

1. Introduction

1.1. Background

- 1.1.1. The purpose of the 90 day consultation period (60 day public and 30 day Staff) was to seek the views of; parents, young people, Members, partners, stakeholders, professionals and members of the community on the proposed implementation of Phase Two of the Early Help Strategy 2016-2019. The consultation, which commenced on April 9th, was conducted in line with the Vision and Objectives set out in the Early Help Strategy 2016-2019, the Co-produced Guiding Principles and the Cabinet Report; Early Help Strategy, Phase Two, Whole Service Review: 10th July 2017.

1.2. Public and Partner Consultation

- 1.2.1. The initial 60 day public consultation was delivered through 17 public and partner events across the borough including bespoke sessions in the centres and buildings in scope and presentations at strategic fora. Details of meetings are outlined in this appendix. All schools were informed by email of the events and were offered the opportunity to attend an event or engage in the online consultation.
- 1.2.2. Concurrent to the face to face sessions, an online survey was made available on the Rotherham Council Website for public and partners, and a separate 'youth' consultation was conducted, led by the Rotherham Youth Cabinet.
- 1.2.3. A dedicated Twitter account #earlyhelpconsultation2018 and an email account earlyhelpconsultation@rotherham.gov.uk was established for Frequently Asked Questions (FAQs) for partners and the public.

1.3. Staff Consultation

- 1.3.1. A 30-day staff consultation commenced on the 8th June. All Early Help staff received formal communication via letter of consultation events and were offered individual support on request through Human Resources (HR) and Early Help managers. Trade Unions were regularly updated through meetings with the Senior Director for Early Help and attended all staff consultation meetings.
- 1.3.2. Three informal talk back sessions were held with Early Help staff in April in tandem with the public consultation. Eight formal staff consultation meetings were then held in June to discuss the implementation proposals in more detail.
- 1.3.3. A separate email account EH-StaffConsult@rotherham.gov.uk was provided for questions, comments and suggestions from staff.

2. Public and Partner Consultation

- 2.1. In total 276 individuals or agencies participated in the Public and Partner consultation process through the following methods:

Partner /Public Activity	Numbers Participating
On-line consultation	164
Youth consultation	47
Public events	65
Existing Fora	4 meetings attended
Email	4 partner responses
Correspondence from Sarah Champion MP	1

2.1.1. 103 staff engaged in talkback sessions and 233 attended formal staff consultation meetings. 133 questions were submitted by staff in relation to the proposals.

2.1.2. Summary of key themes arising from the Public and Partner Consultation

What's Working Well?

Earlier identification of students with needs – getting in before it becomes a problem and broadened focus to support the child and their family is positive.

Schools reported that joint working with Early Help has strengthened relationships and that, regular meetings with Early Help attending is vital to discuss and move cases forward.

The 0-19 approach and embedding the signs of safety model provides common tools and methods.

Early Help has improved communication between agencies and inter-agency working (All agencies agreed)

Closer integration between CAMHS and Early Help has been developed.

Sufficient trained staff to work with students to provide early help around emerging mental health issues below CAMHS threshold to prevent escalation of needs. Consultancy support from experts for schools, i.e. CAMHS would be helpful.

What are we worried about?

If counselling services become traded children may not be able to access this service, would benefit from Early Help locality based delivery.

Schools were uncertain around future roles of staff, e.g. Education Welfare and how attendance issues would be addressed moving forward.

Overwhelmed Service - need to ensure that there is enough staff in Early Help to meet demand and consistency and effectiveness of support provided the service.

Many students go to youth club, and school can communicate with youth centre staff about any concerns they have for young people.

The proposed changes at Maltby Linx Youth centre is of great concern to the future of Linx Preschool.

- *“RMBC needs to support the pre-school to negotiate a suitable arrangement moving forward in the lease is passed on to Maltby Academy needs to be during this proposal.*

Kiveton is not fit for purpose, but no other local venue for groups and many group use the building.

2.2. Online Public Consultation

- 2.2.1. There were 164 respondents to the online consultation. Of these; 42 were children and young people (25 years and under) and the remainder (122) were adults over 26. Of the 122 adults aged 26-plus, 113 were parents and carers of children and there were also five parents within the 25 and under age range.

As well as the main online consultation, an additional Youth Survey was carried out by members of the Rotherham Youth Cabinet. There were 47 young people that responded to the survey, aged between 9 years and 26 years. (Seven young people responded despite the targeted age range being children and young people up to the age of 25.)

2.2.2. Breakdown of online survey respondents:

78.05% (128 people) were female, 21.12% (33 people) were male, one no response and two 'prefer not to say'

68.90% (113 people) are parents/carers of children and young people.

93.90% (154 people) of respondents were Rotherham residents.

10.6% (13) had a disability.

2.2.3. Online Consultation results

Findings from the adults/parents (122 adults/113 parents) who responded indicated that:

- **116 (95%)** were Rotherham residents.
- **13 (10.6%)** had a disability.
- **77 parents (63%)** said that they would travel between one and ten miles to access provision for 0-5 years.
- **35 parents (31%)** said that they would travel between one and ten miles to access provision for children plus five years.
- **27 (24%)** of parents said that they would be willing and able to pay to access early help services, including group programmes such as parenting.
- **70 parents (62%)** said that they would be willing to pay however said that this would be dependent on cost.

2.2.4. Summary of Key Themes arising from the Online Public Consultation

What's Working Well?

- Parents expressed that they valued the Children's Centre offer with regard to weaning and feeding advice, Health Visitor weigh-in, baby clinics, health advice, drop-in sessions and parenting programmes. Some parents expressed that they wanted these local services to continue.
- Schools rated the Early Help offer highly in terms of the quality of the service provided and the strength of local relationships.
- The streamlined referral process has improved access to services and schools feel more confident in completing assessments. Schools spoke highly of the support from Integrated Working Leads and Locality Managers.
- There was strong support, moving forward, from young people and youth workers for retaining a discrete group work offer for young people from vulnerable groups; "Chat and Chill" young people with autism, lesbian, gay, bisexual and trans young people, young people with learning difficulties and disabilities, young people with mild mental health issues, Youth Cabinet.

2.2.5. Summary of Key themes arising from Public feedback about Children's Centres

What's Working Well?

- Staff are professional friendly and knowledgeable and are able to help with all child and family-related issues.
- Children's Centres allow collaborative working with the health visiting team, joining up services for parents under one roof.
- Brilliant resources and play sessions, which are cheap to access allowing every child the opportunity to socialise.
- Excellent services and support are available in relation to weaning and feeding advice; Health Visitor weigh in, Baby clinic / health advice drop in and parenting
- Local services- no need to travel
- Some parents indicated that they would pay for some activities, but many thought that core of activities should be free and available to all as the people who may want /need this most may have least money to pay. Some suggested trial of "a pay what you can" approach to activity.
- Families also identified the need for more support with regard to:
 - Benefit and Debt
 - Domestic Abuse
 - Adult Learning
 - Work and Employment

- Online resources or telephone help for those with no local centre

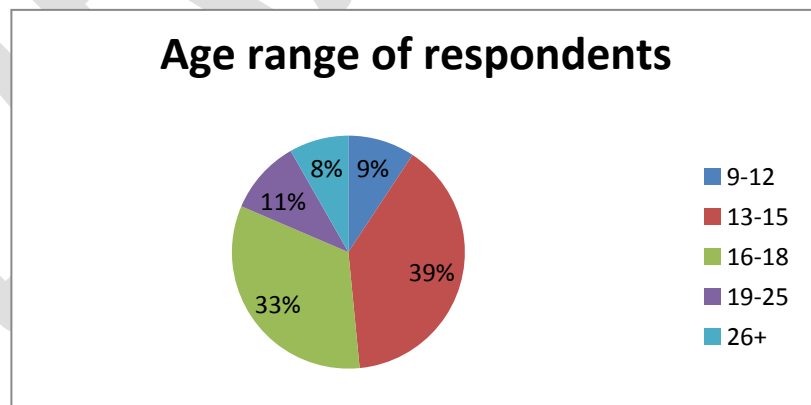
2.2.6. Comments from the Public about Children's Centres

What are we worried about?

- *"I don't think it's vital that the council own the buildings but do think it's vital that these services remain easily accessible for parents and babies."*
- *"Children's centres that can be utilised and reach by foot if required are invaluable to young mums. Moving the centres further out means it is hard to gain access. But also leave a new mum more exposed and unable to reach out for help if needed."*
- *"If things like developmental milestones for children, parenting classes, advice on toilet training, feeding, sleeping etc. health and nutrition advice for parents and children, peer support for parents are just left to chance and outreach work, - with reduced funding this would nowhere near serve the number of families."*
- *"Issues and problems wouldn't be highlighted and solved early enough. Leaving some of these things until the two-year Assessment is too late. There are smarter ways of working which doesn't involve closing these pivotal services."*

2.3 Online Youth Survey

- 47 young people responded to the online survey. The age range of participants are as follows:



- When asked "what services are you aware about" 18 out of 47 (38%) were aware of some of the services offered. 29 out of 47 (62%) said don't know / not many / none.
- 11 young people (24%) were accessing youth provision
- 21 young people (44%) had never accessed any provision

2.3.1 Summary of Key Themes arising from the Online Youth Survey

What's working well?

- Young people who responded accessed a range of services including Youth Cabinet, mental health support, music, youth club / social (i.e. Chat 'n' Chill), sexual health services, information / advice / help.
- The majority of Young people surveyed who used youth provision rated the youth activities they accessed as good or excellent.
- Young people who go to the Linx for Chat n Chill identify strongly with the building and the youth project.

What are we worried about?

- Young people who used centres were keen to retain some open access e.g.
 - *"I would not like the Kiveton youth club to close down they help people that need help, they keep them safe, and every people every person that come to the youth enjoys being there because you have so much to do and they make it fun for everybody they talk to you if you have a problem and sort it out for you"*
 - *"Youth clubs as provide a safe place to be and provide an opportunity to learn."*
- The young people from Chat and Chill, and their parents and carers are anxious about the prospect of access to Maltby Linx changing as any kind of change may create tremendous anxiety for people with autism.

2.4 Staff Consultation

2.4.1 Summary of Key themes arising from Staff Consultation

What's working well?

- Staff are supportive of the need for a 0-19 approach to delivery and are in full agreement regarding implementing an equitable pay structure.
- The range of roles within current teams provided opportunities for staff members to share skills and increase their competency in working across the age range.
- Training opportunities, e.g. Restorative Practice, Signs of Safety and parenting programmes are providing a baseline for a consistent family centred approach.
- The streamlined approach to referrals, step downs and co-working has improved the interface with children's Social Care.

- Job descriptions in the new structure were clearly differentiated, and Senior Practitioner posts provided opportunities for career progression and additional support for Locality Managers in terms of supervision and case management.
- The role of Early Help Lead Practitioners is critical moving forward as this has supported more effective working arrangements and increased the number of assessments, generated by partners and particularly schools.

What are we worried about?

- The proposed management structure appeared top heavy in terms of management

"I think that we should have one HOS for locality work to provide consistency. A Service manager PO16 could be created as the HOS deputy (or 2; one for Central, one for North and South and the HOS Transformation and the HOS EH Locality both manage a PO16. This would be good experience for staff who want to progress to HOS role in the future. To create the PO16 posts, you could reduce the number of EH locality teams by 2."

- Youth Workers identified the need to ensure that young people had access to activities and support as individuals in their own right and that detached work was vital to provide diversion of neighbourhood nuisance.

"Youth work" is not the same as outreach work - dilution of a graduate trained role."

- A number of issues were raised around grades and progression routes.

"Band F and Band G Family Support Workers job descriptions need reviewing as they are insufficiently differentiated in terms of duties and case-loads."

"Why are Band H posts included in some of the structure (Youth Offending) but not within the localities as this creates a lack of parity and limits progression."

- Concerns were also raised that specialisms being lost may restrict support to specific groups: young people not in education or training, those with learning disabilities, or Lesbian, Gay, Bisexual and Transgender young people (LGBT)
- Work bases need to be fit for purpose and in the right place (Kiveton) allocations of staff needs to reflect locality needs.

3. Conclusion

3.1 The range of views, comments and suggestions have informed the final proposals for Cabinet in October 2018.

Early Help Strategy Phase Two & Three Implementation Consultation Dates 2018:

Public Consultation Sessions:			
Date	Time	Venue	No Attendees:
Monday 16 th April 2018	9:30 – 11:00	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	1
Tuesday 24 th April 2018	5:00 – 6:30	Maltby Customer Service Centre, Braithwell Road, Maltby, Rotherham, S66 8JE	2
Monday 30 th April 2018	12:30 – 2:00	My Place, St Ann's Road, Rotherham, S65 1PH	
Wednesday 9 th May 2018	4:00 – 5:30	Swinton Civic Hall, Station Street, Swinton, Mexborough, S64 8PZ	4
Monday 14 th May 2018 <i>* Additional Session</i>	6:00 – 7:00	Maltby Linx Youth & Community Centre, Lilly Hall Road, Maltby, Rotherham, S66 8BE	16
Thursday 24 th May 2018 <i>* Additional Session</i>	5:30 – 6:30	Kiveton Park Youth Centre, Station Road, Kiveton Park, Sheffield, S26 6QQ	8

Partner/Stakeholder Consultation Sessions:			
Date	Time	Venue	No. Attendees:
Monday 14 th May 2018	9:30 – 11:00	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	8
Tuesday 15 th May 2018	3:30 – 5:00	Rotherham Town Hall, The Crofts, Moorgate Street, S60 2TH	4
Wednesday 23 rd May 2018	4:00 – 5:30	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	2

Staff Consultation Sessions:			
Date	Time	Venue	No. Attendees:
Friday 8 th June 2018	9:30 – 10:30	Rotherham Town Hall, The Crofts, Moorgate Street, S60 2TH	50
Friday 8 th June 2018	11:30 – 12:30	Rotherham Town Hall, The Crofts, Moorgate Street, S60 2TH	29
Friday 8 th June 2018	1:30 – 2:30	Rotherham Town Hall, The Crofts, Moorgate Street, S60 2TH	39
Tuesday 12 th June 2018	5:00 – 6:30	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	27
Thursday 14 th June 2018	2:00 – 3:30	Swinton Civic Hall, Station Street, Swinton, Mexborough, S64 8PZ	23
Tuesday 19 th June 2018	2:30 – 4:00	Rotherham Town Hall, The Crofts, Moorgate Street, S60 2TH	25
Tuesday 19 th June 2018 * Additional Session	5:00 – 6:00	Riverside House, Main Street, Rotherham, S60 1AE	14
Wednesday 20 th June 2018	9:30 – 11:00	Aston Parish Hall, Rosegarth Avenue, Aston, Sheffield, S26 2DD	26

Staff Talk Back Sessions:			
Date	Time	Venue	No. Attendees:
Wednesday 18 th April 2018	10:00 – 12:00	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	56
Wednesday 18 th April 2018	1:00 – 3:00	Rockingham Professional Development Centre, Roughwood Road, Wingfield, Rotherham, S61 4HY	30
Thursday 19 th April 2018	1:00 – 3:00	My Place, St Ann's Road, Rotherham, S65 1PH	17

Date	Time	Venue
Tuesday 17 th April 2018	12:00 – 1:00	CYPS Trade Union Meeting
Wednesday 18 th April 2018	5:30 – 7:30	Youth Cabinet
25 th April 2018	11:00 – 12:30	Education & Skills SMT
Tuesday 1 st May 2018	10:00am	Children Young People & Families Consortium
Wednesday 9 th June 2018	9:30am	Public Health SMT
Tuesday 22 nd May 2018	4:30 – 6:30	CYPS Partnership & Transformation Meeting
Monday 11 th June as an update	2:00 – 4:00	Asset Management Board
Wednesday 6 th June 2018	10:00 – 12:00	Early Help Steering Group