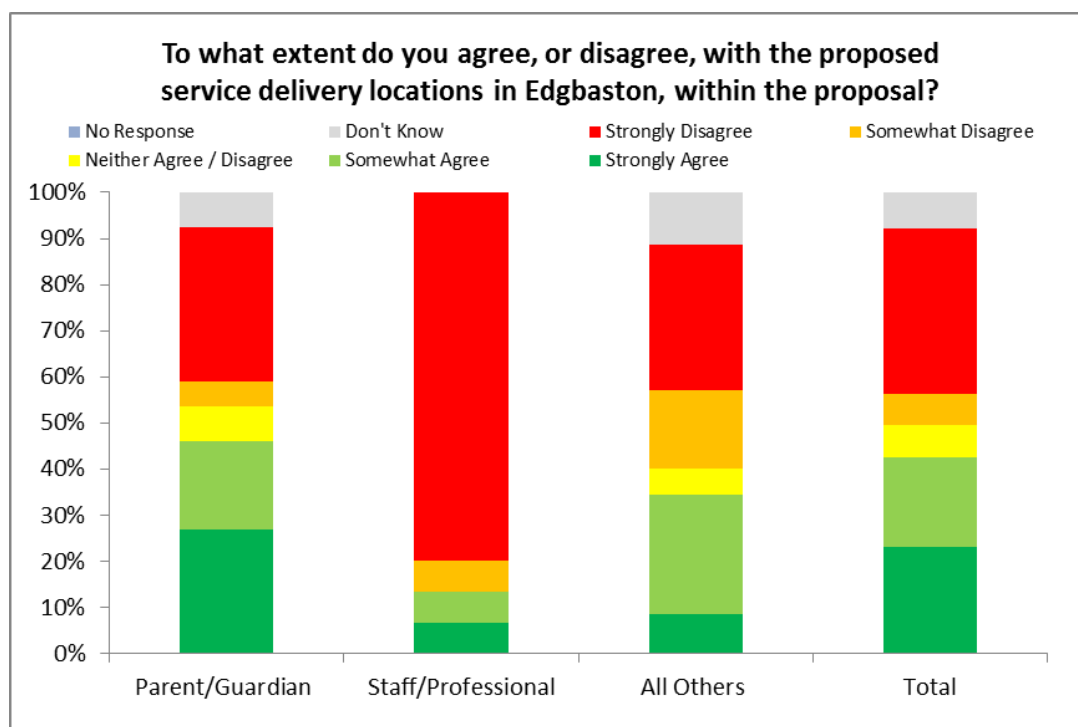
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/ Guardian	56	23.7	40	17.0	16	6.8	11	4.7	70	29.7	16	6.8	0	0.0	236	91.0
Staff/ Professional	1	6.7	1	6.7	0	0.0	1	6.7	12	80.0	0	0.0	0	0.0	15	5.8
All Others	3	8.6	9	25.7	2	5.7	6	17.1	11	31.4	4	11.4	0	0.0	35	13.5
Total	60	23.2	50	19.3	18	6.9	18	6.9	93	35.9	20	7.7	0	0.0	259	100.0

Overall the respondents were split in their agreement for the proposed service delivery locations in Edgbaston with only a very slight variance - 42.5% of respondents were in agreement and 42.9% of respondents did not agree with the proposal. As such, a majority agreement was not received.

When looking at the groups individually, the Parent / Guardian group most strongly agreed with the proposal (23.7% or 56 respondents), followed by the All Others Group (8.6% or three respondents) and the Staff / Professionals group (6.7% or one respondent) (Fig. 15). The latter group had the highest proportion of respondents who strongly disagreed with the proposal (80.0% or 23 respondents).

There were 16 respondents from the Parent / Guardian group (6.8%) and four respondents from the All Others group (11.4%) who were unsure about this proposal.

Figure 15: Proportion of responses to Question 18 by Edgbaston District and key group identifier



The 'No Response' return for this question was zero – all respondents answered the question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred district. Table 17 shows responses for Edgbaston District by key group identifier.

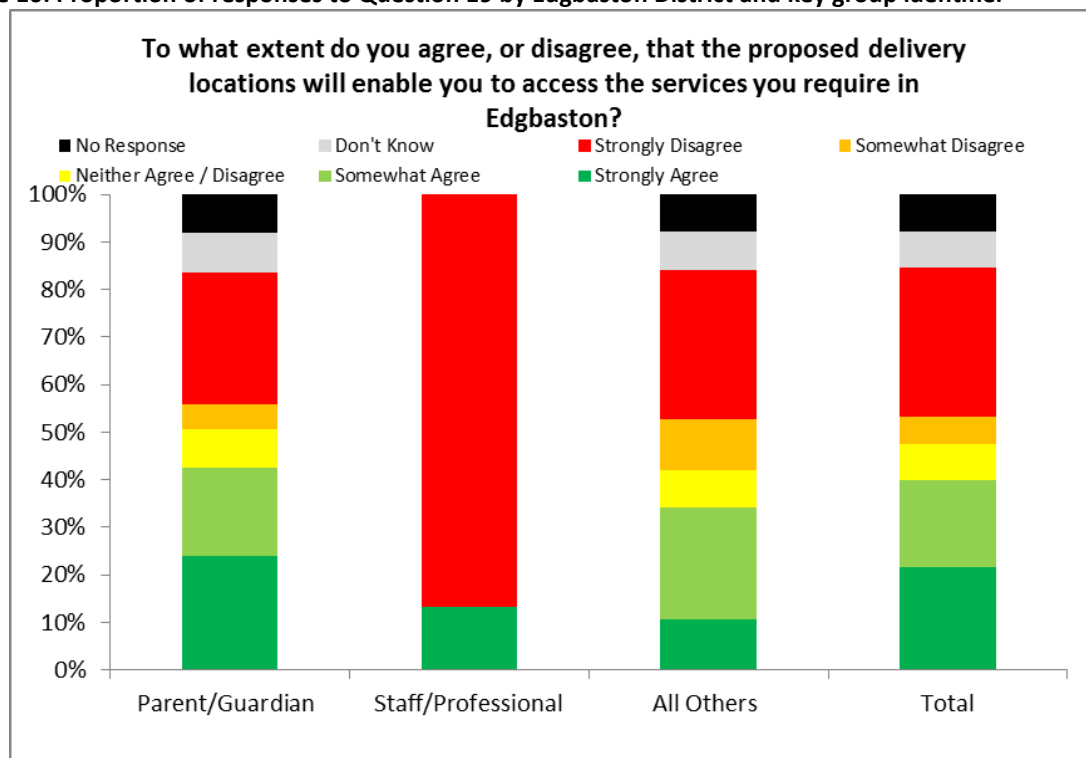
Table 17: Responses to Question 19 by Edgbaston District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	56	26.8	43	20.6	19	9.1	12	5.7	65	31.1	14	6.7	0	0.0	209	80.7
Staff/Professional	2	13.3	0	0.0	0	0.0	0	0.0	13	86.7	0	0.0	0	0.0	15	5.8
All Others	4	11.4	9	25.7	3	8.6	4	11.4	12	34.3	3	8.6	0	0.0	35	13.5
Total	62	23.9	52	20.1	22	8.5	16	6.2	90	34.7	17	6.6	0	0.0	259	100.0

Overall, respondents agreed that the proposed delivery locations would enable them to access the services that they require within Edgbaston (44.0%), with 23.9% strongly agreeing and 20.1% somewhat agreeing. When looking at individual groups, this proposal was most strongly agreed by the Parent / Guardian group (26.8% or 56 respondents).

This followed by the Staff / Professional group (13.3% or two respondents) and the All Others group (11.4% or four respondents) (Fig. 16).

Figure 16: Proportion of responses to Question 19 by Edgbaston District and key group identifier



The Staff/ Professionals group had the highest proportion of respondents who strongly disagreed with the proposal (86.7% or 13 respondents).

There were 14 respondents from the Parent / Guardian group (6.7%) and three respondents from the All Others group (8.6%) who were unsure about this proposal.

Again the 'no response' return for this question was zero – all respondents answered the question.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 18 shows responses for Edgbaston District by key group identifier.

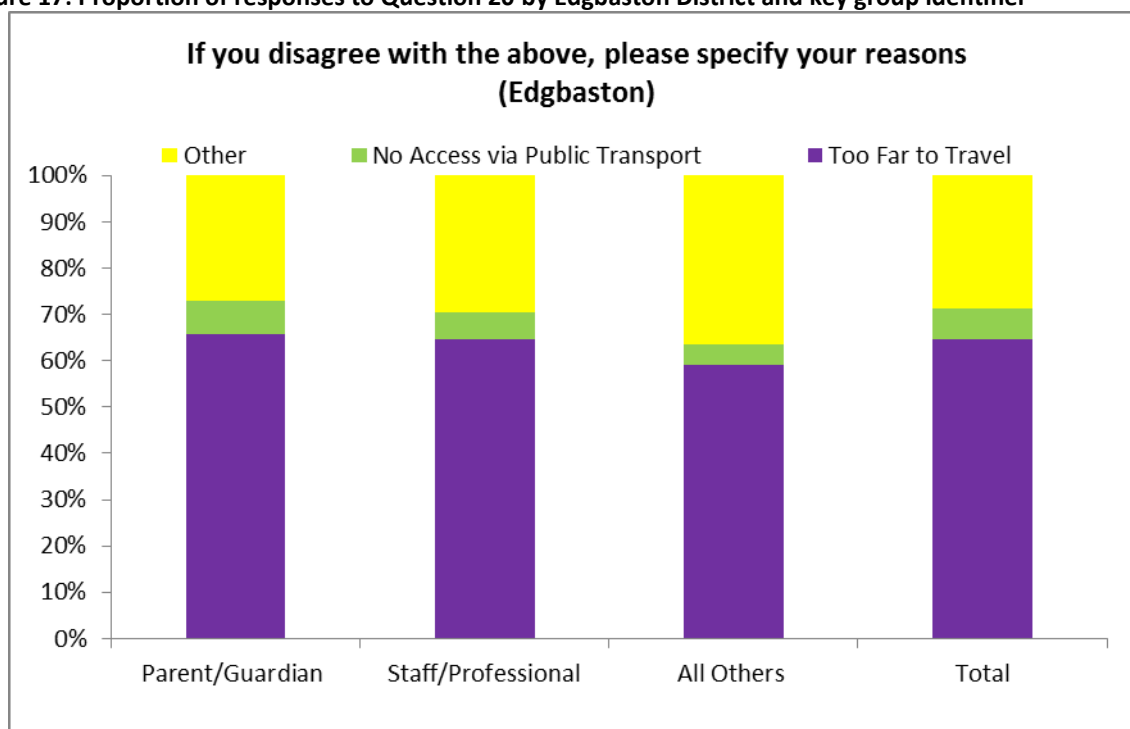
Table 18: Responses to Question 20 by Edgbaston District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	75	65.8	8	7.0	31	27.2	114	74.5
Staff/Professional	11	64.7	1	5.9	5	29.4	17	11.1
All Others	13	59.1	1	4.5	8	36.4	22	14.4
Total	99	64.7	10	6.5	44	28.8	153	100.0

Overall 64.7% of respondents who disagreed with the proposal above stated that the locations would be too far to travel.

When looking at individual groups, this was particularly true for the Parent / Guardian group who had the highest proportion of respondents who felt that the locations were too far to travel (65.8%) (Fig. 17). This group also had the highest proportion of respondents who felt that the locations were not accessible via public transport (7.0%).

Figure 17: Proportion of responses to Question 20 by Edgbaston District and key group identifier



Edgbaston Summary

There was no overall majority agreement on the proposed service delivery locations with the Edgbaston District however; respondents did feel positive that the locations would enable them to access the services that they require in the area in general.

There were some concerns particularly from the Parent/ Guardian group about the distance they may be required to travel, and how accessible any new locations may be via public transport.

Erdington

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 19 shows responses for Erdington District by key group identifier.

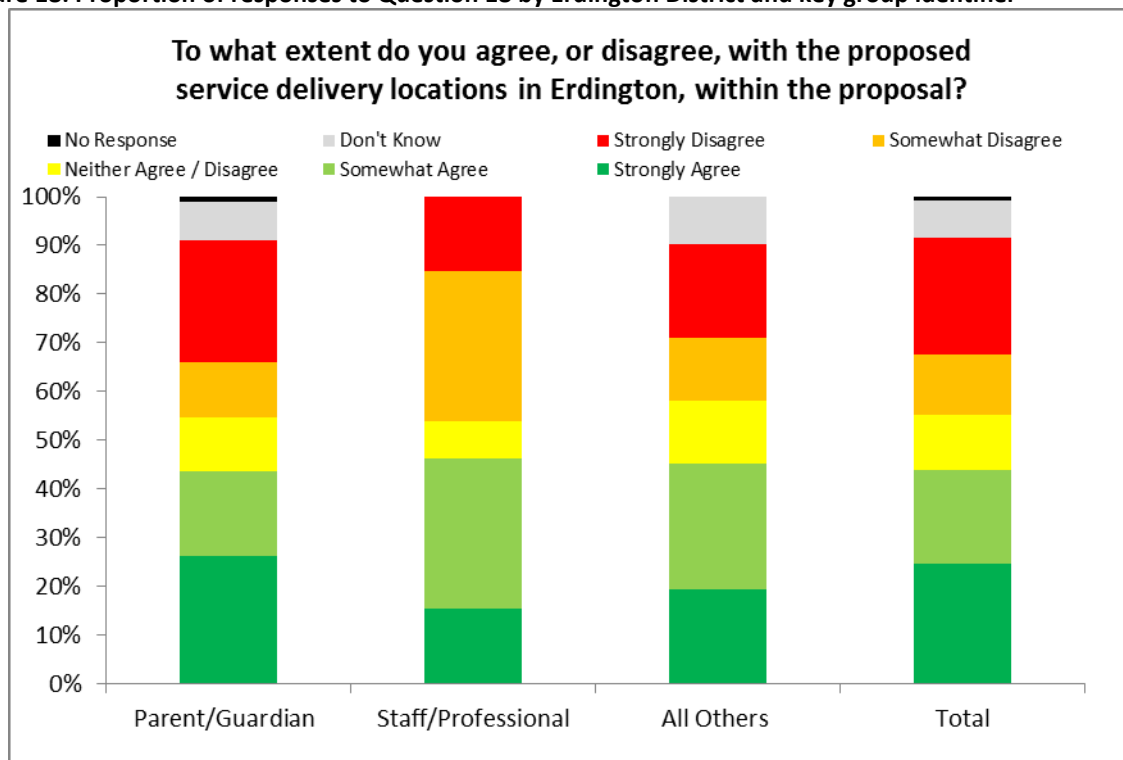
Table 19: Responses to Question 18 by Erdington District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	47	26.3	31	17.3	20	11.2	20	11.2	45	25.1	14	7.8	2	1.1	179	80.3
Staff/Professional	2	15.4	4	30.8	1	7.7	4	30.8	2	15.4	0	0.0	0	0.0	13	5.8
All Others	6	19.4	8	25.8	4	12.9	4	12.9	6	19.4	3	9.7	0	0.0	31	13.9
Total	55	24.7	43	19.3	25	11.2	28	12.6	53	23.8	17	7.6	2	0.9	223	100.0

Overall respondents agreed with the proposed service delivery locations in Erdington District (43.9%) with 24.7% strongly agreeing and 19.3% somewhat agreeing.

This proposal was strongly agreed by the Parent / Guardian group (26.3% or 47 respondents), followed by the All Others group (19.4% or six respondents) and the Staff / Professionals group (15.4% or two respondents) (Fig. 18).

Figure 18: Proportion of responses to Question 18 by Erdington District and key group identifier



The Staff / Professionals group were split in their decision with an equal amount of respondents agreeing to the proposal overall (46.2% or six respondents) as disagreeing overall (46.2% or six respondents).

There were 14 respondents from the Parent / Guardian group (7.8%) and three respondents from the All Others group (9.7%) who were unsure about this proposal.

There were two respondents (0.9%) who chose not to answer this question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 20 shows responses for Erdington District by key group identifier.

Table 20: Responses to Question 19 by Erdington District and key group identifier

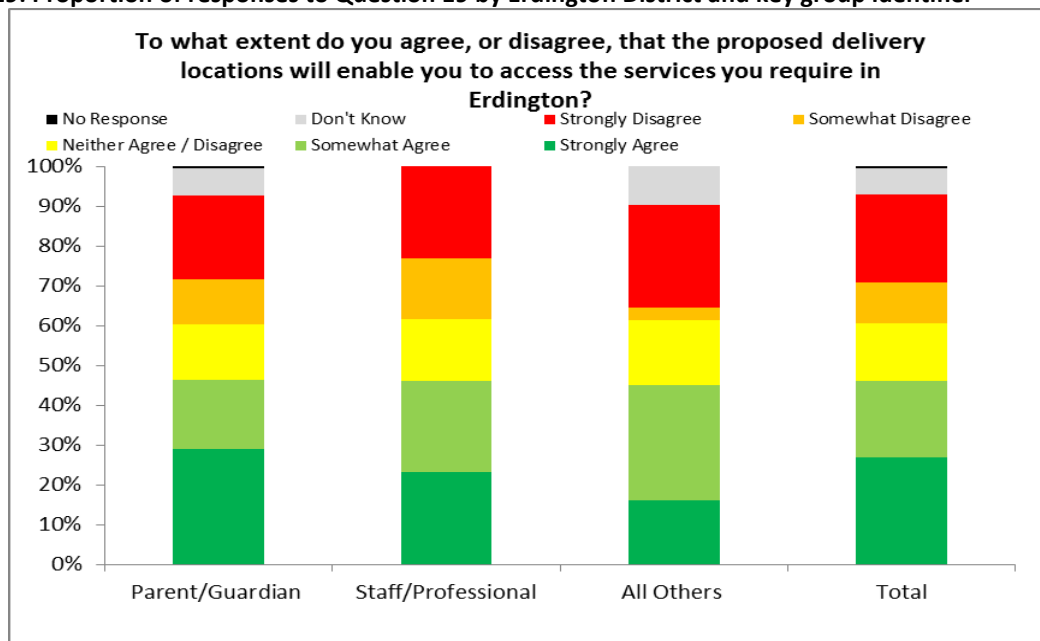
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	52	29.1	31	17.3	25	14.0	20	11.2	38	21.2	12	6.7	1	0.6	179	80.3
Staff/Professional	3	23.1	3	23.1	2	15.4	2	15.4	3	23.1	0	0.0	0	0.0	13	5.8
All Others	5	16.1	9	29.0	5	16.1	1	3.2	8	25.8	3	9.7	0	0.0	31	13.9
Total	60	26.9	43	19.3	32	14.3	23	10.3	49	22.0	15	6.7	1	0.4	223	100.0

Overall respondents agreed that the proposed delivery locations would enable them to access the services that they required in Erdington (46.2%) with 26.9% of respondents strongly agreeing and 19.3% somewhat agreeing.

When looking at individual groups, the proposal was most strongly agreed by the Parent / Guardian group (29.1% or 52 respondents), followed by the Staff / Professionals group (23.1% or three respondents) and the All Others group (16.1% or five respondents) (Fig. 19).

The All Others group had the highest proportion of respondents who strongly disagreed with the proposal (25.8% or eight respondents).

Figure 19: Proportion of responses to Question 19 by Erdington District and key group identifier



There were 12 respondents from the Parent / Guardian group (6.7%) and three respondents from the All Others group (9.7%) who were unsure about this proposal. One respondent chose not to answer this question.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

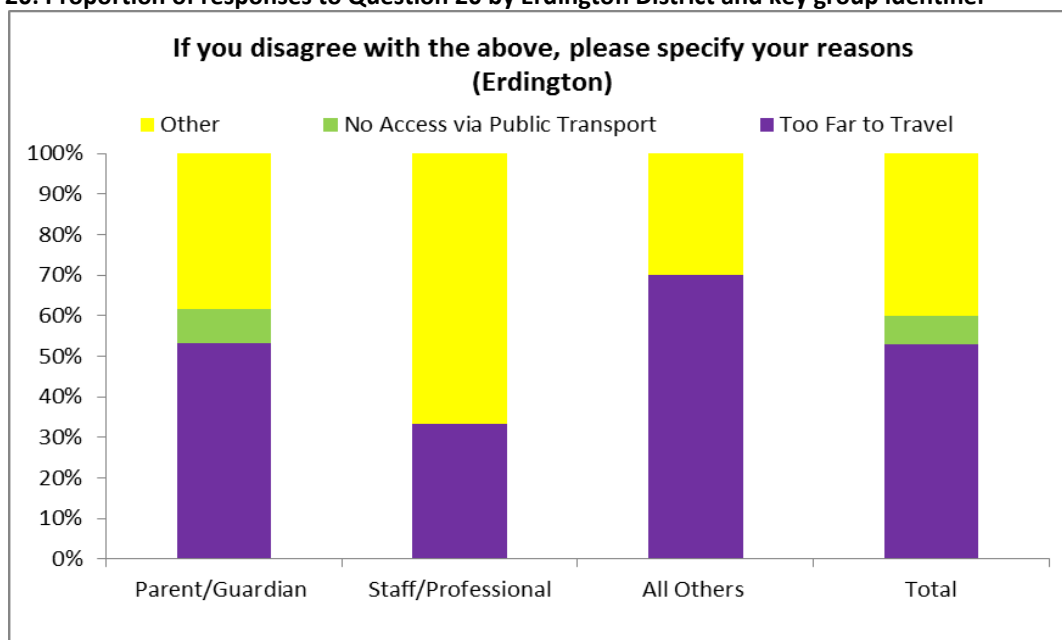
Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 21 shows responses for Erdington District by key group identifier.

Table 21: Responses to Question 20 by Erdington District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	43	53.1	7	8.6	31	38.3	81	81.0
Staff/Professional	3	33.3	0	0.0	6	66.7	9	9.0
All Others	7	70.0	0	0.0	3	30.0	10	10.0
Total	53	53.0	7	7.0	40	40.0	100	100.0

Overall 53.0% of respondents who disagreed with the proposal above felt that the locations would be too far to travel. This was particularly true for the All Others group (70.0% or seven respondents) who had the highest proportion of respondents who felt that the proposed locations would be too far to travel (Fig. 20). The highest number of responses to this concern came from the Parent / Guardian group (43). This group were also the only group to highlight the issue of accessibility via public transport (8.6% or seven respondents).

Figure 20: Proportion of responses to Question 20 by Erdington District and key group identifier



Erdington Summary

Overall there was agreement for the proposed service delivery model locations in Erdington District and respondents agreed that the proposed delivery locations would enable them to access the services that they require within the area.

Some concerns regarding the distance that respondents may need to travel to new locations were highlighted, particularly by the All Others group and the Parent / Guardian group.

Hall Green

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

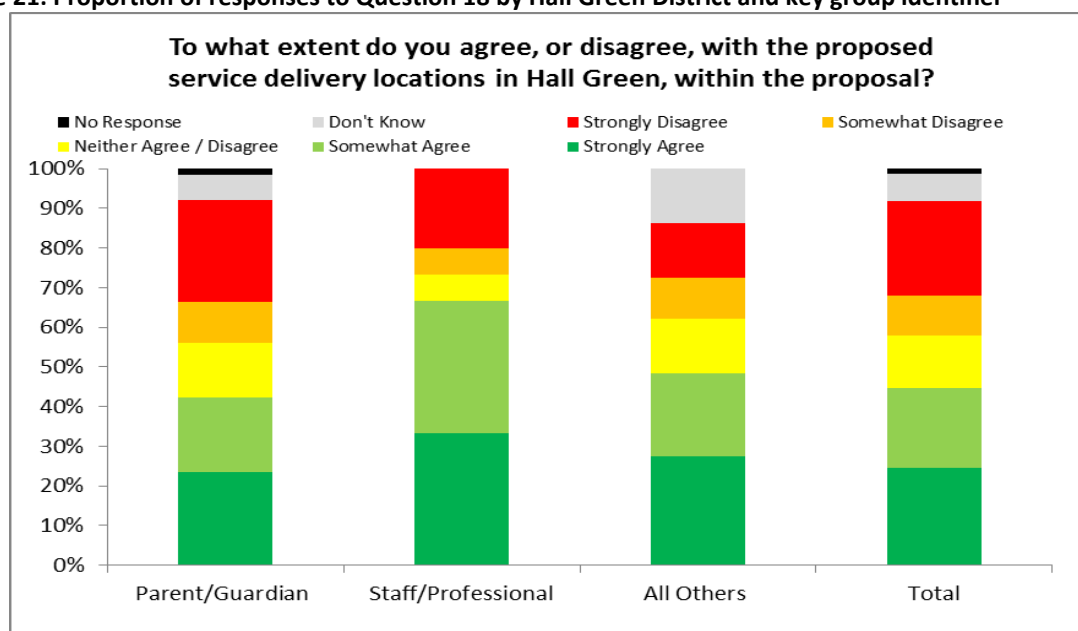
Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 22 shows responses for Hall Green District by key group identifier.

Table 22: Responses to Question 18 by Hall Green District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	45	23.6	36	18.8	26	13.6	20	10.5	49	25.7	12	6.3	3	1.6	191	81.3
Staff/Professional	5	33.3	5	33.3	1	6.7	1	6.7	3	20.0	0	0.0	0	0.0	15	6.4
All Others	8	27.6	6	20.7	4	13.8	3	10.3	4	13.8	4	13.8	0	0.0	29	12.3
Total	58	24.7	47	20.0	31	13.2	24	10.2	56	23.8	16	6.8	3	1.3	235	100.0

Overall respondents were in agreement with the proposed service delivery locations for Hall Green (44.7%), with 24.7% strongly agreeing and 20.0% somewhat agreeing.

Figure 21: Proportion of responses to Question 18 by Hall Green District and key group identifier



The Staff / Professionals group were most supportive of the proposal with 33.3% (five respondents) strongly agreeing (Fig. 21). This was followed by the All Others group (27.6% or eight respondents), and the Parent / Guardian group (23.6% or 45 respondents).

The latter group had the highest proportion of respondents who strongly disagreed with the proposal (25.7% or 49 respondents).

There were four respondents from the Parent / Guardian group (2.1%), one respondent from the Staff / Professionals group (6.7%) and one respondent from the All Others group (3.4%) that were unsure of the proposal. A further two respondents (0.9%) chose not to respond to this question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 23 shows responses for Hall Green District by key group identifier.

Table 23: Responses to Question 19 by Hall Green District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	49	25.7	38	19.9	30	15.7	22	11.5	46	24.1	4	2.1	2	1.0	191	81.3
Staff/Professional	4	26.7	5	33.3	0	0.0	2	13.3	3	20.0	1	6.7	0	0.0	15	6.4
All Others	10	34.5	8	27.6	3	10.3	3	10.3	4	13.8	1	3.4	0	0.0	29	12.3
Total	63	26.8	51	21.7	33	14.0	27	11.5	53	22.6	6	2.6	2	0.9	235	100.0

Overall respondents were in agreement that the proposed service locations would enable them to access the services they require in Hall Green District (48.5%), with 26.8% strongly agreeing and 21.7% somewhat agreeing.

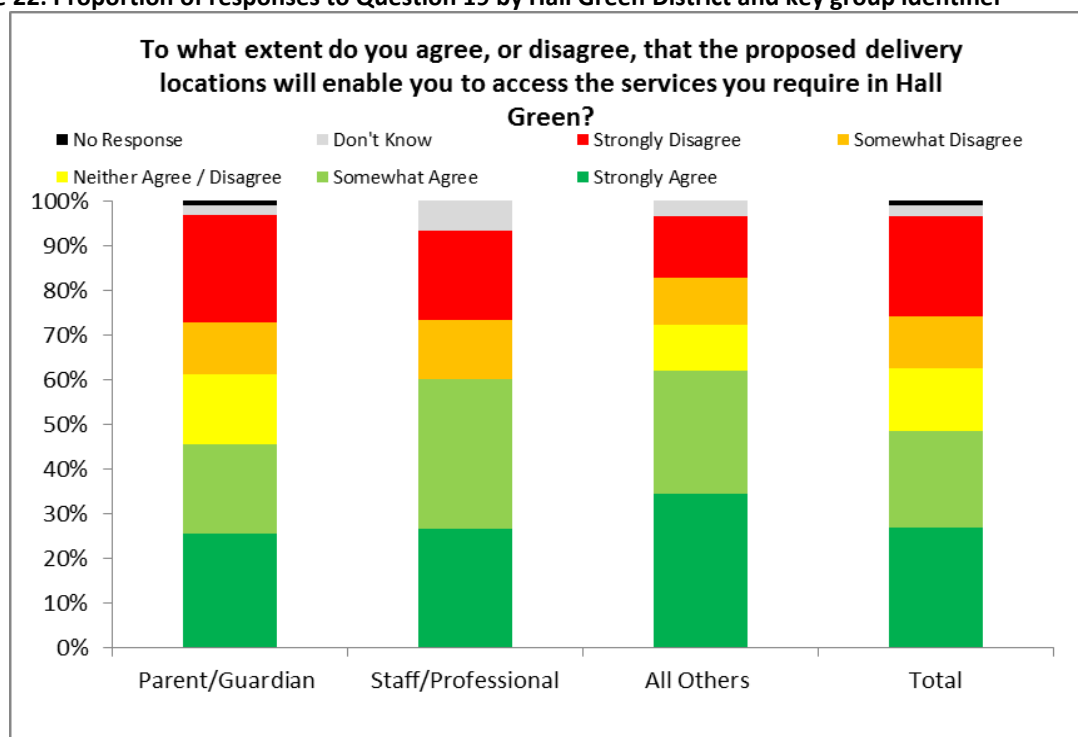
The All Others group were most supportive of this proposal (34.5% or ten respondents), followed by the Staff / Professionals group (26.7% or four respondents) and the Parent / Guardian group (25.7% or 49 respondents) (Fig. 22).

The latter group had the highest proportion of respondents who strongly disagreed with the proposal (24.1% or 46 respondents).

There were four respondents from the Parent / Guardian group (2.1%), one respondent from the Staff / Professional group (6.7%) and one respondent from the All Others group (3.4%) who were uncertain about the proposal.

A further two respondents (0.9%) chose not to respond to this question.

Figure 22: Proportion of responses to Question 19 by Hall Green District and key group identifier



This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 24 shows responses for Hall Green District by key group identifier.

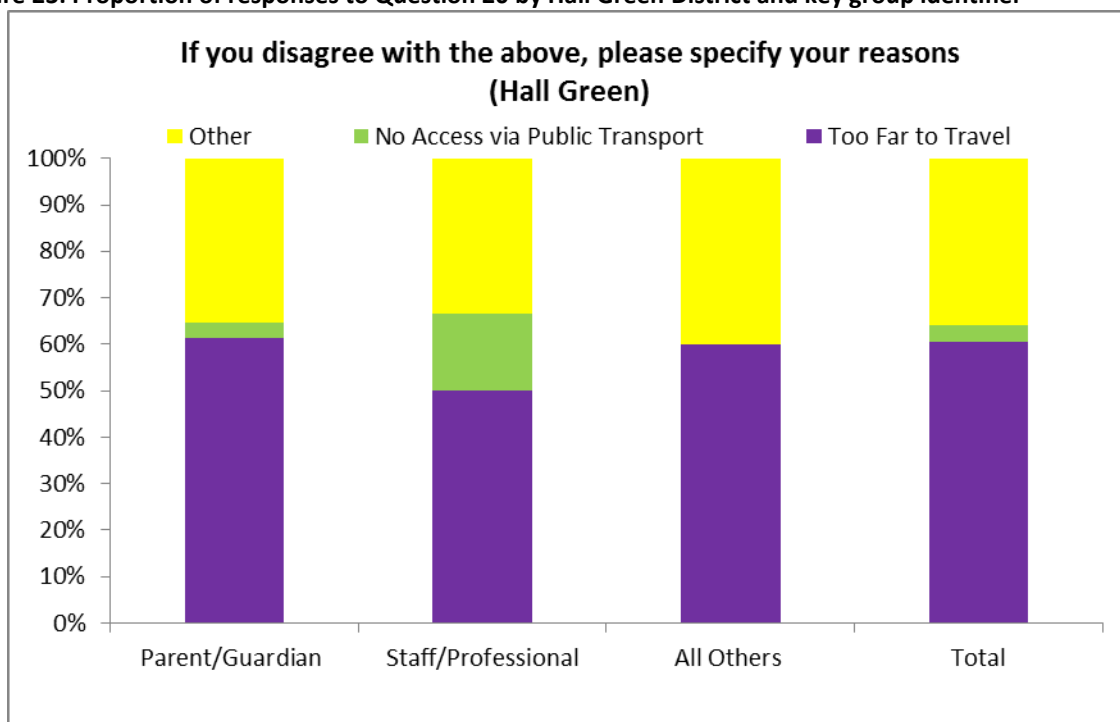
Table 24: Responses to Question 20 by Hall Green District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	57	61.3	3	3.2	33	35.5	93	85.3
Staff/Professional	3	50.0	1	16.7	2	33.3	6	5.5
All Others	6	60.0	0	0.0	4	40.0	10	9.2
Total	66	60.6	4	3.7	39	35.8	109	100.0

Overall 60.6% of respondents who disagreed with the proposed delivery locations, indicated that the new locations may be too far to travel.

This was particularly true for the Parent / Guardian group (61.3% or 57 respondents). The Staff / Professional group were concerned that the new locations may not be accessible via public transport (16.7% or one respondent) (Fig. 23).

Figure 23: Proportion of responses to Question 20 by Hall Green District and key group identifier



Hall Green Summary

Overall there was a majority agreement with the proposed service delivery locations in Hall Green District and respondents were positive that the proposed delivery locations would enable them to access the services they require in the area.

Distance to travel and accessibility of new locations via public transport are a concern for some respondents.

Hodge Hill

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 25 shows responses for Hodge Hill District by key group identifier.

Table 25: Responses to Question 18 by Hodge Hill District and key group identifier

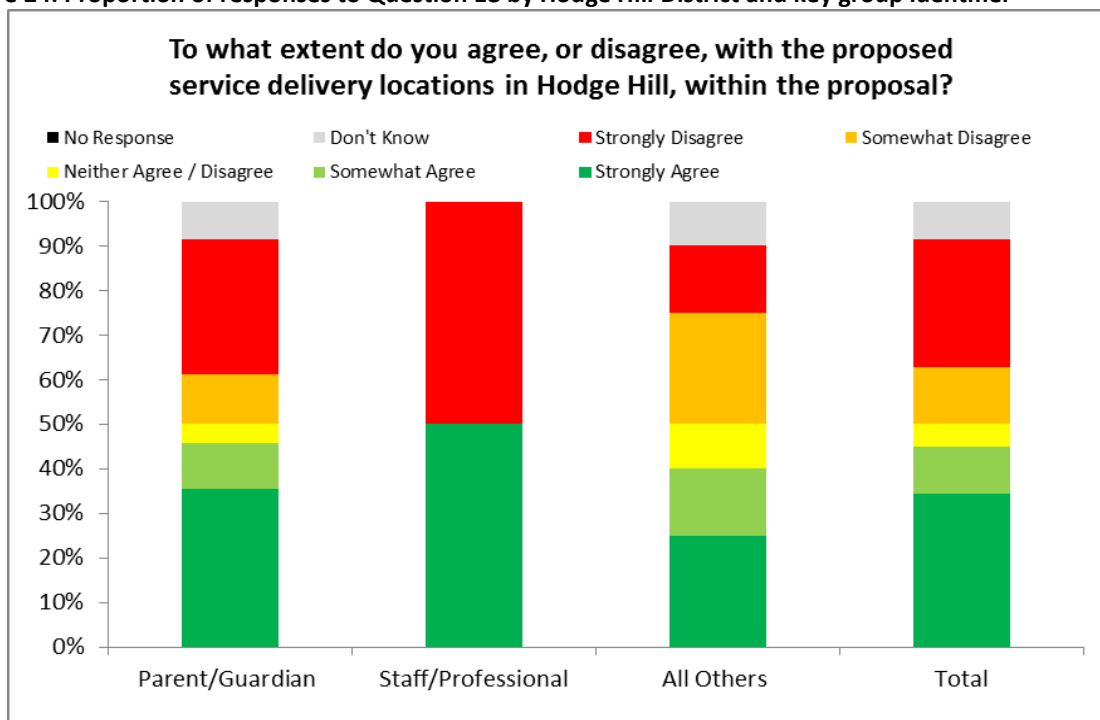
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	41	35.3	12	10.3	5	4.3	13	11.2	35	30.2	10	8.6	0	0.0	116	81.7
Staff/Professional	3	50.0	0	0.0	0	0.0	0	0.0	3	50.0	0	0.0	0	0.0	6	4.2
All Others	5	25.0	3	15.0	2	10.0	5	25.0	3	15.0	2	10.0	0	0.0	20	14.1
Total	49	34.5	15	10.6	7	4.9	18	12.7	41	28.9	12	8.5	0	0.0	142	100.0

Overall respondents were in agreement with the proposed service delivery locations in Hodge Hill District (45.1%), with 34.5% of respondents strongly agreeing and 10.6% somewhat agreeing.

The Parent / Guardian group had the highest number of respondents strongly agreeing with the proposal (41 respondents or 35.3%) (Fig. 24).

The Staff / Professionals group were split in their support of the proposal, with 50% (three respondents) strongly agreeing and 50% (three respondents) strongly disagreeing.

Figure 24: Proportion of responses to Question 18 by Hodge Hill District and key group identifier



There were ten respondents from the Parent / Guardian group (8.6%) and two (10.0%) from the All Others group who were uncertain about this proposal.

The level of 'No Response' for this question was zero – all respondents chose to answer this question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 26 shows responses for Hodge Hill District by key group identifier.

Table 26: Responses to Question 19 by Hodge Hill District and key group identifier

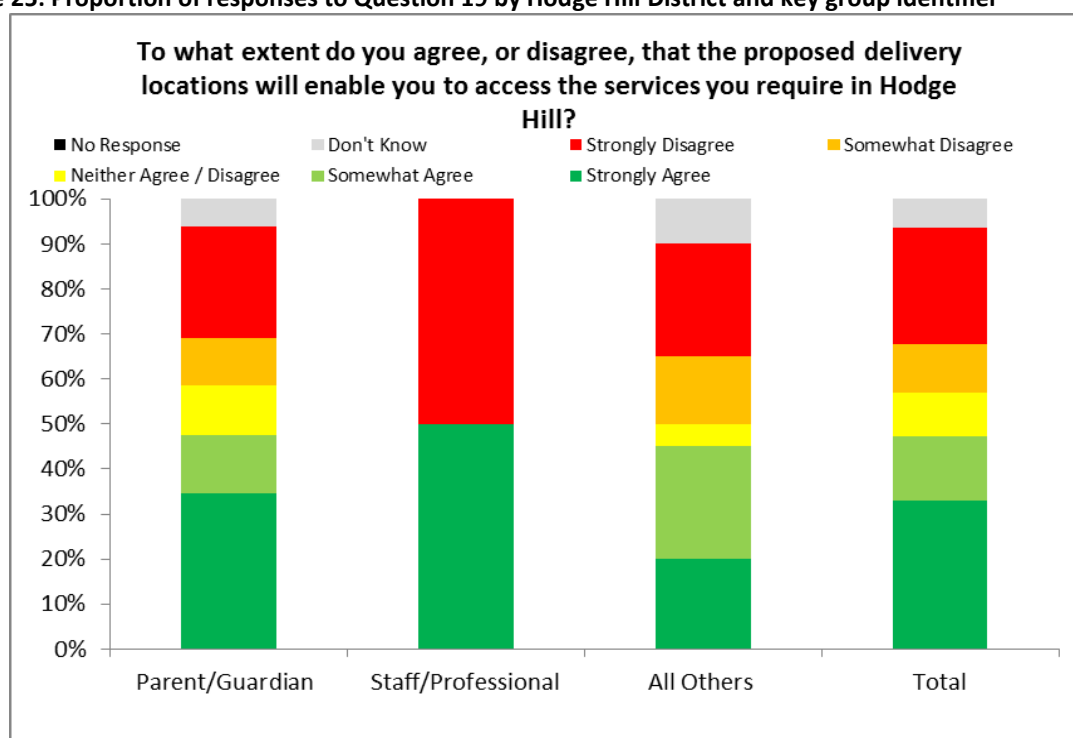
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	40	34.5	15	12.9	13	11.2	12	10.3	29	25.0	7	6.0	0	0.0	116	81.7
Staff/Professional	3	50.0	0	0.0	0	0.0	0	0.0	3	50.0	0	0.0	0	0.0	6	4.2
All Others	4	20.0	5	25.0	1	5.0	3	15.0	5	25.0	2	10.0	0	0.0	20	14.1
Total	47	33.1	20	14.1	14	9.9	15	10.6	37	26.1	9	6.3	0	0.0	142	100.0

Overall respondents were in agreement that the proposed delivery locations would enable them to access the services they require in Hodge Hill District (47.2%), with 33.1% of respondents strongly agreeing and 14.1% of respondents somewhat agreeing.

The Parent / Guardian group had the highest number of respondents who strongly agreed with the proposal (40 respondents or 34.5%) (Fig. 25).

Again the Staff / Professionals group were split in their support of the proposal, with 50% (three respondents) strongly agreeing and 50% (three respondents) strongly disagreeing.

Figure 25: Proportion of responses to Question 19 by Hodge Hill District and key group identifier



There were seven respondents from the Parent / Guardian group (6.0%) and two respondents from the All Others group (10.0%) who were unsure of the proposal. There was zero 'No Responses' – all respondents chose to answer the question.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 27 shows responses for Hodge Hill District by key group identifier.

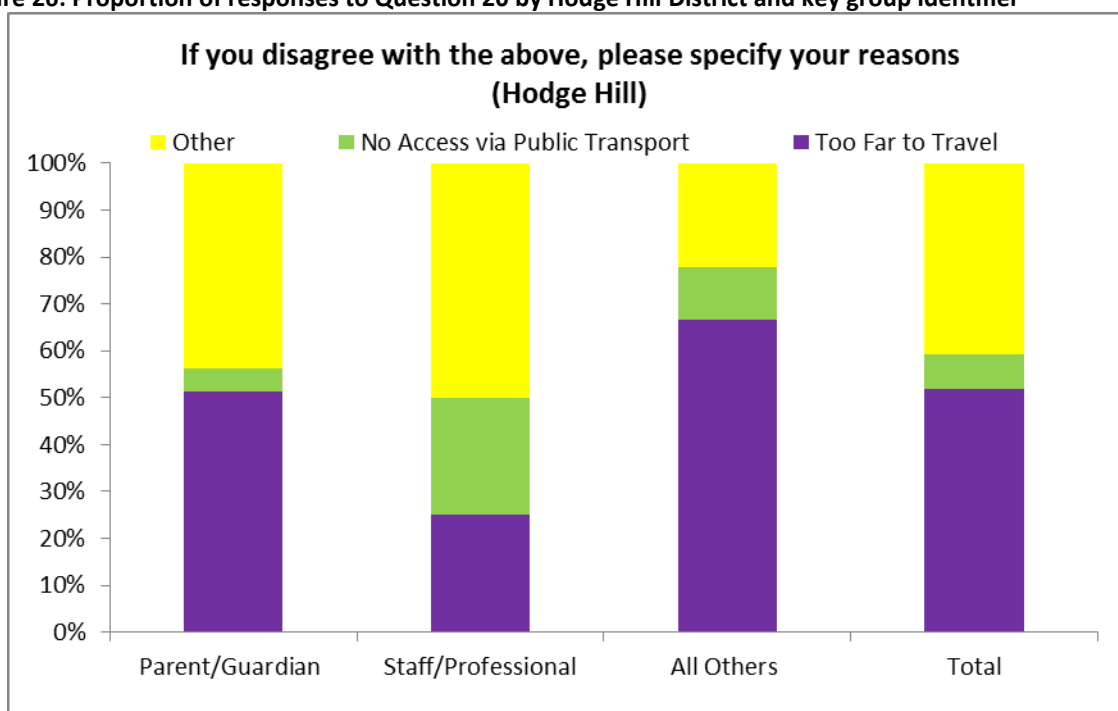
Table 27: Responses to Question 20 by Hodge Hill District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	21	51.2	2	4.9	18	43.9	41	75.9
Staff/Professional	1	25.0	1	25.0	2	50.0	4	7.4
All Others	6	66.7	1	11.1	2	22.2	9	16.7
Total	28	51.9	4	7.4	22	40.7	54	100.0

In total, 51.9% of respondents who had disagreed with the proposed delivery locations indicated that the reason for this was the new locations may be too far to travel.

This was particularly true for the All Others group (66.7% or six respondents) and the Parent / Guardian group (51.2%) (Fig. 26). The Staff / Professional group indicated they disagreed with the proposal as the new locations may not be accessible via public transport (25.0% or one respondent).

Figure 26: Proportion of responses to Question 20 by Hodge Hill District and key group identifier



Hodge Hill Summary

There was an overall majority of respondents in agreement with the proposed service delivery locations in Hodge Hill District. Respondents agree that the proposed delivery locations would enable them to access the services they require in the area.

Ladywood

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 28 shows responses for Ladywood District by key group identifier.

Table 28: Responses to Question 18 by Ladywood District and key group identifier

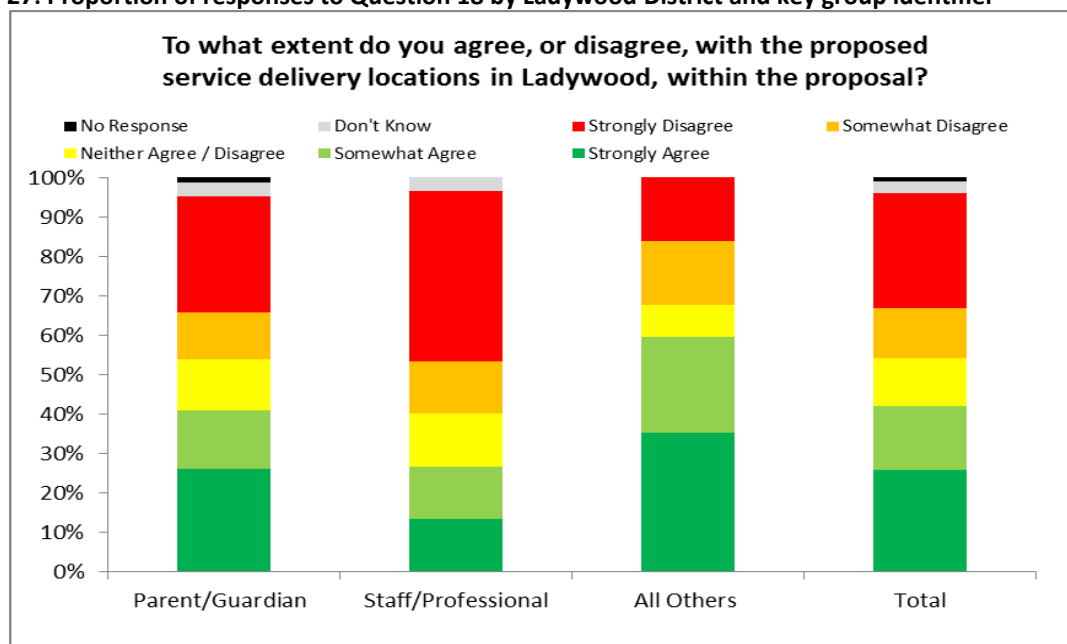
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	44	26.0	25	14.8	22	13.0	20	11.8	50	29.6	6	3.6	2	1.2	169	71.6
Staff/Professional	4	13.3	4	13.3	4	13.3	4	13.3	13	43.3	1	3.3	0	0.0	30	12.7
All Others	13	35.1	9	24.3	3	8.1	6	16.2	6	16.2	0	0.0	0	0.0	37	15.7
Total	61	25.8	38	16.1	29	12.3	30	12.7	69	29.2	7	3.0	2	0.8	236	100.0

Overall the respondents were split in their agreement for the proposed service delivery locations in Ladywood – 41.9% of respondents were in agreement and equally 41.9% of respondents did not agree with the proposal. 12.3% of respondents neither agreed nor disagreed with the proposal in the area.

The All Others group had the highest proportion of respondents who strongly agreed (35.1% or 13 respondents), followed by the Parent / Guardian group (26.0% or 44 respondents), and the Staff / Professional group (13.3% or four respondents) (Fig. 27).

The latter of those groups had the highest proportion of respondents who strongly disagreed with the proposal (43.4% or 13 respondents).

Figure 27: Proportion of responses to Question 18 by Ladywood District and key group identifier



There were six respondents from the Parent / Guardian group (3.6%) and one respondent from the Staff / Professionals group (3.3%) who were unsure about this proposal. A further two respondents chose not to answer this question (0.8%).

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 29 shows responses for Ladywood District by key group identifier.

Table 29: Responses to Question 19 by Ladywood District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	52	30.8	35	20.7	14	8.3	18	10.7	41	24.3	7	4.1	2	1.2	169	71.6
Staff/Professional	4	13.3	4	13.3	5	16.7	4	13.3	11	36.7	2	6.7	0	0.0	30	12.7
All Others	10	27.0	11	29.7	0	0.0	4	10.8	11	29.7	1	2.7	0	0.0	37	15.7
Total	66	28.0	50	21.2	19	8.1	26	11.0	63	26.7	10	4.2	2	0.8	236	100.0

Overall respondents were in agreement that the proposed service delivery locations would enable them to access the services that they require in Ladywood District (49.2%), with 28.0% of respondents strongly agreeing and 21.2% of respondents somewhat agreeing.

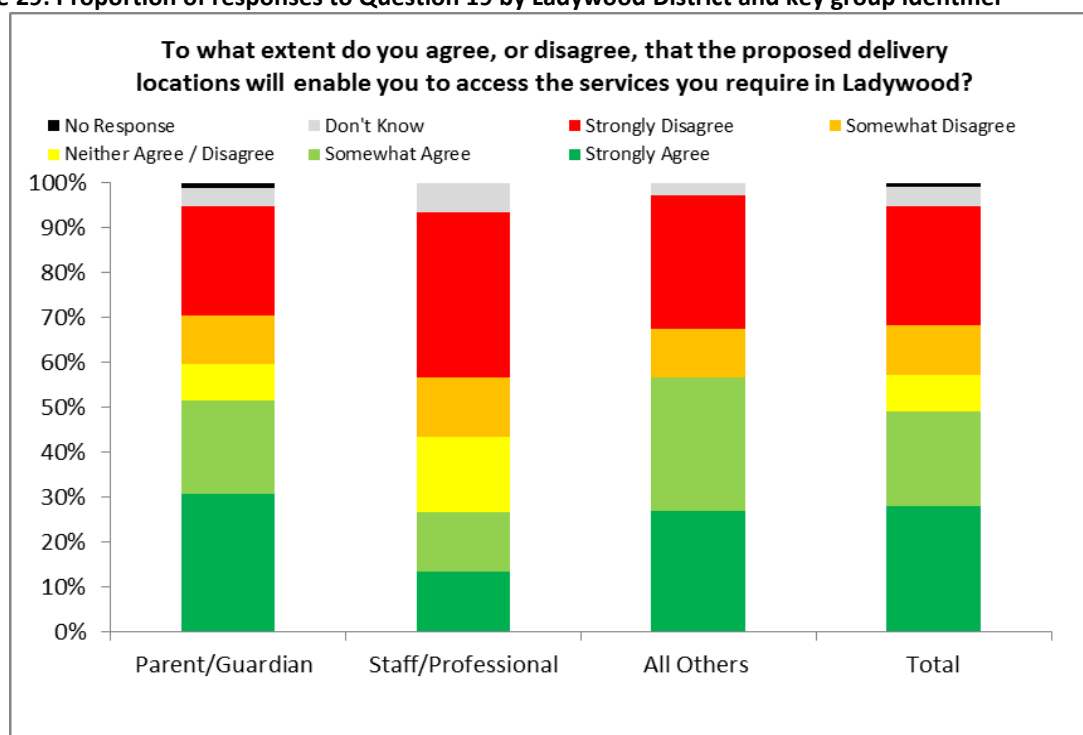
The Parent / Guardian group had the highest proportion of respondents who were strongly supportive (30.8% or 52 respondents), followed by the All Others group (27.0% or ten respondents) and the Staff / Professionals group (13.3% or four respondents) (Fig. 29).

The latter group had the highest proportion of respondents who strongly disagreed with the proposal (36.7% or 11 respondents) as well as the highest proportion of respondents who neither agreed nor disagreed with it (16.7% or five respondents).

There were seven respondents from the Parent / Guardian group (4.1%), two respondents from the Staff / Professional group (6.7%) and one respondent from the All Others group (2.7%) who were unsure about the proposal.

A further two respondents provided No Response to this question (0.8%).

Figure 29: Proportion of responses to Question 19 by Ladywood District and key group identifier



This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 30 shows responses for Ladywood District by key group identifier.

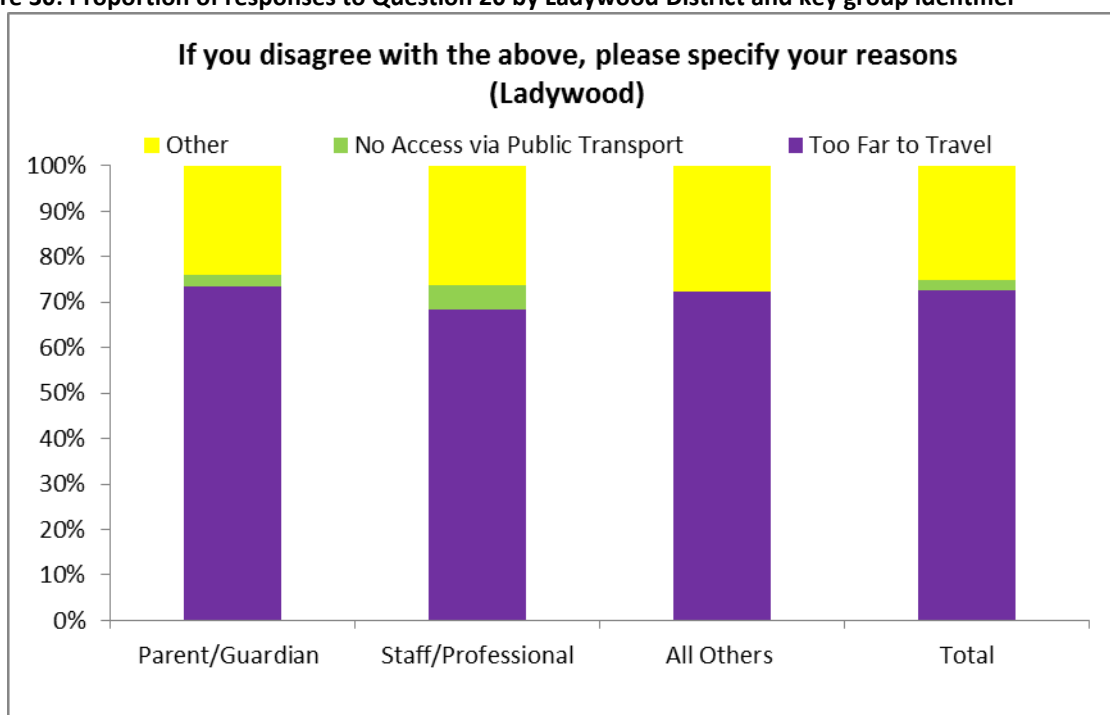
Table 30: Responses to Question 20 by Ladywood District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	64	73.6	2	2.3	21	24.1	87	70.7
Staff/Professional	13	68.4	1	5.3	5	26.3	19	15.4
All Others	13	76.5	0	0.0	5	29.4	17	13.8
Total	90	73.2	3	2.4	31	25.2	123	100.0

Almost three quarters of respondents that had previously disagreed with the proposed service locations, indicated they had done so because the new locations may be too far to travel (73.2%).

This was particularly true for the All Others group (76.5% or 13 respondents), followed by the Parent / Guardian group (73.6% or 64 respondents) and the Staff / Professional group (68.4% or 13 respondents) (Fig. 30).

Figure 30: Proportion of responses to Question 20 by Ladywood District and key group identifier



Ladywood Summary

There was no overall majority agreement on the proposed service delivery locations with the Ladywood District however; respondents did agree that the proposed delivery locations would enable them to access the services that they require in the area.

Northfield

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 31 shows responses for Northfield District by key group identifier.

Table 31: Responses to Question 18 by Northfield District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	16	13.1	20	16.4	11	9.0	19	15.6	44	36.1	10	8.2	2	1.6	122	78.2
Staff/Professional	1	12.5	3	37.5	0	0.0	1	12.5	2	25.0	1	12.5	0	0.0	8	5.1
All Others	1	3.8	6	23.1	6	23.1	6	23.1	6	23.1	0	0.0	1	3.8	26	16.7
Total	18	11.5	29	18.6	17	10.9	26	16.7	52	33.3	11	7.1	3	1.9	156	100.0

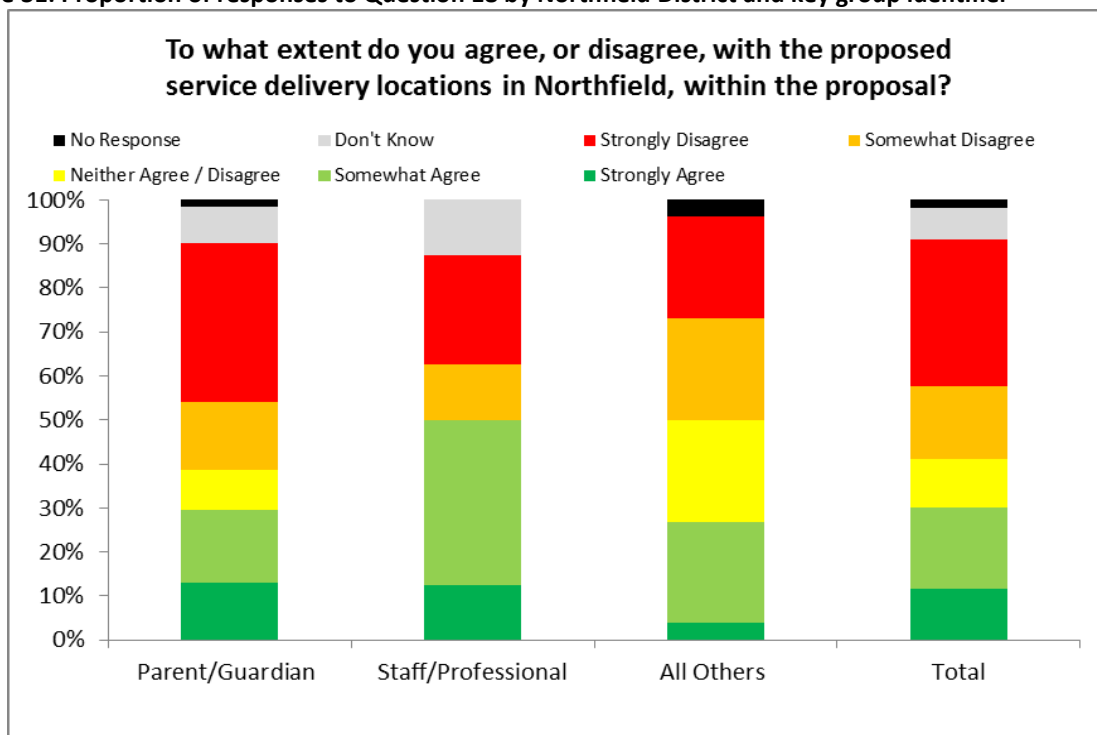
Overall 30.1% of respondents agreed with the proposed service delivery locations for Northfield, with 11.5% of respondents strongly agreeing and 18.6% of respondents somewhat agreeing.

A majority agreement for the proposed service locations was not reached in this District.

Most supportive of the proposal were the Staff / Professional group (50% or four respondents) whilst the Parent / Guardian group had the highest proportion of respondents who disagreed with it (51.6% or 44 respondents) (Fig. 31).

A further 10.9% of respondents neither agreed nor disagreed with the proposed service delivery locations in this area, including 23.1% of respondents from the All Others group.

Figure 31: Proportion of responses to Question 18 by Northfield District and key group identifier



There were ten respondents from the Parent / Guardian group (8.2%) and one respondent from the Staff / Professional group (12.5% who were unsure about the proposal).

A further three respondents (1.9%) chose not to respond to this question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 32 shows responses for Northfield District by key group identifier.

Table 32: Responses to Question 19 by Northfield District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	20	16.4	23	18.9	19	15.6	16	13.1	35	28.7	7	5.7	2	1.6	122	78.2
Staff/Professional	1	12.5	1	12.5	2	25.0	2	25.0	2	25.0	0	0.0	0	0.0	8	5.1
All Others	4	15.4	6	23.1	4	15.4	8	30.8	4	15.4	0	0.0	0	0.0	26	16.7
Total	25	16.0	30	19.2	25	16.0	26	16.7	41	26.3	7	4.5	2	1.3	156	100.0

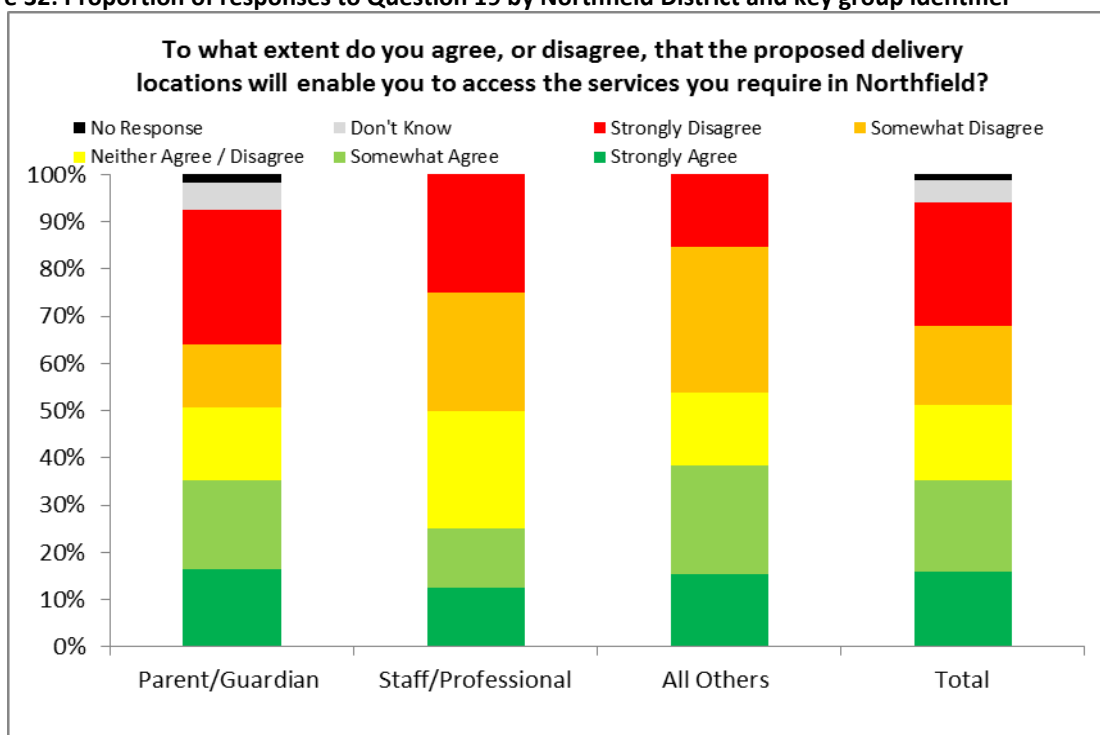
Overall, 35.3% of respondents agreed that the proposed delivery locations would enable them to access the services they require in Northfield, with 16.0% of respondents strongly agreeing and 19.2% of respondents somewhat agreeing.

A majority agreement that the proposed locations would enable access to the services required was not received in this District.

The Parent / Guardian had the highest proportion of respondents who strongly agreed the proposal (16.4% or 20 respondents) however they also had the highest majority of respondents who strongly disagreed with the proposal (28.7% or 35 respondents) (Fig. 32).

16.0% of respondents neither agreed nor disagreed with the proposal.

Figure 32: Proportion of responses to Question 19 by Northfield District and key group identifier



There were seven respondents from the Parent / Guardian group (5.7%) who indicated that they were unsure about the proposal and a further two respondents who chose not to respond to this question (1.3%).

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 33 shows responses for Northfield District by key group identifier.

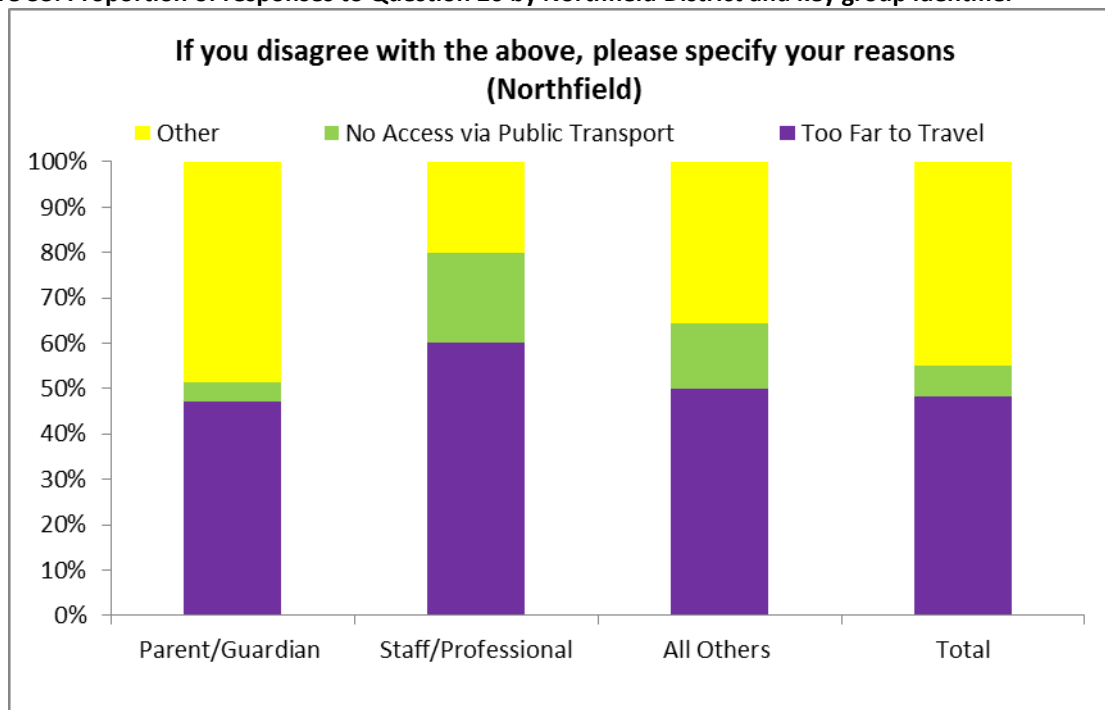
Table 33: Responses to Question 20 by Northfield District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	33	47.1	3	4.3	34	48.6	70	78.7
Staff/Professional	3	60.0	1	20.0	1	20.0	5	5.6
All Others	7	50.0	2	14.3	5	35.7	14	15.7
Total	43	48.3	6	6.7	40	44.9	89	100.0

Of the respondents who disagreed with the proposals, almost half indicated that this was due to the new locations being too far to travel (48.3%).

This was particularly so for the Staff / Professional group (60.0% or three respondents) (Fig. 33). This group also had the highest proportion of respondents who felt that the new locations were not accessible via public transport (20.0% or one respondent).

Figure 33: Proportion of responses to Question 20 by Northfield District and key group identifier



Northfield Summary

A majority agreement was not received for the proposed service delivery locations in Northfield District and respondents did not feel that the delivery locations would enable them to access the services that they required in the area.

Overall, Northfield District proposal received the lowest level of agreement of all of the District proposals.

Perry Barr

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 34 shows responses for Perry Barr District by key group identifier.

Table 34: Responses to Question 18 by Perry Barr District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	25	32.9	19	25.0	13	17.1	6	7.9	11	14.5	2	2.6	0	0.0	76	71.0
Staff/Professional	1	9.1	6	54.5	2	18.2	0	0.0	2	18.2	0	0.0	0	0.0	11	10.3
All Others	1	5.0	8	40.0	4	20.0	3	15.0	2	10.0	1	5.0	1	5.0	20	18.7
Total	27	25.2	33	30.8	19	17.8	9	8.4	15	14.0	3	2.8	1	0.9	107	100.0

Overall, respondents were in agreement with the proposed service delivery locations in Perry Barr (56.1%), with a quarter of respondents (25.2%) strongly agreeing and almost a third of respondents (30.8%) somewhat agreeing.

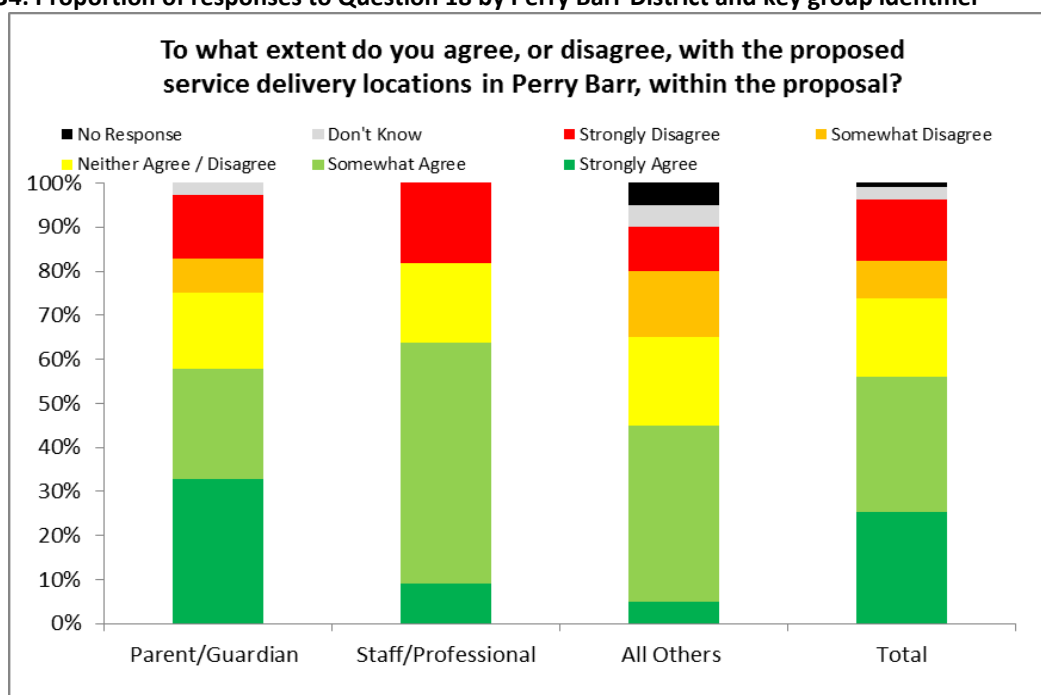
This was the highest level of agreement received by any of the District proposals in terms of service delivery locations.

The Parent / Guardian group had the highest proportion of respondents who strongly agreed with the proposal (32.9% or 25 respondents) with the Staff / Professionals having the highest proportion of respondents who somewhat agreed (54.5% or six respondents) (Fig. 34).

The latter group also had the highest proportion of respondents who strongly disagreed with the proposal (18.2% or two respondents).

Overall, 17.8% of respondents neither agreed nor disagreed and 2.8% were unsure about the proposal. One respondent chose not to answer this question (0.9%).

Figure 34: Proportion of responses to Question 18 by Perry Barr District and key group identifier



This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 35 shows responses for Perry Barr District by key group identifier.

Table 35: Responses to Question 19 by Perry Barr District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	28	36.8	22	28.9	11	14.5	7	9.2	7	9.2	1	1.3	0	0.0	76	71.0
Staff/Professional	2	18.2	6	54.5	1	9.1	0	0.0	2	18.2	0	0.0	0	0.0	11	10.3
All Others	2	10.0	8	40.0	1	5.0	3	15.0	3	15.0	2	10.0	1	5.0	20	18.7
Total	32	29.9	36	33.6	13	12.1	10	9.3	12	11.2	3	2.8	1	0.9	107	100.0

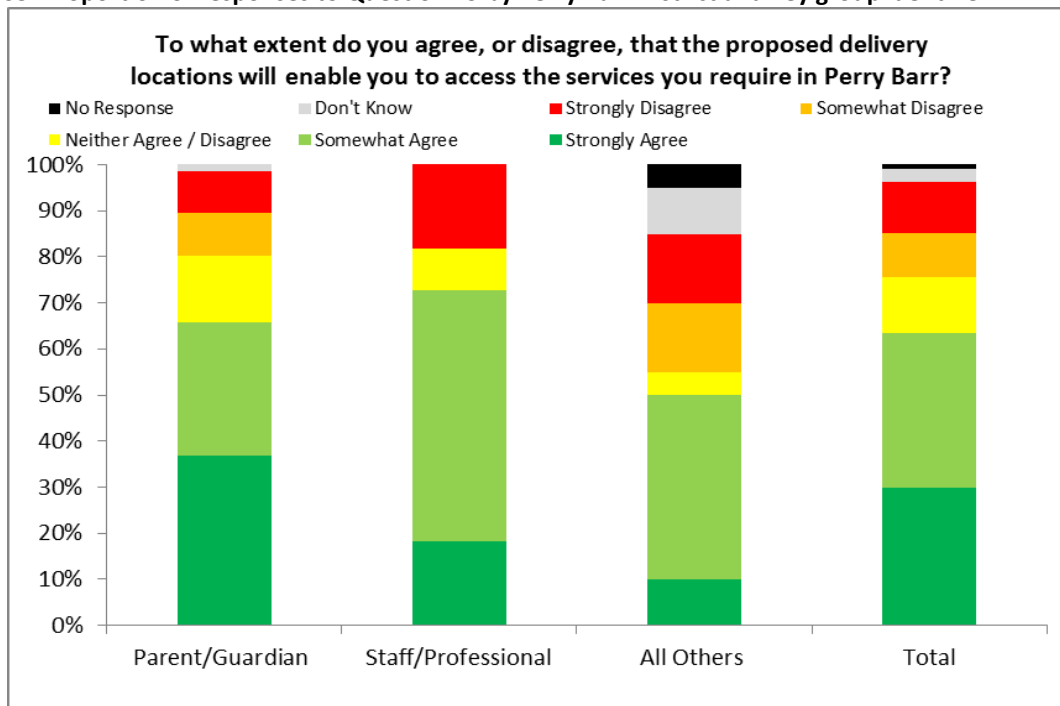
Overall respondents were in agreement that the proposed delivery locations in Perry Barr would enable them to access the services they require (63.6%), with 29.9% strongly agreeing and 33.6% somewhat agreeing. This was the highest level of agreement received by any of the District proposals in terms of accessibility.

The Parent / Guardian group had the highest proportion of respondents who strongly agreed with the proposal (36.8% or 28 respondents) (Fig. 35).

The Staff / Professionals group most strongly disagreed (18.2% or two respondents).

12.1% of respondents neither agreed nor disagreed with the proposal, the majority of which were respondents from the Parent / Guardian group (14.5% or 11 respondents).

Figure 35: Proportion of responses to Question 19 by Perry Barr District and key group identifier



There was uncertainty with the proposal from 2.8% of respondents and a further 0.9% of respondents chose not to answer the question.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

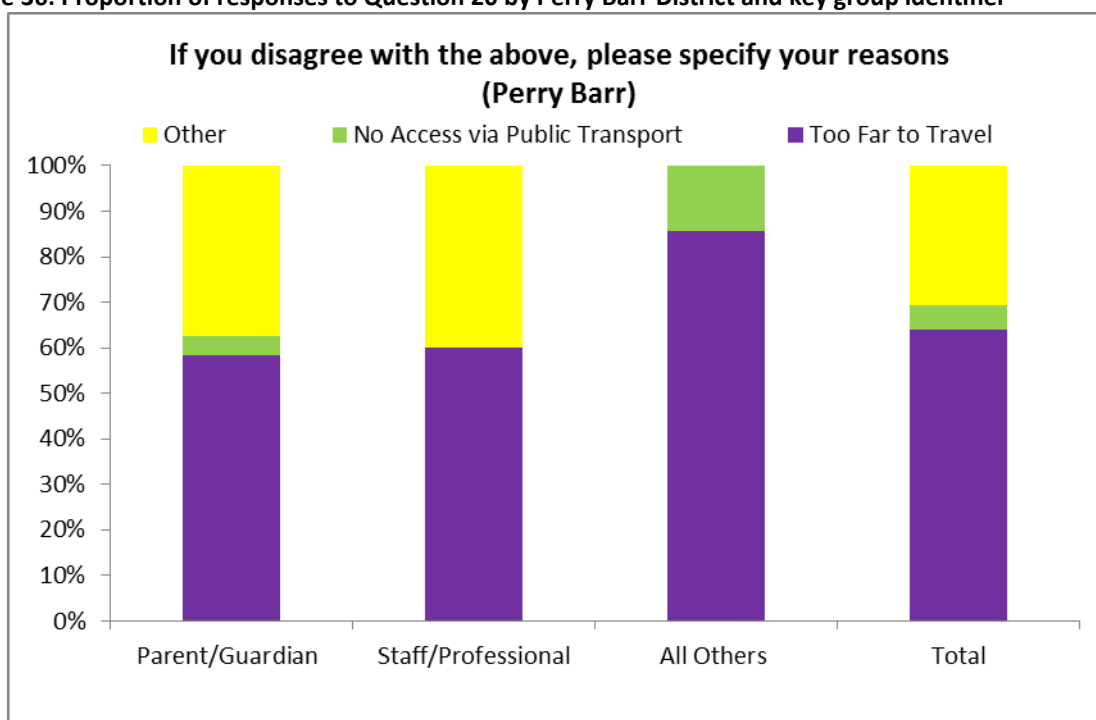
Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 36 shows responses for Perry Barr District by key group identifier.

Table 36: Responses to Question 20 by Perry Barr District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	14	58.3	1	4.2	9	37.5	24	68.6
Staff/Professional	3	60.0	0	0.0	2	40.0	5	14.3
All Others	6	100.0	1	16.7	0	0.0	6	17.1
Total	23	65.7	2	5.7	11	31.4	35	100.0

The majority of respondents who disagreed with the proposed locations indicated that they had done so because they felt the locations were too far to travel (65.7%) (Fig. 36).

Figure 36: Proportion of responses to Question 20 by Perry Barr District and key group identifier



Perry Barr Summary

There was strong agreement for the proposed service delivery locations within the Perry Barr District proposal and almost two thirds of respondents agreed that the proposed locations would enable them to access the services they require within the area.

Overall, Perry Barr District proposal received the strongest support of all of the District proposals.

Selly Oak

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 37 shows responses for Selly Oak District by key group identifier.

Table 37: Responses to Question 18 by Selly Oak District and key group identifier

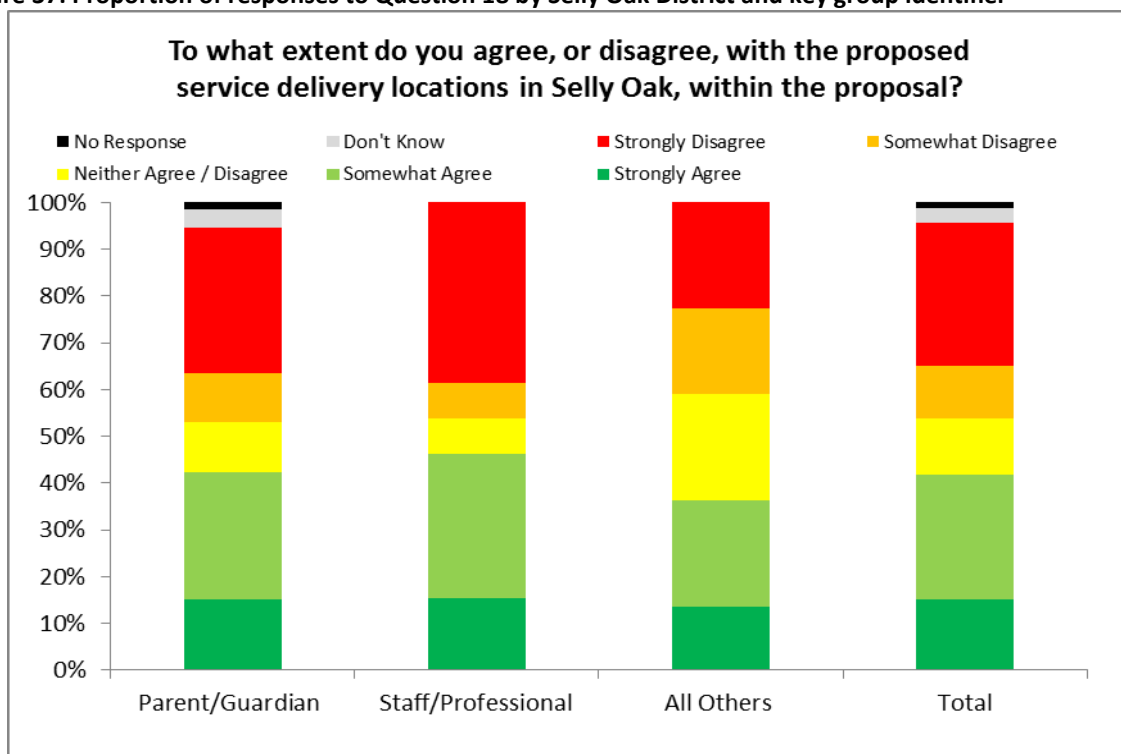
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	23	15.2	41	27.2	16	10.6	16	10.6	47	31.1	6	4.0	2	1.3	151	81.2
Staff/Professional	2	15.4	4	30.8	1	7.7	1	7.7	5	38.5	0	0.0	0	0.0	13	7.0
All Others	3	13.6	5	22.7	5	22.7	4	18.2	5	22.7	0	0.0	0	0.0	22	11.8
Total	28	15.1	50	26.9	22	11.8	21	11.3	57	30.6	6	3.2	2	1.1	186	100.0

Overall respondents were split in their agreement for the proposed service delivery locations in Selly Oak – 41.9% of respondents were in agreement and equally 41.9% of respondents did not agree with the proposal. 11.8% of respondents neither agreed nor disagreed with the proposal in the area. As such a majority agreement was not received on this proposal.

The Staff / Professionals group had the highest proportion of respondents who strongly agreed with the proposal (15.4% or two respondents) followed by the Parent / Guardian group (15.2% or 23 respondents) (Fig. 37).

The Staff / Professionals group also had the highest proportion of respondents who strongly disagreed with the proposal (38.5% or five respondents).

Figure 37: Proportion of responses to Question 18 by Selly Oak District and key group identifier



There was six respondents from the Parent / Guardian group (4.0%) who were uncertain about the proposal (3.2% overall). A further two respondents chose not to answer the question (1.1%).

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 38 shows responses for Selly Oak District by key group identifier.

Table 38: Responses to Question 19 by Selly Oak District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	26	17.2	41	27.2	21	13.9	15	9.9	40	26.5	7	4.6	1	0.7	151	81.2
Staff/Professional	3	23.1	3	23.1	1	7.7	1	7.7	5	38.5	0	0.0	0	0.0	13	7.0
All Others	5	22.7	6	27.3	3	13.6	3	13.6	4	18.2	1	4.5	0	0.0	22	11.8
Total	34	18.3	50	26.9	25	13.4	19	10.2	49	26.3	8	4.3	1	0.5	186	100.0

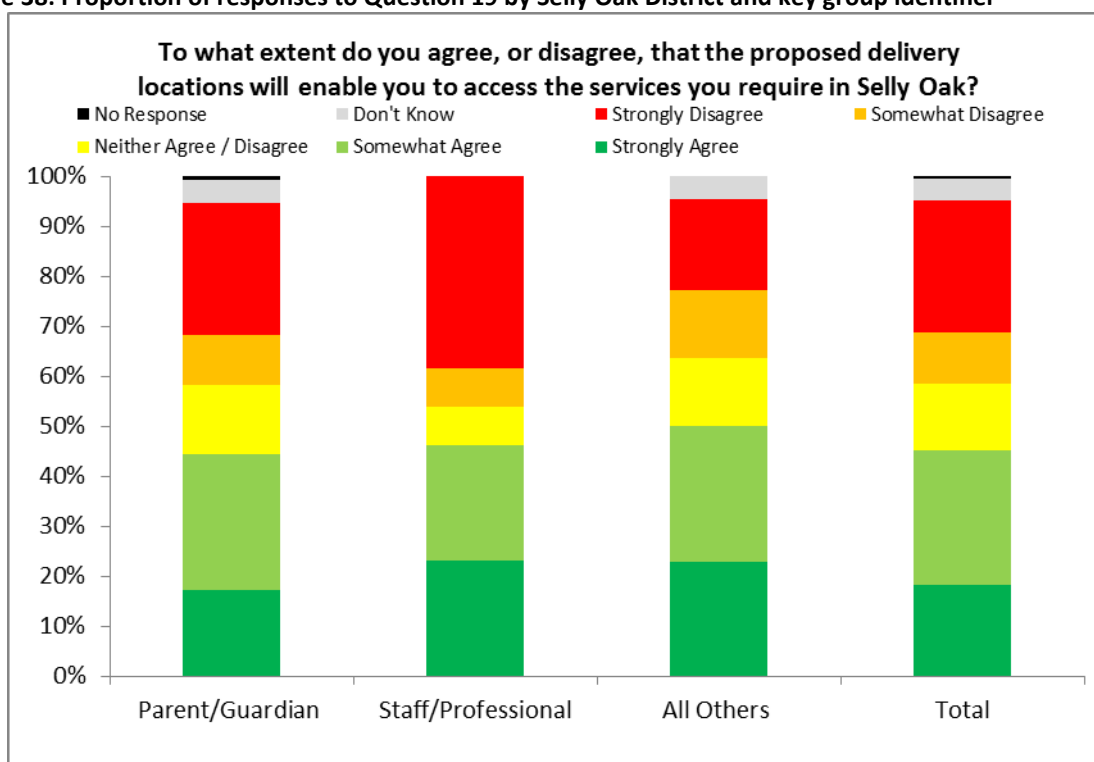
Overall respondents were in agreement that the proposed service delivery locations in Selly Oak would enable them to access the services that they need (45.2%), with 18.3% of respondents strongly agreeing and 26.9% somewhat agreeing.

The Staff / Professional group was most supportive of the proposal with 46.2% of respondents in the group in agreement overall (Fig. 38). This group also had the highest proportion of respondents who most strongly agreed with the proposal (23.1% or three respondents).

Interestingly, this group also had the highest proportion of respondents who disagreed with the proposal, both overall 46.2% and most strongly (38.5% or five respondents).

13.4% of respondents in this District neither agreed or disagreed with the proposal.

Figure 38: Proportion of responses to Question 19 by Selly Oak District and key group identifier



There were 4.3% of respondents who were unsure about this proposal and a further 0.5% who chose not to answer the question.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

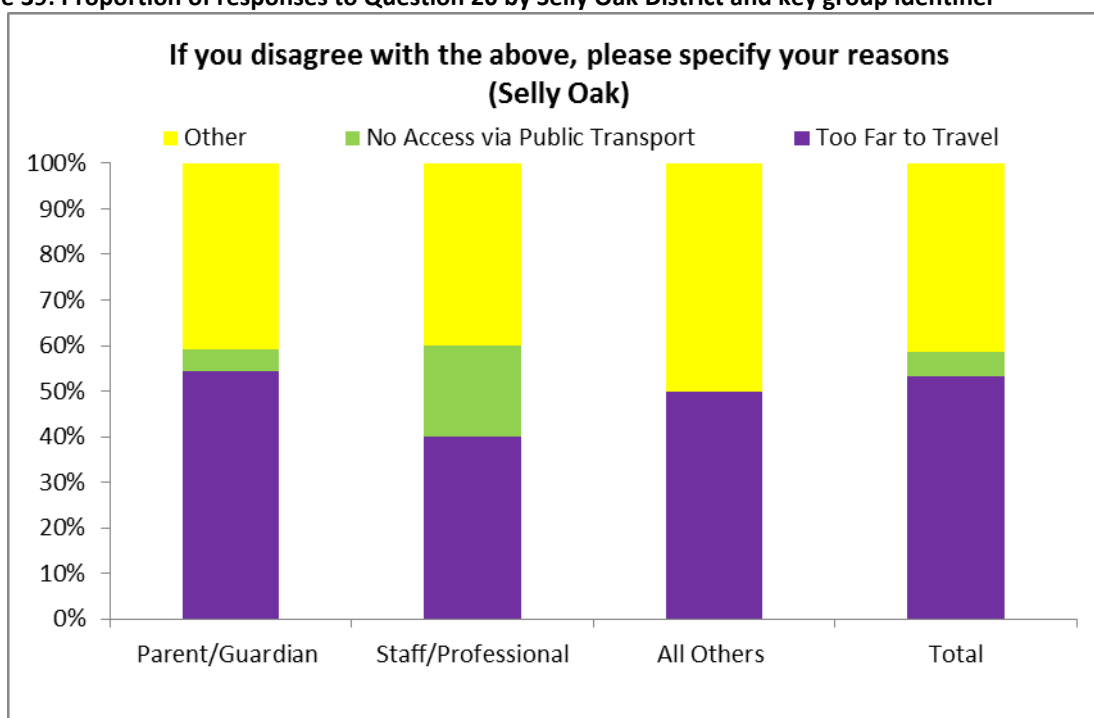
Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 39 shows responses for Selly Oak District by key group identifier.

Table 39: Responses to Question 20 by Selly Oak District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	44	54.3	4	4.9	33	40.7	81	88.0
Staff/Professional	2	40.0	1	20.0	2	40.0	5	5.4
All Others	3	50.0	0	0.0	3	50.0	6	6.5
Total	49	53.3	5	5.4	38	41.3	92	100.0

The majority of respondents who disagreed with the proposal indicated that they did so because they felt the new locations were too far to travel (53.5%). This was particularly true for the Parent / Guardian group (54.3%) (Fig. 39).

Figure 39: Proportion of responses to Question 20 by Selly Oak District and key group identifier



Selly Oak Summary

There was no overall majority agreement on the proposed service delivery locations with the Selly Oak District however; respondents did agree that the proposed delivery locations would enable them to access the services that they require in the area.

Sutton Coldfield

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 40 shows responses for Sutton Coldfield District by key group identifier.

Table 40: Responses to Question 18 by Sutton Coldfield District and key group identifier

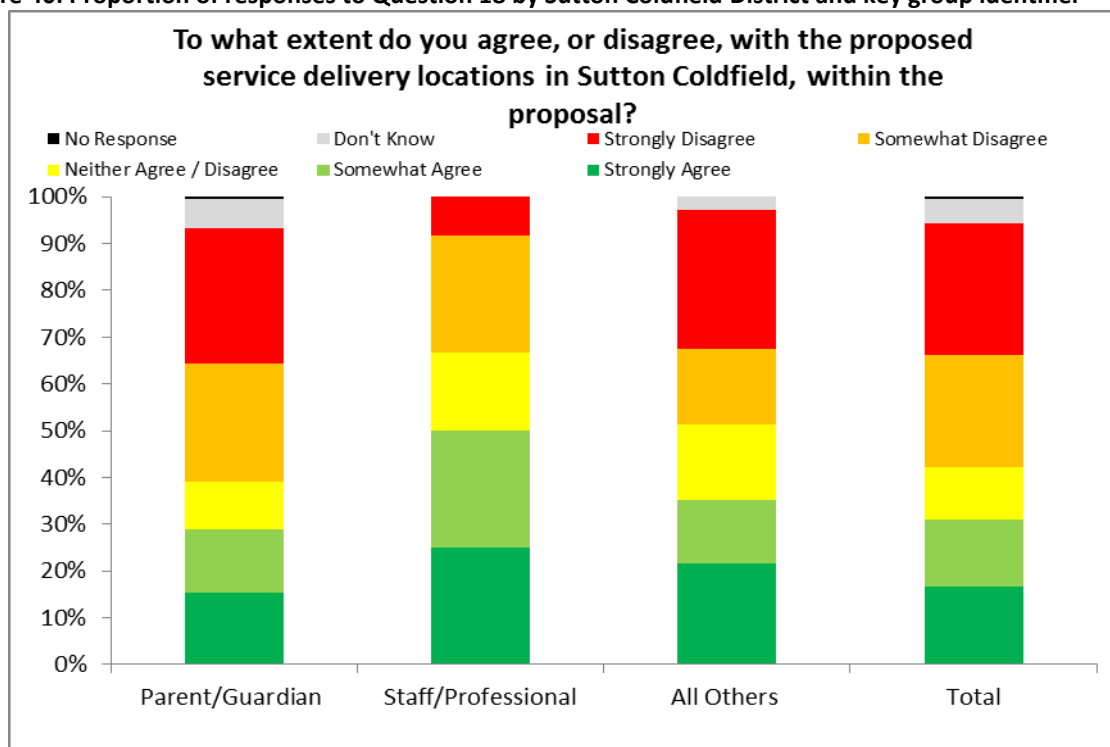
Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	30	15.2	27	13.7	20	10.2	50	25.4	57	28.9	12	6.1	1	0.5	197	80.1
Staff/Professional	3	25.0	3	25.0	2	16.7	3	25.0	1	8.3	0	0.0	0	0.0	12	4.9
All Others	8	21.6	5	13.5	6	16.2	6	16.2	11	29.7	1	2.7	0	0.0	37	15.0
Total	41	16.7	35	14.2	28	11.4	59	24.0	69	28.0	13	5.3	1	0.4	246	100.0

Overall 30.9% of respondents agreed with the proposed service delivery locations in Sutton Coldfield, with 16.7% strongly agreeing and 14.2% somewhat agreeing.

A majority agreement with the proposed service delivery locations was not received for this District.

The Staff / Professionals group had the highest proportion of respondents who strongly agreed with the proposal (25.0% or three respondents), followed by the All Others group (21.6% or eight respondents) (Fig.40).

Figure 40: Proportion of responses to Question 18 by Sutton Coldfield District and key group identifier



The All Others group also had the highest proportion of respondents who strongly disagreed with the proposed service delivery locations (29.7% or 11 respondents) but it was the Parent / Guardian group who most disagreed with the proposal overall (54.3%).

11.4% of respondents neither agreed nor disagreed with the proposal and 5.4% were unsure.

There was one respondent who chose not to answer this question.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 41 shows responses for Sutton Coldfield District by key group identifier.

Table 41: Responses to Question 19 by Sutton Coldfield District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	35	17.8	36	18.3	21	10.7	39	19.8	56	28.4	9	4.6	1	0.5	197	79.8
Staff/Professional	2	15.4	4	30.8	3	23.1	1	7.7	3	23.1	0	0.0	0	0.0	13	5.3
All Others	8	21.6	9	24.3	3	8.1	1	2.7	13	35.1	3	8.1	0	0.0	37	15.0
Total	45	18.2	49	19.8	27	10.9	41	16.6	72	29.1	12	4.9	1	0.4	247	100.0

Overall 38.1% of respondents agreed that the proposed service delivery locations in Sutton Coldfield would enable them to access the services that they require, with 18.2% strongly agreeing and 19.8% somewhat agreeing.

A majority agreement was not received for this proposal in this District.

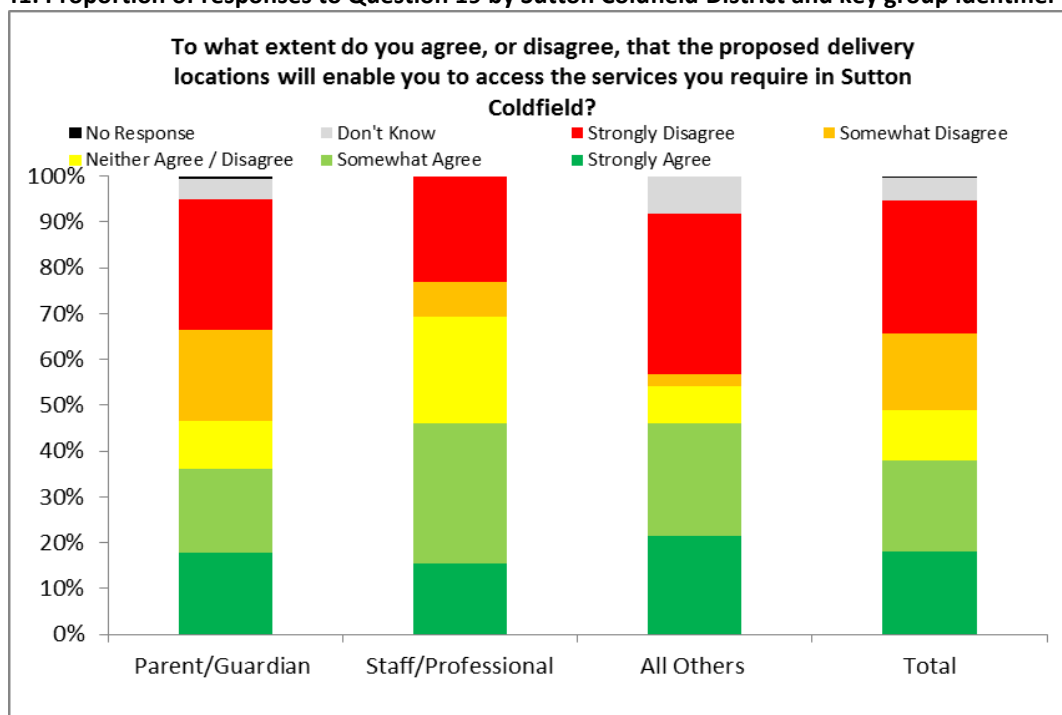
The Staff / Professional group was the most positive about the proposal overall (46.2%) with The All Others group having the highest proportion of respondents who strongly agreed (21.6% or eight respondents) (Fig. 41).

The Parent / Guardian group were the least positive about the proposal overall (48.2%) with the All Others group again have the highest proportion of respondents who strongly disagreed (35.1% or 13 respondents).

10.9% of respondents in Sutton Coldfield neither agreed nor disagree with the proposal.

A further 4.9% of respondents were uncertain about the proposal and one respondent chose not to answer the question.

Figure 41: Proportion of responses to Question 19 by Sutton Coldfield District and key group identifier



This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

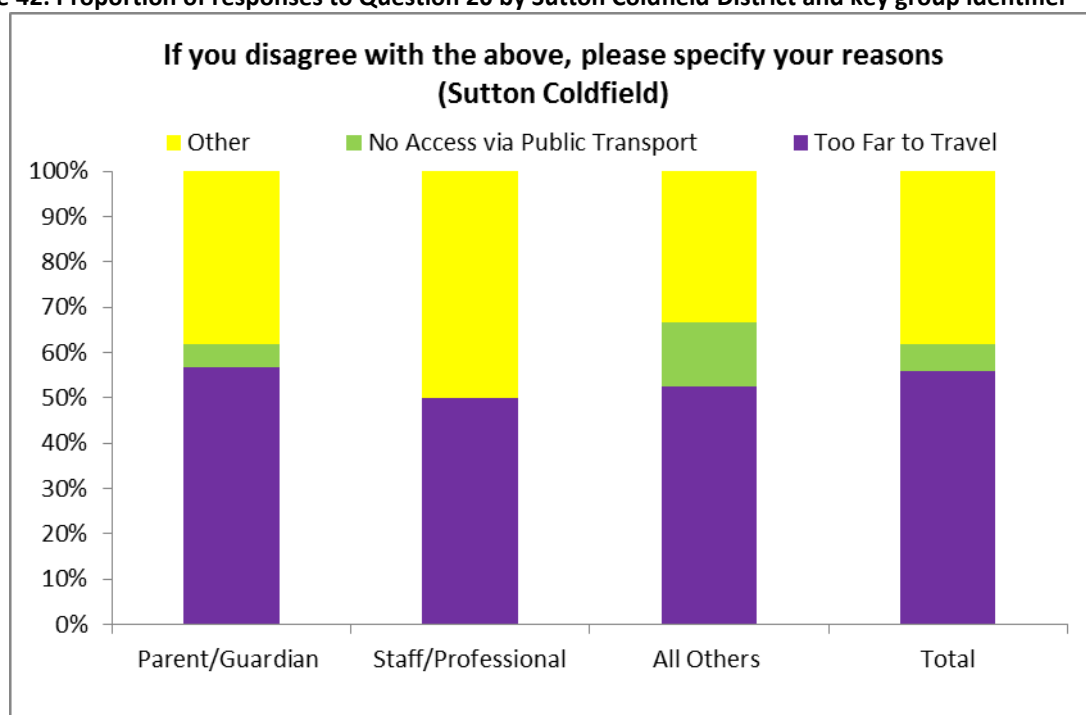
Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 42 shows responses for Sutton Coldfield District by key group identifier.

Table 42: Responses to Question 20 by Sutton Coldfield District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	77	56.6	7	5.1	52	38.2	136	83.4
Staff/Professional	3	50.0	0	0.0	3	50.0	6	3.7
All Others	11	52.4	3	14.3	7	33.3	21	12.9
Total	91	55.8	10	6.1	62	38.0	163	100.0

The majority of respondents that disagreed with the proposal indicated that they did so because the proposed locations were too far to travel (55.8%). This was particularly true for the Parent/ Guardian group (56.6%) (Fig. 42).

Figure 42: Proportion of responses to Question 20 by Sutton Coldfield District and key group identifier



Sutton Coldfield Summary

A majority agreement was not received for the proposed service delivery locations in Sutton Coldfield District and respondents did not feel that the delivery locations would enable them to access the services that they required in the area.

Yardley

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 43 shows responses for Yardley District by key group identifier.

Table 43: Responses to Question 18 by Yardley District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	30	16.5	36	19.8	20	11.0	24	13.2	67	36.8	5	2.7	0	0.0	182	82.4
Staff/Professional	0	0.0	3	16.7	2	11.1	1	5.6	12	66.7	0	0.0	0	0.0	18	8.1
All Others	4	19.0	3	14.3	3	14.3	2	9.5	6	28.6	3	14.3	0	0.0	21	9.5
Total	34	15.4	42	19.0	25	11.3	27	12.2	85	38.5	8	3.6	0	0.0	221	100.0

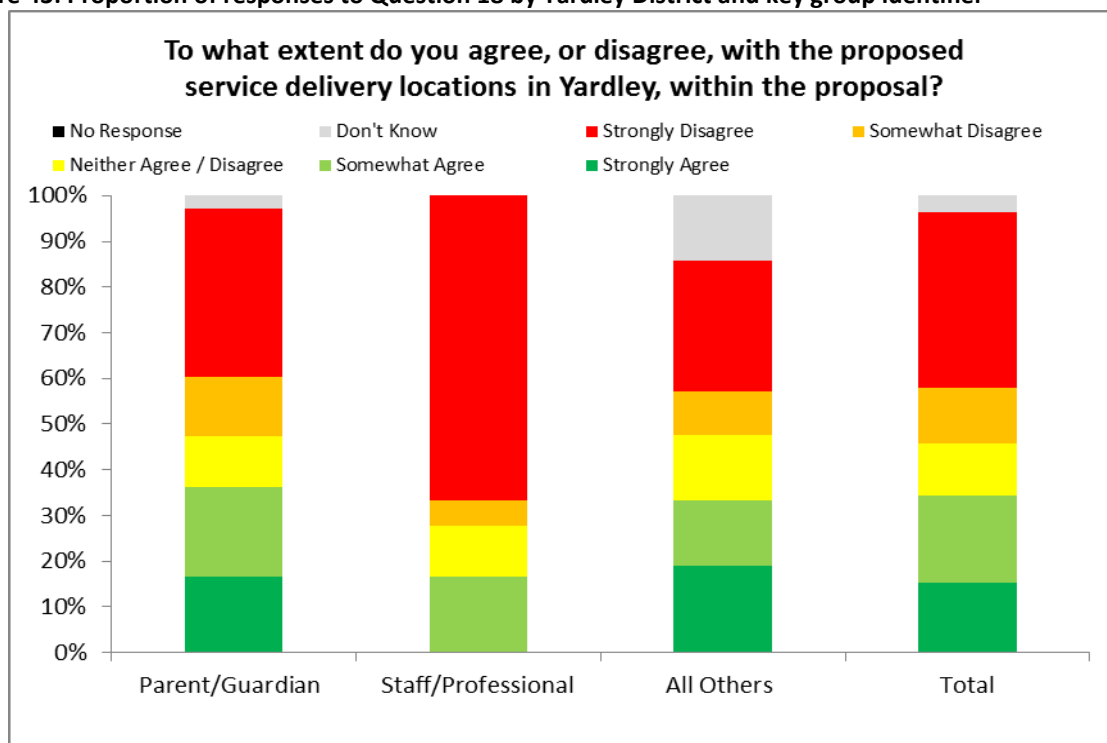
Overall 34.4% of respondents agreed with the proposed service delivery locations in Yardley District, with 15.4% of respondents strongly agreeing with the proposal and 19.0% somewhat agreeing.

There was not a majority agreement to this proposal in Yardley District.

The Parent / Guardian group were the most positive about the proposal of the three groups with 36.3% of respondents in agreement overall (Fig. 43). The All Others group had the highest proportion of respondents who strongly agreed with the proposal (19.0% or 4 respondents).

The Staff / Professionals group were the group least in agreement overall (72.2%) and were also the group with the highest proportion of respondent who strongly disagreed with the proposal (66.7% or 12 respondents).

Figure 43: Proportion of responses to Question 18 by Yardley District and key group identifier



11.3% of respondents in Yardley District neither agreed nor disagreed with the service delivery location proposal and 3.6% who were uncertain. The 'No Response' level for this question was zero – all respondents answered.

This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 44 shows responses for Yardley District by key group identifier.

Table 44: Responses to Question 19 by Yardley District and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	40	22.0	35	19.2	29	15.9	12	6.6	61	33.5	5	2.7	0	0.0	182	82.4
Staff/Professional	0	0.0	3	16.7	1	5.6	1	5.6	13	72.2	0	0.0	0	0.0	18	8.1
All Others	6	28.6	4	19.0	4	19.0	0	0.0	5	23.8	2	9.5	0	0.0	21	9.5
Total	46	20.8	42	19.0	34	15.4	13	5.9	79	35.7	7	3.2	0	0.0	221	100.0

Overall 39.8% of respondents agreed that the proposed delivery locations would enable them to access the services they require in Yardley District, with 20.8% of respondents strongly agreeing and 19.0% of respondents somewhat agreeing.

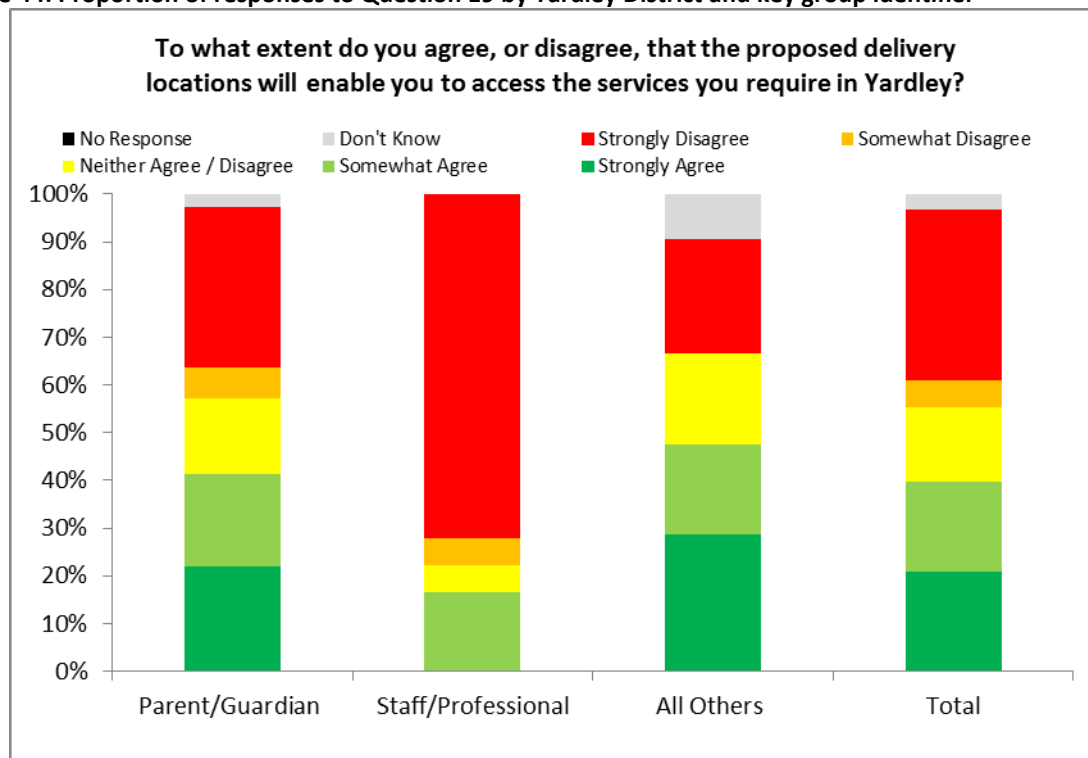
There was not a majority agreement to this proposal in Yardley District.

The All Others group were the most supportive of the proposal overall (47.6%) and also had the highest proportion of respondents who strongly agreed (28.6% or 6 respondents).

The Staff / Professional group were least supportive of the proposal overall (77.8%). This group also had the highest proportion of respondents who strongly disagreed with the proposal (72.2% or 13 respondents).

15.4% of respondents in Yardley neither agreed nor disagreed with the proposal.

Figure 44: Proportion of responses to Question 19 by Yardley District and key group identifier



3.2% of respondents in Yardley District were uncertain about the proposal.

This question did not have a comment section.

Question 20: If you disagree with the above, please specify your reasons.

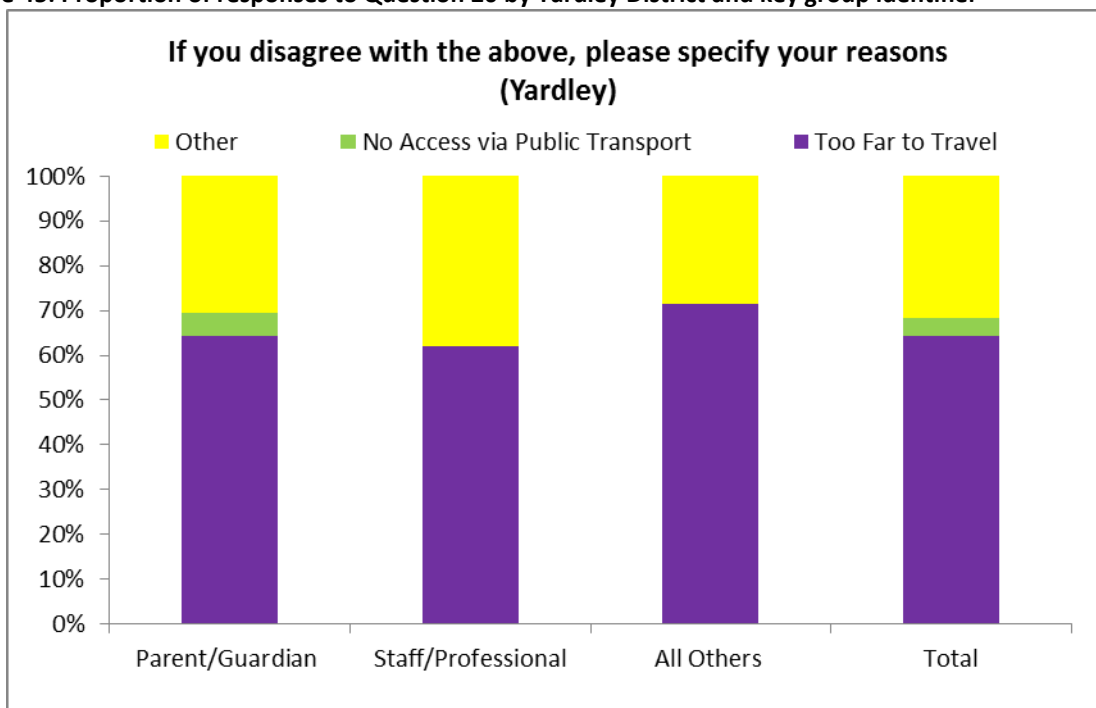
Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 45 shows responses for Yardley District by key group identifier.

Table 45: Responses to Question 20 by Yardley District and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	61	64.2	5	5.3	29	30.5	95	77.2
Staff/Professional	13	61.9	0	0.0	8	38.1	21	17.1
All Others	5	71.4	0	0.0	2	28.6	7	5.7
Total	79	64.2	5	4.1	39	31.7	123	100.0

The majority of respondents who disagreed with the proposal indicated that they did so because they felt that the locations may be too far to travel (64.2%). This was particularly true for the All Others group (71.4%) (Fig. 45).

Figure 45: Proportion of responses to Question 20 by Yardley District and key group identifier



Yardley Summary

A majority agreement was not received for the proposed service delivery locations in Yardley District and respondents did not feel that the delivery locations would enable them to access the services that they required in the area.

All Districts

There were 144 respondents who chose to comment on all District proposals.

Question 18: To what extent do you agree, or disagree, with the proposed service delivery locations in your district, within the proposal?

Respondents were asked to what extent they agreed with the proposed service delivery location for their preferred district. Table 46 shows responses for those who chose to comment on all District proposals by key group identifier.

Table 46: Responses to Question 18 for All Districts and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	17	18.9	10	11.1	6	6.7	10	11.1	29	32.2	18	20.0	0	0.0	90	62.5
Staff/Professional	3	20.0	3	20.0	2	13.3	3	20.0	3	20.0	0	0.0	1	6.7	15	10.4
All Others	11	28.2	2	5.1	6	15.4	5	12.8	10	25.6	4	10.3	1	2.6	39	27.1
Total	31	21.5	15	10.4	14	9.7	18	12.5	42	29.2	22	15.3	2	1.4	144	100.0

Overall 31.9% of respondents who chose to comment on all District proposals were in agreement with the proposed service delivery locations, with one fifth (21.5%) of respondents strongly agreeing and 10.4% somewhat agreeing.

As such, there was not a majority agreement received from respondents commenting on all Districts.

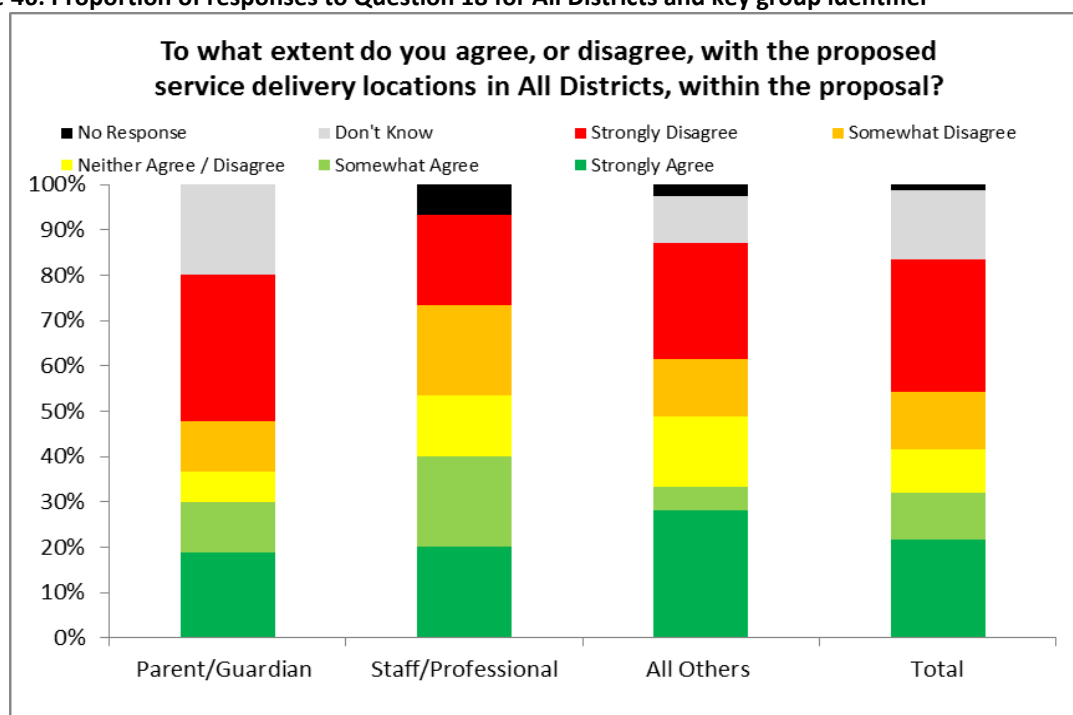
The Staff / Professionals group were most positive about the proposals overall (40.0%), with the All Others group having the highest proportion of respondents who strongly agreed (28.2% or 11 respondents) (Fig. 46).

The Parent / Guardian group were least positive about the proposals overall (43.3%). This group also had the highest proportion of respondents who strongly disagreed with the proposals (32.2% or 29 respondents).

9.7% of respondents who chose to comment on all District proposals neither agreed nor disagreed with the proposals.

This proposal (All Districts) received the highest level of uncertainty through 'Don't Know' responses of all of the District proposal options that could be commented on (15.3%). A further 1.4% of respondents chose not to answer this question.

Figure 46: Proportion of responses to Question 18 for All Districts and key group identifier



This question did not have a comment section.

Question 19: To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

Respondents were asked to what extent they agreed that the proposed service delivery locations would enable them to access the services they required, in their preferred District. Table 47 shows responses for those who chose to comment on all District proposals by key group identifier.

Table 47: Responses to Question 19 for All Districts and key group identifier

Who	Strongly Agree		Somewhat Agree		Neither Agree / Disagree		Somewhat Disagree		Strongly Disagree		Don't Know		No Response		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	21	23.3	10	11.1	10	11.1	13	14.4	22	24.4	13	14.4	1	1.1	90	62.5
Staff/Professional	3	20.0	2	13.3	4	26.7	4	26.7	1	6.7	1	6.7	0	0.0	15	10.4
All Others	9	23.1	5	12.8	8	20.5	2	5.1	10	25.6	4	10.3	1	2.6	39	27.1
Total	33	22.9	17	11.8	22	15.3	19	13.2	33	22.9	18	12.5	2	1.4	144	100.0

Overall 34.7% of respondents agreed that the proposed delivery locations would enable them to access services that they require across all Districts, with 22.9% of respondents strongly agreeing and 11.8% somewhat agreeing. As such, a majority agreement was not received on this proposal.

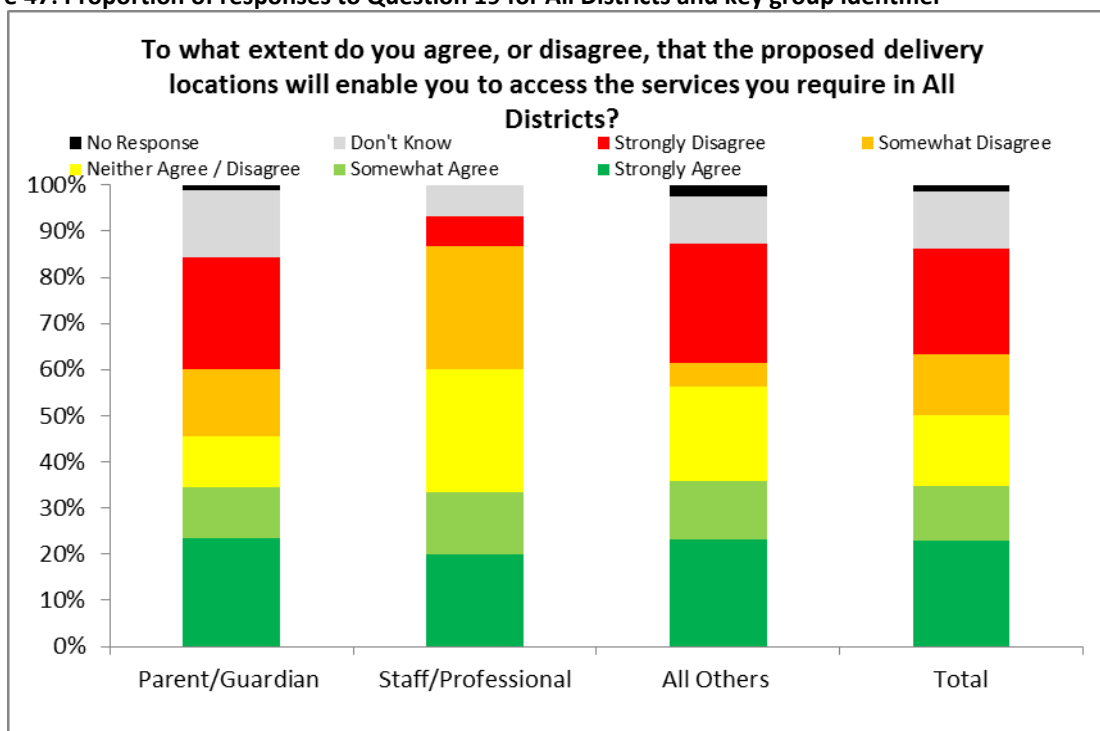
Overall levels of approval were fairly consistent across each of the groups with 35.9% of the All Others group supporting the proposal, followed closely by the Parent / Guardian group (34.4%) and the Staff/ Professional group (33.3%) (Fig. 47).

The Parent / Guardian group had the highest proportion of respondents who strongly agreed with the proposal (23.3% or 21 respondents), only slightly more than the All Others group (23.1% or nine respondents).

The Parent / Guardian group were least in favour of the proposal overall (38.9%) whilst the All Others group had the highest proportion of respondents who strongly disagreed with the proposal (25.6% or ten respondents).

15.3% of respondents for All Districts neither agreed nor disagreed that the proposed delivery locations would enable them to access the services they require.

Figure 47: Proportion of responses to Question 19 for All Districts and key group identifier



There were 12.4% of respondents who were unsure about the proposals and a further 1.4% who chose not to answer the question.

This question did not have a comment section.

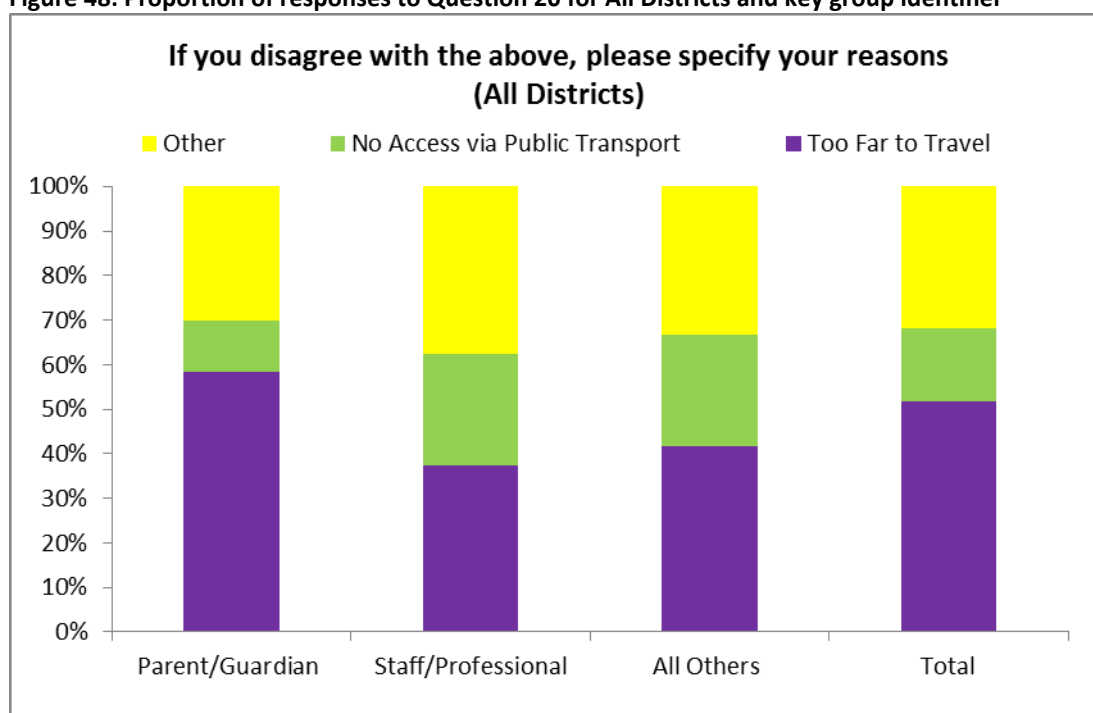
Question 20: If you disagree with the above, please specify your reasons.

Respondents who had expressed their disagreement to the proposals, were asked to specify their reasons. Respondents could identify one or more reason. Table 48 shows responses for those who chose to comment on All District proposals by key group identifier.

Table 48: Responses to Question 20 for All Districts and key group identifier

Who	Too Far to Travel		No Access via Public Transport		Other		Total	
	No.	%	No.	%	No.	%	No.	%
Parent/Guardian	31	58.5	6	11.3	16	30.2	53	62.4
Staff/Professional	3	37.5	2	25.0	3	37.5	8	9.4
All Others	10	41.7	6	25.0	8	33.3	24	28.2
Total	44	51.8	14	16.5	27	31.8	85	100.0

The majority of respondents who disagreed with the proposal indicated that they had done so because they felt that the locations proposed for All Districts may be too far to travel (51.8%). This was particularly true for the Parent / Guardian group (58.5%) (Fig. 48).

Figure 48: Proportion of responses to Question 20 for All Districts and key group identifier


All Districts Summary

A majority agreement was not received for the proposed service delivery locations by respondents who chose to comment on 'All' District proposals. Respondents also indicated that they did not feel that the delivery locations would enable them to access the services that they required.

Question 21: Are there any additional venues that you think we could use for Childrens Community Health and Wellbeing Services in addition to those proposed?

Respondents were asked to identify any additional venues that they thought could be used for Childrens Community Health and Wellbeing Services in addition to those proposed earlier.

A large number of alternative venues were suggested, many of them already in use as actual Childrens Centres or as delivery sites for Childrens Centre services.

Over 40 of the existing Childrens Centre sites were mentioned by respondents, including those proposed to stay fully open, those scheduled to become outreach venues and those proposed to close in the new service delivery model. Nine of these were mentioned more than ten times each:

- Lillian de Lissa (63)
- Bordesley Green East (34)
- Four Oaks, including its current delivery venues (23)
- Allens Croft (20)
- Lakeside (18)
- Summerfield (13)
- Anderton Park (12)
- Muath (11)
- Merrishaw (10)

In addition to these venues, there were five key types of venue suggested by respondents as options that could be used in the new model. Each of these venue types was mentioned more than 20 times:

- Faith, such as church or mosque (63)
- Community centres or organisations, including community cafes and youth centres (62)
- Health centres (37)
- Schools (34)
- Libraries (23)

In supporting these types of venues, respondents felt it was important that venues needed to be local, accessible and within walking distance.

Question 22: Do you have any other comments or suggestions you would like to make?

Respondents were asked whether they had any other comments or suggestions they would like to make in response to the proposed model for the Early Years Health and Wellbeing Consultation.

A total of 842 respondents (43.4%) chose to make other comments or suggestions. Respondents who answered “No” have been excluded.

In relation to the proposed new model, the overall tone of the responses received to this open question was negative. Many respondents are clearly satisfied with the current services they receive, particularly at the Children’s Centres. A smaller number of respondents express scepticism that the new Early Years model is necessary; contending that the proposed restructure

is for financial reasons and will be unable to provide the same or better services to the community. The key concerns about the new service model are that a reduction in service provider locations will reduce accessibility to support, and that cuts to services will have a disproportionate impact on the most vulnerable people thereby increasing inequality in the city. Respondents offer some practical suggestions for the new model as well as theoretical principles to guide change, for example transparency. However, it should be noted that there is likely to be an inherent selection bias in terms of the people who responded to this question with those who are most aggrieved being far more likely to respond.

A number of key themes have been identified through a sample analysis of 500 of the responses. These are summarised below:

Positive view of current model - Almost 45% of respondents to this question expressed a positive view of the existing Early Years model with particular reference to local Children's Centres. This primarily arises from respondents being pleased with the front-line services they have received over the years from their local providers. Users describe their local providers as welcoming, safe and accessible, being effective support networks with a community spirit and having information about a plethora of different issues under one roof. Respondents say that the facilities allow: children to interact with other children and improve their social skills; parents to mix with other parents to reduce anxiety; and elderly people to meet other people leading to reduced feelings of isolation. Tangible examples of providers' successes are outlined, such as children transitioning to school well and improving their numeracy, literacy, social and emotional competencies, individuals coming off medication through support offered and introverts making new friends. Many respondents also highlight that their Children's Centre was rated "outstanding" by Ofsted. In addition, many people highlight that they have a long-term involvement with their provider and have used centres for different needs. Members of staff are described as encouraging and warm, as well as being very knowledgeable about the range of support and resources that can be offered to families. Examples of effective and well-received activities include coffee afternoons, 'Spring to Life', 'Play & Stay' sessions and breastfeeding support. Particularly notable was the frequency of respondents who stated that these providers supported them through challenging periods of their lives, i.e. during post-natal depression, raising disabled children, dealing with own disabilities and during old age. Many respondents felt that their centres provided invaluable support when going through the long process of diagnosing their child's developmental issues, facilitating them to navigate complex systems involving GPs, speech and language therapists and others. Correspondingly, many responses contained highly emotive language, with respondents often referring to their local service provider by name and asking not to close it, describing their feelings as 'sad', 'disappointed' and 'angry'.

Scepticism of true reasons for change - funding versus best interests - Some people 7% of respondents to this question, expressed the view that the new Early Years model is financially motivated, rather than to bring health, education and social care services together and to

improve children's level of development at foundation stage. Some respondents felt that the consultation on the proposed changes had not been advertised well enough, stating that they had only found it by chance. Perhaps understandably, people who felt this way also tended to state that they felt that expressing their views was pointless – feeling that the council has already taken a decision and would not allow the result of the consultation to influence change.

New model reducing accessibility: transport concerns - Transport issues were cited by 13.6% of the sample as a reason for people being opposed to the new model and the associated closures of local providers. Many of these respondents state that current service providers are conveniently located within walking distances to them (note that over 50% of parents/guardians walk to their local provider at present). Accordingly, many were concerned about reduced accessibility if local services are closed down, mainly due to not everybody having access to a car and public transport being impractical/or expensive. Low-income groups, parents with young children, those with disabilities and the elderly were used as examples of people who may struggle to access new services. Some concerns were also raised about parking facilities at the new centres and whether this would be an added expense, further hindering the most deprived from accessing these services. The underlying expressed notion is a belief that replacing the existing providers with the new model will be less effective because of perceived barriers to accessibility; regardless of whether new service model is more integrated, more comprehensive and offers more holistic support than before.

Concerns that changes will disproportionately impact most vulnerable - Another key concern outlined by 14% of the sampled respondents is that proposed changes to Children's Centres and other support services may mean that deprived areas do not get the local support they need. One reason for this concern is the transport and accessibility issues outlined previously. The other factor is a combination of themes 1 and 2 - essentially that providers are currently doing an excellent job at providing guidance and support for local families and that changes to this model combined with financial cuts will mean that new services will not be able to deliver the same range of high quality support services. Consequently concerns were raised that some of the most vulnerable groups will be disproportionately affected by over-subscribed classes and a reduction in activities presently offered, as they have no other feasible options to access this support, leading to increased inequality in the city. Respondents express confusion as to why proposed closures are in areas of high deprivation, in favour of retaining services in more affluent areas. Some respondents voice these concerns but acknowledge that there is potential for a positive outcome; if the centres are managed effectively with enough funds then the integration of services could lead to an improvement in service provision.

Feedback for new structure - Many respondents voice support for the principles of the new model; i.e. that every child should have equal access to services. Similarly, integration between healthcare, education and social care service providers is supported. Perhaps surprisingly, many of the sample respondents considered extended opening hours for services as being unnecessary,

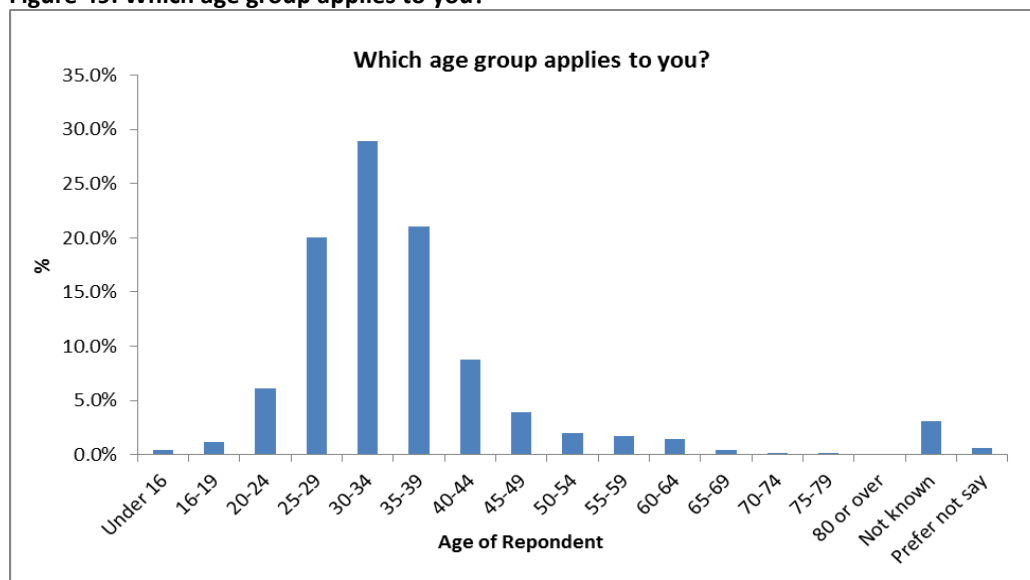
preferring local services with shorter working hours, to services provided further away but with extended hours. In addition, enthusiasm for an increased emphasis on digital support seems lacklustre. Respondents request a greater variety of activities catering for local needs, such as language classes in areas characterised by high immigration. Some respondents also highlighted that staff in current contracts should be employed in the new centres and offered appropriate training. Respondents offered some useful comments on the principles that remodelling changes should be built upon. Namely, that leaders driving through changes should be mindful that these services are vital to many people's health and wellbeing and that their effective delivery can make a huge difference to the quality of their lives. Accordingly, views were expressed that changes should be made with compassion for the plight of underprivileged people in the city and the hardships they face, particularly with respect to decisions about family support, mental health services and children's services as well as relocation away from deprived areas. It is clear that many respondents are satisfied with and reliant on current services and would prefer the new model to build upon the successes of the current provision with a newfound focus on integrating child care, health and education support, rather than starting from scratch. Respondents write that the new model of service should be open and honest, employing staff with appropriate qualifications and experience i.e. that a fully integrated workforce is needed for a fully integrated service. Finally, some respondents highlight the need for clarity during the change process, i.e. keeping the public up to date with decisions to terminate specific services, where service locations will be, when they will open and other similar practical issues, as this will minimise confusion and hopefully maximise engagement with new services.

3.4 Who Responded?

Question 23: What age applies to you?

All age groups were represented in the consultation (Fig. 49). The majority of respondents fell within the 30-34 year age range (28.9%), followed by those aged 35-39 (21.1%) and 25-29 (20.0%).

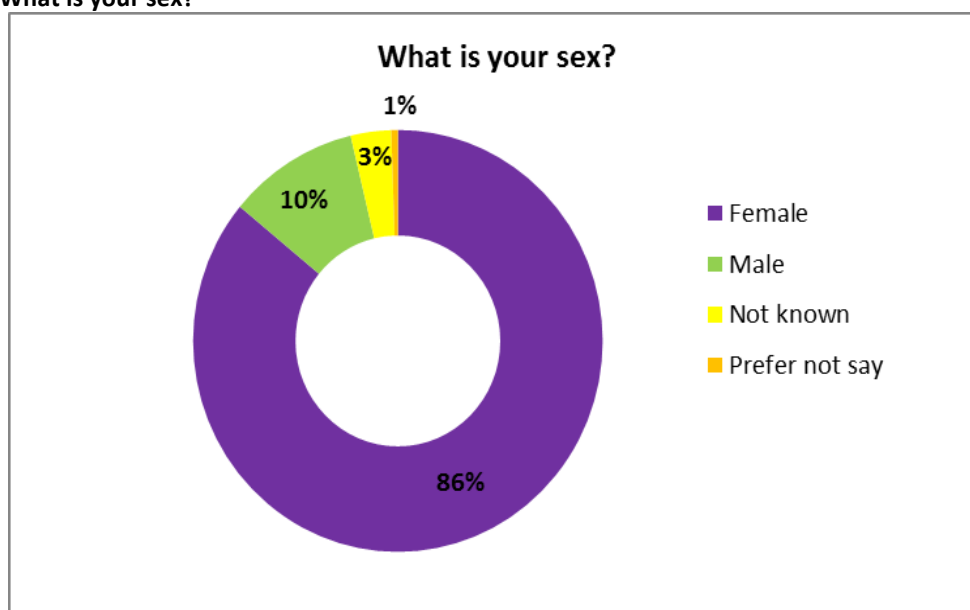
Figure 49: Which age group applies to you?



Question 24: What is your sex?

The majority of respondents were female (86%). One in ten respondents were male (10%) (Fig. 50)

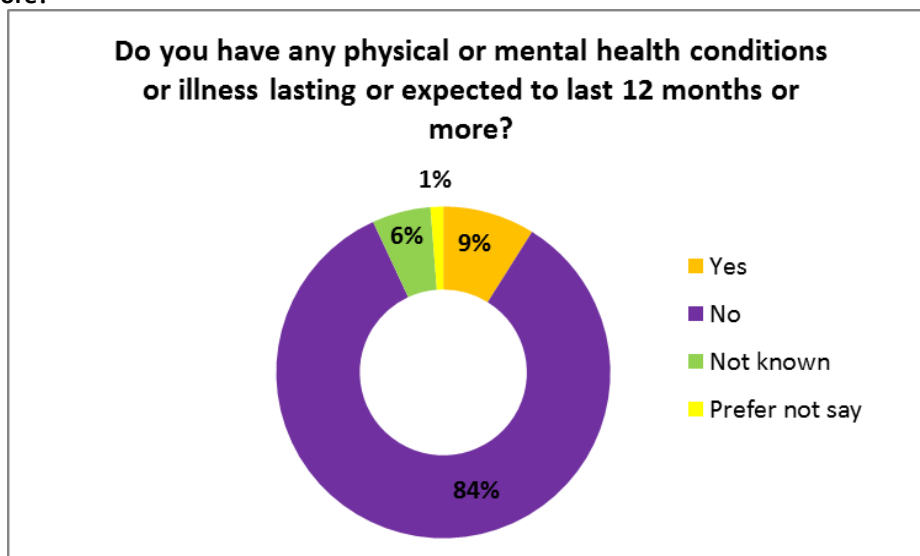
Figure 50: What is your sex?



Question 25: Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

Only 9% of respondents stated that they had a physical or mental health condition or illness lasting or expecting to last 12 months or more (Fig. 51).

Figure 51: Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more?

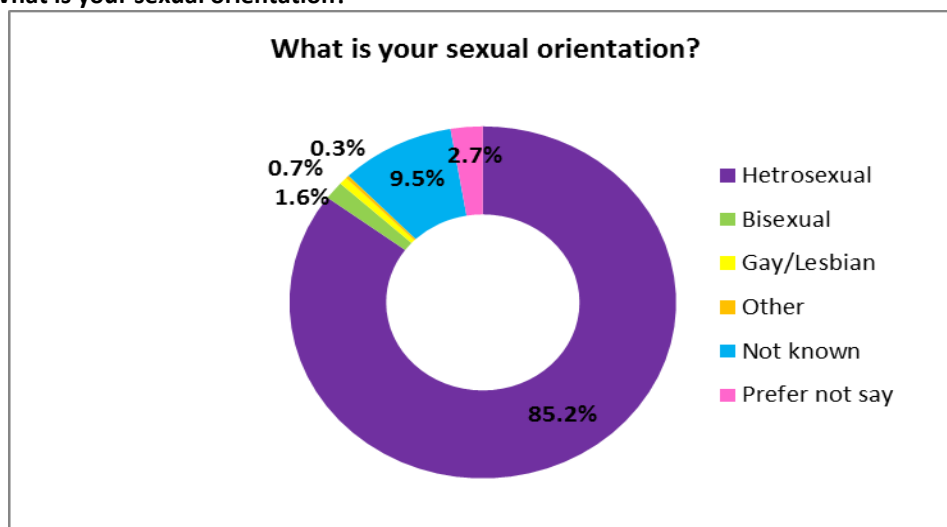


Question 26: What is your sexual orientation?

The majority of respondents were heterosexual (85.2%), followed by bisexual (1.6%). A further 0.7% of respondents were gay or lesbian (Fig. 52).

Almost one in ten respondents (9.5%) chose not to answer this question, with a further 2.7% preferring not to disclose what their sexual orientation was.

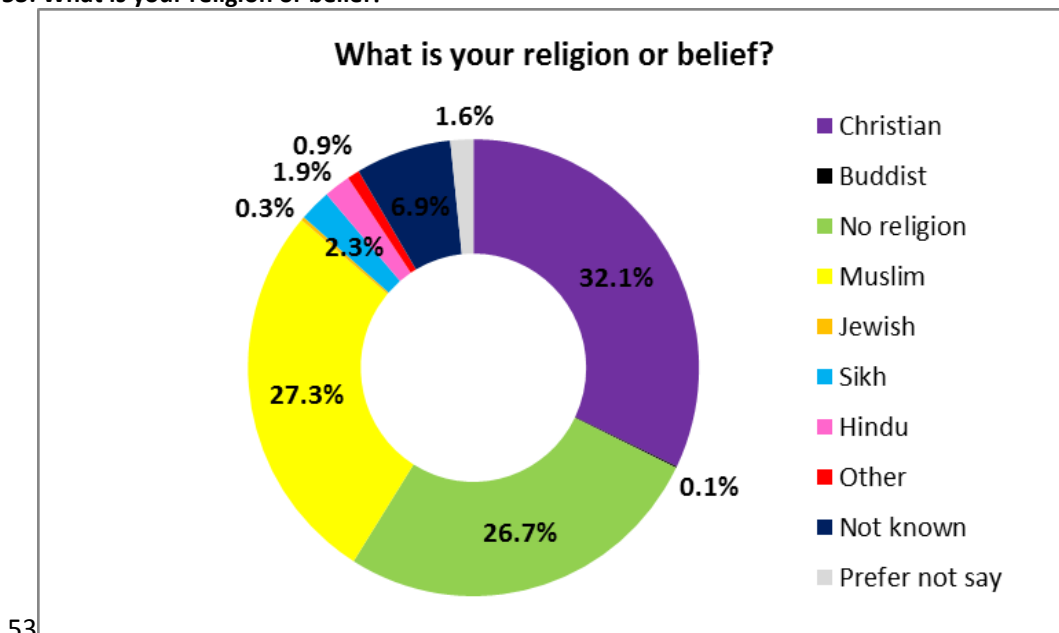
Figure 52: What is your sexual orientation?



Question 27: What is your religion or belief?

The majority of respondents reported that their religion or belief was Christian (32.1%). This was closely by respondents who were Muslim (27.3%), and respondents who were of no religion or belief (26.7%) (Fig. 53).

Figure 53: What is your religion or belief?

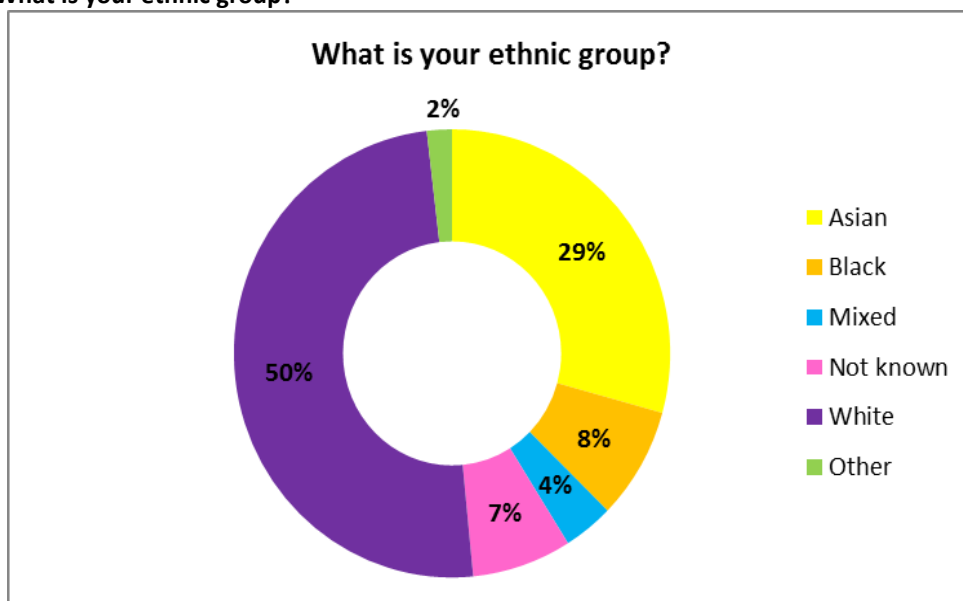


53

Question 28: What is your ethnic group?

Half of respondents selected White (50%) and almost a third (29%) selected Asian as their ethnic group (Fig. 54). Respondents from Black and Mixed ethnic groups made up 8% and 4% respectively of the total. There were 7% of respondents who chose not to answer this question.

Figure 54: What is your ethnic group?



3.5 Consultation Event Feedback

3.5.1 Edgbaston

3.5.1.1 District Consultation Event

The Edgbaston District Consultation Event took place on Friday 30 June at Edgbaston Community Centre.

There were 20 attendees at the event with the following groups/ organisations represented:

- Local families
- Staff from Lillian de Lissa Children's Centre
- Representative from Bethel Doula based in Balsall Heath.

The Edgbaston District Consultation Event feedback summary can be found in Appendix 3.

3.5.1.2 Children's Centre Public Meeting

In addition to the District Event, Lillian De Lissa Children's Centre held a local public meeting on site. This meeting took place on Wednesday 12 July.

There were 45 attendees at the meeting with the following groups / organisations represented:

- Local families
- Local residents
- NHS
- Optima Housing
- Staff from Lillian De Lissa Nursery School

3.5.2 Erdington

3.5.2.1 District Consultation Event

The Erdington District Consultation Event took place on Monday 10 July at Erdington Library.

There were 20 attendees at the event with the following groups/ organisations represented:

- Local families
- Gateway Family Services CIC
- Spurgeons
- KIDS

- West Midlands Police
- Birmingham Community Healthcare NHS Foundation Trust
- Heart of England NHS Foundation Trust
- Staff from Featherstone Children's Centre

The Erdington District Consultation Event feedback summary can be found in Appendix 4.

3.5.2.2 Children's Centre Public Meeting

In addition to the District Event, Lakeside Children's Centre held a local public meeting on site. This meeting took place on Wednesday 16 August.

There were seven attendees at the meeting with the following groups / organisations represented:

- Local families
- Local residents
- West Midlands Police
- Staff from Children Centre in Perry Barr Locality
- Witton Lodge Community Association
- Local MP

3.5.3 Hall Green

3.5.3.1 District Consultation Event

The Hall Green District Consultation Event took place on Monday 14 August at Kings Heath Library.

There were 21 attendees at the event with the following groups/ organisations represented:

- Local families
- Local residents
- Keep our NHS Public
- Health Visiting

The Hall Green District Consultation Event feedback summary can be found in Appendix 5.

3.5.3.2 Children's Centre Public Meeting

No Children's Centres in Hall Green District held a local public meeting on site.

3.5.4 Hodge Hill

3.5.4.1 District Consultation Event

The Hodge Hill District Consultation Event took place on Thursday 13 July at The HUB.

There were 16 attendees at the event with the following groups/ organisations represented:

- Local families
- Family Support worker
- ESOL Teacher
- Named Safeguarding Nurse

The Hodge Hill District Consultation Event feedback summary can be found in Appendix 6.

3.5.4.2 Children's Centre Public Meeting

No Children's Centres in Hodge Hill District held a local public meeting on site.

3.5.5 Ladywood

3.5.5.1 District Consultation Event

The Ladywood District Consultation Event took place on Friday 28 July at Birmingham City Council House.

There were 14 attendees at the event with the following groups/ organisations represented:

- Staff from Six Ways Children's Centre
- Staff from Summerfield Children's Centre
- Staff from St. Thomas Children's Centre
- EDAS Foundation

The Ladywood District Consultation Event feedback summary can be found in Appendix 7.

3.5.5.2 Children's Centre Public Meeting

In addition to the District Event, Summerfield Children's Centre held a local public meeting on site. This meeting took place on Monday 17 July.

There were 30 attendees at the meeting with the following groups / organisations represented:

- Local families
- Staff from Summerfield Children's Centre

3.5.6 Northfield

3.5.6.1 District Consultation Event

The Northfield District Consultation Event took place on Friday 7 July at Northfield Library.

There were 25 attendees at the event with the following groups/ organisations represented:

- Local families
- Local residents
- Staff from Millennium Medical Centre
- Staff from Weoley Castle Children's Centre
- Staff from Frankley Plus Children's Centre
- Northfield Baptist Church
- NHS
- Acacia Family Support
- Local MP
- Gateway Family Services CIC

The Northfield District Consultation Event feedback summary can be found in Appendix 8.

3.5.6.2 Children's Centre Public Meeting

No Children's Centres in Northfield District held a local public meeting on site.

3.5.7 Perry Barr

3.5.7.1 District Consultation Event

The Perry Barr District Consultation Event took place on Tuesday 18 July at Alexander Stadium.

There were five attendees at the event with the following groups/ organisations represented:

- YMCA Representatives (District Manager)
- Staff from Rookery Children's Centre
- The Springfield Project

The Perry Barr District Consultation Event feedback summary can be found in Appendix 9.

3.5.7.2 Children's Centre Public Meeting

No Children's Centres in Perry Barr District held a local public meeting on site.

3.5.8 Selly Oak

3.5.8.1 District Consultation Event

The Selly Oak District Consultation Event took place on Monday 17 July at St Francis Youth and Community Centre.

There were eight attendees at the event with the following groups / organisations represented:

- Health Visitors
- Keep Our NHS Public
- NHS
- Staff from Chinnbrook Children's Centre
- Staff from Maypole Children's Centre

The Selly Oak District Consultation Event feedback summary can be found in Appendix 10.

3.5.8.2 Children's Centre Public Meeting

In addition to the District Event, there were two local public meetings held.

Allens Croft Children's Centre

The local public meeting at Allens Croft Children's Centre took place on Monday 17 July.

There were 40 attendees at the meeting with the following groups / organisations represented:

- Local families who use services at Allens Croft Children's Centre
- Staff from Allens Croft Children's Centre
- Parent Governors
- Local partners including the local Church Group
- Local Councillor

Holy Cross Church

The local public meeting at Holy Cross Church in Yardley Wood took place on Thursday 13 July.

There were seven attendees at the meeting with the following groups / organisations represented:

- Children Centre Manager
- Billesley School Governors
- Local Councillors

3.5.9 Sutton Coldfield

3.5.9.1 District Consultation Event

The Sutton Coldfield District Consultation Event took place on Tuesday 1 August at Mere Green Community Centre.

There were 15 attendees at the event with the following groups/ organisations represented:

- Local families
- Staff from New Hall Children's Centre
- Staff from Holland House Children's Centre
- Staff from Four Oaks Children's Centre

The Sutton Coldfield District Consultation Event feedback summary can be found in Appendix 11.

3.5.9.2 Children's Centre Public Meeting

In addition to the District Event, Four Oaks Children's Centre held a local public meeting on site. This meeting took place on Monday 17 July.

There were more than 80 attendees at the meeting with the following groups / organisations represented:

- Local families who use the services at Four Oaks Children's Centre
- Health Visitors
- Local Councillors

3.5.10 Yardley

3.5.10.1 District Consultation Event

The Yardley District Consultation Event took place on Wednesday 9 August at Acocks Green Library.

There were nine attendees at the event.

The Yardley District Consultation Event feedback summary can be found in Appendix 12.

3.5.10.2 Children's Centre Public Meeting

In addition to the District Event, Bordesley Green East Children's Centre held a local public meeting on site. This meeting took place on Friday 30 June.

There were 50 attendees at the meeting with the following groups / organisations represented:

- Local families that use services at Bordesley Green East Children's Centre
- Staff from Bordesley Green East Children's Centre
- Parent Governors
- Local partners e.g. local School
- Local Councillors
- Local MP

4. Conclusion

Poor social and emotional wellbeing in young children can lead to behaviour and developmental problems and longer term, can impact on their health and wellbeing later through adolescence into adulthood. It is recognised that most opportunities to close the gap in behaviour, social and educational outcomes occur when children are preschool age. Ensuring that children (and their families) who are most likely to experience the poorest outcomes get the help they need early on in their lives is critical to support long lasting, positive health and wellbeing.

Responses to the consultation demonstrate that the provision of Early Years Health and Wellbeing Services is an important issue for Citizens of Birmingham. Overall, levels of agreement to the proposals varied across the city; some areas such as Perry Barr and Hodge Hill feeling strongly that the proposals would meet the needs of children and families in those areas whilst other areas such as Northfield and Yardley were less certain.

Parents held the most definitive views on the proposals whilst staff / professionals were the key identifier group most divided in their responses (Appendix 16, Table 2). Parents were especially clear about their views on proposals for longer opening hours and weekend opening, agreeing strongly that these options would increase their ability to access Early Years Health and Wellbeing services.

The findings and recommendations from the consultation will now be utilised to inform the final operating model presented to Cabinet.

5. Recommendations

The following recommendations are being made in line with key areas of the Early Years Health and Wellbeing Services consultation.

5.1 Citywide Recommendations

Agreement with the proposal to deliver the services as outlined in section 7 of the consultation summary document (appendix 1)

Overall, 51.3% of respondents indicated that they agreed that the services described in Section 7 of the consultation booklet would meet their needs, with 33.1% strongly agreeing and 18.2% somewhat agreeing.

In line with these findings, it is recommended that services are delivered as outlined in Section 7 of the consultation summary document.

Agreement with the proposal to have service delivery locations open between 9am and 5pm

Overall 61.6% of respondents indicated that they agreed with the proposal for service delivery locations across the city to be open between 9am and 5pm, with 38.2% strongly agreeing and 23.4% somewhat agreeing.

In line with these findings, it is recommended that service delivery locations are open between 9am and 5pm.

Agreement with the proposal for longer opening hours between 5pm and 8pm to improve access to services across the city

Overall, 55.6% of respondents indicated that they agreed with the proposal that longer opening hours between 5pm and 8pm would improve their access to services across the city, with 33.8% strongly agreeing and 21.8% somewhat agreeing.

In line with these findings, it is recommended that longer hours are implemented within the new service model to improve access to services across the city.

Agreement with the proposal for weekend opening on either a Saturday or Sunday to improve access to services across the city

Overall, 61.7% of respondents agreed with the proposal that weekend opening on either a Saturday or Sunday would improve their access to services across the city, with 38.0% strongly agreeing and 23.7% somewhat agreeing.

In line with these findings, it is recommended that weekend opening on either a Saturday or Sunday is implemented within the new service delivery model to improve access to services across the city.

5.2 District Recommendations

Edgbaston

Agreement with the proposed service delivery locations within the district

Overall the respondents were split in their agreement for the proposed service delivery locations in Edgbaston with only a very slight variance - 42.5% of respondents were in agreement and 42.9% of respondents did not agree with the proposal. As such, a majority agreement was not received.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in the consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall, 44.0% of respondents agreed that the proposed delivery locations would enable them to access the services that they require within Edgbaston, with 23.9% strongly agreeing and 20.1% somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Edgbaston District.

Erdington

Agreement with the proposed service delivery locations within the district

Overall respondents agreed with the proposed service delivery locations in Erdington District (43.9%) with 24.7% strongly agreeing and 19.3% somewhat agreeing.

In line with these findings it is recommended that the service delivery locations identified for Erdington District are utilised within the new service delivery model.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents agreed that the proposed delivery locations would enable them to access the services that they required in Erdington (46.2%) with 26.9% of respondents strongly agreeing and 19.3% somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Erdington District.

Hall Green

Agreement with the proposed service delivery locations within the district

Overall respondents were in agreement with the proposed service delivery locations for Hall Green (44.7%), with 24.7% strongly agreeing and 20.0% somewhat agreeing.

In line with these findings it is recommended that the service delivery locations identified for Hall Green District are utilised within the new service delivery model.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents were in agreement that the proposed service locations would enable them to access the services they require in Hall Green District (48.5%), with 26.8% strongly agreeing and 21.7% somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Hall Green District.

Hodge Hill**Agreement with the proposed service delivery locations within the district**

Overall respondents were in agreement with the proposed service delivery locations in Hodge Hill District (45.1%), with 34.5% of respondents strongly agreeing and 10.6% somewhat agreeing.

In line with these findings it is recommended that the service delivery locations identified for Hodge Hill District are utilised within the new service delivery model.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents were in agreement that the proposed delivery locations would enable them to access the services they require in Hodge Hill District (47.2%), with 33.1% of respondents strongly agreeing and 14.1% of respondents somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Hodge Hill District.

Ladywood**Agreement with the proposed service delivery locations within the district**

Overall the respondents were split in their agreement for the proposed service delivery locations in Ladywood – 41.9% of respondents were in agreement and equally 41.9% of respondents did not agree with the proposal. 12.3% of respondents neither agreed nor disagreed with the proposal in the area.

As such, a majority agreement was not received for this proposal in Ladywood.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents were in agreement that the proposed service delivery locations would enable them to access the services that they require in Ladywood District (49.2%), with 28.0% of respondents strongly agreeing and 21.2% of respondents somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Ladywood District.

Northfield

Agreement with the proposed service delivery locations within the district

Overall 30.1% of respondents agreed with the proposed service delivery locations for Northfield, with 11.5% of respondents strongly agreeing and 18.6% of respondents somewhat agreeing.

A majority agreement for the proposed service locations was not reached in this District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall, 35.3% of respondents agreed that the proposed delivery locations would enable them to access the services they require in Northfield, with 16.0% of respondents strongly agreeing and 19.2% of respondents somewhat agreeing.

A majority agreement that the proposed locations would enable access to the services required was not received in this District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Perry Barr

Agreement with the proposed service delivery locations within the district

Overall, respondents were in agreement with the proposed service delivery locations in Perry Barr (56.1%), with a quarter of respondents (25.2%) strongly agreeing and almost a third of respondents (30.8%) somewhat agreeing.

In line with these findings it is recommended that the service delivery locations identified for Perry Barr District are utilised within the new service delivery model.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents were in agreement that the proposed delivery locations in Perry Barr would enable them to access the services they require (63.6%), with 29.9% strongly agreeing and 33.6% somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Perry Barr District.

Selly Oak

Agreement with the proposed service delivery locations within the district

Overall respondents were split in their agreement for the proposed service delivery locations in Selly Oak – 41.9% of respondents were in agreement and equally 41.9% of respondents did not agree with the proposal. 11.8% of respondents neither agreed nor disagreed with the proposal in the area. As such a majority agreement was not received on this proposal.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall respondents were in agreement that the proposed service delivery locations in Selly Oak would enable them to access the services that they need (45.2%), with 18.3% of respondents strongly agreeing and 26.9% somewhat agreeing.

In line with these findings, it is recommended that the proposed delivery locations are accepted as accessible options for the provision of services in Selly Oak District.

Sutton Coldfield

Agreement with the proposed service delivery locations within the district

Overall 30.9% of respondents agreed with the proposed service delivery locations in Sutton Coldfield, with 16.7% strongly agreeing and 14.2% somewhat agreeing.

A majority agreement with the proposed service delivery locations was not received for this District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall 38.1% of respondents agreed that the proposed service delivery locations in Sutton Coldfield would enable them to access the services that they require, with 18.2% strongly agreeing and 19.8% somewhat agreeing.

A majority agreement was not received for this proposal in this District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Yardley

Agreement with the proposed service delivery locations within the district

Overall 34.4% of respondents agreed with the proposed service delivery locations in Yardley District, with 15.4% of respondents strongly agreeing with the proposal and 19.0% somewhat agreeing.

There was not a majority agreement to this proposal in Yardley District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall 39.8% of respondents agreed that the proposed delivery locations would enable them to access the services they require in Yardley District, with 20.8% of respondents strongly agreeing and 19.0% of respondents somewhat agreeing.

There was not a majority agreement to this proposal in Yardley District.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

All Districts

Agreement with the proposed service delivery locations within the district

Overall 31.9% of respondents who chose to comment on all District proposals were in agreement with the proposed service delivery locations, with one fifth (21.5%) of respondents strongly agreeing and 10.4% somewhat agreeing.

As such, there was not a majority agreement received from respondents commenting on all Districts.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

Agreement that the proposed locations will enable access to required services within the district

Overall 34.7% of respondents agreed that the proposed delivery locations would enable them to access services that they require across all Districts, with 22.9% of respondents strongly agreeing and 11.8% somewhat agreeing.

As such, a majority agreement was not received on this proposal.

In line with these findings, it is recommended that the delivery locations are reviewed to take account of views expressed in consultation.

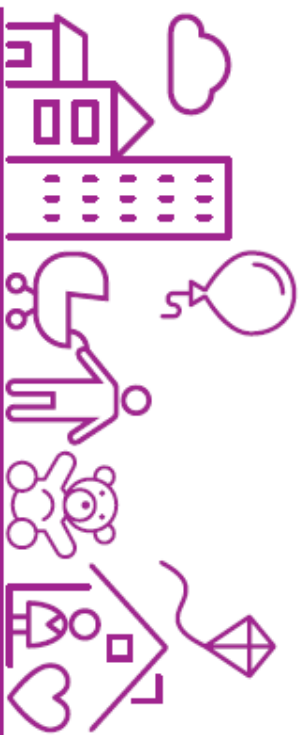
Appendix 1: Consultation Summary Document

Early Years Health and Wellbeing Consultation



19 June - 17 August 2017

The way that we deliver children's centres, health visiting services and parenting support services in Birmingham is changing. Have your say on our proposals for a new service model that will bring these services together, for you, in your local area.



A great city to grow up in



Early Years Health and Wellbeing Consultation

19 June – 17 August 2017

1. Introduction

The way that we deliver children's centres, health visiting services and parenting support services in Birmingham is changing. Have your say on our proposals for a new service model that will bring these services together, for you, in your local area.

Every parent wants the best for their children and Birmingham City Council supports parents and families by offering every child, living in Birmingham, an equal chance to have a really good start in life.

We feel that, one way that this can be achieved is if every child has reached a good level of development by the time they start school.

Early years services offer support to families from the point that a child is conceived up until they start school. These services are available to everyone and are a key component in building healthy and happy families.

Birmingham's early years services offer support to around 100,000 parents and 80,000 children at any one time.

The proposal within this consultation will not effect nursery services or early education provision.

2. Why do we need to change early year's services?

Currently, fewer children in Birmingham have a good level of development just before they start school (known as the foundation stage) than the national average.

This is because, in the past, services such as health, education and social care have not worked well together and we have been improving this.

We have some examples of services that are working well together, providing a good service, and when this happens, more children do well. We want to develop this approach, so that every child has the best chance of a good start in life.

The funds received by the council to provide these services have been significantly reduced, but despite this we feel that our proposals will improve the services for children and families.

3. What has been done so far?

Over the last two years, we have been rethinking the way we deliver support to families and their children during a child's early years.

Between November 2015 and February 2016, we received 3,428 people's views about our plans for the future of early years' services.

We listened to the views of parents, professionals and other residents and have used these to design a description of the service we want to provide in the future (a service specification).

We have followed a formal process to decide who will lead on the delivery of our new proposed service model and this has enabled us to award the contract for the delivery of these services to Birmingham Community Healthcare NHS Foundation Trust in partnership with Barnardo's, Spurgeons Children's Charity (Spurgeons), St Paul's Community Development Trust and The Springfield Project.

4. What you told us during the first consultation



Early Years Health and Wellbeing Consultation 3

The following services were viewed to be the most important:

- High quality advice and information
- Help to access services
- A range of services to meet the needs of local children



People told us it was important to:

- Continue to deliver services of this type in the future
- Keep stay and play services
- Make services welcoming for all, highlighting problems with access for disabled people and fathers, and commenting on the limited opening hours for working parents
- Find ways of better promoting services and enable families to choose where and how they accessed the support they wanted
- Keep the best of the current services and ensure that staff are well trained and knowledgeable

Early Years Health and Wellbeing Consultation 4

5. Why are we consulting with you now?

We have used the feedback we received, during the first stage of consultation, to help us design our new proposed service model. We now have a lot more detail about what this will mean for the way that services are delivered locally and we would like to ask for your opinions on these proposals. Information is provided below about the way we are proposing to deliver services.

6. Next Steps in our Journey

Following the end of this consultation on 17 August 2017 we will consider what you have told us. We will listen to the comments you have made and we will take these into account. Using your views we will make a recommendation to Cabinet in September 2017 on how services will be delivered. Once the Cabinet decision has been made the outcome will be shared with you and we will tell you more about how and when services will change. Until this point you can continue to access services as usual.

7. Our proposed new service model

We are proposing that services are delivered across the 10 districts within the city, because we know that there are differences between the needs of children and families that live in different parts of the city. You will be able to access the services in any of the districts in locations that are convenient for you.

We are also proposing that the number of services and locations for each district is tailored to meet the needs of local parents and children.

Below, is a description of the types of services that we are proposing will be available in every district in Birmingham. We believe our proposals for these services would offer parents greater flexibility and by offering a range of services, in a number of convenient locations, at a time that suits them.

7.1 Children's Health and Wellbeing Services will offer parents access to the following wide range of services:

- Health Visitors
- Well-baby clinics
- Information, advice and guidance
- Breastfeeding support
- Stay and play
- Access to training and employment support
- Parenting support groups and sessions
- Targeted support for families that need it
- Support to access Early Education Entitlement and childcare
- Onward referrals to other services as required i.e. speech and language etc.

The level of services a family receives will vary and be reflective of their needs at that time.

Children's Health and Wellbeing Services will be open from 9am-5pm Monday to Friday. Extended opening hours from 5pm-8pm in the evening be available at least once a week and one weekend a month, either Saturday or Sunday, where local parents need and use them most.

7.2 Children's Community Health and Wellbeing Services can offer parents the full range of services listed below:

- Health Visitors
- Well-baby clinics
- Information, advice and guidance
- Breastfeeding support
- Stay and play
- Access to training and employment support
- Support to access Early Education Entitlement and childcare
- Targeted support for families that need it
- Parenting support groups and sessions
- Onward referrals to other services as required i.e. speech and language etc.

These services will be delivered on a sessional basis (i.e. three hour weekly sessions) in a number of other locations within the local community. Local parents will help to identify convenient locations for these sessions which could include places like churches, mosques, community centres or health centres. The sessions will be well advertised and will be held at regular times each week.

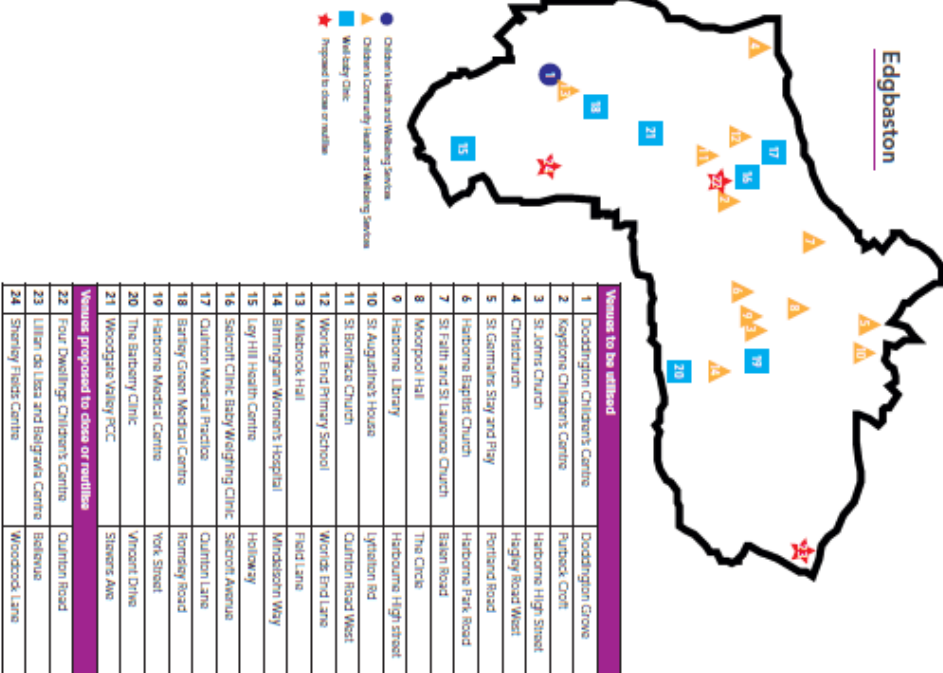
7.3 Well baby Clinics will be run by Health Visitors at a number of GP practices and health centres across the city. These clinics will provide parents with additional opportunities to access support on a number of issues, for example the health and development of babies, and children.

7.4 Easy and instant access to advice and information

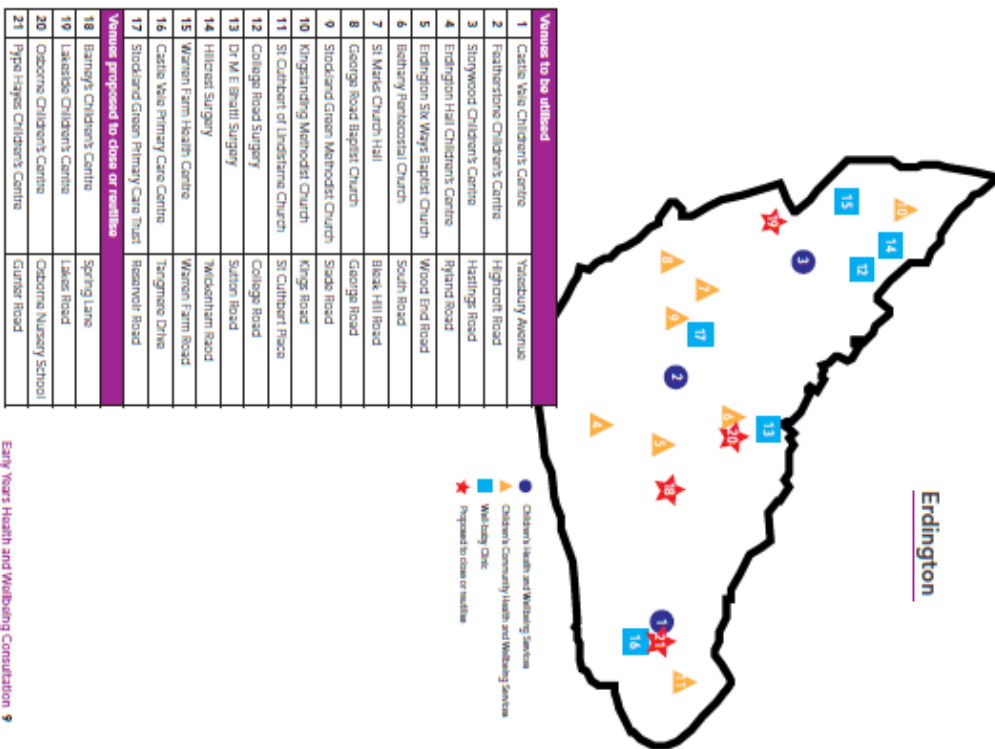
We are proposing developing alternative ways that parents can access accurate advice and information which will provide flexible and instant access, when and where they need it.

- **Baby Check App** – contains 19 simple checks which test for different symptoms or signs of illness, the app will help parents to decide whether their baby needs to visit a doctor
- **Phone line** – a telephone helpline to provide instant advice to those who cannot, or do not need to, travel to a centre for help and advice. This will operate from 9am to 5pm Monday-Friday and will be staffed by a trained Health Visitor
- **Facebook page** – providing parents with a useful resource of information with links to the website, as well as promoting public health messages
- **Website** – will provide information on the services available for each district as well as providing information and promoting public health messages

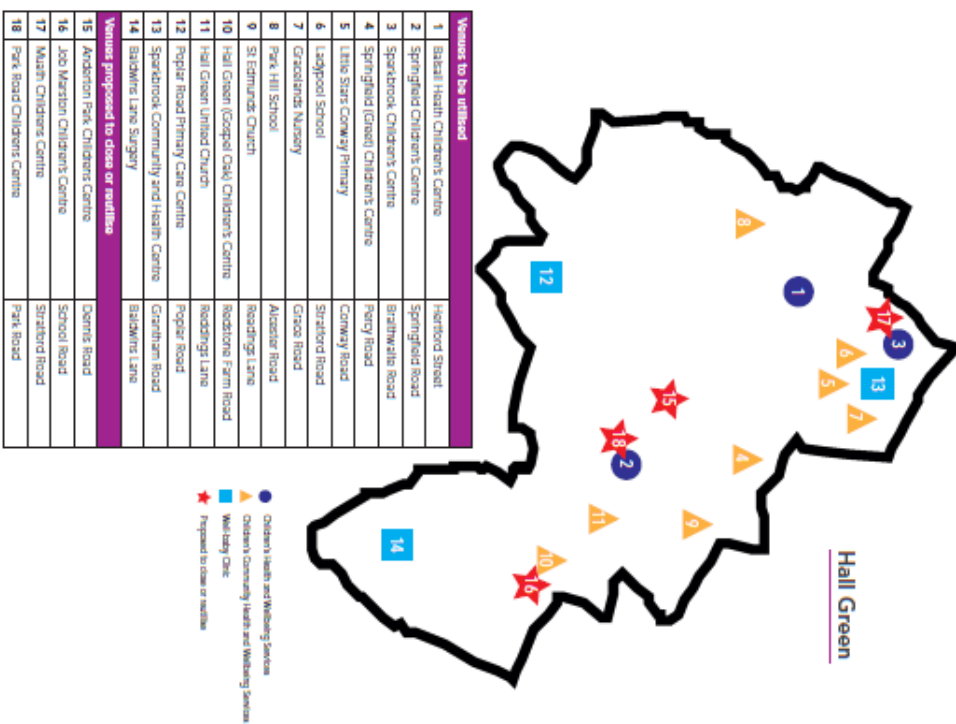
8. Proposed delivery locations by district



8. Proposed delivery locations by district

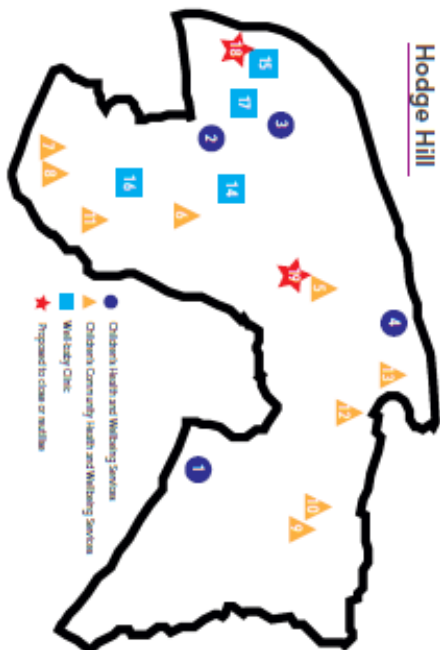


8. Proposed delivery locations by district



8. Proposed delivery locations by district

Hodge Hill

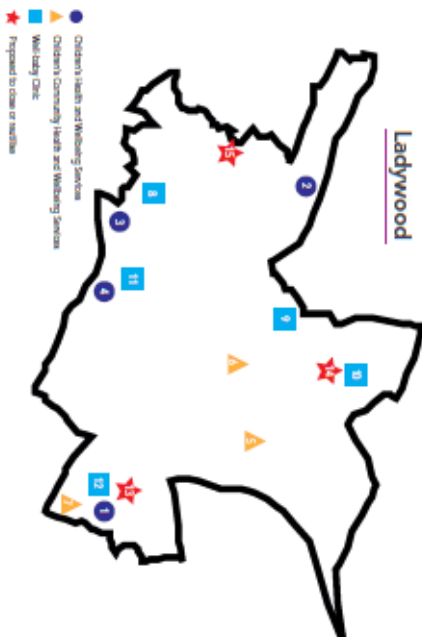


Venues to be utilised	
1	Kids Green and Shard End Children's Centre
2	Anthony Road Children's Centre
3	Highfield (Dyson Gardens) Children's Centre
4	Tame Valley Children's Centre
5	Wand End Children's Centre (Surrey End)
6	Sally Well Being Centre
7	Community Lodge Children's Centre
8	Kingsland Centre
9	Welcome Change Community Centre
10	Shard End Library
11	Sturtevant School
12	Blue Cross Church
13	St Wilfred's Community Centre
14	Fernbank Medical Centre
15	Greenfield Medical Practice
16	Cornia Practice, Yardley Green Medical Centre
17	Wardwood Health Health & Wellbeing Centre
Venues proposed to close or realign	
18	Adelphi Children's Centre
19	Wardwood Health Children's Centre

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8. Proposed delivery locations by district

Ladywood



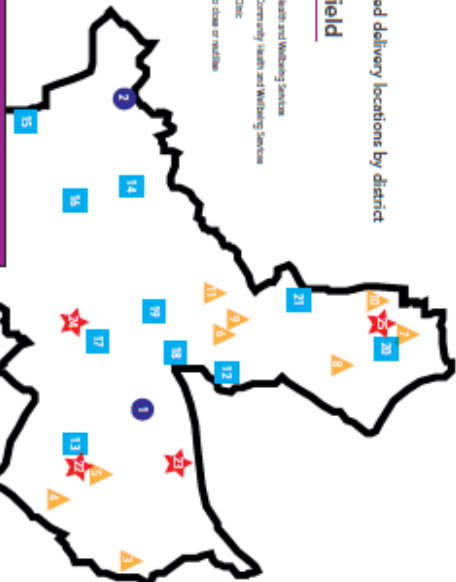
Venues to be utilised	
1	Bertram Children's Centre
2	Soho Children's Centre
3	Ladywood Children's Centre
4	St Thomas Children's Centre
5	Bloomsbury Children's Centre
6	Birmingham Children's Centre
7	Golden Hillock Children's Centre
8	Kings Medical Centre
9	Newtown Health Centre
10	Aston Health Centre
11	Atwood Green Health Centre
12	Small Heath Medical Centre
Venues proposed to close or realign	
13	Bordesley Village Children's Centre
14	Six Ways Children's Centre
15	Summerfield Children's Centre

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8. Proposed delivery locations by district

Northfield

- Children's Health and Wellbeing Service
- ▲ Children's Community Health and Wellbeing Service
- Well-baby Clinic
- ★ Proposed to close or realign

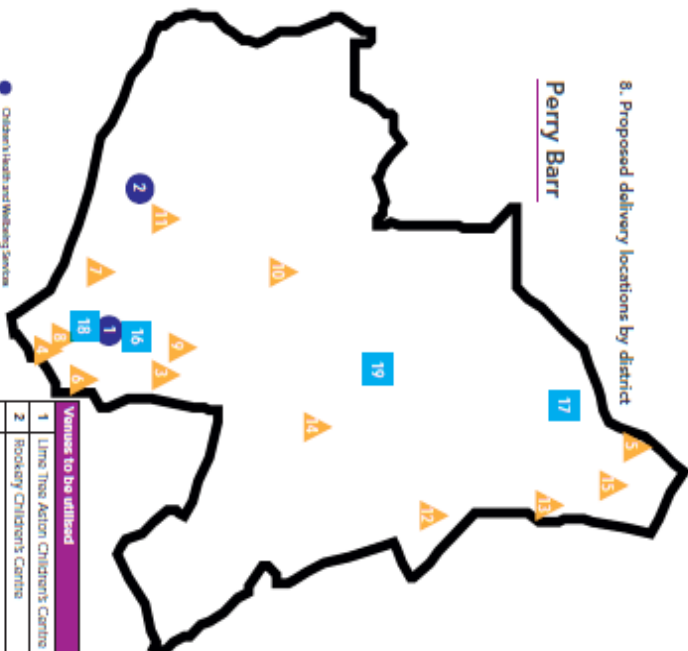


Venues to be utilised	
1	Wyntall Primary School - Children's Centre
2	Frankley Plus Children's Centre
3	Greaves Hall
4	Hawkesley Community Centre
5	Rennell Hill Community Project
6	Northfield Baptist Church
7	Woolley Castle Library
8	Northfield Manor Primary School
9	Holloway Hall
10	St Gabriel's Church
11	Northfield Health Centre
12	Burbury Road Surgery
13	Hawkesley Health Centre
14	Holymoor Health Centre
15	Letch Health Medical Centre
16	Loughridge Methodist Church
17	West Health Primary Care
18	Woodland Road Surgery
19	Northfield Health Centre
20	Millemum Medical Centre
21	Sherley Green Surgery
Venues proposed to close or realign	
22	King's Norton Children's Centre
23	King's Norton Camp Lane Children's Centre
24	Merrishaw Children's Centre
25	Woolley Castle Children's Centre

8. Proposed delivery locations by district

Perry Barr

- Children's Health and Wellbeing Service
- ▲ Children's Community Health and Wellbeing Service
- Well-baby Clinic
- ★ Proposed to close or realign

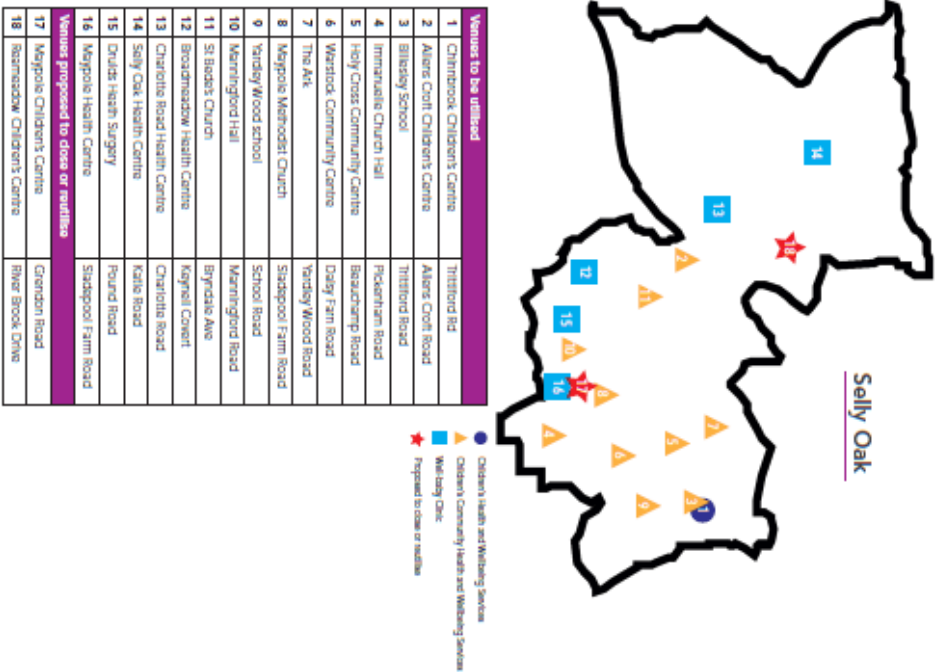


Venues to be utilised	
1	Lime Tree Aston Children's Centre
2	Rookley Children's Centre
3	Birchfield Children's Centre
4	Cherry Tree Children's Centre
5	Sunridge Children's Centre
6	Lapels Methodist Church
7	Angelsley Primary School
8	Angelsley Primary School
9	Westminster Primary School
10	Cherry Orchard Primary School
11	Laural Road Community Sports Centre
12	The Elm Church
13	The Circle Nursery
14	St John The Evangelist
15	St Marks Kingstanding Church
16	Heathfield Family Centre
17	The Oaks Medical Centre
18	Finch Road Primary Care Centre
19	Town Hill Partnership Medical Practice

Early Years Health and Wellbeing Consultation 13

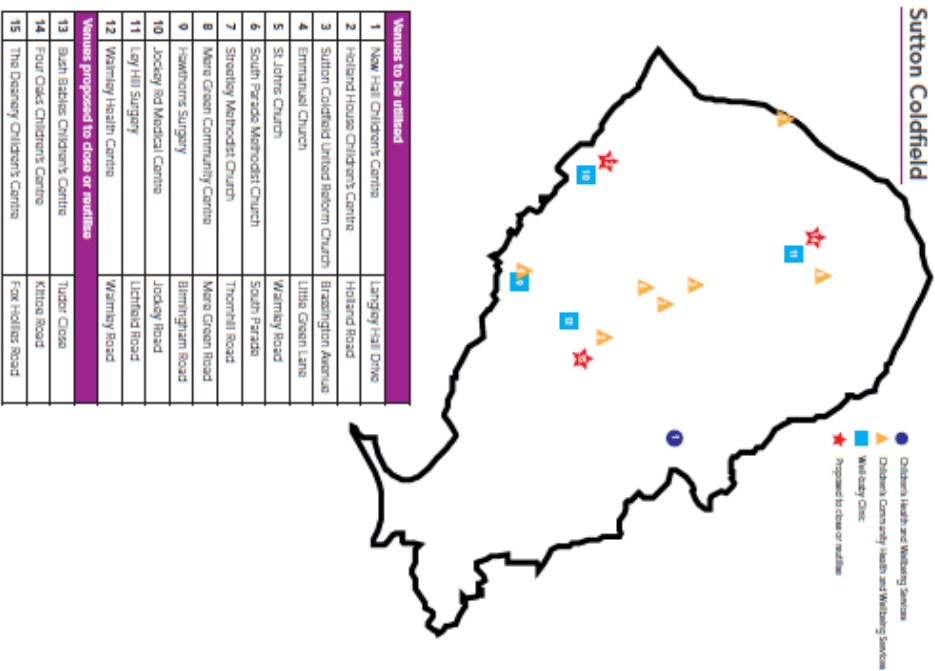
Early Years Health and Wellbeing Consultation 14

8. Proposed delivery locations by district



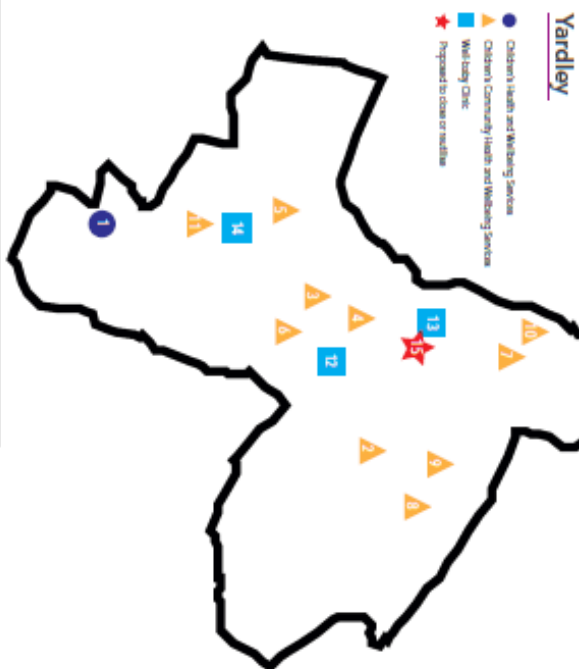
Early Years Health and Wellbeing Consultation 15

8. Proposed delivery locations by district



Early Years Health and Wellbeing Consultation 16

8. Proposed delivery locations by district



Venues to be utilized	
1	Fox Hollies Children's Centre
2	Garnett's Green Children's Centre
3	Oaklands Park Children's Centre
4	Oaks Academy/Hednour Primary School
5	Rodhill Primary School
6	South Yardley Library
7	Stactford Cascades & Leisure centre
8	Stactford Infants School
9	Meashway Community Centre
10	Stactford Baptist Church
11	Gibbstone Primary School
12	Harvey Road Health Centre
13	Richmond Primary Care Centre
14	Acorns Green Medical Centre
Venues proposed to close or reallocate	
15	Bondesley Green East Children's Centre

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Public consultation events

Come along to one of our public consultation events to hear about our proposals and tell us your views:

Edgbaston Date: 30 June 2017 Location: Edgbaston Community Centre Time: 10:30am - 12:30pm	Ladywood Date: 28 July 2017 Location: Birmingham Council House Time: 5:00pm - 7:30pm	Selly Oak Date: 17 July 2017 Location: St Francis Youth and Community Centre Time: 9:30am - 11:30am
Edlington Date: 10 July 2017 Location: Edlington Library Time: 10:30am - 12:30pm	Northfield Date: 7 July 2017 Location: Northfield Library Time: 10:30am - 12:30pm	Sutton Coldfield Date: 21 August 2017 Location: Mere Green Community Centre Time: 10:30am - 12:30pm
Hodge Hill Date: 13 July 2017 Location: The Unity Hub, Ward End Time: 10:30am - 12:30pm	Perry Barr Date: 18 July 2017 Location: Alexander Stadium, Hospitality Suite Time: 10:30am - 12:30pm	Yardley Date: 9 August 2017 Location: Acorns Green Library Time: 10:30am - 12:30pm
Hall Green Date: 10 August 2017 Location: Kings Health Library Time: 10:30am - 12:30pm		

You are welcome to visit any of these sessions regardless of where you live. Places do not have to be booked, but to confirm your attendance please email: earlyyears@birmingham.gov.uk. This consultation runs between 19 June and 17 August 2017.

To find out more and give us your views, please visit:

<https://www.birminghambeheard.org.uk/people-1/eyconsultation>

For a printed copy of the questionnaire:

Email: earlyyears@birmingham.gov.uk

Phone: 0121 303 4255

Early Years Health and Wellbeing Consultation 18

How long does this consultation last?
This consultation starts on 19 June 2017 and ends on 17 August 2017.

How do I take part?
You can complete the questionnaire online or complete a printed questionnaire by the deadline.

- **Completing using a computer/tablet/mobile phone**
You can complete an online questionnaire on the Be Heard website
Visit: <https://www.birminghambeheard.org.uk/people-1/eyconsultation>

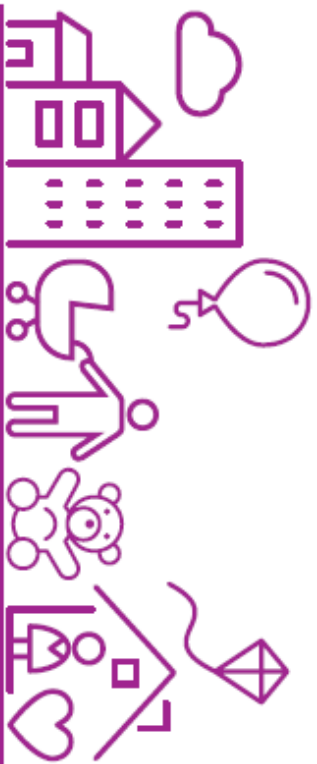
- **Completing a printed questionnaire**
You can pick up a printed copy of the questionnaire from any one of Birmingham's Children's Centres or request a copy to be sent to you by emailing earlyears@birmingham.gov.uk

- **Returning your completed printed questionnaire**
Please complete the questionnaire by 17 August and return it, freepost, to the address below:

Birmingham City Council
FREEPOST RTKR-ARHJ-AZLA
PO Box 16732
Birmingham
B2 2GF

Should you have views that you wish to make us aware of but do not wish to complete the full questionnaire you may either complete a section or send your views to us by email or post.

Any questions about this consultation?
If you have any questions about this consultation please contact us.
Email: earlyears@birmingham.gov.uk



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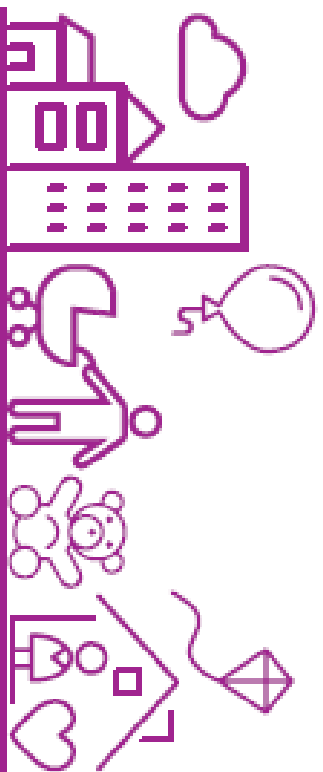
Appendix 2: Consultation Questionnaire

Early Years Health and Wellbeing Questionnaire



19 June - 17 August 2017

Have your say...on our proposals for a new service model that will bring these services together, for you, in your local area.



A great city to grow up in



Early Years Health and Wellbeing Questionnaire

19 June - 17 August 2017

About your current service use

The questions within this section are for us to find out more about you and your current use of services within Birmingham.

1. Of the descriptions below, which best describes you (tick all that apply):

- ☐ A member of the general public
- ☐ Parent, or guardian, of a child aged 0-5
- ☐ Children's Centre staff
- ☐ Friend or relative of a user
- ☐ Local ward councillor/MP
- ☐ Staff member / school governor at a Birmingham school
- ☐ Representative of a partner organisation (please specify below)
- ☐ Prefer not to say
- ☐ Other (please specify below)

2. What is your postcode or which area do you live in (optional)?

3. How old is your youngest child?

2 Early Years Health and Wellbeing Questionnaire

4. Would you describe your child as having health or development needs that would require additional support?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to say

5. If you are a parent, or guardian, of a child aged 0-5 years old have you used Early Years Services?

- ☐ Yes
- ☐ No (go to question 11)
- ☐ Don't know

6. If you above, please tell us about the services you and your family have used in the last 12 months (tick all that apply)

- ☐ Activity groups
- ☐ Walk-baby Clinics
- ☐ Stay and Play Sessions
- ☐ Parenting Support
- ☐ Advice and Guidance
- ☐ Other practice
- ☐ Other (please specify below)
-

7. Of all the services and activities offered, which are the most important to you and your family?

- ☐ Activity groups
- ☐ Walk-baby Clinics
- ☐ Stay and Play Sessions
- ☐ Parenting Support
- ☐ Advice and Guidance
- ☐ Other (please specify below)
-

8. How do you and your family usually travel to services? (tick all that apply)

- ☐ I don't, the service normally comes to my home
- ☐ On foot
- ☐ Bus
- ☐ Train
- ☐ Car
- ☐ Taxi
- ☐ Other (please specify below)
-

9. Which Children's Centres have you visited in the last 12 months, and which ones did you prefer? Tick all that apply for visited (V) and one box only for your preferred Centre (P)

Children's Centres	V	P	Children's Centres	V	P
Adelphi Children's Centre			Kings Norton Camp Lane Children's Centre		
Alston Court Children's Centre			Kings Norton Children's Centre		
Ardenlea Park Children's Centre			Kings Green and St Paul's Children's Centre		
Arbury Road Children's Centre			Ladyswood Children's Centre		
Balsall Heath Children's Centre			Lakeside Children's Centre		
Barons Court Children's Centre			Urban 44 Lion and Pelicans Children's Centre		
Barnes Children's Centre			Long The Children's Centre		
Beechfield Children's Centre			Maypole Children's Centre		
Blossomby Children's Centre			Meridian Children's Centre		
Bradenley Green East Children's Centre			Mead Children's Centre		
Bradenley Village Children's Centre			New Hall Primary and Children's Centre		
Brindley Children's Centre			Oldlands Park Children's Centre		
Brickbale Nursery and Children's Centre			Oldlands Nursery and Children's Centre		
Cardale Villa Children's Centre			Park Road Children's Centre		
Cherry Tree Children's Centre			Queens Village Children's Centre		
Chesham Brook Family & Community Project Children's Centre			Riverside Children's Centre		
Community Lodge Children's Centre (2 branches)			Stokeley Children's Centre		
Crookley Green Children's Centre			Stokeley Park Children's Centre		
Cuddepham Hill Children's Centre			Sea View Children's Centre		
Cuthbertson Children's Centre			Soho Children's Centre		
East Bowling Children's Centre			Sportsbrook Children's Centre		
East Oak Children's Centre			Springfield Children's Centre		
East Hillier Children's Centre			St Thomas Children's Centre		
Eastley Park Children's Centre			Stony Wood School and Children's Centre		
Garrett Green Children's Centre			Surreyfield Children's Centre		
Golden Hillside Children's Centre			Suttonville Children's Centre		
Green Children's Centre			Three Mills Children's Centre		
Hall Green Children's Centre (Open Air)			The Dursley & Perry School and Children's Centre		
Huglefield Children's Centre (Open Garden)			West End Children's Centre (Punches Field)		
Island House Children's Centre			Westwood Heath Children's Centre		
Job Weston Children's Centre			Woolley Dale Children's Centre		
Kingsley Children's Centre			Wyckall Primary School Children's Centre		

10. What is it that you like about your preferred Children's Centre? (tick all that apply)

- ☐ Close to home
- ☐ Close to school / college
- ☐ Close to shops
- ☐ Parking facilities
- ☐ On a convenient bus route
- ☐ The services provided at this Centre
- ☐ I work / volunteer at this Centre
- ☐ Other (please specify below)

Proposed new service model

In this section we will be asking your views on our proposed service model. To help you complete the questions please refer back to sections 7 and 8 from page 5 of the consultation booklet. We will be asking for your views on the services available, locations they are delivered from and the opening hours.

11. To what extent do you agree, or disagree, that the services described in section 7 will meet your needs?

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know

12. Of the range of services detailed in section 7 please tick the services that you feel you would access

- ☐ Health Visitors
- ☐ Well-baby Clinics
- ☐ Information, advice and guidance
- ☐ Breastfeeding Support
- ☐ Stay and play
- ☐ Access to training and employment support
- ☐ Parenting support groups and sessions
- ☐ Targeted support for families that need it
- ☐ Support to access Early Education Entertainment and Children

13. To what extent do you agree, or disagree, with the proposed service delivery locations, across the city, being open between 9am and 5pm?

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know

14. To what extent do you agree, or disagree, that the proposed longer opening hours between 5pm and 8pm would improve your access to services across the city?

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know

15. To what extent do you agree, or disagree, that the proposed weekend opening on either a Saturday or Sunday would improve your access to services across the city?

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know

16. There will be additional methods of providing you with any advice and information in the future, would you utilise any of the following?

Baby Check App

☐ Yes

☐ No

☐ Don't know

Please Use

☐ Yes

☐ No

☐ Don't know

Website

☐ Yes

☐ No

☐ Don't know

☐ Other (please specify below)

Proposed Service Model by District

We are proposing that services are delivered across the 10 districts within the city, because we know that there are differences between the needs of children and families that live in different parts of the city. You will be able to access the services in any of the districts in locations that are convenient for you.

The questions within this section are broken down by district; you can answer the questions on any district(s) that are relevant for you. Please refer to the information and maps in section 8 from page 8 of the consultation booklet.

17. Which of the district proposals would you like to comment on?

☐ Edgbaston

☐ Erdington

☐ Hall Green

☐ Hodge Hill

☐ Ladywood

☐ Northfield

☐ Perry Barr

☐ Selly Oak

☐ Sutton Coldfield

☐ Yardley

☐ All

18. To what extent do you agree, or disagree, with the proposed service delivery locations, in your district, within the proposal?

☐ Strongly agree

☐ Somewhat agree

☐ Neither agree nor disagree

☐ Somewhat disagree

☐ Strongly disagree

☐ Don't know

Early Years Health and Wellbeing Questionnaire

10 Early Years Health and Wellbeing Questionnaire

19. To what extent do you agree, or disagree, that the proposed delivery locations will enable you to access the services you require in your district?

- ☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
☐ Don't know

20. If you disagree with the above, please specify your reasons?

- ☐ Too far for me to travel
☐ Not accessible via public transport
☐ Other (please specify below)

21. Are there any additional venues that you think we could use for Children's Community Health and Wellbeing Services in addition to those proposed?

22. Do you have any other comments or suggestions you would like to make?

Early Years Health and Wellbeing Questionnaire 11

About You

Finally, we would like you to tell us something about you. You do not have to tell us but if you do it will help us to better plan these services to meet your needs.

Data Protection Act 1998

The personal information on this form will be kept safe and is protected by law. You can read more information about data protection on our website: <http://www.birmingham.gov.uk/privacy>

23. Agree: Which age group applies to you?

- ☐ Under 15
☐ 16-19
☐ 20-24
☐ 25-29
☐ 30-34
☐ 35-39
☐ 40-44
☐ 45-49
☐ 50-54
☐ 55-59
☐ 60-64
☐ 65-69
☐ 70-74
☐ 75-79
☐ 80 or over
☐ Prefer not to say

12 Early Years Health and Wellbeing Questionnaire

24. Gender: What is your sex/gender?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

25. Disability: Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

26. Sexual Orientation: What is your sexual orientation?

- ☐ Heterosexual or Straight
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other (please specify below)
-

- ☐ Prefer not to say

27. Religion: What is your religion or belief?

- ☐ No religion
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Any other religion (please specify below)
-

- ☐ Prefer not to say

28. Ethnicity: What is your ethnic group?

Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background

Black or Black British

- ☐ African
- ☐ Caribbean
- ☐ Any other black background

14 Early Years Health and Wellbeing Questionnaire

Dual Heritage

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Dual heritage background

White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group (please specify below)
-

- ☐ Prefer not to say

Thank you for completing the questionnaire.

How long does the consultation last?
The consultation starts on 19 June 2017 and ends on 17 August 2017.

How do I take part?

You can complete the questionnaire online or complete a printed questionnaire and return it by the deadline.

- Completing using a computer/tablet/mobile phone
You can complete an online questionnaire on the Safer Sound website
Visit: <https://www.birminghambeyond.org.uk/people-voice/consultation>

- Completing a printed questionnaire
You can pick up a printed copy of the questionnaire from any one of Birmingham's Children's Centres or request a copy to be sent to you by emailing earlyyears@birmingham.gov.uk

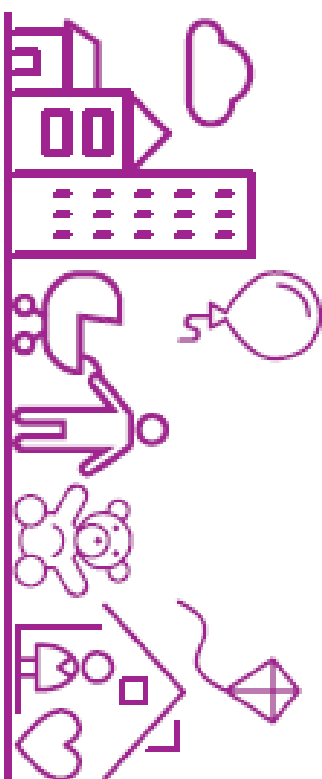
- Returning your completed printed questionnaire
Please complete the questionnaire by 17 August and return it, facepost, to the address below:

Birmingham City Council
FREEPOST E770B-AS7U-AZ1A
PO Box 16732
Birmingham
B2 2QF

Should you have views that you wish to make us aware of but do not wish to complete the full questionnaire you may either complete a section or send your views to us by email or post.

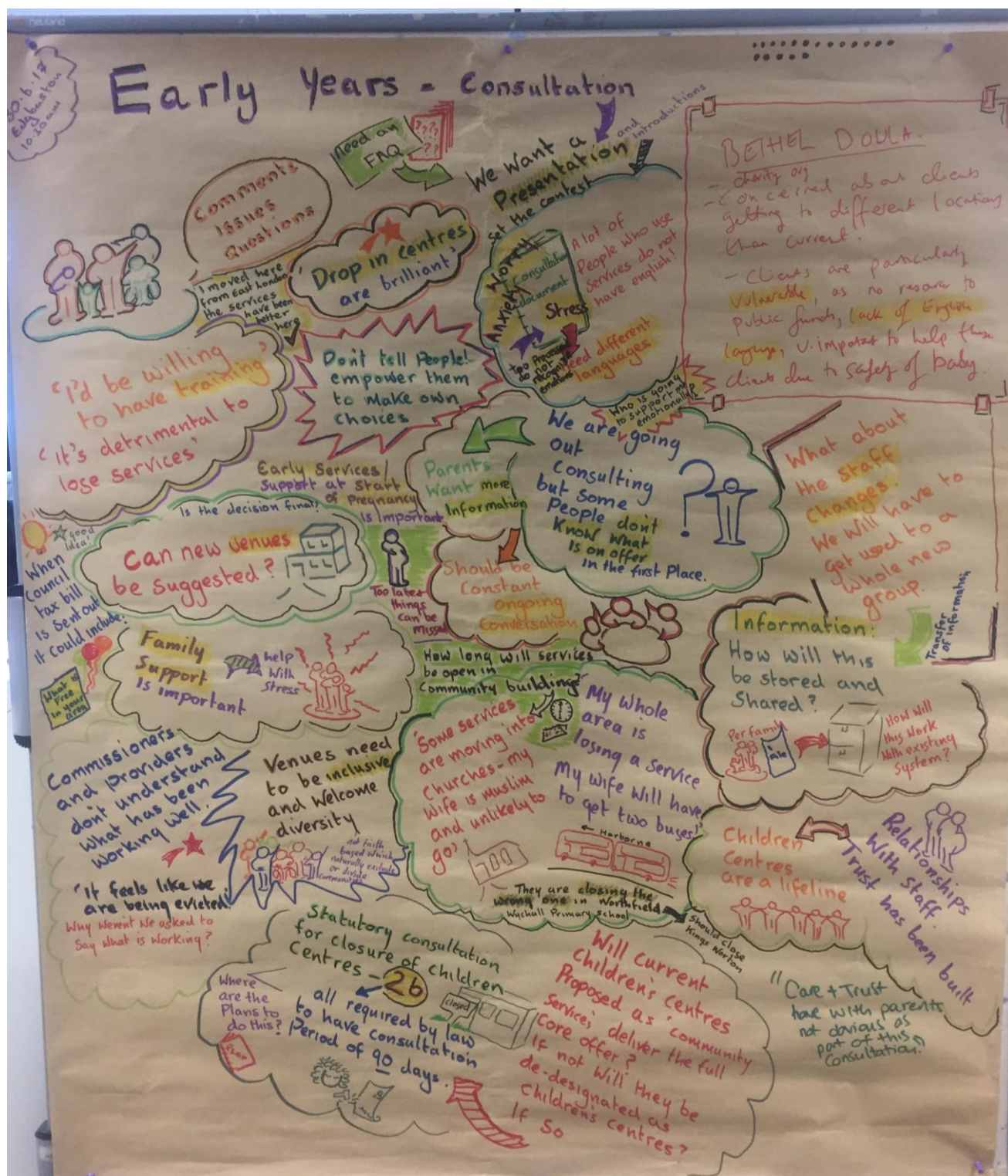
Any questions about this consultation?

If you have any questions about this consultation please contact us.
Email: earlyyears@birmingham.gov.uk
Phone: 0121 303 4225

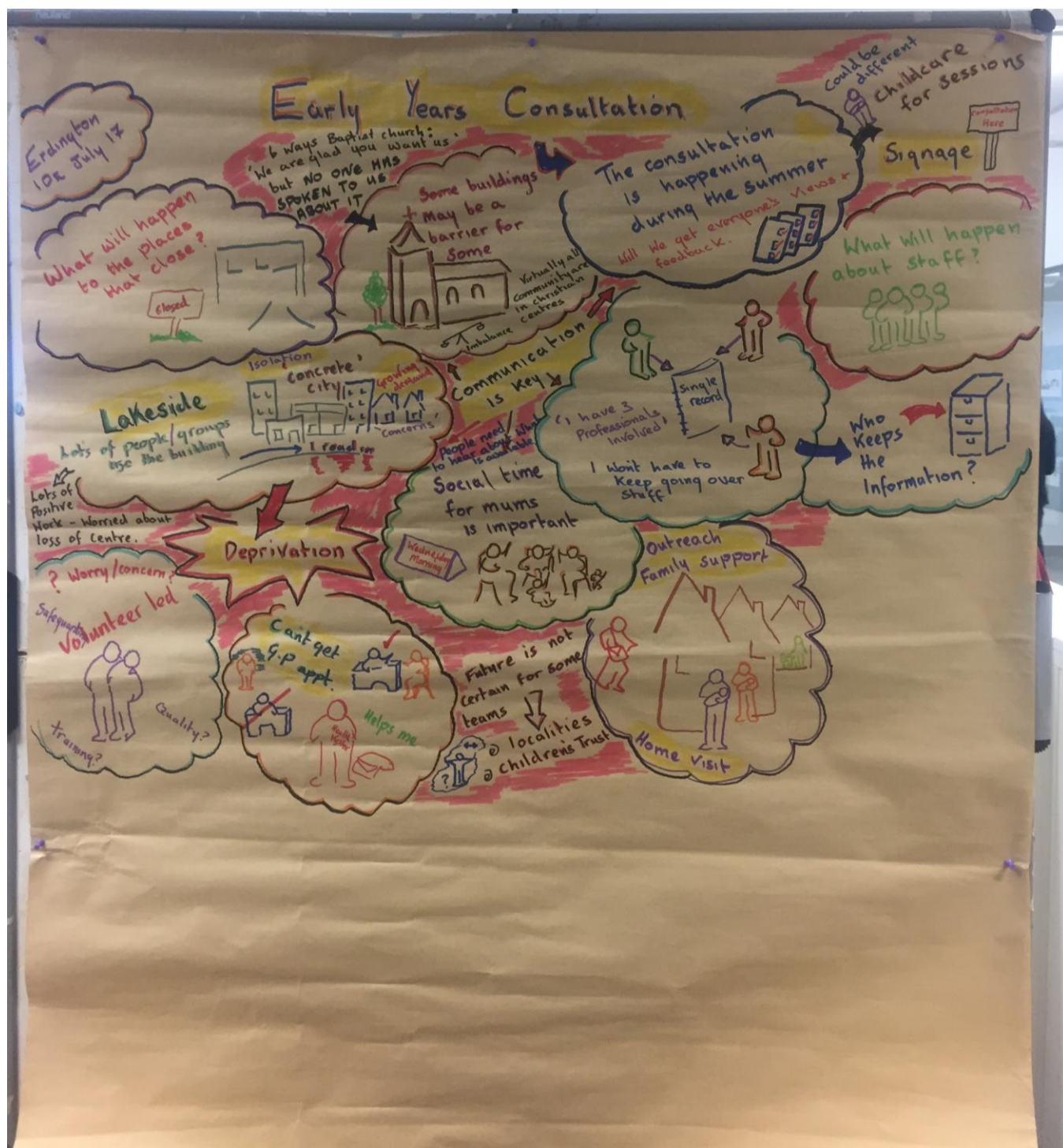


A great city to grow up in

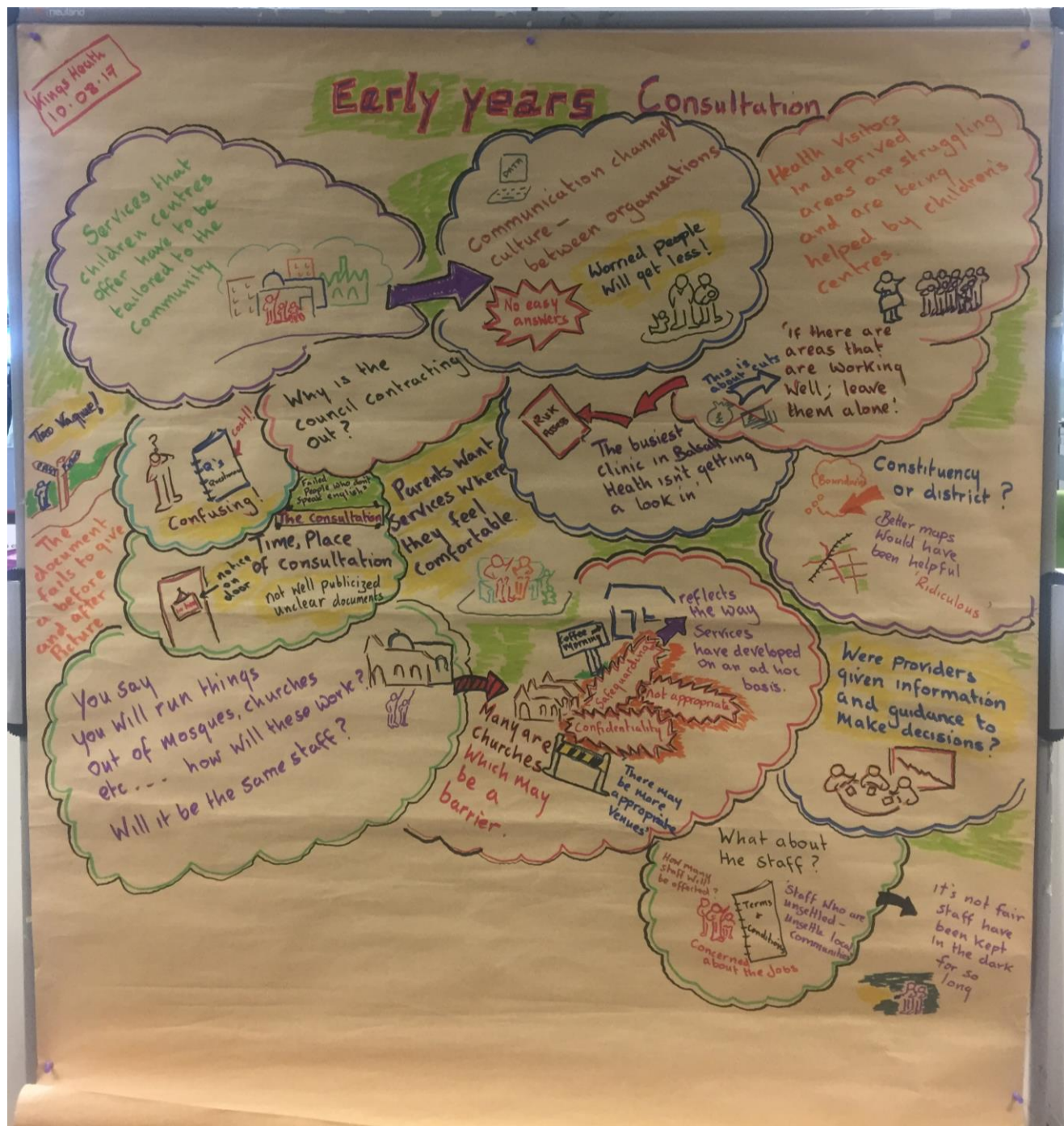
Appendix 3: Edgbaston District Consultation Event Feedback Summary



Appendix 4: Erdington District Consultation Event Feedback Summary



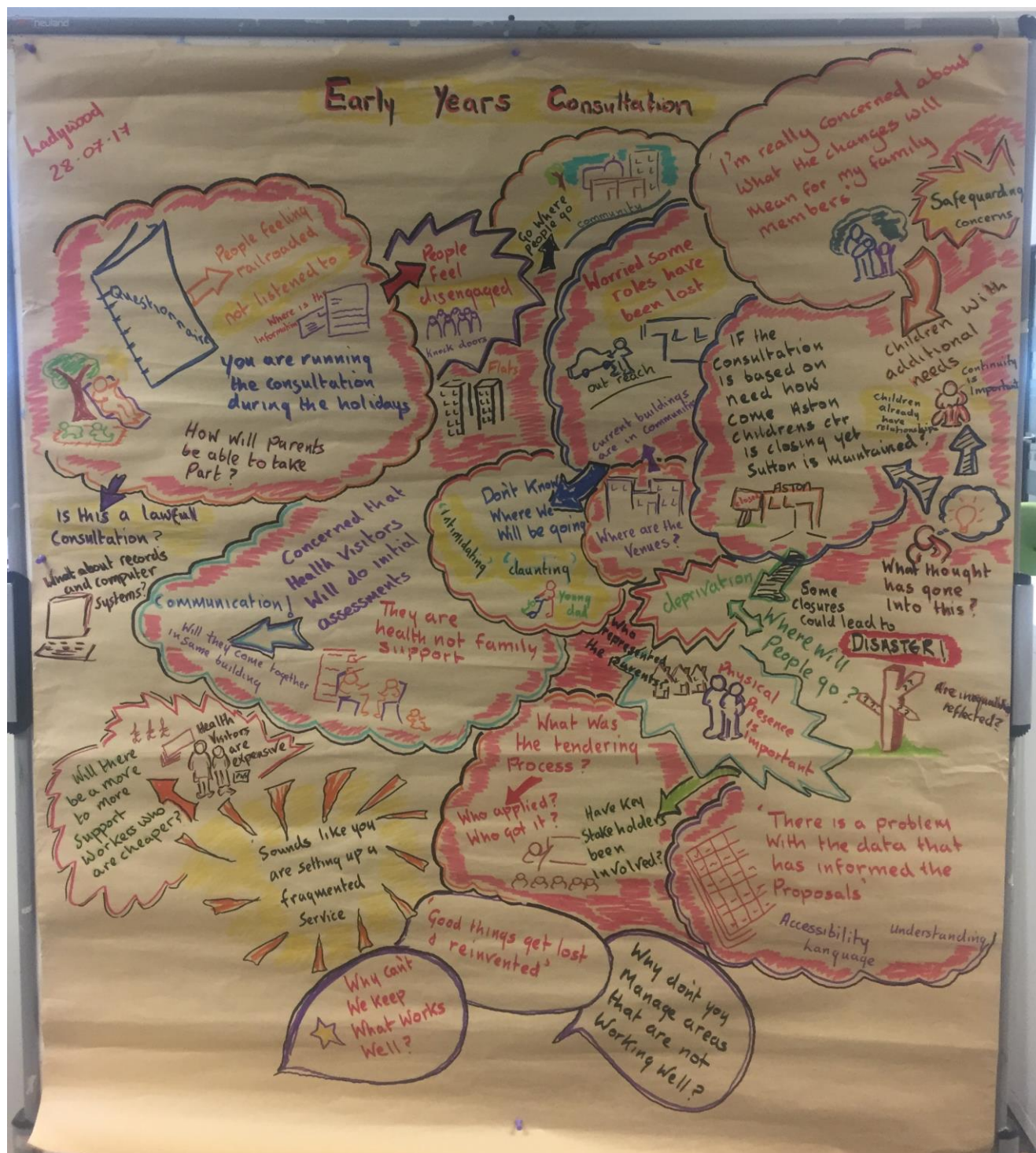
Appendix 5: Hall Green District Consultation Event Feedback Summary



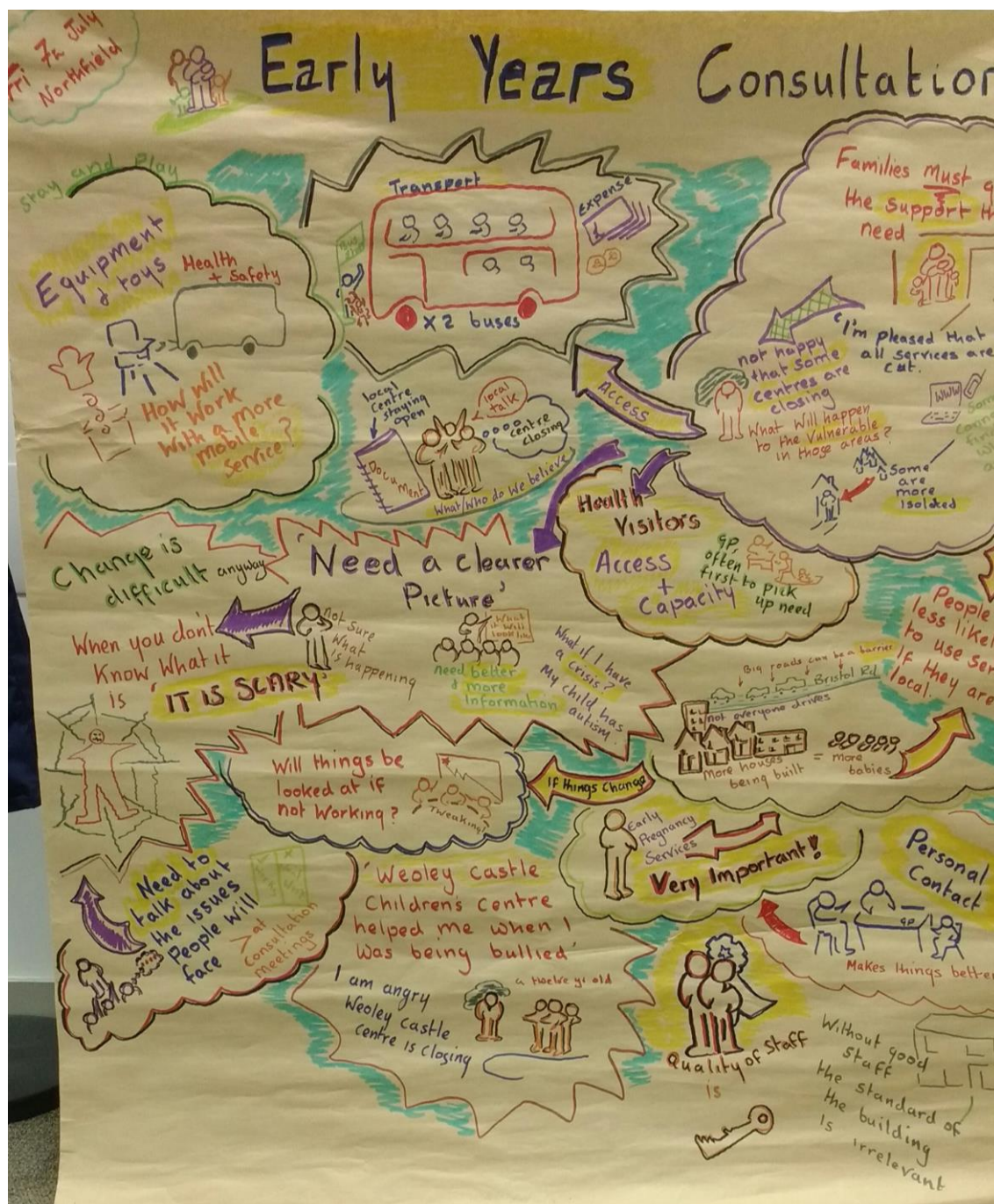
Appendix 6: Hodge Hill District Consultation Event Feedback Summary



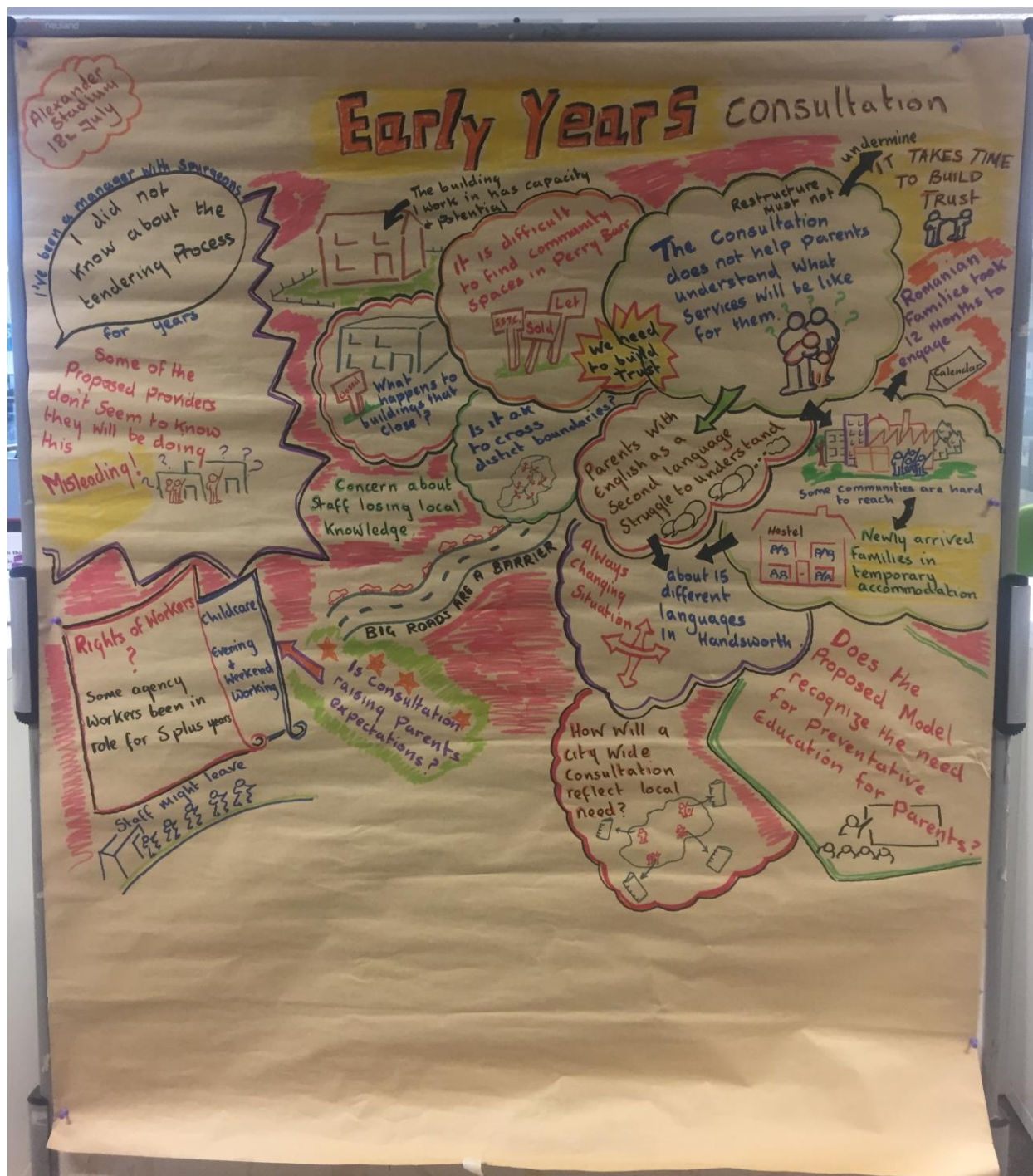
Appendix 7: Ladywood District Consultation Event Feedback Summary



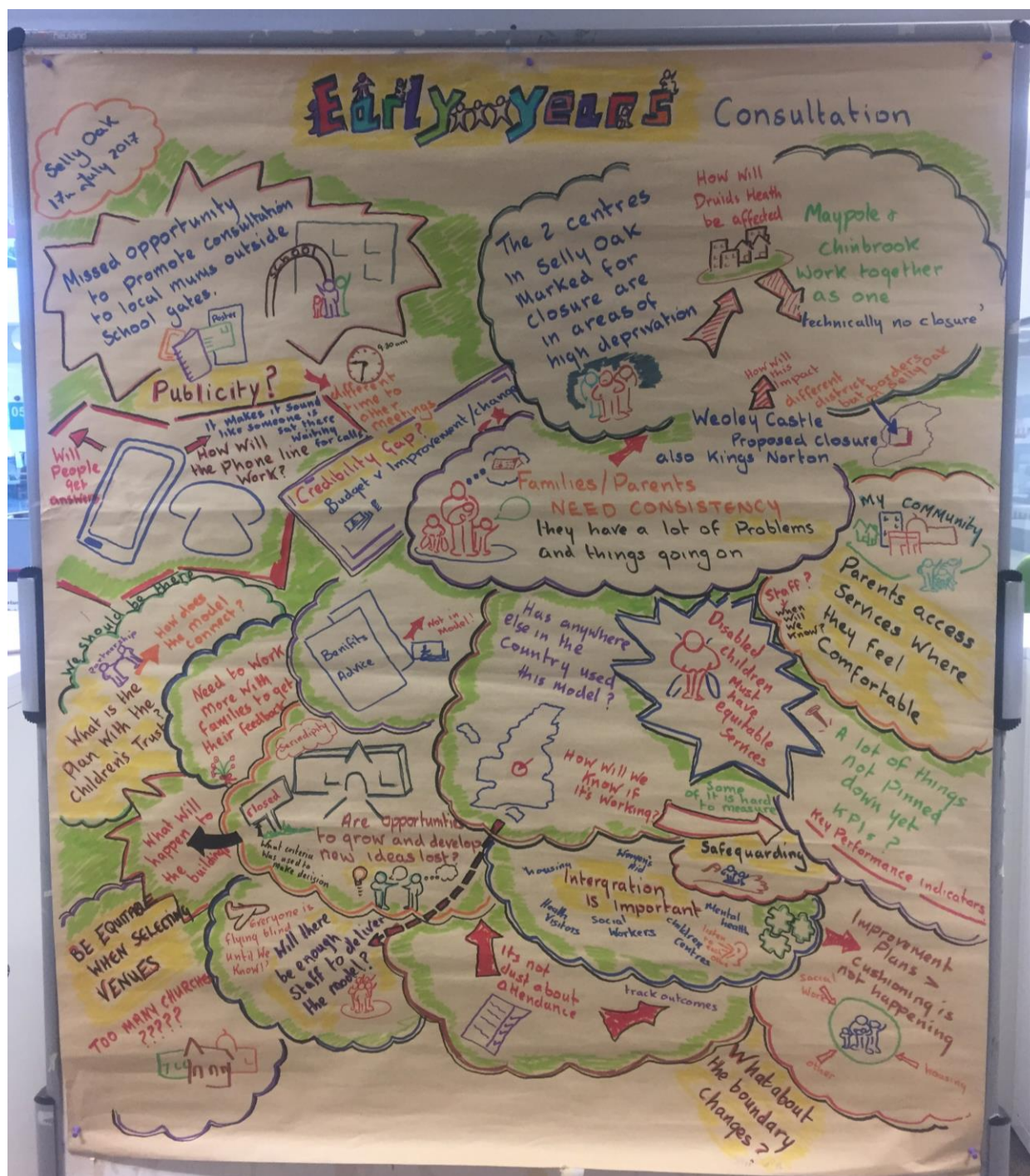
Appendix 8: Northfield District Consultation Event Feedback Summary



Appendix 9: Perry Barr District Consultation Event Feedback Summary



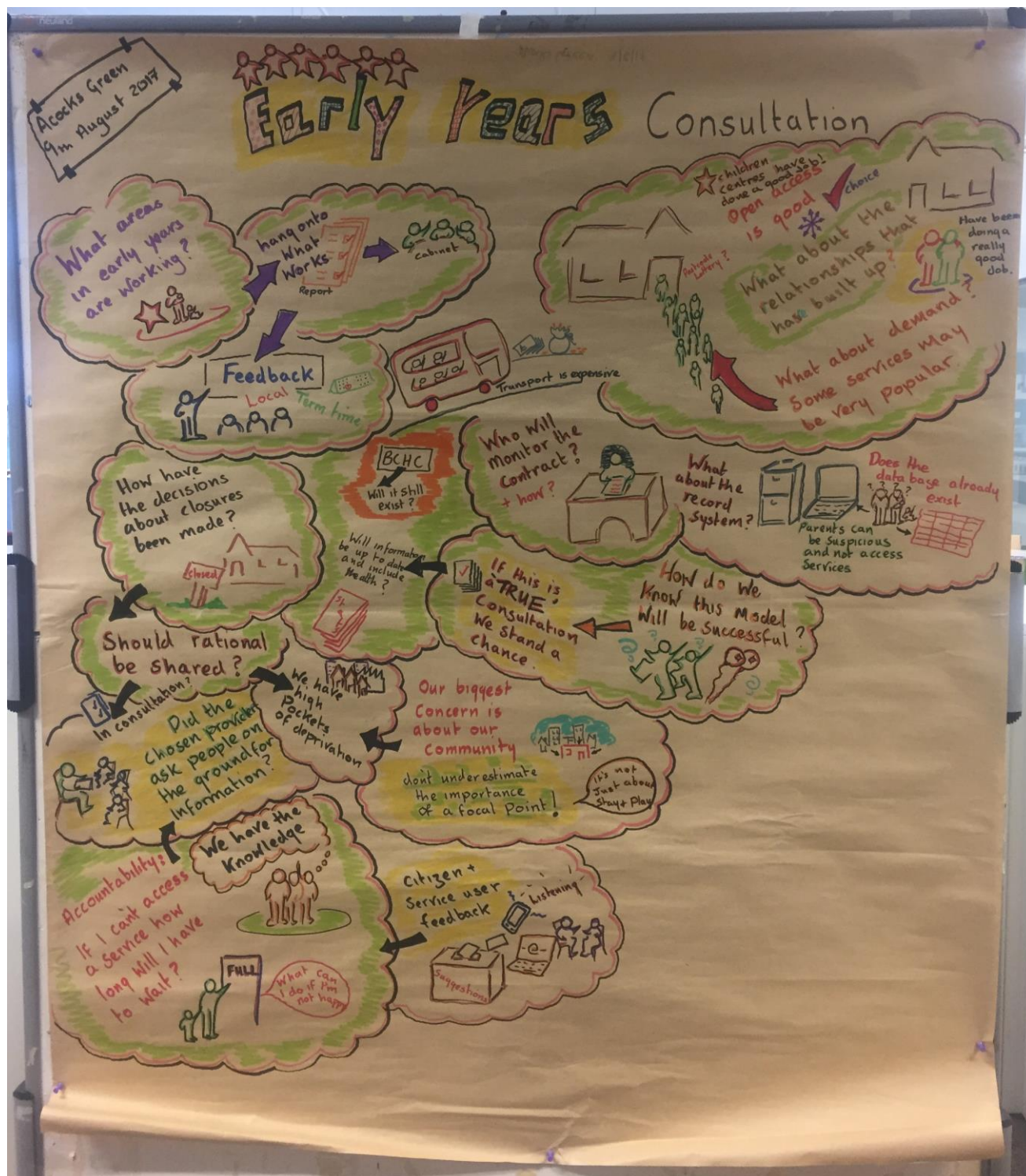
Appendix 10: Selly Oak District Consultation Event Feedback Summary



Appendix 11: Sutton Coldfield District Consultation Event Feedback Summary



Appendix 12: Yardley District Consultation Event Feedback Summary



Appendix 13: Edgbaston District Children's Centre Public Meeting Summary

Lillian de Lissa Children's Centre - There were clear concerns from the attendees at this session about the closure of the centre and the impact that this would have on the local children and families. Individuals were keen to learn more information about the services, how they will be delivered in the future and what impact this will have on them if the decision is made to close Lillian de Lissa Children's Centre. The parents were complimentary about the staff, the support they receive and how these services are invaluable in enabling them to parent well. Services should be delivered face to face by people families know and who also know them.

Appendix 14: Erdington District Children's Centre Public Meeting Summary

Lakeside Children's Centre – concerns heard from families, Councillors, MP and local community organisation about the loss of the services delivered from Lakeside. There are no alternative services available within the local area for families to access. This is an increasingly hard to engage community but through the families attending the services they are also supported to engage with other support services through the centre. Services delivered from the centre are a lifeline to families and do support parents to develop their ability to parent and overcome issues.

Appendix 15: Ladywood District Children's Centre Public Meeting Summary

Bertram Children's Centre – the parents were pleased that services would be retained at this centre, but raised concerns about families and children from deprived communities and how they will be supported to access the services. There was a strong voice heard about services for children with disabilities such as sensory groups and the provision of short breaks which are currently arranged and delivered by the Children's Centre. Alternative methods of service delivery are encouraged although parents wanted to make it clear that an app cannot replace face to face contact, support from someone that you have built a relationship up with.

Summerfield Children's Centre – parents were concerned about how they would access services in the future especially given the level of deprivation and poverty within the local community. Families felt that the cost of travelling of alternative venues would limit their access to services in the future.

Appendix 16: Selly Oak District Children's Centre Public Meeting Summary

Allens Croft Children's Centre – Parents spoke about the valuable support that they had received via Allenscroft Children's Centre. They were concerned that an outstanding service was proposed to be reduced and felt unclear about what would be available to them in the future. They expressed concern that the consultation did not provide enough information on the future community locations in their area for them to decide.

Appendix 15: Sutton Coldfield District Children's Centre Public Meeting Summary

Four Oaks – parents were concerned over the services locations proposed for their area, they felt that the current virtual model met their needs well, providing a vast array of services in the local community. Local families felt that the information contained within the consultation documents were difficult to understand and parents were not able to understand the rationale for the decisions that had been made. Parents really value the relationship with staff in the local area and that those staff also know their children they are keen not to lose services in this area.

Appendix 15: Yardley District Children's Centre Public Meeting Summary

Bordesley Green East Children's – parents felt strongly about the level of services that they receive from the staff within the centre and the relationships that they have developed. Concerns about where and how they access services in the future were raised. Although parents were pleased that the reach area was being removed from services allowing them more choice and flexibility in accessing services in the future. With the close of the Meadway parents were keen to see Bordesley Green East included in its place.

Appendix 16: Summary of District Responses to Service Location Proposals

Table 1: Summary of District Responses to Service Location Proposals – All Respondents (n=1,940)

District Proposal	Agreement for Service Delivery Locations	Agreement that Locations would enable Access
Edgbaston	Split	Yes
Erdington	Yes	Yes
Hall Green	Yes	Yes
Hodge Hill	Yes	Yes
Ladywood	Split	Yes
Northfield	No	No
Perry Barr	Yes	Yes
Selly Oak	Split	Yes
Sutton Coldfield	No	No
Yardley	No	No

Table 2: Summary of District Responses to Service Location Proposals by Parent / Guardian Key Identifier (n=1,502)

District Proposal	Agreement for Service Delivery Locations	Agreement that Locations would enable Access
Edgbaston	Yes	Yes
Erdington	Yes	Yes
Hall Green	Yes	Yes
Hodge Hill	Yes	Yes
Ladywood	No	Yes
Northfield	No	No
Perry Barr	Yes	Yes

Selly Oak	Yes	Yes
Sutton Coldfield	No	No
Yardley	No	Yes

Table 3 – Summary of District Responses to Service Location Proposals by Staff / Professionals Key Identifier (n=146)

District Proposal	Agreement for Service Delivery Locations	Agreement that Locations would enable Access
Edgbaston	No	No
Erdington	Split	Yes
Hall Green	Yes	Yes
Hodge Hill	Split	Split
Ladywood	No	No
Northfield	Yes	No
Perry Barr	Yes	Yes
Selly Oak	Split	Split
Sutton Coldfield	Yes	Yes
Yardley	No	No

Table 4 – Summary of District Responses to Service Location Proposals by Others Key Identifier (n=292)

District Proposal	Agreement for Service Delivery Locations	Agreement that Locations would enable Access
Edgbaston	No	No
Erdington	Yes	Yes
Hall Green	Yes	Yes
Hodge Hill	Split	Yes

Ladywood	Yes	Yes
Northfield	No	No
Perry Barr	Yes	Yes
Selly Oak	No	Yes
Sutton Coldfield	No	Yes
Yardley	No	Yes

Table 5: District Responses by Key Identifier Group

Key Group Identifier	Agreement for Service delivery Locations			Agreement for Accessibility of Service Locations		
	Yes	Split	No	Yes	Split	No
Parent / Guardian	6	0	5	8	0	3
Staff / Professional	4	4	3	4	3	4
Others	4	1	6	9	0	2
All respondents	4	3	4	7	0	4