



CHILDREN & LEARNING OVERVIEW & SCRUTINY SUB-COMMITTEE AGENDA

7.00 pm

**Thursday
23 January 2020**

**Committee Room 3B -
Town Hall**

Members 9: Quorum 3

COUNCILLORS:

Judith Holt (Chairman)
Christine Vickery (Vice-Chair)
Gillian Ford

Tony Durdin
Sally Miller
Carol Smith

Reg Whitney
Dilip Patel
Tele Lawal

CO-OPTED MEMBERS:

**Statutory Members
representing the Churches**

Lynne Bennett, Church of
England
Jack How, Roman Catholic
Church

**Statutory Members
representing parent
governors**

Julie Lamb, Special Schools
Kathy Freeman, Primary
Schools

Non-voting members representing local teacher unions and professional associations:
Ian Rusha (NEU)

**For information about the meeting please contact:
Taiwo Adeoye - 01708 433079
taiwo.adeoye@onesource.co.uk.**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

What is Overview & Scrutiny?

Each local authority is required by law to establish an overview and scrutiny function to support and scrutinise the Council's executive arrangements. Each overview and scrutiny sub-committee has its own remit as set out in the terms of reference but they each meet to consider issues of local importance.

The sub-committees have a number of key roles:

1. Providing a critical friend challenge to policy and decision makers.
2. Driving improvement in public services.
3. Holding key local partners to account.
4. Enabling the voice and concerns to the public.

The sub-committees consider issues by receiving information from, and questioning, Cabinet Members, officers and external partners to develop an understanding of proposals, policy and practices. They can then develop recommendations that they believe will improve performance, or as a response to public consultations. These are considered by the Overview and Scrutiny Board and if approved, submitted for a response to Council, Cabinet and other relevant bodies.

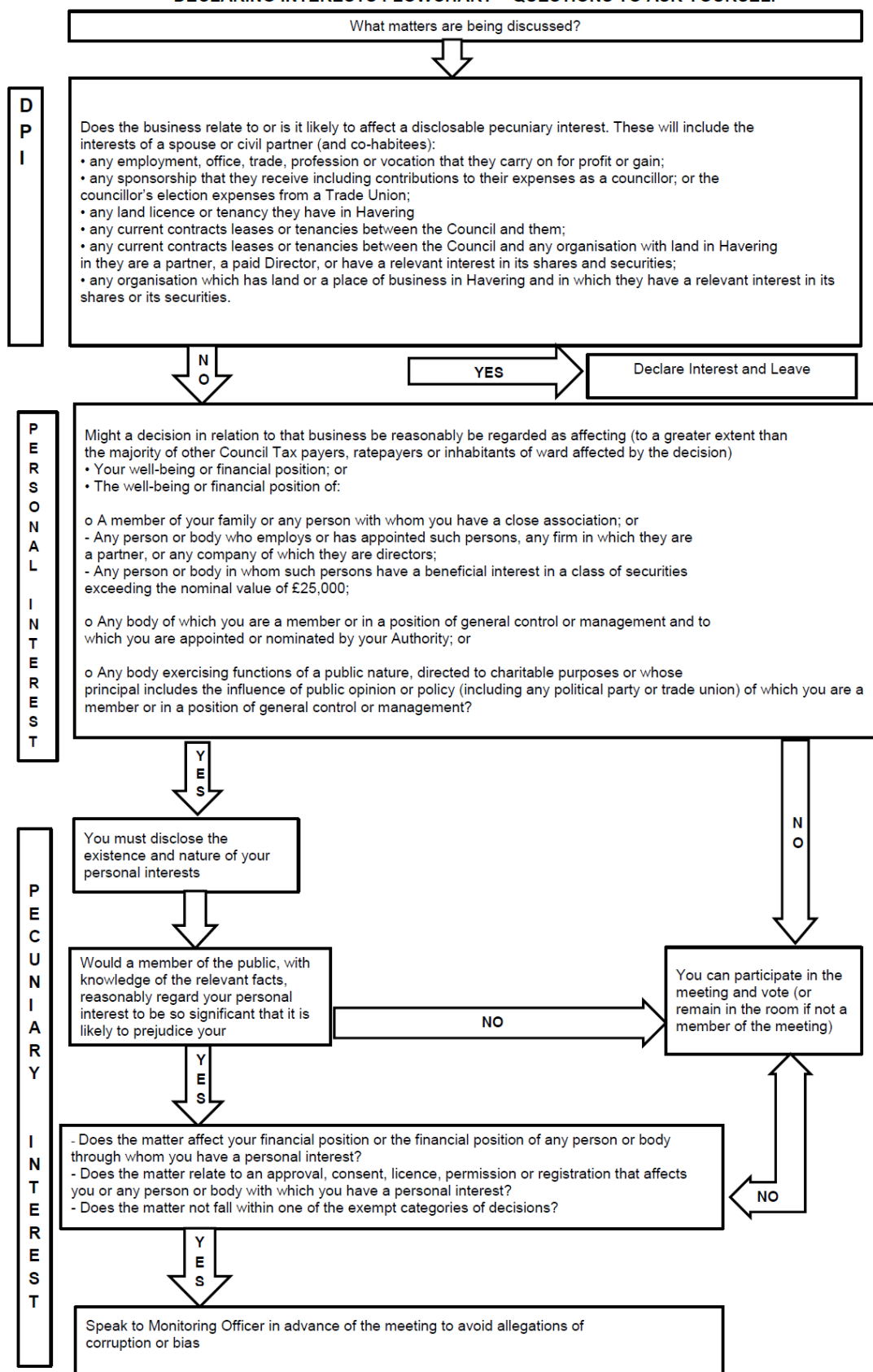
Sub-Committees will often establish Topic Groups to examine specific areas in much greater detail. These groups consist of a number of Members and the review period can last for anything from a few weeks to a year or more to allow the Members to comprehensively examine an issue through interviewing expert witnesses, conducting research or undertaking site visits. Once the topic group has finished its work it will send a report to the Sub-Committee that created it and will often suggest recommendations for the Overview and Scrutiny Board to pass to the Council's Executive.

Terms of Reference

The areas scrutinised by the Committee are:

- Pupil and Student Services (including the Youth Service)
- Children's Social Services
- Safeguarding
- Adult Education
- Councillor Calls for Action
- Social Inclusion

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

2 DISCLOSURE OF INTERESTS

Members are invited to disclose any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

4 MINUTES (Pages 1 - 8)

To approve as a correct record the Minutes of the meeting of the Sub-Committee held on 26 November 2019 and authorise the Chairman to sign them.

5 COUNCILLOR CALL FOR ACTION - CHILDREN CENTRES REDESIGN (Pages 9 - 96)

Report attached

Andrew Beesley
Head of Democratic Services

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**MINUTES OF A MEETING OF THE
CHILDREN & LEARNING OVERVIEW & SCRUTINY SUB-COMMITTEE
Committee Room 3B - Town Hall
26 November 2019 (7.00 - 8.45 pm)**

Present: Councillors Judith Holt (Chairman), Christine Vickery (Vice-Chair), Tele Lawal, Timothy Ryan and Christine Smith.

Co-opted Members:
Julie Lamb

Church Representatives:
Lynne Bennett

Non-voting Member: Ian Rusha

The Chairman advised those present of action to be taken in the event of an emergency evacuation of the building becoming necessary

14 DISCLOSURE OF INTERESTS

There were no declarations of interest.

15 MINUTES

The minutes of the meeting held on 26 September 2019 were agreed as a correct record and signed by the Chairman.

16 PERFORMANCE REPORT UPDATE - QUARTER TWO

The Sub-Committee received the Quarter Two performance indicators (PIs) update. The PIs are the standards by which performance of services are measured within the Council. The update provided an overview of performance against the eight performance indicators selected for monitoring by the Sub-Committee in 2019/20.

The report outlined that seven of the indicators have been given a RAG status; two have a status of Green, one had Amber and four indicators have a Red.

The report provided the following highlights and potential areas for improvement:

- The Number of children missing from education in Quarter 2 was three, which was the same as the previous quarter and five fewer children than at the same point last year.
- The latest Department for Education scorecard performance (for the period December 2018 to February 2019) places Havering in the top quintile nationally for the Percentage of 16-18 year olds who are not in education, employment or training (NEET), or not known, with a three month average performance of 3.1%. This compared to the national performance of 5.5% and a regional average of 4.8% (lower is better). The continued strong performance in Havering was as a result of strong post-16 partnerships with education providers through the termly sub-group meetings with local apprenticeship providers and Participation Education, Training & Employment panel (PETE group) - an operational panel which case manages Havering 's NEET cohort in partnership with local providers, to progress them into participation.
- There have been declines in the number of apprentices recruited in the borough in line with national and regional trends. Havering have seen a greater number of starts than the average for Outer London boroughs. Apprenticeships continue to be promoted as a post-16 option to Havering residents, there was an increased focus on apprenticeships for 2019/20 through the National Apprenticeship Week activities planned.

The areas of Improvements included:

- The percentages of Initial Child Protection Conferences held within 15 days have improved this quarter but remains outside of the accepted target tolerance. Cases have been referred for conference late by the social work teams are followed up with group managers to review the reasons and address any issues. Other reasons for late conferences this year have included lack of reports or representation from key agencies, and late reports from social workers. This area remains closely monitored by senior managers within the service and improved performance is anticipated in the second half of the year.
- The percentage of looked-after children who ceased to be looked after as a result of permanency was behind its target. There were three potential adoption matches currently being considered by the new service, a number of special guardianship assessments have

been filed with the court and several of these are anticipated to result in orders being granted when proceedings conclude.

- Foster Carer recruitment across London and nationwide remains a challenge. In Havering there have been 2 new in-house foster carers approved during the first half of the year. The number of prospective carer households (at both stage 1 and 2 of the recruitment process) has more than doubled since the beginning of Quarter 2 and there are currently 10 households in the process of being assessed. Foster carer allowances are also being reviewed to ensure that these remain competitive in comparison to other local authorities. The service was also exploring what additional benefits other LAs offer, which the Council might consider in order to avoid losing carers to other agencies (e.g. Council tax exemption; parking charges exemption).
- The percentage of care leavers in education, employment or training (EET) remain outside of the accepted tolerance but a significant improvement on Quarter 1's outturn of 43%. Members noted that there was on-going support to care leavers in the form of an EET Pathway Co-ordinator and targeted engagement activities for young people entering care post-16 and already disengaged with EET.

The Sub-Committee noted the report.

17 **OFSTED IMPROVEMENT REPORT**

At its request the Sub-Committee received a report that updated Members on the Ofsted Improvement Update

The update provided an assurance that Havering was meeting its statutory responsibilities and continuing to evidence improvement against Ofsted recommendations,

The report outlined progress to improve standards of social care practice, workforce development and associated systems.

The Sub-Committee noted the following seven themes and objectives:

1. **Pathway Planning and Transitions to Adulthood.** The aim of the objective was to further improve the quality of care planning. It was noted that 61% of care leavers were in education, employment and training. The Cocoon – Young People Centre recently celebrated its second anniversary. The community space provides care experienced Young People to access support and leisure activities. It was also stated partner agencies have contributed and supported to grow the remit providing additional services at the centre.

2. **Strategy and Meetings (Including risk assessments and support for children returning home from care).** It was noted that Standards have been agreed regarding holding strategy meetings and attendance by partner agencies was being tracked via the case management system. Workshops are being scheduled which would support skills development and planning.
3. **Supervision** The aim is to clarify what 'good' supervision looks like, and set out clear guidance and principles. A revised supervision template was rolled out across the service in October 2019, following consultation across the service. The new template had been created in line with systemic principles and is designed to enable reflective and purposeful practice.
4. **Quality Assurance.** This theme considered the auditing and other quality assurance activities across the services. It was noted that a new Quality Assurance Framework and supporting tools were introduced.. The Deep Dive audit tool and monthly case file audits have been developed in Liquid Logic and the services organised a 'What Good Looks Like' workshops in June 2019 which was attended by 31 managers/supervisors.
5. **Workforce and Practice development.** This theme will progress the work of the Social Care Academy and set out a route of professional development for all practitioners and managers within the service. The report indicated that 82% of our social workers are now permanent The service have improved its use of social media to raise the profile of Havering and advertise roles.
6. **Adolescent Safeguarding.** The aim of the theme was to ensure there were coherent approaches to the range of risk issues that affect young people. It was stated that there were agreement to a multi-disciplinary safeguarding arrangement, involving all main partners. Resources have been secured via funding from the Local Authority and Health partners. Some programmes/projects were already underway, including a £400k investment from the Home Office via the Mayor's Office for Policing and Crime (MOPAC)
7. **Case recording and data quality.** The aim of the theme was to ensure a more consistent approach to record keeping, whilst ensuring practitioners spend significant time engaged in direct work with families. It was stated that with the implementation of Liquid Logic Implementation; the focus had been on data cleansing, data migration and training. It was noted that the service worked with the Youth Management team to develop its case recording principles and these would be launched in November.

The Sub-Committee **noted** the report.

18 **SECONDARY OUTCOMES - 2019 (PROVISIONAL)**

The Sub-Committee received a report that updated on the provisional outcomes of the 2019 statutory assessments within the secondary sector in Havering.

The report informed the Sub-Committee that there were 18 Secondary Schools, all of which are Academies. Six of the schools have Sixth Forms. In addition, there are 3 Special Schools, 2 of which are Academies.

The Attainment 8 was made up of 8 subjects. Grades 1-9 are translated into a numerical score, the total of which was Attainment 8. The average Attainment 8 score in Havering compared with the attainment of all pupils nationally.

The report detailed that standards in the GCSEs in Havering were above the national average. The average Attainment 8 score in 2019 was 48.3 – marginally above the national average of 46.7, which places Havering in the second quintile nationally and above the majority of its statistical neighbours, and the same as the outer London average.

The attainment outcome at A Level or Key Stage 5 have fluctuated over the last few years with the ongoing changes in exams and methodology calculations, however the 6 academy sixth forms have had a 2 year improvement where Havering have outperformed its statistical neighbours ranked 1st and 26th nationally.

It was stated that the best 3 A-Levels outcomes have also fluctuated. They have not improved as rapidly as elsewhere nationally, or as other London boroughs. Havering still outperformed its statistical neighbours, ranked 3rd and 31st nationally.

The percentage of pupils achieving grades AAB or better at A-level for the last 4 years have remained below that of national averages but Havering was still in the better performing half. It was explained that both the outer London and Havering's statistical neighbours have had a 2 year decline resulting in Havering's position improving.

During discussion the Sub-Committee requested a breakdown of the result according to each school. The Assistant Director for Education informed the Sub-Committee that the service had raised concern with the Regional School Commissioner on the performances of some of the Academies. It was also stated that following the change in status to Academy, most of the secondary schools have not taken up the council's offer to undertake quality assurance.

The secondary schools outcome was viewed with concern by the Sub-Committee.

The Sub-Committee noted the comments of the report.

19 **OFSTED PROGRESS REPORT ON SEND**

The Sub-Committee received a report that updated Members on the progress made to implement the Special Educational Needs and Disabilities (SEND) action plan following the Care Quality Commission (CQC) /Ofsted inspection of March 2018.

Following the inspection a detailed action plan was produced and has been monitored by the SEND Executive Board, comprising of Partners, Parent representatives, Schools in addition to Local Health and Local Council representation. A SEND Strategy was signed off by the Health and Wellbeing Board in September 2018 and an update was provided to a meeting of the OSSC in November 2019.

The report detailed the following areas for improvement and progress on implementation:

- The SEND Executive Board was now fully engaged, including parents and partners.
- Implementation of Havering's High Needs strategy. The strategy was approved in 2017 and will run until 2022. But an earlier review was carried out. The outcome of the review was that the local priorities remain similar and progress was being made. The main theme of the Strategy remains to ensure Havering had quality and inclusive education for children with SEND. The provision should be local and reduce the need for children to travel out of borough to school.
- The strategy guides our development of new provision - plans to build a new £8.5 million free school for children with SEND have been approved by the Dept for Education and the local authority.
- The strategy indicates the need to deliver a programme of new provision to see a better distribution across the borough and throughout both primary and secondary schools. Progress have been made in this area.
- Local Offer – to continue to develop, maintain and keep the local offer up to date, including children, young people and their families to ensure it is responsive to their needs. This work is in progress and the offer is reviewed regularly.
- EHC Hub - establish the EHC hub, which is an interactive web-based platform to make our EHC assessment and planning process more efficient and transparent, supporting inclusion of all partners including children/young people and parents. The hub is now implemented and

being used by parents and carers for new EHC plans from September 2019.

- Review of EHC planning and processes, to improve the quality of Education, Health and Care needs assessments and plans, ensuring that they paint an accurate picture and are produced in a timely way to ensure need is met at the earliest opportunity. The borough now has approximately 1,600 children with EHC plans, up from 800 former statements of SEN in 2014. New EHC plans are up from 133 in 2016 to 195 in 2018. At January 2019 (the latest published data) 70% of EHCPs in the borough meet statutory timescales, compared with 58% across London boroughs. Quality of EHCPs is still variable and work is underway to establish a quality assurance process.
- Jointly Commissioned Services – develop a single joint commissioning process which will inform the commissioning of services for those children and young people with SEND. This work is maturing; a complex needs panel was established early in 2019 to ensure children with the most complex health and educational needs are considered earlier in the process. The revised panel incorporates budget-holders and commissioners as part of the panel, generates creative solutions to meet the needs, in borough, of the majority of our children and young people and has led to more consistent and transparent decision-making.
- We have progressed ‘co-production’ at a strategic level by continuing to work with parents and partners to determine the future commissioning of short breaks and Transport provision. A series of workshops and events have been held with parents and carers, to develop an outcome-focused joint commissioning model and framework for Short Breaks focused on young people with complex and multiple needs.
- Improve transition into adulthood - Provide a timely and joined up transition to ensure that young people with SEND (age 13 up to age 25) and their parents/ carers have a smooth and positive experience of transition. Corbets Tey at The Avelon now deliver post-16 provision (and Routes4Life for post 19 year olds) courses for 19-25 year olds focused on year-long preparation for adulthood pathways. We have undertaken a review of supported internships across the borough and established three training programmes for staff (from schools, colleges and LA) to develop skills, knowledge and confidence in delivering employment opportunities for young people with SEND.
- Improve the Social Care offer – work is underway to develop a 6 bed residential facility to provide long term and short break support for children in Havering. This will mean that children needing to access overnight short breaks can do so locally and should the need arise for longer periods of accommodation again this will be able to be delivered

in Havering, meaning greater continuity of support as children can remain in their local school.

The Sub-Committee **noted** the report.

Chairman

**CHILDREN AND LEARNING
OVERVIEW AND SCRUTINY
SUB-COMMITTEE
23 January 2020**

REPORT

Subject Heading:

Councillor Call for Action – Children Centre Re-design- recommendations following Public Consultation report
Robert South – Director of Children's Services

SLT Lead:

Report Author and contact details:

Taiwo Adeoye – Democratic Services Officer
taiwo.adeoye@onesource.co.uk

Policy context:

The main report to the Sub-Committee proposes changes to the delivery of children's centre services following a public consultation

Financial summary:

The main report to the Sub-Committee contains proposals which, if agreed, would contribute to Havering's Medium Term Financial Strategy

The subject matter of this report deals with the following Council Objectives

| | |
|-------------------------------|-----|
| Communities making Havering | [X] |
| Places making Havering | [X] |
| Opportunities making Havering | [] |
| Connections making Havering | [] |

| |
|----------------|
| SUMMARY |
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In accordance with the Localism Act 2011, a Member has made a Councillor Call for Action on the proposed changes to the delivery of Children's Centre Services following a public consultation that was undertaken between June and September 2019.

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| RECOMMENDATION |
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That the Sub-Committee considers the Councillor Call for Action and report of officers (attached) and drafts a reference report to Cabinet, if deemed appropriate or takes any other action that is considers relevant.

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| REPORT DETAIL |
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A Councillor Call for Action was submitted by Councillor Lawal on 17 December 2019 concerning the Children Centre Re-design- recommendations following Public Consultation item that is scheduled to be considered by Cabinet in March 2020.

Under paragraph 9 of the Committee Procedure Rules as shown in the Council's Constitution, the Call for Action is referred to the Children and Learning Overview and Scrutiny Sub-Committee and must therefore be included on the agenda. The details and reasons for the submitted Councillor Call for Action are given in appendix A to this covering report.

A report addressing the issues raised in the Councillor Call for Action and outlining the proposals that will be taken forward to Cabinet is also attached as appendix B.

Appendix A – Grounds for Councillor Call for Action

Appendix B – Report of officers to the Sub-Committee

Grounds for Councillor Call for Action

Dear Cllr Holt and all

I am writing to request a Councillor Call for Action. I would like 'the Children Centre Re-design- recommendations following Public Consultation' report to be scrutinised at our O&S before it is reviewed by the Cabinet (scheduled for [15 January 2020](#)).

As you are aware, Havering Council ran a consultation on proposed changes to the way that children's centres and libraries operate in the London Borough of Havering.

Havering Council plans to close the following children's centres; Chippenham Road, Hildene, Ingrebourne and Rainham Village. The proposal states that activities will be moved to community venues and the three other children's centres in the borough.

Residents and I are concerned by the proposals which will close Children's Centres in deprived areas where they are urgently needed. A review by the Council found that 60% of children who live in the most deprived areas were not seen at children's centres in 2017/18.

The data suggests that the Council's outreach and publicity needs to be improved. I believe dispersing activities across the borough will mean that many lower and working-class families will be unable/struggle to access services, due to low pay, insecure work, changes to their benefit, health issues, time and travel constraints.

Research suggests that what happens in a child's early years has a defining impact on their life chances, educational attainment, economic security and health. Havering Council should be investing in children's centres. I believe early intervention and prevention are always cheaper than a cure.

We must review this proposal and ensure children living in Harold Hill and Rainham are not adversely affected by the changes, which I fear they will be. For the future of children in Havering I urge you all to agree.

As this decision is being brought forward due to reduced funding from central government, we should also encourage the Cabinet member to write to the Secretary of State about the impact of cuts to early years provision.

Kind regards

Tele Lawal

Councillor Tele Lawal | Heaton Ward
Committees: Crime & Disorder | Children Services

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**CHILDREN AND LEARNING OVERVIEW AND SCRUTINY
SUB-COMMITTEE
23 JANUARY 2020**

| | |
|---|--|
| Subject Heading: | Children's Centre Redesign Proposal |
| SLT Lead: | Robert South, Director of Children's Services |
| Report Author and contact details: | Helen Harding, Head of Early Help Service |
| Policy context: | This report proposes changes to the delivery of children's centre services following a public consultation |
| Financial summary: | This report contains proposals which, if agreed, would contribute to Havering's Medium Term Financial Strategy |

The subject matter of this report deals with the following Council Objectives

| | |
|-------------------------------|-------------------------------------|
| Communities making Havering | <input checked="" type="checkbox"/> |
| Places making Havering | <input checked="" type="checkbox"/> |
| Opportunities making Havering | <input type="checkbox"/> |
| Connections making Havering | <input type="checkbox"/> |

SUMMARY

This item is being presented to the Children and Learning Overview and Scrutiny Sub-Committee following a Councillor Call for Action on 17th December.

This report contains proposals on the redesign of children's centre services in Havering. A public consultation on the proposed changes was undertaken between June and September 2019 and the responses to the consultation are summarised as part of this report. Under the Childcare Act 2006 the Local Authority has a duty to ensure that there are sufficient children's centres, so far as reasonably practicable, to meet local need. We know that outcomes for children and families are best when needs are identified, and support is provided, at the earliest opportunity. Working with families at a time when the issues they face are less complex provides a greater opportunity for building resilience and helping families find their own solutions. Our Universal Offer and targeted services provided by our centres play a valuable role in ensuring residents can access support in a timely way to prevent needs escalating to statutory services.

The proposals in this report have been made with careful consideration to sufficiency and our response to local need and demand.

The proposals made in this report enable us to;

- Retain the current level of service delivery and increase opportunities to access services through variance in locations.
- Retain co-location with key health partners and develop new relationships with education partners.
- Ensure that key areas of need within the borough retain access to services in a dedicated space.
- Redirect funds spent on children's centre buildings to ensure continuation of service delivery and increased use of community venues.

RECOMMENDATIONS

It is recommended that the Overview and Scrutiny Sub-Committee notes the proposals contained in this report and draft a reference report to Cabinet, if deemed appropriate.

REPORT DETAIL

1.1 Children's Services proposes to redesign our children's centre offer to ensure we are responding to the changing and growing demand for services within Havering. The population of children under four year olds increased by 23% between 2010 and 2017 with the cohort projected to continue to grow. Centre registration rates and data returns demonstrate that a large number of residents

already benefit from children's centre services. However, it is apparent that a very specific drive is required to reach the children living in areas of deprivation in the borough, who are potentially at the greatest risk of poorer life outcomes.

- 1.2** Data collected by Children's Services tells us that, in 2017/18, 60% of the children who are resident in areas of deprivation in the borough did not access children's centre services. In turn, these children are less likely to access pre-school provision in a timely manner which typically leads to children being at risk of poorer life outcomes including a lack of school readiness.
- 1.3** We aim to create efficiencies within the budget for children's centres to ensure services are agile and responsive to need. By doing this we will also support the Medium Term Financial Strategy agreed by the Local Authority in February 2019.
- 1.4** The proposal consulted on with the public between June and September 2019 proposed that three children's centres be retained (Elm Park, Collier Row and St Kilda's) and the others be repurposed with the services being moved to alternative venues. The detail of the public response to this proposal can be viewed as an appendix to this report. Residents were able to share their views via an online survey as well as 35 public consultation meetings that were held across libraries, children's centres and other community venues. There were over 200 attendees at the consultation meetings.
- 1.5** As part of the consultation we also engaged with elected members and providers who are currently delivering services out of the centres affected.
- 1.6** The response to the consultation showed that 52% of 624 respondents disagreed or strongly disagreed with the proposals, 29% agreed or strongly agreed and 18% were neutral.
- 1.7** The public response to the proposal of using community venues was agreed with by 50% of those who responded. Some respondents commented that it would be better to have more options for accessing services and would make them more accessible across the community. There were some concerns expressed regarding the loss of services in key areas of the borough (particularly Harold Hill and Rainham) and that other services (particularly libraries) would be replaced with services for children. These concerns have been acknowledged and considered when drafting our proposals.
- 1.8** Feedback from the consultation has been considered and have informed proposals. The most significant change in response to the consultation is a proposal to retain five children's centres, as opposed to three in the consultation. This is taking into consideration the responses from residents that they would find it difficult to access services if only three centres remained. The paper copies of the survey's, an analysis of all survey responses and minutes of the consultation meetings are available by arrangement with Democratic Services.
- 1.9** The majority of alternative venues considered are within one mile of current locations (approx. 20 minute walking time). Within Rainham an alternative venue

which is 1.6 miles away from the centre is currently in use, which enables us to increase our presence in the wider area of Rainham. All of the proposed locations are served by bus routes.

- 1.10** The alternative locations from which we have already trialled delivering services have been well attended. For example a Stay and Play session delivered from Orchard Village Community Centre (Rainham) has seen 19 families attending who have never previously accessed a children's centre.
- 1.11** As part of the consultation, residents also suggested over 50 venues within the community that we should consider using for service delivery going forward. These are currently being explored and will be utilised where possible.
- 1.12** Greater use of our community resources will enable us to build upon the community-led initiatives we already deliver. Our existing cohort of community volunteers are a significant support to the delivery of our services and we will continue to build upon this. Our volunteer led parenting programmes have also been highly successful and support the development of community networks.
- 1.13** We anticipate that in the future we will be able to add value to our children's centre offer via the introduction of further integration of services when opportunities arise.
- 1.14** We will also link in with the joint ventures regeneration programme to ensure we make best use of the new community venues that are developed as part of the work undertaken.
- 1.15** Consultation responses reiterated that Midwifery and Health Visiting services are valuable in venues where they are delivered. Our proposal is to retain these services within the centres they currently deliver from and seek a financial contribution from the provider for the spaces used to deliver these services. Some services delivered by Health Visiting may also be delivered from community venues in the future, alongside children's centre services, where appropriate and safe to do so.
- 1.16** It is our proposal that Ingrebourne Children's Centre is retained as a children's centre and financial contributions are sought from providers using the centres for service delivery. We propose that Ingrebourne Children's Centre becomes the central point of service delivery for the Harold Hill area, with services also being delivered from community venues being coordinated from this centre.
- 1.17** We are recommending to keep Ingrebourne Children's Centre in Harold Hill, as opposed to Hildene Children's Centre or Chippenham Road Children's Centre as it is the largest of the centres in Harold Hill and enables us to retain and enhance our level of service delivery in this area. In comparison, Ingrebourne Children Centre has a floor plan coverage of 456 sqm, where Hildene Children Centre is 120 sqm and Chippenham Road Children Centre is 155 sqm.
- 1.18** We are mindful of the concern that consultees considered that accessibility under the original proposals would be more difficult. In the case of the Harold Hill

area nobody should need to travel more than 1 mile of the current location for the majority of the alternative venues. (approximately 20 minutes walking time).

1.19 Whilst not forming part of the reasoning for retention of Ingrebourne as a Children's Centre if it is retained it will have the added benefit that it can continue to be used as a polling station. The Polling District and Station review was unable to locate a suitable venue within the polling district to use an alternative. The recommendation to keep Ingrebourne Children's Centre as a polling station was agreed by Cabinet in August 2019.

1.20 Our proposal for each of the centres is outlined in the below table;

| <i>Name of Centre</i> | <i>Proposal</i> |
|-----------------------------------|---|
| Collier Row Children's Centre | Keep ; current service delivery to continue |
| Elm Park Children's Centre | Keep ; current service delivery to continue |
| St Kilda's Children's Centre | Keep ; current service delivery to continue |
| Hilldene Children's Centre | Cease ; move all services to Ingrebourne Children's Centre and/or community venues in the North of the borough |
| Chippenham Road Children's Centre | Cease ; move all services to Ingrebourne Children's Centre and/or community venues in the North of the borough |
| Rainham Village Children's Centre | Keep ; we will retain services at this centre and explore options of other partners (alongside health) delivering from the centre. |
| Ingrebourne Children's Centre | Keep ; this centre will become the hub of service delivery for the Harold Hill area, with services being delivered from community venues coordinated out of this centre. |

1.21 The process for the re-location of services from one site to another will be planned and a phased approach will be adopted. We will ensure that timely and robust communications are in place to inform residents of new locations for services using a wide variety of formats.

1.22 It is not intended to change the staffing organisational structure or reduce the number of established posts as a result of these proposals. The staff that deliver the children's centre early help offer will continue to cross borough work at any of the locations where services are delivered as per current practice. All staff have been informed and regularly updated with regards to the proposed changes, opportunity for discussion with managers has been made available and no adverse comments have been received.

RESPONSE TO COUNCILLOR CALL FOR ACTION

In this section, a response is provided to the specific concerns raised in the Call for Action;

1.1 Residents and I are concerned by the proposals which will close children's centres in deprived areas where they are urgently needed. A review by the Council found that 60% of children who live in the most deprived areas were not seen at children's centres in 2017/18.

Response; following the consultation we have reviewed our proposals and are now proposing to keep five centres as opposed to three. This will ensure that there is a fair distribution of centres across the borough and in key areas of need.

- 1.2** Dispersing activities across the borough will mean that many lower and working-class families will be unable/struggle to access services, due to low pay, insecure work, changes to their benefit, health issues, time and travel constraints

Response; we know from our analysis that children and families residing in areas of deprivation in the borough are less likely to access children's centre services. This may be due to lack of awareness or preferring not to access services provided by the Council. Where we have trialled delivering services from community venues we have seen families that have not previously accessed a children's centre. Some respondents to the consultation survey commented that they would prefer to have more options with regards to accessing services and that this would make services more accessible. We believe that delivering services from community venues will enhance the offer from the five centres in the borough and result in greater outreach.

- 1.3** I believe that early intervention and prevention are always cheaper than a cure

Response; we wholeheartedly agree with this, which is why we want to ensure that as many residents as possible can access our services. By introducing flexibility into our offer we believe we are providing more opportunities for this. We also want to enhance our cohesion with the community by working in partnership with community groups and partner agencies.

- 1.4** We must review this proposal and ensure that children living in Harold Hill and Rainham are not adversely affected by the changes

Response; Following the consultation we are proposing that Rainham Village Children's Centre and Ingrebourne Children's Centre remain. We aim to further enhance our offer in these areas (and across the borough) by utilising community venues and education establishments to deliver services.

IMPLICATIONS AND RISKS

Financial implications and risks: A savings requirement was approved for the Children's Centre redesign of £440k in 2019/20 as part of the Medium Term Financial Strategy. Due to delays in implementation of the Consultation on the Children's Centre redesign, this savings target will be unrealised in 2019/20. However, further savings will be achieved in 2020/21 through a reduction in

expenditure on buildings and income generation via the remaining assets. A full financial analysis will be provided in the Cabinet Report for March 2020.

Legal implications and risks:

The Authority has various duties under the Childcare Act 2006

To improve the wellbeing of young children in the area and to reduce inequalities between young children in their area in relation to their wellbeing (section 1)

To secure that early childhood services in their area are provided in an integrated manner which is calculated to—(a) facilitate access to those services, and (b) maximise the benefit of those services to parents, prospective parents and young children. (Section 3)

To make arrangements, so far as is reasonably practicable, for sufficient provision of children's centres to meet local need. (Section 5A)

Before making a decision to make a significant change to a children's centre or to close a children's centre the Local Authority must conduct such consultation as they think is appropriate.

They must also act under the general guidance of the Secretary of State. The relevant Guidance states:

“The core purpose of children's centres is to improve outcomes for young children and their families and reduce inequalities between families in greatest need and their peers in:

- ☐ child development and school readiness;
- ☐ parenting aspirations and parenting skills; and
- ☐ child and family health and life chances.”

“Local authorities should:

- ☐ ensure that a network of children's centres is accessible to all families with young children in their area;
- ☐ ensure that children's centres and their services are within reasonable reach of all families with young children in urban and rural areas, taking into account distance and availability of transport;
- ☐ target children's centres services at young children and families in the area who are at risk of poor outcomes through, for example, effective outreach services, based on the analysis of local need;
- ☐ demonstrate that all children and families can be reached effectively;
- ☐ not close an existing children's centre site in any reorganisation of provision unless they can demonstrate that, where they decide to close a children's centre site, the outcomes for children, particularly the most disadvantaged, would not be adversely affected and will not compromise the duty to have sufficient children's centres to meet local need. The starting point should therefore be a presumption against the closure of children's centres;
- ☐ take into account the views of local families and communities in deciding what is sufficient children's centre provision;

Consultation. An extensive consultation has been undertaken. The key aspects of a lawful consultation are that the consultees have sufficient information and time to respond meaningfully and that the decision maker then takes the consultation comments conscientiously into account before making a final decision.

The consultation proposed the closure of four children's centres but that services would be provided from alternative venues within the community which would be identified through the consultation process. It did not set out where the services would be transferred to, therefore it could be argued that consultees could not comment meaningfully because they would not know where the service they were interested in would be transferred to, if at all and how they might be able to access this.

Sufficiency of Children's Centres. The analysis does not clearly state whether or not there will be sufficient numbers of children's centres within the Borough after the proposals have been implemented to satisfy the need. Therefore further analysis may be required to establish this point before the matter is referred to Cabinet.

Clawback. When Children's Centres were setup they often received grant funding from Government which could be clawed back in the event that the Centre ceased to be a Children's centre or to provide childcare activities. There is therefore a potential for clawback of the original grant funding if the proposal for closure of Chippenham Road goes ahead. Hilldene will continue to be used for childcare activities.

Human Resources implications and risks: The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

Equalities implications and risks: An Equality and Health Impact Assessment has been completed and can be viewed at appendix 2 to this report.

Appendix 1; Response to public consultation

Please note that this is a combination of the responses received online, by hand and verbally at the consultation meetings

Question 1; which of the following applies to you?

Total number of responses = **872** (multiple options could be chosen)

444 (51%) I am a Havering resident

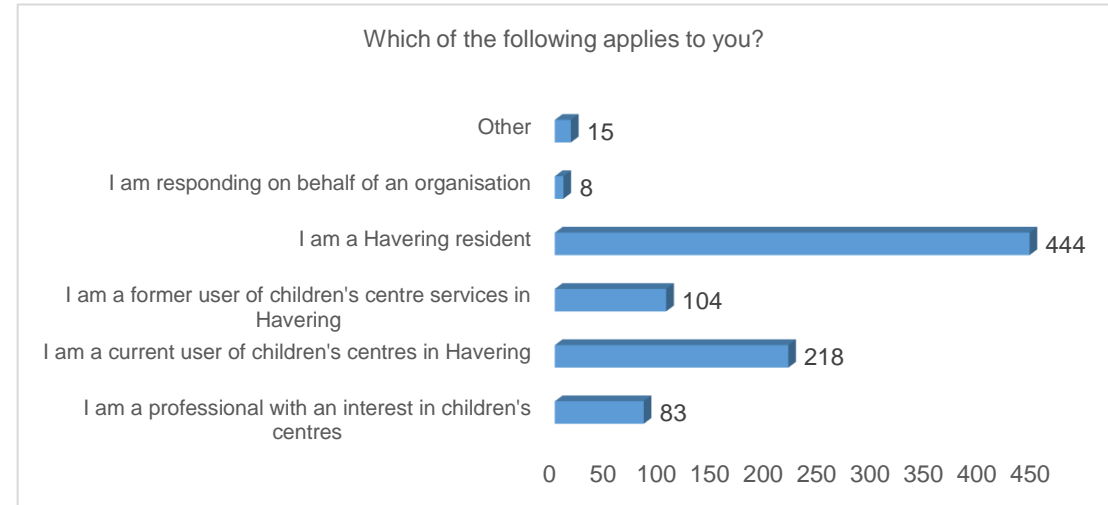
218 (25%) I am a current user of children's centre services in Havering

104 (12%) I am a former user of children's centre services in Havering

83 (10%) I am a professional with an interest in children's centres

8 (1%) I am responding on behalf of an organisation

15 (2%) Other



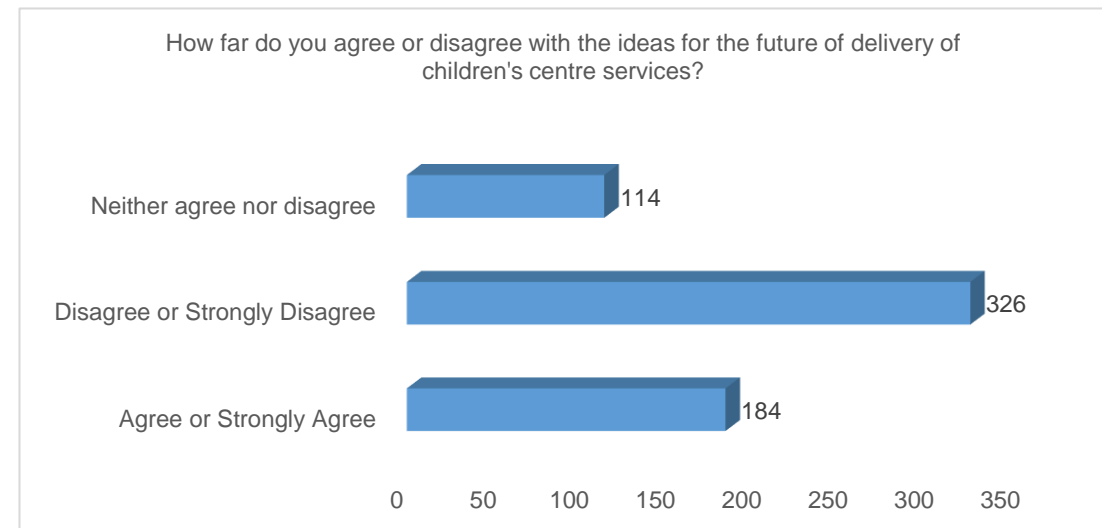
Question 2; How far do you agree or disagree with the ideas for the future delivery of children's centre services?

Total number of responses = **624**

326 (52%) Disagree or strongly disagree

184 (29%) Agree or strongly agree

114 (18%) Neither agree nor disagree



Question 3; How far do you agree with us using community venues, aside from children's centres, to deliver activities and groups from?

Total number of responses = **627**

314 (50%) Agree or strongly agree

202 (32%) Disagree or strongly disagree

111 (18%) Neither agree nor disagree

Question 4; To help us explore possible venues for future delivery of activities and groups for children aged under five, please let us know which venues you would consider attending;

Total number of responses = **1730** (multiple options could be chosen)

361 (21%) Community Centres

290 (17%) Leisure Centres

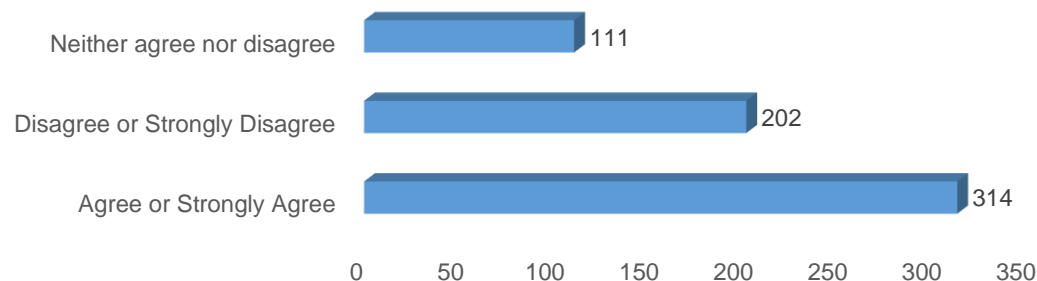
274 (16%) Nurseries or Pre-Schools

269 (16%) Church Halls

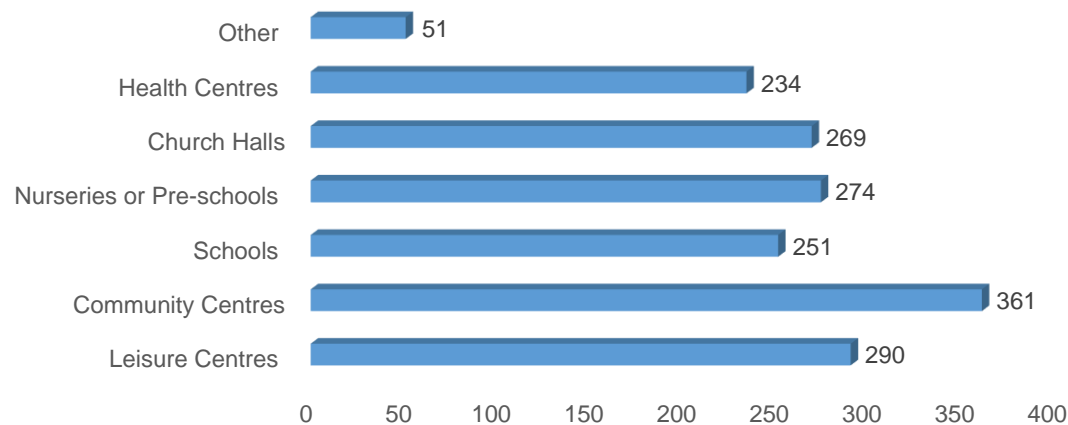
251 (15%) Schools

234 (14%) Health Centres

How far do you agree with us using community venues, aside from children's centres, to deliver activities and groups from?



Which type of venue would you consider using for groups and activities for children under 5?



51 (3%) Other

Question 5; Are there any suggestions you can give us of venues in your local area that would be suitable for the delivery of activities and groups for children aged under five and their parents/carers?

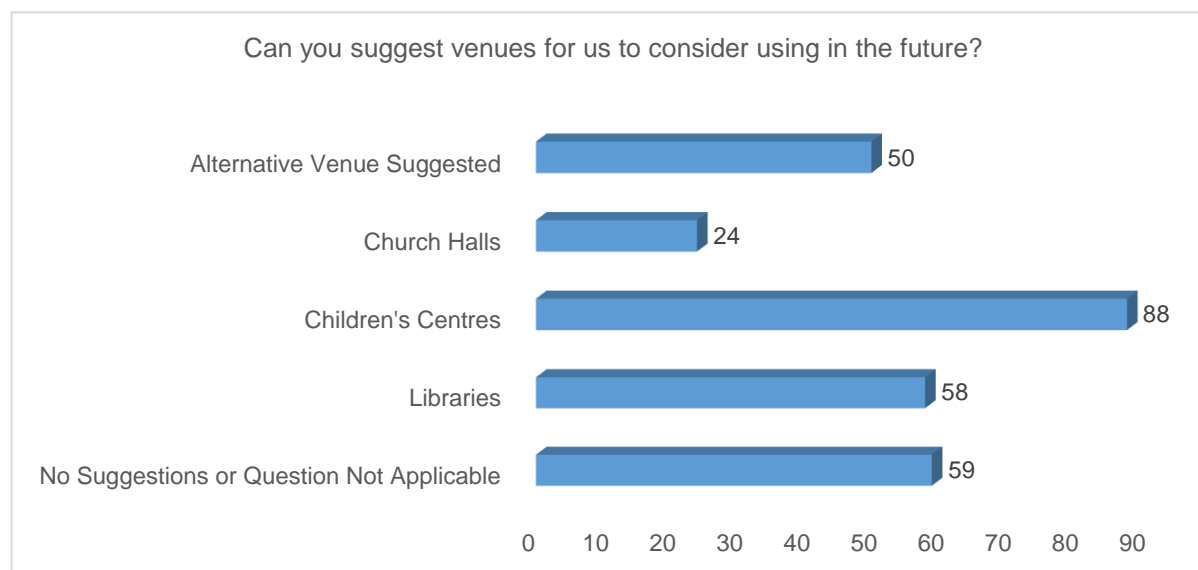
Respondents were given the option to write free text in response to this question. We have analysed this in conjunction with the responses to the subsequent question which asked residents to suggest venues that we could consider for service delivery in the future. In total there were 319 free text responses to this part of the survey.

A number of responses to this question were in support of retaining service delivery in children's centre, with a number of residents expressing concern that services available in their local area would be lost.

50 specific community venues in the borough were identified by residents as possible options for service delivery going forward, these have all been noted and are being explored. Some of the most popular suggestions were;

- Community Spaces in local supermarkets
- Coffee Shops/Cafés
- Space in shopping centres
- Pop-ups in unused shops
- Local Parks

Respondents also highlighted the need to consider venue accessibility and availability of parking when venue use is considered. Others expressed that they would use any venue providing it is suitable for the service on offer. There was also concern expressed about services being removed from Harold Hill and Rainham.



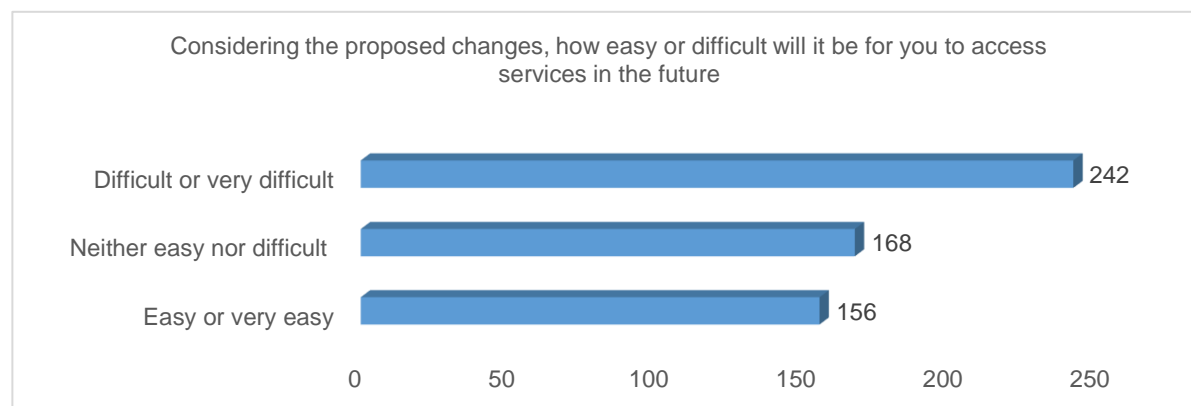
Question 6; considering the proposed changes, how easy or difficult will it be for you to access services in the future?

Total number of responses = **566**

242 (43%) Difficult or very difficult

168 (30%) Neither easy nor difficult

156 (28%) Easy or very easy



Question 7; Which Children's Centre Services do you use regularly?

Total number of responses = **1094** (multiple options could be chosen)

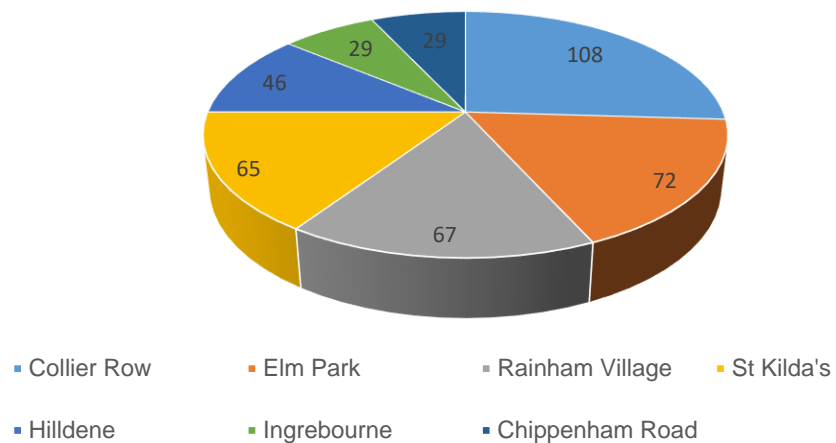
| Activity | Number | Percentage of Overall Responses |
|---|--------|---------------------------------|
| Stay and Play (0-5 Years) | 179 | 16% |
| Health Visiting Services | 141 | 13% |
| Baby Stay and Play (0-12 months) | 127 | 12% |
| Midwifery Services | 125 | 11% |
| Musical Jelly Beans | 109 | 10% |
| Baby Massage | 82 | 7% |
| Sensory Play | 74 | 7% |
| Infant Feeding Café | 63 | 6% |
| Dad's Club | 31 | 3% |
| Starting Solids Workshop | 30 | 3% |
| Parent Surgery | 30 | 3% |
| Ready Steady Talk | 30 | 3% |
| Employment Advice Surgery | 23 | |
| Butterflies (Perinatal mental health support group) | 21 | |
| Good Beginnings (SEND Support Group) | 13 | |
| Mellow Babies Parenting Course (Teenage Mothers) | 8 | |

Bundles of Joy (Multiple Births Group)

8

Question 8; What Children's Centre do you use most often?Total number of responses = **416****108** (26%) Collier Row**72** (17%) Elm Park**67** (16%) Rainham Village**65** (16%) St Kilda's**46** (11%) Hilldene**29** (7%) Ingrebourne**29** (7%) Chippenham Road

Which Children's Centre Services do you use most often?

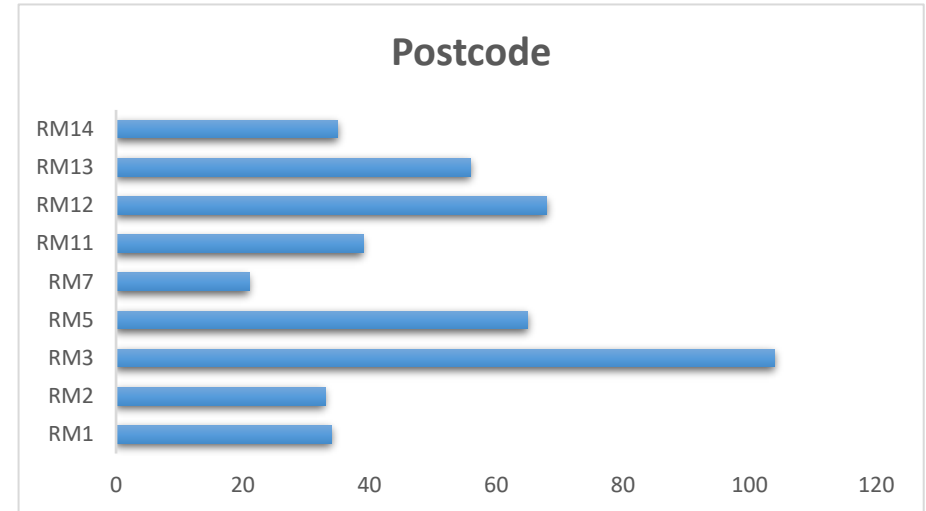


Equality and Diversity Monitoring

(This applies for respondents across the Libraries, Children's Centres and Community Hubs questionnaire. The overall total number of responses was **1614**)

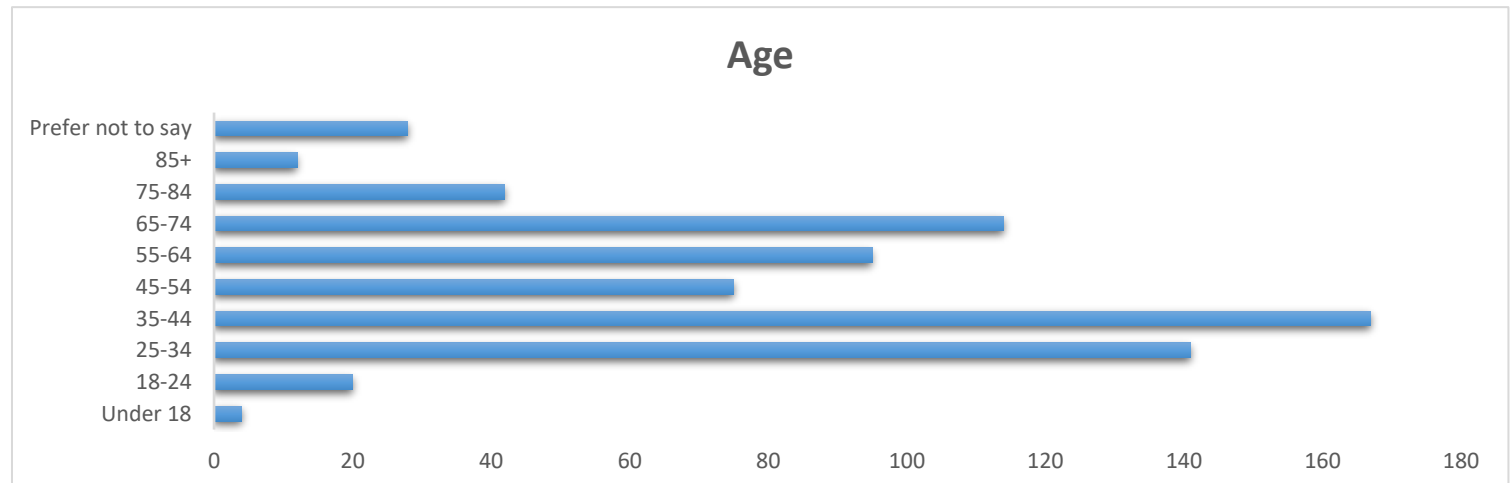
Question 1; please tell us your postcode (total number of responses = 456)

| Postcode | Area | Number |
|----------------|---|--------|
| RM1 | Romford, Rise Park | 34 |
| RM2 | Gidea Park | 33 |
| RM3 | Harold Hill, Harold Wood, Noak Hill and Harold Park | 104 |
| RM5 | Collier Row | 65 |
| RM7 | Romford, Rush Green | 21 |
| RM11 | Hornchurch, Emerson Park and Ardleigh Green | 39 |
| RM12 | Hornchurch, Elm Park | 68 |
| RM13 | Rainham, Wennington and South Hornchurch | 56 |
| RM14 | Upminster and Cranham | 35 |
| Out of borough | N/A | 1 |



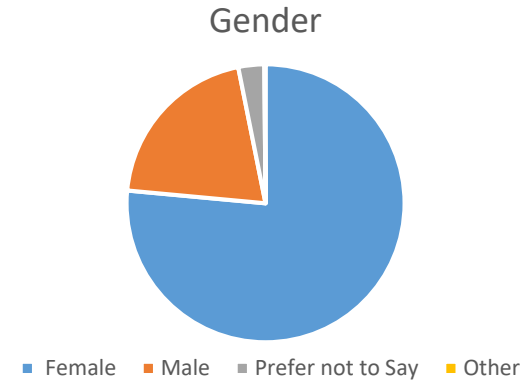
Question 2; How old are you? (Total number of responses = 698)

| Age | Number |
|-------------------|--------|
| Under 18 | 4 |
| 18-24 | 20 |
| 25-34 | 141 |
| 35-44 | 167 |
| 45-54 | 75 |
| 55-64 | 95 |
| 65-74 | 114 |
| 75-84 | 42 |
| 85+ | 12 |
| Prefer not to say | 28 |



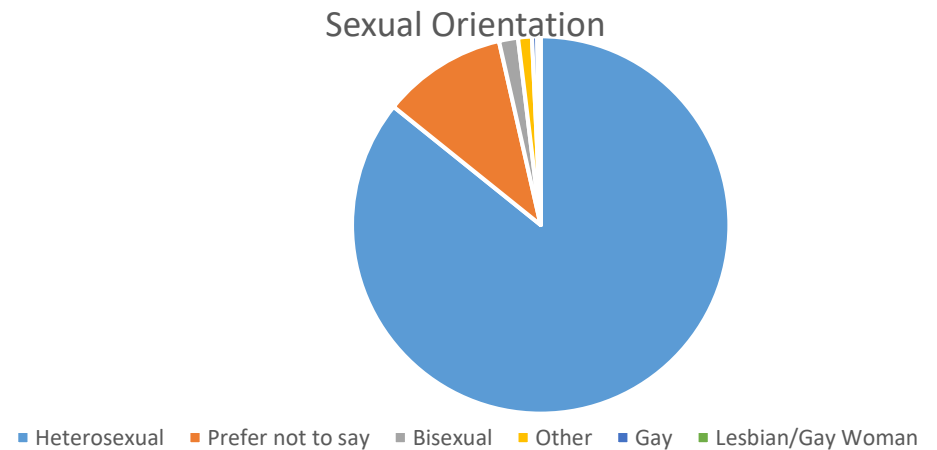
Question 3; Gender (total number of responses = 697)

| Age | Number |
|-------------------|--------|
| Female | 533 |
| Male | 142 |
| Prefer not to Say | 21 |
| Other | 1 |



Question 4; How would you describe your sexual orientation? (Total number of responses = 675)

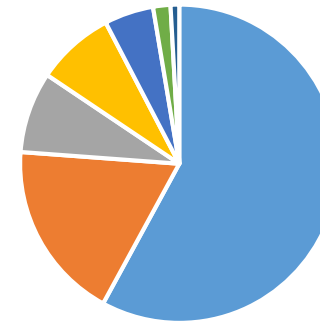
| Sexual Orientation | Number |
|--------------------|--------|
| Heterosexual | 579 |
| Prefer not to say | 72 |
| Bisexual | 11 |
| Other | 8 |
| Gay | 3 |
| Lesbian/Gay Woman | 2 |



Question 5; Relationship Status (Total number of responses = 680)

| Relationship Status | Number |
|---------------------|--------|
| Married | 394 |
| Single | 124 |
| Prefer not to say | 56 |
| Cohabiting | 54 |
| Widowed | 34 |
| Other | 12 |
| Civil Partnership | 6 |

Relationship Status

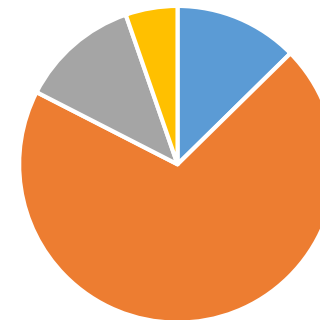


■ Married ■ Single ■ Prefer not to say ■ Cohabiting ■ Widowed ■ Other ■ Civil Partnership

Question 6; Are you pregnant or have you given birth in the last 26 weeks?

| Pregnancy/Maternity | Number |
|---------------------|--------|
| Married | 394 |
| Single | 124 |
| Prefer not to say | 56 |
| Cohabiting | 54 |

Pregnancy/Maternity

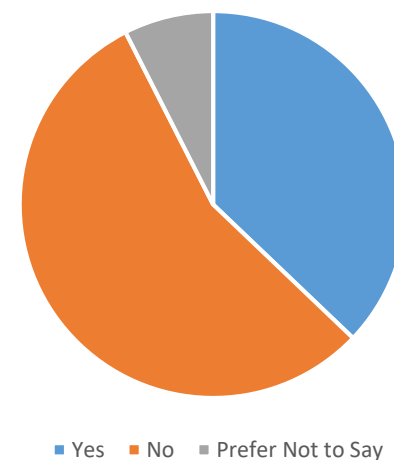


■ Yes ■ No ■ N/A ■ Prefer not to say

Question 7; Do you have unpaid responsibility for a child as a parent/guardian etc.? (Total number of responses = 641)

| Caring for a Child | Number |
|--------------------|--------|
| Yes | 238 |
| No | 355 |
| Prefer not to say | 48 |

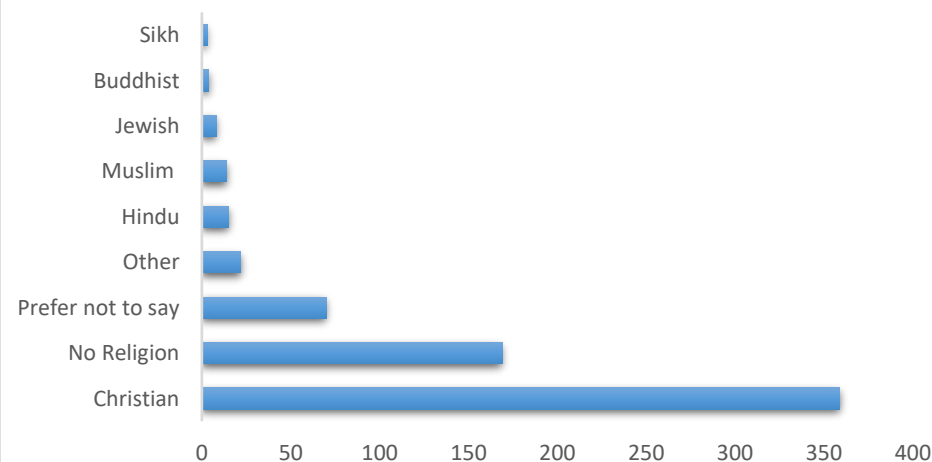
Caring for a Child



Question 7; Faith, Religion or Belief (Total number of responses = 664)

| Religion | Number |
|-------------------|--------|
| Christian | 359 |
| No Religion | 169 |
| Prefer not to say | 70 |
| Other | 22 |
| Hindu | 15 |
| Muslim | 14 |
| Jewish | 8 |
| Buddhist | 4 |

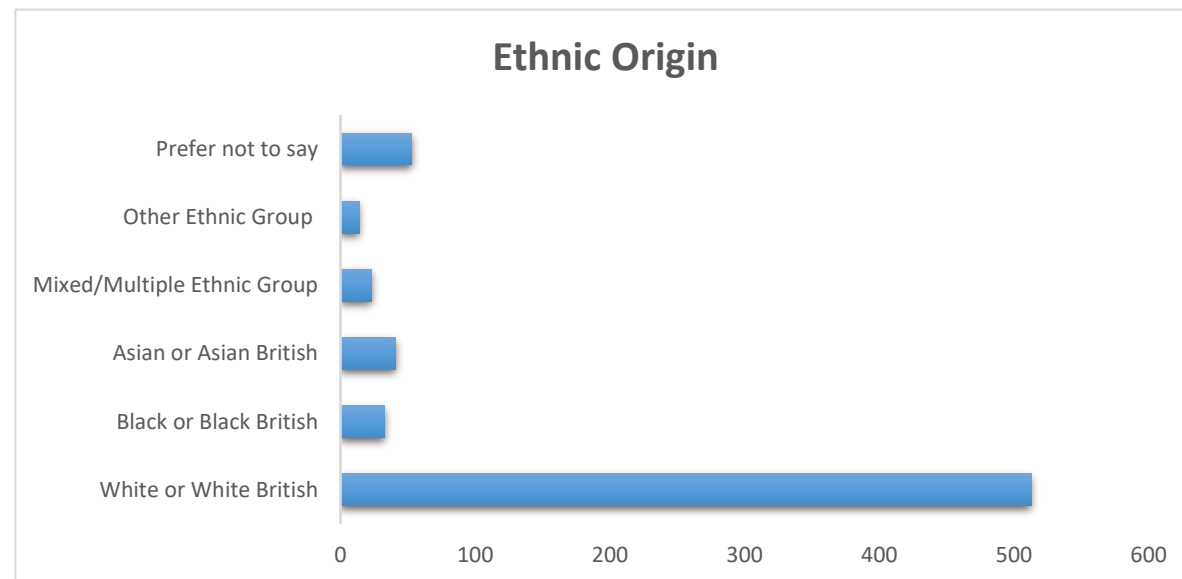
Religion



| | |
|------|---|
| Sikh | 3 |
|------|---|

Question 9; How would you describe your ethnic origin?
 (Total number of responses = 677)

| Ethnic Origin | Number |
|-----------------------------|---------------|
| White or White British | 513 |
| Black or Black British | 33 |
| Asian or Asian British | 41 |
| Mixed/Multiple Ethnic Group | 23 |
| Other Ethnic Group | 14 |
| Prefer not to say | 53 |



Equality & Health Impact Assessment (EqHIA)

Document control

| | |
|-----------------------------------|--|
| Title of activity: | Children's Centre Redesign Proposal |
| Lead officer: | Sophie Ambler <i>Project Manager</i> Children's Services |
| Approved by: | Helen Harding; <i>Head of Early Help Service</i> Robert South; <i>Director of Children's Services</i> |
| Date completed: | 01/11/2019 |
| Scheduled date for review: | TBC |

| | |
|---|----|
| Did you seek advice from the Corporate Policy & Diversity team? | |
| Did you seek advice from the Public Health team? | |
| Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website? | No |

1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact EqHIA@haverling.gov.uk for advice from either the Corporate Diversity or Public Health teams. Please refer to the Guidance in Appendix 1 on how to complete this form.

| | | | | |
|----|--|---|---|--|
| 1 | Title of activity | Children's Centre Redesign Proposal | | |
| 2 | Type of activity | A report is being presented to Cabinet in January 2020 outlining recommendations for the redesign of the service delivery from children's centres. This is following a public consultation on the proposal from June-September 2019. | | |
| 3 | Scope of activity | <p>The recommendations in the Cabinet report are to redesign the way that children's centre services are delivered. This is by primarily delivering from different locations to enable us to reach a greater number of residents and to deliver a more cost effective service. The recommendations that Cabinet are being asked to agree are;</p> <ul style="list-style-type: none"> i. Agree the retention and the continuation of service delivery from St Kilda's Children's Centre, Elm Park Children's Centre, and Collier Row Children's Centre, Ingrebourne Children's Centre and Rainham Village Children's Centre ii. Agree the redesign and relocation of services from, Chippenham Road Children's Centre and Hilldene Children's Centre. iii. Agree the approach of services being delivered from community venues within the borough, in line with the principles of community hubs and local area co-ordination. <p>The recommendations have been carefully considered, following the response to the public consultation, to ensure that the level of service is not reduced and that key areas of the borough retain access to services.</p> | | |
| 4a | Are you changing, introducing a new, or removing a service, policy, strategy or function? | Yes | If the answer to <u>any</u> of these questions is 'YES', please continue to question 5. | If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6. |
| 4b | Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)? | Yes | | |
| 4c | Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing? | Yes | | |
| 5 | If you answered YES: | Please complete the EqHIA in Section 2 of this document. Please see Appendix 1 for Guidance. | | |
| 6 | If you answered NO: | N/A | | |

| | |
|---------------|---|
| Completed by: | Sophie Ambler, Project Manager, Children's Services |
| Date: | 01/11/2019 |

2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:

In June 2019 a public consultation commenced entitled 'front doors to sustainable services: a consultation on proposals to change how children's centres and libraries are operated in Havering'. Proposed changes to children's centres were to reduce the number of centres from seven to three (retaining the largest centres with highest footfall) and deliver activities from community venues. Following the consultation and analysis of responses our recommendations are to retain service delivery in four centres, with the remaining three to either be closed or repurposed, as below;

| Name of Centre | Proposal |
|-----------------------------------|--|
| Collier Row Children's Centre | Keep; current service delivery to continue |
| Elm Park Children's Centre | Keep; current service delivery to continue |
| St Kilda's Children's Centre | Keep; current service delivery to continue |
| Hilldene Children's Centre | Cease; move all services to Ingrebourne Children's Centre |
| Chippenham Road Children's Centre | Cease; move all services to Ingrebourne Children's Centre |
| Rainham Village Children's Centre | Keep; we will retain services at this centre and explore options of other partners (alongside health) delivering from the centre. |

The reasoning behind the consultation was built on an understanding that we need to deliver services differently in order for to reach the residents most in need of services. For example, we know from our data that in 2018, 60% of children aged 0-5 residing in the most deprived areas of the borough did not access children's centre services. There is also a need for the service area to contribute towards the Council's medium term financial strategy and, like all areas of the Council, we need to consider how we can ensure the service is delivered in the most cost effective way.

Who will be affected by the activity?

Residents using and accessing children's centres will be affected by the activity, and it is likely that it will be necessary to access services from different locations in the future. The intention of this activity is not to reduce the service delivery but to make it more accessible and wide reaching. Due to the nature of the service delivery offered from the children's centres, there is likely to be a greater effect on residents who are parents/guardians or carers for children under 5, expectant parents and children aged 0-5.

Small businesses, such as nurseries and early year's providers could be affected as it is likely that we will need to utilise their premises for service delivery. The successful pilot of the integrated two year check is an example of this. The cohesion of services between community health services, children's centres and education provisions is has been positively received by providers so far.

Staff will be required to work in a different way should the proposed changes be made. Services will be delivered from more locations so more travelling will be required and greater partnership working will be developed for co-delivery of some services. These requirements are already built in to the job description of the staff affected and it is not believed that will be asked to undertake any work beyond their role.

Protected Characteristic - Age: Consider the full range of age groups

Please tick (✓) the relevant box:

Positive

Neutral

Negative

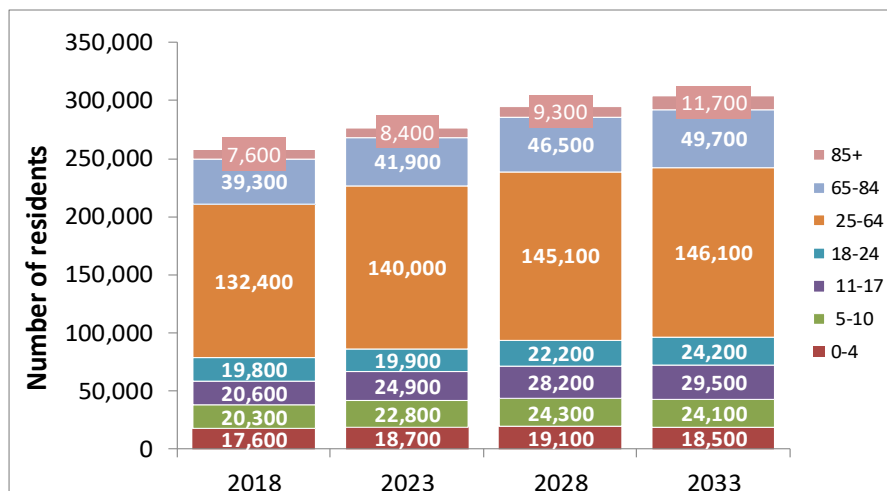
Overall impact:

It is assessed that the impact on the age characteristic will be neutral. The purpose of a children's centre is to deliver early childhood services, by this definition the majority of services are aimed at 0-5 year olds.

Children's centres also provide assistance and advice to parents, prospective parents, carers or guardians. There is no age specification on parents accessing these services and this will not differ if the recommendations are agreed.

Evidence:

The estimated population of the London Borough of Havering is 256,039 with 17,224 of the population being children aged 0-4 (6.7%). We know that the number of children in the borough has grown, and is projected to continue to do so. From 2011 to 2016, Havering experienced the largest net inflow of children across all London boroughs. 4,580 children settled in the borough from another part of the United Kingdom during this six year period. As demonstrated in the table below, it is projected that the largest increases in population will occur in children (0-17 years) rising from 58,500 in 2018 to 72,100 in 2033 and older people age groups (65 years and above). The 0-4 population is predicted to increase by 5% by 2033.



As well as increases in the number of births in Havering, there has been an increase in the general fertility rate from 58 (per 1,000 women aged 15-44) in 2004 to 68 in 2017. This equates to an additional 10 births per 1,000 women aged 15-44 within the period.

This increase in our population of 0-4 year olds has meant an increase in demand for services, and an increased likelihood that there are families who would benefit from services we have not reached. In order to maximise the impact of services we need to adapt and develop our service delivery to make it more widely accessible.

The number, type and frequency of the services we offer will not change if the recommendations are agreed so therefore the impact is assessed to be neutral.

Sources used:

- This is Havering 2018 version 4.1 (August 2018) *produced by public health intelligence*
- Mid-year population estimates 2017; Office for National Statistics (ONS)
- GLA 2016 based Demographic Projections – Local Authority population projections Housing Led Model

Protected Characteristic - Disability: Consider the full range of disabilities; including physical, mental, sensory and progressive conditions

Please tick (✓) the relevant box:

| | | |
|-----------------|---|---|
| Positive | | Overall impact: It is assessed that the impact on those with physical disabilities, mental ill health, Special Educational Needs or Disabilities (SEND) or learning difficulties will be neutrally affected, should the proposed changes be implemented. The services for children with SEND and their families are delivered from centers that will be retained as part of the proposal. It is intended that where we are stretching our offer to community venues that there is a chance a greater number of children with SEND and their parents/carers will be able to access services. |
| Neutral | ✓ | |
| Negative | | |

Evidence:

In 2017, the estimated rate of serious physical disabilities in Havering was 2323 per 100,000 population aged 18-24. This is similar to England but significantly higher than the London average. The estimated rate of moderate to severe learning disabilities in Havering is 556 per 100,000 population aged 18-24. This is similar to England but 2nd lowest among London local authorities.

There is evidence to suggest that when children act as young carers there is potential to jeopardize their educational development as well as social and emotional health and wellbeing. There are currently services delivered as part of the universal offer, which has recently expanded to include siblings of young carers. We have commissioned a provider (Imago) to deliver this service.

At least one in four people will experience a mental ill health at some point in their life and one in six adults will have a mental health issue at any one time. The potential impact upon children living with parents who have mental ill health are widely documented. One in ten new mothers will experience postnatal depression and it is vital the right support is available and accessible. By widening our offer to community venues and offering services where new mothers are likely to be, increase our opportunity to reach those who may be in need of support. For example, a parenting group for young mothers is delivered from The Cocoon specifically for care experienced young women.

All of our centres have adaptations made to them to ensure that they can be access by those with physical disabilities, and further adaptations are planned for St Kilda's. The community venues considered for service delivery going forward will be accessible, and will provide options for accessing services for those unable to travel far.

Sources used:

- This is Havering 2018 version 4.1 (August 2018) *produced by public health intelligence*
- Projecting Adult Needs and Service Information System (PANSI, 2017); calculations uses Mid-year population estimates 2017; Office for National Statistics (ONS); *produced by public health intelligence*
- Mental Health JSNA January 2015
- Children as carers: the impact of parental illness and disability on children's caring roles – Jo Aldridge and Samuel Becker, The Association for Family Therapy 1999.

Protected Characteristic - Sex/gender: Consider both men and women

Please tick (✓) the relevant box:

| | | |
|-----------------|---|--|
| Positive | | Overall impact: Currently, the majority of attendee's at children's centers are female. This is characterized by 76% of the respondents to the online consultation survey identifying themselves as female. As the recommendations do not result in any changes to the level of service delivery, if agreed, it is anticipated that the impact will be neutral. We are hopeful that by changing the way the service is delivered we may see a reduction in the gap between female users of the Centre's and other genders. |
| Neutral | ✓ | |
| Negative | | |

Evidence:

76% of the respondents to the online consultation survey identified as female, alongside this the respondents to the 2017 Children's Centre analysis survey were 95% female. This suggests that it is mostly females accessing services at children's centres. This is significantly disproportionate to the population of the borough (below) where 52% are female and 48% are male.

| MALE | | FEMALE | | TOTAL |
|---------|-------|---------|-------|---------|
| 122,907 | 48.0% | 133,132 | 52.0% | 256,039 |

Recently published statistics (Feb 2018) show that take up of shared paternity leave is as low as 2%. This means it is more likely to be women that are able to attend activities, groups and workshops at the children's centres as the majority are held on week days. The expansion of the service delivery to community venues increases the possibility of a varied timetable of activities and groups. This is also supported by the increase of trained a volunteer cohort to support with service delivery.

There are services delivered from children's centres where the gender of attendees is predetermined, for example Women's Aid sessions for women experiencing domestic violence, however this is a lawful exception. A Dad's Club is also offered at St Kilda's on alternate Saturday mornings for fathers and male carers to attend with their child/ren and partake in activities. There are similar activities available for mothers at alternative times.

Sources used:

- This is Havering 2018 version 4.1 (August 2018) *produced by public health intelligence*

Protected Characteristic - Ethnicity/race: Consider the impact on different ethnic groups and nationalities

Please tick (✓) the relevant box:

| | | |
|-----------------|--|--|
| Positive | | Overall impact: It is assessed that the impact on this protected characteristic will be neutral. There |
|-----------------|--|--|

| | | |
|----------|---|---|
| Neutral | ✓ | are no services provided through our children's centre offer where access is pre-determined by ethnicity. |
| Negative | | |

Evidence:

Havering is one of the most ethnically homogenous places in London, with 83% of its residents recorded as White British in the 2011 census, higher than both London and England. 76% of those who responded to the consultation identified themselves as White or White British, which is indicative of the ethnic make-up of the borough. However, the ethnically homogenous characteristic of Havering is gradually changing due to its growing cultural diversity.

The Borough's white population is projected to decrease from the current 84% to 78% in 2032. The BME population, notably those from Black African heritage (though many of whom are likely to be British born) is projected to increase from 4.1% in 2017 to 5.3% of the Havering population in 2032. Please see below for a full overview of ethnicity population projections;

Proportion of Black, Asian and Minority Ethnic (BAME) and White population in Havering

| Year | White | BAME |
|------|-----------------|----------------|
| 2017 | 211,814 (83.6%) | 41,664 (16.4%) |
| 2022 | 216,583 (81.2%) | 50,281 (18.8%) |
| 2027 | 222,471 (79.4%) | 57,750 (20.6%) |
| 2032 | 228,673 (78.0%) | 64,418 (22.0%) |

Break down of Havering population classed as BAME

| Ethnicity | 2017 | 2022 | 2027 | 2032 |
|---------------|---------------|---------------|---------------|---------------|
| Black | 3,696 (1.5%) | 4,251 (1.6%) | 4,766 (1.7%) | 5,245 (1.8%) |
| Caribbean | | | | |
| Black African | 10,405 (4.1%) | 12,366 (4.6%) | 14,018 (5.0%) | 15,449 (5.3%) |
| Black Other | 1,510 (0.6%) | 1,880 (0.7%) | 2,190 (0.8%) | 2,461 (0.8%) |
| Indian | 7,405 (2.9%) | 9,075 (3.4%) | 10,507 (3.7%) | 11,793 (4.0%) |
| Pakistani | 2,400 (0.9%) | 2,991 (1.1%) | 3,490 (1.2%) | 3,926 (1.3%) |
| Bangladeshi | 1,883 (0.7%) | 2,521 (0.9%) | 3,088 (1.1%) | 3,606 (1.2%) |
| Chinese | 1,567 (0.6%) | 1,645 (0.6%) | 1,704 (0.6%) | 1,779 (0.6%) |
| Other Asian | 3,651 (1.4%) | 4,308 (1.6%) | 4,858 (1.7%) | 5,323 (1.8%) |
| Mixed | 7,498 (3.0%) | 9,426 (3.5%) | 11,160 (4.0%) | 12,741 (4.3%) |
| Other | 1,648 (0.7%) | 1,833 (0.7%) | 1,971 (0.7%) | 2,088 (0.7%) |

Our services have adapted to respond to the change in demand brought about by shift in demographics and growing cultural diversity. English as a second language classes are offered from the centres, a change implemented following the 2017 Children's Centre Analysis. The 2011 census data shows that 2% of households in Havering have no people in the household with English as a first language.

There are no services offered out of a children's centre where attendance is specified based on ethnicity, race or culture. Services are offered at varying days/times and this will increase with a wider community based offer.

Sources used:

- This is Havering 2018 version 4.1 (August 2018)
- 2011 Census

| | |
|--|------------------------|
| Protected Characteristic - Religion/faith: Consider people from different religions or beliefs including those with no religion or belief | |
| Please tick (✓) the relevant box: | Overall impact: |

| | | |
|-----------------|---|---|
| Positive | | It is assessed that the impact upon this protected characteristic is neutral. |
| Neutral | ✓ | |
| Negative | | |

Evidence:

As at the 2011 census, 88.2% of the population of the borough identified themselves as Christian or No Religion (see table below for full breakdown). 80% of the respondents who completed the consultation survey also identified as Christian or No Religion, which is indicative of the findings in the 2011 census.

Religion and Belief 2011 Census

| Faith | Number | % |
|----------------|----------------|---------------|
| Christian | 155,597 | 65.6% |
| Buddhist | 760 | 0.3% |
| Hindu | 2,963 | 1.2% |
| Jewish | 1,159 | 0.5% |
| Muslim | 4,829 | 2.0% |
| Sikh | 1,928 | 0.8% |
| Other Religion | 648 | 0.3% |
| No Religion | 53,549 | 22.6% |
| No Response | 15,799 | 6.7% |
| Totals | 237,232 | 100.0% |

No activities delivered as part of our children's centre offer are aligned to any faith or religion and there are no services offered out of a children's centre where attendance is specified based on religion. Services are offered at varying days/times and this will increase with a wider community based offer.

Sources used:

- 2011 Census

Protected Characteristic - Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual

Please tick (✓) the relevant box:

Positive

Neutral

Negative

✓

Overall impact:

Overall the impact on gender reassignment is neutral. Access to services at children's centres is not determined based on sexual orientation and this information is not collated about service users.

Evidence: There are no services offered out of a children's centre where attendance is specified based on sexual orientation, and this information is not collated about those accessing the services. All residents will be provided with the same information and afforded with the same opportunities to express their views and opinions.

Sources used: N/A

Protected Characteristic - Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth

Please tick (✓) the relevant box:

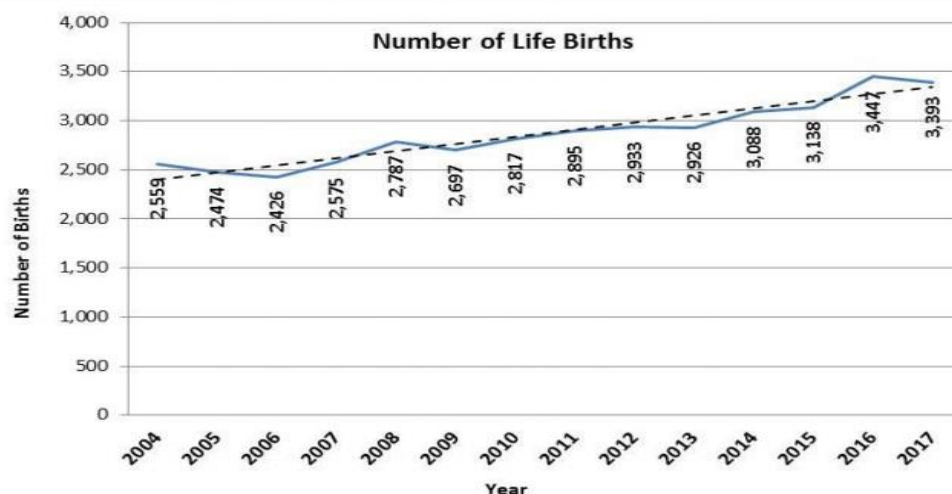
Positive

Overall impact: Overall the impact on gender reassignment is neutral. The proposal impacts residents in the same way despite their gender or whether they have had or are in the process of gender reassignment.

| | | |
|---|-------------------------------------|--|
| Neutral | <input checked="" type="checkbox"/> | |
| Negative | <input type="checkbox"/> | |
| Evidence: There are no services offered out of a children's centre where attendance is specified based on current or previous undertaking of gender reassignment. This information is not collated about those accessing the services. | | |
| Sources used: N/A | | |

| Protected Characteristic - Marriage/civil partnership: Consider people in a marriage or civil partnership | | |
|---|---|--|
| Please tick (✓) the relevant box: | | Overall impact: Overall the impact on marriage and civil partnership is neutral. |
| Positive | | |
| Neutral | ✓ | |
| Negative | | |
| Evidence: There are no services offered out of a children’s centre where attendance is specified based on marital or civil partnership status. This information is not collated about those accessing the services as an accessibility criteria. All children’s centre users are granted the same access to services regardless of marital status. | | |
| Sources used: N/A | | |

| Protected Characteristic - Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave | | |
|---|---|---|
| Please tick (✓) the relevant box: | | Overall impact: It is assessed that the impact on pregnancy, maternity and paternity will be neutral. Health provisions such as midwifery, child health clinic and development checks will continue to be delivered from the remaining centres and further sites will be explored going forward. |
| Positive | | |
| Neutral | ✓ | |
| Negative | | |
| Evidence: From our analysis we know that the midwifery and health visiting services are the greatest driver of footfall into our centres. It is therefore vital that we maintain this connectivity and build upon our partnership with our providers in order to co-ordinate and strengthen the universal and targeted support offer alongside this. The below graph shows the fertility rate in Havering between 2004 and 2017; We can see that there has been a 27% increase in the number of live births between 2004 and 2017, with a slight drop in 2017. | | |



The health services offered at the children's centres are open to all, and this will continue regardless of where the services are offered from. All health visiting services are available to fathers and male carers as well as mothers. The only services offered specifically are those around perinatal mental health, as a need has been identified for expectant and new mothers in this area.

Sources used:

- Office for National Statistics (ONS)

Socio-economic status: Consider those who are from low income or financially excluded backgrounds

Please tick (✓) the relevant box:

Positive

Neutral

Negative

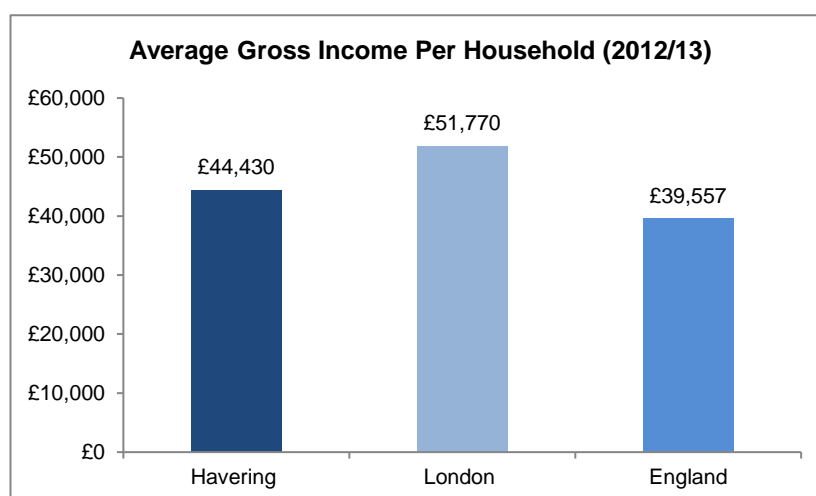
✓

Overall impact:

It is assessed that the impact for this protected characteristic will be neutral as the level of service available will stay the same, if the recommendations are agreed.

Evidence:

Whilst Havering is a relatively affluent borough (shown in graph below), there are pockets of deprivation in the borough as well. Havering ranks 24th out of 33 London boroughs when looking at average income (one being the highest average income).



There is a well-researched and documented link between deprivation and vulnerability, thus meaning there are some families in this category that would benefit from our support. The 2018 Children's Centre Analysis identified that 60% of children resident in the most deprived IDACI decile in the country (based on the Income Deprivation Affecting Children Index 2015) were not seen at children's centres in 2017/18. This suggests we need to be doing something differently in order to reach families who may need support.

By extending the provision of services to community venues we are increasing the opportunity to access services, therefore increasing the likelihood that those who need services can get them. By creating greater cohesion between partner agencies such as health and education there will be greater co-ordination in identifying children and families who have not been seen by any services.

Overall, the proportion of working age adults in employment in Havering between April and June 2018 was 77.9%. This is greater than London (74.6%) and England (75.9%). However where families are experiencing problems with employment and/or benefits services are available to support. Currently Havering Works are co-located in three of the centres and going forward this is likely to spread to community venues to improve outreach.

Currently there are no services offered from the children's centres which are means tested, and information on family income is not collated by the service. The services to support those experiencing issues with employment and benefits are available to anyone and no predetermination is made as to who can access these services.

Sources used:

- This is Havering 2018 version 4.1 (August 2018) *produced by public health intelligence*

Health & Wellbeing Impact: Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

| | | |
|--|---|--|
| <i>Please tick (✓) the relevant boxes:</i> | | Overall impact: It is assessed that overall the proposal will have a positive impact on health and wellbeing as greater opportunity for accessing services is being provided. The proposal will help to address inequalities in health, wellbeing and development by helping to ensure that all families who require support receive it at the earliest opportunity. Do you consider that a more in-depth HIA is required as a result of this brief assessment? Please tick (✓) the relevant box <div style="text-align: right;"> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> </div> |
| Positive | | |
| Neutral | ✓ | |
| Negative | | |

Evidence:

It is considered that if the recommendations are agreed then resident's opportunity to access services would stay the same. Groups, activities and services being delivered from community venues will provide more options for access and participation. Residents will not be expected to travel a greater distance to access services and the variety of locations will be accessible via public transport (see table below). Where the locations of services are changed it will be publicized to ensure residents are aware of where they can now access services.

| Current Location of Service Delivery | Possible Location of Future Service Delivery | Distance | Walking Time (Maximum) | Public Transport |
|--------------------------------------|--|-----------|------------------------|---|
| Chippenham Road Children's Centre | Ingrebourne Children's Centre | 0.9 miles | 20 Minutes | 499 Bus Route 256 Bus Route |
| Hilldene Children's Centre | Ingrebourne Children's Centre | 1 Mile | 22 Minutes | 499 Bus Route 256 Bus Route |
| Rainham Village Children's Centre | Rainham Library | 0.3 Miles | 10 Minutes | 103 Bus Route |
| Rainham Village Children's Centre | Orchard Village Community Centre | 1.6 Miles | 35 Minutes | 287 Bus Route |
| Ingrebourne Children's Centre | My Place Youth and Community Centre | 0.6 Miles | 15 Minutes | 256 Bus Route 294 Bus Route 499 Bus Route |

Greater promotion and awareness of the offer within community services, for example GP surgeries, will also ensure that information is available and advertised.

There is evidence which shows us that the integration of children's centre services within the community and with other agencies result in the strongest support for families. The proposed changes provide opportunities for greater integration with partner agencies, in particular early year's settings and health services. It is also important to build on the services that families are accessing and utilizing and use these as a stepping stone for other services families may find beneficial. Alongside this, the promotion of school readiness in children aged 4 and under can be coordinated to greater effect if partners are working alongside each other.

If the recommendations are agreed, there could be an unintended consequence of creating undue stress or anxiety for families using the centres which will no longer be in operation. With this in mind, we will not relocate services until we can be sure that the alternative is suitable and the appropriate agreements are in place. We will also ensure any alternative venues are accessible, within a reasonable distance of the current venue and on public transport routes. The activities that take place at the affected centres will continue at alternative venues, the locations of which will be publicized.

It will not be appropriate to deliver all of the children's centre services from community venues, in particular some of the health services, and this is being taken into account when looking at what the redesigned service will look like. There are some services already being delivered from community venues in order to increase outreach, which has been positively received. Other avenues have been scoped and explored with a number of feasible options becoming apparent.

All of the community venues that are being used, or being considered for use, will be assessed for suitability, compliance and safety. It will be ensured that all venues are accessible and that are services offered from these community venues will be done so safely. It is likely, for example, that targeted services will still be delivered from the centres or 'neutral' community venues rather than school or education sites.

Sources used: 21st Century Children's Centres – The Innovation Unit and Pen Green Research Base

3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

| | | | |
|--|---|---|--|
| | 1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u> | ➔ | Proceed with implementation of your activity |
| | 2. The EqHIA identified some <u>negative impact</u> which still needs <u>to be addressed</u> | ➔ | COMPLETE SECTION 4: Complete action plan and finalise the EqHIA |
| | 3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level | ➔ | Stop and remove the activity or revise the activity thoroughly . Complete an EqHIA on the revised proposal. |

4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optmise positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

| Protected characteristic / health & wellbeing impact | Identified Negative or Positive impact | Recommended actions to mitigate Negative impact* or further promote Positive impact | Outcomes and monitoring** | Timescale | Lead officer |
|--|--|---|---------------------------|-----------|--------------|
| | | | | | |
| | | | | | |
| | | | | | |

Add further rows as necessary

* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

** Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

Review: It is recommended that a review of this assessment should take place following the implementation of any changes to service delivery, to ensure that there is no unintended impact on protected characteristics.

Scheduled date of review: March 2021

Lead Officer conducting the review: Head of Early Help Service (or officer with delegated authority)

Appendix 2. Health & Wellbeing Impact Tool

Will the activity/service/policy/procedure affect any of the following characteristics? Please tick/check the boxes below

The following are a range of considerations that might help you to complete the assessment.

| Lifestyle YES <input type="checkbox"/> NO <input type="checkbox"/> | Personal circumstances YES <input type="checkbox"/> NO <input type="checkbox"/> | Access to services/facilities/amenities YES <input type="checkbox"/> NO <input type="checkbox"/> |
|---|--|--|
| <input type="checkbox"/> Diet <input type="checkbox"/> Exercise and physical activity <input type="checkbox"/> Smoking <input type="checkbox"/> Exposure to passive smoking <input type="checkbox"/> Alcohol intake <input type="checkbox"/> Dependency on prescription drugs <input type="checkbox"/> Illicit drug and substance use <input type="checkbox"/> Risky Sexual behaviour <input type="checkbox"/> Other health-related behaviours, such as tooth-brushing, bathing, and wound care | <input type="checkbox"/> Structure and cohesion of family unit <input type="checkbox"/> Parenting <input type="checkbox"/> Childhood development <input type="checkbox"/> Life skills <input type="checkbox"/> Personal safety <input type="checkbox"/> Employment status <input type="checkbox"/> Working conditions <input type="checkbox"/> Level of income, including benefits <input type="checkbox"/> Level of disposable income <input type="checkbox"/> Housing tenure <input type="checkbox"/> Housing conditions <input type="checkbox"/> Educational attainment <input type="checkbox"/> Skills levels including literacy and numeracy | <input type="checkbox"/> to Employment opportunities <input type="checkbox"/> to Workplaces <input type="checkbox"/> to Housing <input type="checkbox"/> to Shops (to supply basic needs) <input type="checkbox"/> to Community facilities <input type="checkbox"/> to Public transport <input type="checkbox"/> to Education <input type="checkbox"/> to Training and skills development <input type="checkbox"/> to Healthcare <input type="checkbox"/> to Social services <input type="checkbox"/> to Childcare <input type="checkbox"/> to Respite care <input type="checkbox"/> to Leisure and recreation services and facilities |
| Social Factors YES <input type="checkbox"/> NO <input type="checkbox"/> | Economic Factors YES <input type="checkbox"/> NO <input type="checkbox"/> | Environmental Factors YES <input type="checkbox"/> NO <input type="checkbox"/> |
| <input type="checkbox"/> Social contact <input type="checkbox"/> Social support <input type="checkbox"/> Neighbourliness <input type="checkbox"/> Participation in the community <input type="checkbox"/> Membership of community groups <input type="checkbox"/> Reputation of community/area <input type="checkbox"/> Participation in public affairs <input type="checkbox"/> Level of crime and disorder <input type="checkbox"/> Fear of crime and disorder <input type="checkbox"/> Level of antisocial behaviour <input type="checkbox"/> Fear of antisocial behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Fear of discrimination <input type="checkbox"/> Public safety measures <input type="checkbox"/> Road safety measures | <input type="checkbox"/> Creation of wealth <input type="checkbox"/> Distribution of wealth <input type="checkbox"/> Retention of wealth in local area/economy <input type="checkbox"/> Distribution of income <input type="checkbox"/> Business activity <input type="checkbox"/> Job creation <input type="checkbox"/> Availability of employment opportunities <input type="checkbox"/> Quality of employment opportunities <input type="checkbox"/> Availability of education opportunities <input type="checkbox"/> Quality of education opportunities <input type="checkbox"/> Availability of training and skills development opportunities <input type="checkbox"/> Quality of training and skills development opportunities <input type="checkbox"/> Technological development <input type="checkbox"/> Amount of traffic congestion | <input type="checkbox"/> Air quality <input type="checkbox"/> Water quality <input type="checkbox"/> Soil quality/Level of contamination/Odour <input type="checkbox"/> Noise levels <input type="checkbox"/> Vibration <input type="checkbox"/> Hazards <input type="checkbox"/> Land use <input type="checkbox"/> Natural habitats <input type="checkbox"/> Biodiversity <input type="checkbox"/> Landscape, including green and open spaces <input type="checkbox"/> Townscape, including civic areas and public realm <input type="checkbox"/> Use/consumption of natural resources <input type="checkbox"/> Energy use: CO2/other greenhouse gas emissions <input type="checkbox"/> Solid waste management <input type="checkbox"/> Public transport infrastructure |

CHILDREN'S CENTRES; ANALYSIS OF ACCESSIBILITY, USE AND PROVISION

UPDATE:
JULY 2018

Children’s Centres: Analysis of Accessibility, Use and Provision – July 2018

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Introduction

Children's centres in Havering provide a community base for a number of key services delivered by Havering Council and partner agencies;

- LBH Early Help Service universal offer and tier 1 interventions
- Maternity and health visiting clinics
- Screening and support for children aged 0-5 with disabilities
- Targeted support services for support around issues such as domestic violence and mental ill health
- Private childcare provision (at four of the centres).

We know that the first five years of a child's life are critical to their future development, and there is commitment to deliver high quality, accessible, family centred services that identify needs early, provide timely and appropriate support, and ensure positive outcomes for children aged 0-5 years. Children's centres provide key hubs for multi-agency provision of services that prevent adverse experiences from happening in the first place, and prevention of escalation when they do.

Adverse childhood experiences (ACEs) increase individuals' risk of delayed development and of developing health harming behaviours, that lead to poorer outcomes during childhood and in later life. There are three direct ACEs (physical, sexual and emotional abuse) and six indirect (living with someone who abused drugs, abused alcohol, was incarcerated and had serious mental illness, being exposed to domestic violence, and parental loss through divorce, death or abandonment). The more adversity a child experiences, the more likely it is to impact upon their mental and physical health. Investing early to give children the best possible start in life and minimise ACEs reduces the need for greater investment in the longer term.

Universal services can be accessed by anyone in the borough, and focus on school readiness, pre/post-natal support and child health. Multi-agency Tier 1 Early Help interventions are designed to provide more in-depth support to identified families for example developing parenting skills or supporting child speech and language development. Services are delivered from seven children's centres across the borough (see figure 1). At the end of September 2018, there was a total of 12,111 children aged 0-4 years registered at all centres.

The universal offer can be accessed by anyone in the borough. Services are promoted through the following:

- Promotions through GP surgeries, health centres, libraries and hospitals
- Internet Page on the Havering Family Information Directory
- E-Newsletter, Living Magazine, Twitter Profile
- Co-located with health agencies who share information and co-deliver where appropriate
- Support from family practitioners and social workers to access groups
- Information sent to partner agencies
- Pop up events in shopping centres

In 2017, an analysis of the use and accessibility of children's centres was completed. It also aimed to consider existing provision of services and how these were meeting the needs of families, offering recommendations to make the service as effective and well-used as possible. It found that attendance in terms of footfall at four out of seven centres was good, but meaningful contact with families most in need was lacking. For the three centres located in the most deprived areas (Ingrebourne, Chippenham Road and Hilldene), attendance levels were particularly low. It was

acknowledged as a result of this piece of work that the universal offer was not being accessed by a high proportion of the families living in the most deprived areas through the seven centres.

The purpose of this 2018 update is as follows:

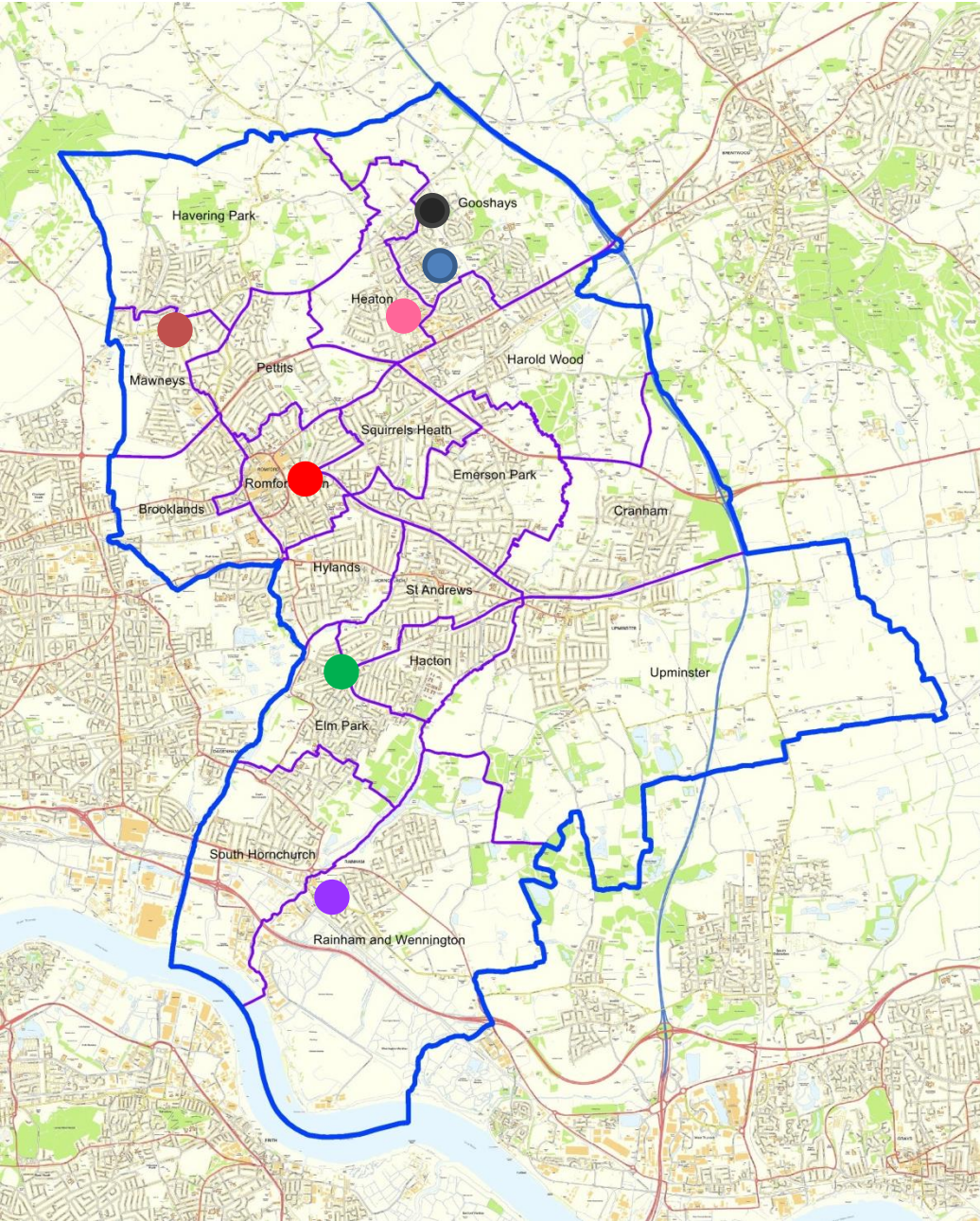
1. Analyse recent data to evaluate levels of need throughout the borough
2. Identify the reasons why families are using the centres and the levels of usage
3. Establish where the most vulnerable families are located and whether they use services
4. Inform a proposal considering where, and in what capacity, services should be delivered








The proposal will look to make services to families more focused and easily accessible, enabling the service to better direct resources where they are most needed and to work more efficiently with partners and communities. This will ensure the Council is meeting the needs of families and investing public money as effectively as possible. The delivery model should enable partners to offer coherent multi-agency intensive and evidence based interventions to families who require support.

Anticipated outcomes of recommendations:

- Efficient and effective service delivery that is well-located and accessible.
- Better outreach to families in need/hard to reach communities
- Communities become more resilient through finding own solutions

Figure 1; Havering Children's Centre locations



- | | |
|---|---|
|  Chippenham Road |  Ingrebourne |
|  Collier Row |  Rainham Village |
|  Elm Park |  Hilldene |
|  St Kilda's | |

1. Population breakdown

The total population of Havering in 2017 was 256,309, within this there were 17,224 children aged 0-4 years old. The wards with the highest number of under-fives are Brooklands, Romford Town and Gooshays, closely followed by Rainham and Wennington. With large scale housing developments planned in the borough for the next few years, the Greater London Authority projects population changes based on housing development data supplied by Havering's Local Plan. It suggests that there will be increases in the 0-5 population of 3-10% in South Hornchurch, Romford Town and Brooklands. The remaining 15 wards are predicted to experience minor changes of between 0-2% increase/decrease.

2. Deprivation of under 5s

Based on the 2015 Income Deprivation Affecting Children Index (IDACI), there are 1,441 children under five in Havering living in areas within the most deprived decile in England. Deprivation data makes it clear that there are children living in disadvantaged circumstances in the north, centre and south of the borough. Thus services should be located in centres and other settings throughout all localities. Providing outreach interventions in settings in the boroughs most deprived communities, instead of relying on families to come to a centre, would be a positive step towards reaching families in greatest need.

3. Reach of individual centres

Definition: *reach is the number of individuals seen only counted once, i.e. repeat visits are not reflected in the overall figures.*

The total number for centre reach is 7,265 visits. These are recorded by centre; a child could be seen in a different centre and therefore counted more than once.

St Kilda's and Collier Row had the highest number of visits, closely followed by Chippenham Road. This is a significant increase (+178%) since the 2016/17 financial year (beginning in April), when Chippenham Road had the sixth lowest numbers. This is mainly due to health reviews taking place here in 2017/18, which accounted for 74% of all attendees. All centres except Elm Park experienced an increase in reach in 2017/18 compared to 2016/17: Rainham Village (+29%), Ingrebourne (+11%), St Kilda's (+10%) and Collier Row (+3%). Elm Park experienced an 11% decrease, and Hilldene's figures were not accurately recorded last year.

In terms of areas where children came from to visit the centres, all centres had the highest number of visitors from the immediately surrounding wards. This suggests that families are generally most likely to visit a centre which is closest to where they live.

The overall figure also includes 317 out of borough children, 231 of which were seen at Ingrebourne centre. This means they visited for either midwife appointments, preparing for birth sessions or birth registrations.

4. Centre Attendance and Deprivation

In 2017/18, a total of 6,110 individual children aged 0-4 were seen across the seven centres. 10% (582) of these were resident in areas within Havering that, nationally, fall within the most deprived IDACI decile.

15% are from areas that fall within the second most deprived decile. It should be noted that we can only determine which wards people live in and the deprivation index of that ward, and not whether registered individuals are living in deprivation.

5. Activities by reach

Definition: *reach is the number of individuals seen only counted once, i.e. repeat visits are not reflected in the overall figures.*

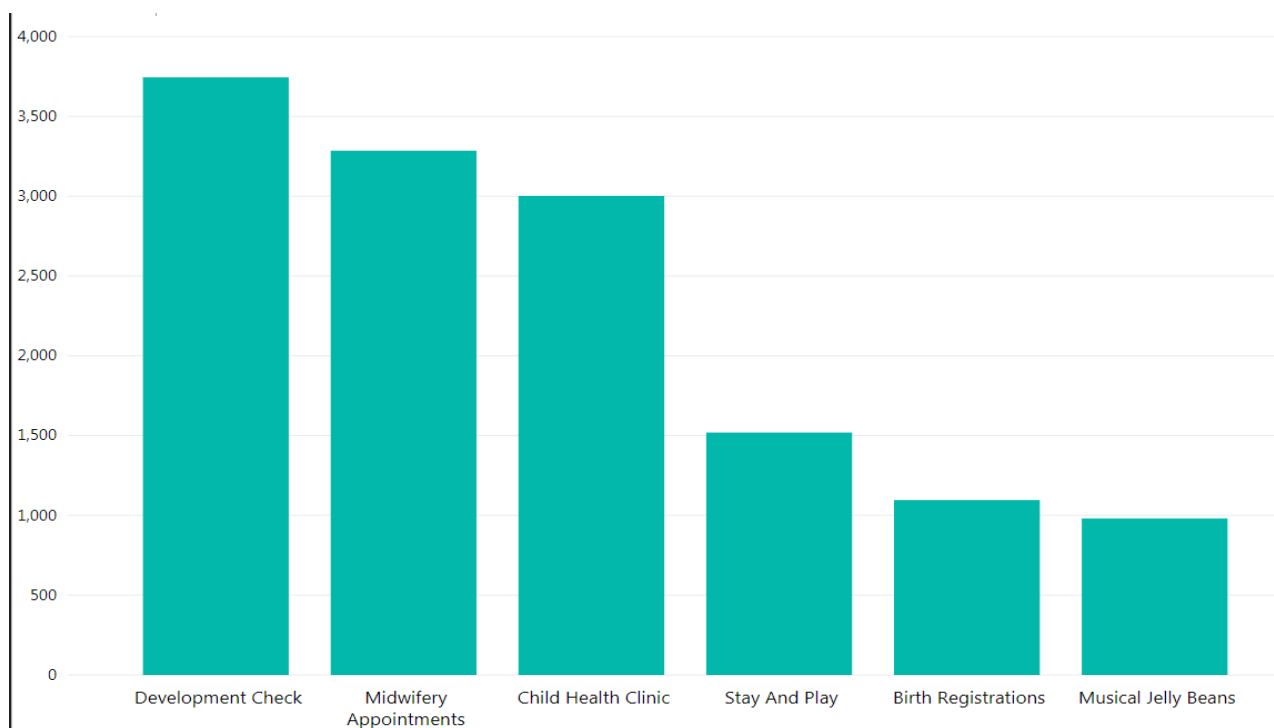
Across the seven centres between January and July 2018, there were 35 different activities on offer, delivered by a range of agencies. These include Midwives, Health Visitors, LBH Early Years Practitioners, Havering Adult College, LBH Employment and Skills, the Job Centre, Women's Aid, Solace, CAMHS, and the LBH Children and Adults Disability Team.

The 2017 usage analysis included qualitative data from an online survey and through interviews with service users. As a result of feedback, the activity programme was adapted to include an English as a Second Language (ESOL) course, perinatal mental health support for parents ('Butterflies') and a Starting Solids Workshop. Strategic time tabling has also been used, for example the Starting Solids Workshop is preceded by the Infant Feeding Café to encourage mothers to attend. In 2016/17, there was a reach of 21,536; this increased by 17% during 2017/18 to 25,890.

Between January and July 2018, 15,890 individuals attended classes and activities held across the seven centres. St Kilda's and Collier Row had the highest number of attendees (4,351 and 3,489 respectively). Ingrebourne, Elm Park and Rainham Village had similar numbers around 2,000, with Chippenham Road and Hildene having the lowest numbers (1,650 and 286 respectively). Overall, 66% of classes and activities recorded less than 100 individual attendees during this seven month period, and 50% recorded less than 50 (note: this is not volume but individuals attending only being counted once).

Elm Park, Collier Row and St Kilda's each offer between 15-16 activities; Chippenham Road and Rainham Village offer 11; Hildene offers six and Ingrebourne only three (which are all offered by health partners). As shown in figure two, the most popular sessions in terms of reach across all the centres were health development checks, midwifery appointments and child health clinics, which accounted for 63% of all attendees. These three activities reached at least double the number of individuals than the fourth most popular session, which was Stay and Play, closely followed by birth registrations.

Figure 2: Reach of the six most popular activities at all seven centres.



6. Activities by volume

Definition: volume is the number of visits to a centre or activity so measures the footfall, i.e. repeat visits are reflected in the overall figures.

Overall in 2017/18, there was a total footfall in the seven centres of 57,295. This figure accounts for the amount of times (volume) a child or carer attended the centres. The wards with the highest number of carers and children attending centres were Romford (13% of visitors), Mawneys (11%) and Havering Park (10%). South Hornchurch and Harold Wood both had low numbers of individual residents visiting the centres (both at 4%).

St Kilda's had the highest footfall at 15,217 (27% of overall visitors), followed by Collier Row at 13,277 (23%). This means that 50% of all visits took place at only two of the centres. Hilldene had the lowest footfall at 1,992 (3%), followed by Chippenham Road at 4,658 (8%). The most popular activities across the centres were midwifery appointments (23%), Child Health Clinics (20%), Stay and Play (16%) and Development Checks (11%). 54% of all visitors to the centres were accessing health services in 2017/18.

There were 5,353 visits from individuals who were resident in communities in the most deprived IDACI decile compared to 3,998 in 2016/17, meaning a 25% increase. These visitors mainly visited Ingrebourne (which only delivers birth registrations, midwife appointments and preparing for birth sessions), St Kilda's and Chippenham Road.

For 2017/18, 42% of the activities or events at the centres were delivered by Early Years Practitioners; 38% of all footfall accounted for attendance at these sessions. 1,734 visitors to the centres were out of borough so are not reflected in the ward breakdown.

7. Families at centres and involved with the Early Help Service

For 2017/18, there were 544 families who were involved with the Early Help Service (i.e. an intervention from a Family Practitioner). The highest proportion (both 10%) of these families lived in Gooshays and Heaton, followed by South Hornchurch (9%). There were 2,772 families who registered at a children's centre in 2017/18. The wards with the highest number of families registering were Brooklands, Romford Town and Gooshays. 335 families who registered also lived out of borough. The wards with the lowest registration numbers were Upminster, Cranham and Hacton.

Furthermore, there were 265 families who were seen three or more times (sustained contact) within 2017/18 at the children centres. This accounts for 4% of the reach of all families who were seen at the centres in this time period. Of these families, 11% scored within the top 10% most deprived. This tells us that families living in the most deprived areas who have visited centres are mostly not returning more than twice. 33% of families who sustained contact scored over 40% IDACI. The wards with the highest number of sustained contacts were Havering Park, Heaton and Gooshays. No families from Cranham or Upminster sustained contact at the centres.

8. Pregnant teenagers

Definition: a teenage mother is classed as those aged between 12 and 17 at the time of delivery.

Data on teenage mothers is available by Clinical Commissioning Group (CCG) rather than ward. This is due to the limited numbers of mothers meaning that they could be easily identified through data at ward level. In 2017/18, there were 12 young women (all of whom were aged 17) who gave birth in Havering (there were nine each in both Barking & Dagenham and Redbridge aged between 15 and 17 years). Teenage pregnancy rates in Havering have decreased from 35 per 1000 births being to mothers aged 15-17 in 2009 to 20 births per 1000 in 2016. However this reduction has been slow compared to progress nationally, and a review of Havering's overall strategy is planned. Irrespective of future success, we will continue to need to support a small, and hopefully reducing, number of teenage mothers.

Children's centres record the number of pregnant teenagers visiting the centres, and also offer the Mellow Babies course which is a parenting programme for mothers aged 16-23 years old. 16 individual mothers (reach) were recorded as attending Mellow Babies between January-July 2018.

In 2017/18, 55 visits by pregnant teenagers (reach) at the centres by a variety of services, although none were recorded as visiting Chippenham Road. 42% of these visited Ingrebourne, which only offers midwifery appointments, preparing for birth sessions and birth registrations. It should be noted that the reach is measured by centre, therefore these individuals could have visited different centres and be recorded separately. In 2016/17, there were 75 visits by pregnant teenagers recorded at the centres (27% more than 2017/18).

9. Children subject to Child in Need and Child Protection Plans and Looked after Children.

Children and their families who are in receipt of statutory safeguarding services from the Local Authority are prioritised for universal and targeted services. This is usually via a referral from a professional or through the parents self-referring. The Contact Team, who supervise and facilitate contact between children in care and their families, are based at Elm Park Children's Centre and use space at other children's centres. These services are a vital part of our statutory duty as corporate parents.

In June 2018 there were 501 Child in Need (CiN) plans and 243 Child Protection (CP) plans in the borough. For CiN plans, the highest numbers were in Heaton, Gooshays and Romford; plans in these three wards accounted for 34% of the total number of plans. CiN plans in Heaton have increased by 51% and by 25% in Romford Town compared to June 2017. Of these CiN plans, 29% (146) were for children under the age of five. Heaton was the ward with the highest amount (22), followed by Elm Park (17) and Gooshays (16).

For CP plans, 29% of the total plans were in Gooshays and Romford Town. Notable increases compared to June 2017 include Romford Town (40%), Squirrel's Heath (92%) and Elm Park (35%). No CP plans were recorded in Upminster and Emerson Park. Of these CP plans, 79 (33%) were for children under the age of five. Brooklands and Gooshays were joint highest (both with 12), followed by Romford Town (9).

10. Domestic Violence

In 2017/18 there were 715 domestic violence contacts in the Early Help Service. Gooshays, Heaton and Brooklands had the highest numbers, accounting for 36% of total contacts; these wards were also the highest for 2016/17. There has also been a 25% decrease in the number of domestic violence contacts compared to 2016/17. Furthermore, 39% of all domestic violence contacts in 2017/18 involved a child aged 0-5.

Between January-July 2018, it was recorded that 20 individual women attended sessions held by Solace; no attendees for Women's Aid sessions were recorded but this is likely to be due to the confidential nature of the groups.

11. Benefit claims

The Claimant Count is a measure of the number of people claiming benefits principally for the reason of being unemployed, based on administrative data from the DWP's benefits system. This includes Universal Credit and Job Seekers Allowance. The average across Havering is 1.6%, compared to the London average of 2.2%.

The wards with the highest claimant count in August 2018 were Gooshays, Heaton, Romford Town, Brooklands and South Hornchurch. Between January-July 2018, there were 43 attendees at the Employment Advisor sessions which are held at St Kilda's Children's Centre. Initial success of these sessions indicates that it would be beneficial to be able to offer this service in other areas of the borough. Parents/carers can come and access support with returning to employment, training, job opportunities/searching etc. The sessions are run by professionals from DABD and Havering Works through booked appointments or drop in sessions. From the 22nd October 2018, Peabody

Trust will also be part of the sessions. Families are usually referred to the service via the Troubled Families Employment Advisors.

The wards with the highest percentage of children who are eligible for and claiming free school meals (FSM) for 2018 are Romford Town (30%), Havering Park (25%) and Gooshays (19%). Significant changes since 2017 are a 50% increase in Romford Town (15% in 2017), 50% decrease in Elm Park (6% in 2017) and 44% decrease in Heaton (13% in 2017). There was also a 38% decrease in Rainham and Wennington. Seven out of 18 wards experienced an increase in the percentage of children claiming FSM compared to 2017. The average percentage for children in reception claiming FSM across the borough was 11.9%.

12. Education

In 2018 the wards with the highest percentage of children achieving a Good Level Development (GLD) at the end of reception were Hacton, Squirrel's Heath and Hylands (unchanged from 2017). Significant changes since 2017 are a 19% decrease in Romford Town, and a 13% increase in Rainham and Wennington. This ward was the fourth lowest scoring ward in 2017 but is the fourth highest scoring for 2018. The average percentage for GLD across the borough was 70.8% and the average for London is 71.1%. Romford Town is Havering's lowest ward, scoring 58.6%.

There is work ongoing within the Local Authority to develop a partnership approach to school readiness, alongside an agreed set of indicators that could point towards a child potentially not being ready to start school. Opportunities exist in Early Years settings through the two year old education development check and via the universal Health Visiting Service two and a half year old health development check to identify development delays prior to children reaching school age. Better collation and comparison of data from the checks could enable the Early Help Service to offer targeted support and for children's centres to offer services according to need.

13. SEND

For children with Special Educational Needs (SEN), the wards with the highest numbers were Upminster, Gooshays and Hylands. All wards, with the exception of Upminster, experienced decreases compared to 2017, most notably in Emerson Park and Mawneys (both 64% decreases). It should be noted that often children are not diagnosed as having SEN until after the age of five. The average percentage for SEN across the borough was 3.7%.

There has been a 4% increase in the number of children aged 0-5 with disabilities known to the Local Authority between June 2017 and July 2018. This list includes children who are in pre-school, nursery and reception settings. Gooshays, Romford Town and Heaton had the highest numbers, with Gooshays seeing a 21% increase compared to 2017.

Services for children with disabilities at children's centres include a sensory group at Elm Park, which is delivered by the Children and Adults with Disabilities (CAD) Team with the focus on children with additional needs, as well as sensory play sessions at Collier Row and Chippenham Road delivered by an Early Years Practitioner. In addition, CAD screenings are offered at Elm Park, Chippenham Road and Collier Row, and a sign language class is also offered at Elm Park. It should be noted that Elm Park, where the majority of these services are delivered from, is not located in the areas with the highest numbers of children aged 0-5 with disabilities. There is scope in the future to expand this offer to further locations across the borough.

Conclusions

This document has analysed Havering's population, the level of usage of the centres, where families who access the services are coming from and whether the services are being accessed by the families who are resident in the wards where there is the most deprivation.

- Centres which are most used are Collier Row and St Kilda's
 - Accounted for 41% of the total reach of all seven centres, and they are also the largest centres
- Footfall was particularly low at Hildene and Chippenham Road, both located in Havering's most deprived wards. It should be noted that these are particularly small centres with a limited range of provision on offer.
- Population projections show that there are expected increases in South Hornchurch, Romford Town and Brooklands, all of which are categorised as deprived wards
- Data suggests that families are attending the centres that are closest to where they live
- Significant amount of activities had a reach of less than 50 individuals over a seven month period in 2018
- Centres are primarily used by families for health services
 - 54% of all those who visited (volume) the centres in 2017/18 accessed health services
- Most families involved with the Early Help Service were in Gooshays, Heaton and South Hornchurch
 - Indicates areas where earlier intervention at a universal level could have been effective to prevent escalation of need
 - Gooshays, Heaton, Elm Park, Brooklands and Romford Town are the highest wards with children aged 0-5 on CiN and CP plans.
 - Currently, the only provision to help parents with employment is delivered from St Kilda's (located in Romford Town). However from November 2018 Havering Works will be colocated Hildene, Collier Row and Rainham Village.
- For child development, Romford Town, Heaton and Gooshays are significantly below the London average
 - These wards also have the highest levels of children aged 0-5 with disabilities

It is positive to note that the footfall at Children's Centres has increased since the last analysis. The majority of visitors attending centres are accessing health services, such as development checks and midwifery appointments. Strategic planning has been undertaken over the last 12 months to align activities with health sessions, such as Infant Feeding Café and Starting Solids Workshop. There has also been a focus on implementing groups and activities that focus on positive child development, for example Ready Steady Talk Groups have started at five of the centres.

The data shows that there is potential for us to ensure that centres are being used to their full capacity, thus ensuring that we are targeting services to our most vulnerable residents. 40% of children under 5 who are resident in the wards within the 10% most deprived areas in the country were seen at Children's Centres in 2017/18. Work needs to continue to ensure that we reach the vulnerable residents within these areas who would benefit from our services. We also need to be more creative in our promotion of activities, for example reaching out to NCT groups, GP surgeries and providing knowledge to community representatives of services on offer. Exploration is also being given to delivering services out of alternative venues, thus increasing accessibility within the community. When promoting activities, we also need to take into account the literacy levels in different areas of the borough. Data from The National Literacy trust shows that eight wards in

Havering score 3 or less on the indicator of need (1 being the greatest need and 9 being the least need). These wards correlate with those areas which are categorised as the most deprived.

Going forward, we now have nine volunteers that have been trained and DBS checked and will support with the continued increase of the 0-5 offer. A further proposal will be develop to look at how we deliver the children's centre offer in the future, ensuring that we are providing efficient and cost effective services that have the most benefit to our residents.

July 2018

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Midwifery
Health Visiting
Targeted Offer
Universal Offer
Parenting
Summer Parks Programme

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|--|--|--|---|--|---|
| Collier Row Children's Centre (North) <u>Linked Sites</u> -Lawns Park | <u>Community Midwifery</u> By appointment only <u>Child Minders Group</u> 9:30am-12pm <u>Baby Stay and Play (0-12mths)</u> 9:30am-10:30am <u>Musical Jelly Beans (0-5yrs)</u> 11am-11.45am <u>HENRY</u> <u>Healthy Families Programme</u> 12pm-2:30pm <u>Family Fun Session 0-11yrs</u> 1:30pm-2:30pm | <u>Community Midwifery</u> By appointment only <u>Butterflies</u> 10am-11:30am <u>Ready Steady Talk</u> (Referral only) 10am-10:45am <u>Sensory Play (0-2yrs)</u> 1:30pm-2:30pm <u>Bundles of Joy</u> 1:15pm-2:45pm | <u>Community Midwifery</u> By appointment only <u>Child Health Clinic</u> 9:30am-11:15am <u>Infant Feeding Café</u> 10am-12pm <u>Starting Solids Workshop</u> (Referral only) 1pm-3pm | <u>Community Midwifery</u> By appointment only <u>Child Development Checks</u> 9:30am-12:30pm <u>Stay and Play (0-5yrs)</u> 1:15pm-2:30pm | <u>Community Midwifery</u> By appointment only <u>Child Development Checks</u> 9:30am-12:30pm <u>Mellow Babies</u> 10am-2pm <u>Baby Massage</u> (Referral only) |
| Ingrebourne Children's Centre (North) The offer at this centre includes all activities/services previously offered at Hildene Chippenham Road Children's Centres <u>Linked Sites</u> -MyPlace Youth and Community Centre -Central Park Leisure Centre -Drapers Pyrgo Priory Primary School -Broadford Primary School -Harold Hill Library -Central Park | <u>Community Midwifery</u> By appointment only <u>Child Health Review</u> 9am-3pm (appointment only) <u>Stay and Play (0-5 years)</u> 10am-11:15am | <u>Community Midwifery</u> By appointment only <u>Parent Group Leader Volunteer Training (EPEC)</u> 9:15am-2:30pm <u>Baby Stay and Play (0-12mths)</u> 9.30am-10.30am <u>Family Fun Session 0-11yrs</u> 10:30am-11:30am <u>Musical Jelly Beans (0-5 Years)</u> 11.15am-12pm <u>Baby Massage</u> (Referral only) | <u>Community Midwifery</u> By appointment only <u>Birth Registration</u> 9am-3pm (appointment only) <u>Child Health Review</u> 9am-3pm (appointment only) <u>Ready Steady Talk</u> (Referral only) 10am-10:45am <u>Stay and Play (0-5 years)</u> 1:15-2:30pm | <u>Community Midwifery</u> By appointment only <u>Birth Registration</u> 9am-3pm (appointment only) <u>Being a Parent Course (EPEC)</u> 9:30am-11:45am <u>Stay and Play (0-5 years)</u> 10am-11:15am <u>Baby Massage</u> (Referral only) 10am-11am <u>Musical Jelly Beans (0-5 Years)</u> 1pm-1:45pm | <u>Community Midwifery</u> By appointment only <u>Mellow Babies Parenting Course</u> 9am-3pm <u>Baby Stay & Play (0-12mths)</u> 10am-11am <u>Parent Craft Ante-Natal Classes</u> 2pm-3pm |

Havering Children's Centre Activities Timetable Cont.

Midwifery
Health Visiting
Targeted Offer
Universal Offer
Parenting
Summer Parks Programme

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|---|---|--|---|--|--|
| St Kilda Children's Centre (Central) <u>Linked Sites</u> -Ardleigh Green Family Centre and Primary School -Lodge Farm Park | <u>Community Midwifery</u> By appointment only <u>Child Development Checks</u> 9am-1pm <u>Employment & Advice Surgery</u> 9:30am-12:30pm <u>Baby Stay and Play (0-12mths)</u> 10am-11am <u>Living with Teenagers Course (EPEC)</u> 6pm-8pm | <u>Community Midwifery</u> By appointment only <u>Child Health Clinic</u> 9:30am-11:15am <u>Infant Feeding Café</u> 10am-12pm <u>Strengthening Families, Strengthening Communities; Gangs, Guns and Knife Crime</u> 12:30pm-2:30pm <u>Child Development Checks</u> 1pm-5pm <u>Ready Steady Talk</u> (Referral only) | <u>Community Midwifery</u> By appointment only <u>Strengthening Families, Strengthening Communities</u> 10am-1pm | <u>Community Midwifery</u> By appointment only <u>Butterflies</u> 10am-12pm <u>Baby Massage</u> (Referral only) <u>STOP Parenting Programme</u> 10am-1pm <u>Stay and Play (0-5yrs)</u> 1:15pm-2:30pm <u>Parent Surgery</u> (Referral only) 1pm-7pm | <u>Community Midwifery</u> By appointment only <u>Stay and Play (0-5yrs)</u> 9:45am-11am <u>Musical Jelly Beans</u> 12:45pm-2:30pm (two sessions) <u>Family Fun Session 0-11yrs</u> 1:30pm-2:30pm |
| Elm Park Children's Centre (South) <u>Linked Sites</u> -Elm Park Primary School -RJ Mitchell Primary School -Upminster Baptist Church -Engayne Primary School -Harrow Lodge Park | <u>Community Midwifery</u> By appointment only <u>Child Development Checks</u> 9am-12pm <u>Baby Stay and Play (0-12mths)</u> 9:30am-10:30am | <u>Community Midwifery</u> By appointment only <u>Stay and Play (0-5yrs)</u> 9:45am-11:00am <u>Ready Steady Talk</u> (Referral only) 11.45am-12:15pm <u>Musical Jelly Beans (0-5yrs)</u> 1:00pm-1:45pm <u>Family Fun Session 0-11yrs</u> 1:30pm-2:30pm | <u>Community Midwifery</u> By appointment only <u>Stay and Play (0-5yrs)</u> 9:45am-11am <u>Baby Massage</u> (Referral only) <u>Musical Jelly Beans (0-5yrs)</u> 1:00pm-1:45pm | <u>Community Midwifery</u> By appointment only <u>Child Development Checks</u> 9am-12pm | <u>Community Midwifery</u> By appointment only <u>Good Beginnings Group</u> (Referral only) 9am-2:30pm (two sessions) |
| Rainham Village Children's Centre (South) <u>Linked Sites</u> -Rainham Library -Orchard Village Community Centre -Spring Farm Park | <u>Community Midwifery</u> By appointment only <u>Stay and Play (0-5yrs)</u> 10am-11:15am <u>Ready Steady Talk</u> (Referral only) 1:30pm-2:15pm | <u>Community Midwifery</u> By appointment only <u>Baby Massage</u> (Referral only) <u>Baby Stay and Play (0-12mths)</u> 9:30am-10:30am <u>Musical Jelly Beans (0-5yrs)</u> 11:00am-11:45am | <u>Community Midwifery</u> By appointment only <u>HENRY Healthy Families Programme</u> 9.30am-12pm <u>Family Fun Session 0-11yrs</u> 10:30am-11:30am <u>Stay and Play (0-5yrs)</u> 1:15pm-2:30pm | <u>Community Midwifery</u> By appointment only <u>Child Health Clinic</u> 9:15am-11:15am <u>Starting Solids Workshop</u> (Referral only) 10am-12pm <u>Stay and Play (0-5yrs)</u> 9:30am-10:45am | <u>Community Midwifery</u> By appointment only |

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| | |
|---|---|
| Venue | Elm Park Library |
| Date | Tuesday 2 nd July 2019 |
| Time | 10:30am-12:00pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation) |

| | |
|----------------------|----------------------------------|
| Library Presentation | Lead Presenter; Gareth Nicholson |
|----------------------|----------------------------------|

Q – Why is this only being done on 5 libraries? – Why not all of them? If this is based on opening hours then these libraries will always be singled out as they have the shortest hours.

Q – Is it down to us as a community to make it work? We could open for more hours which means more visitors so which means it would be safe?

C – Due to shorter hours there is no longer the ability for school children to do homework here reducing the number of visits. They go to Hornchurch library keeping it safe from changes.

C – You should be looking at the council as a whole to find ways of reducing costs – no picking on libraries.

Q – What happened to the people who previously volunteered and offered to work for free? They were never used.

Q – Why not scrap the Living magazine and reduce back office staff to help reduce costs? Nobody likes the magazine.

C – If people were given the choice of either the magazine or keeping the library open they would choose the library.

C – Volunteers are still available – they thought they had volunteered to open the library for longer.

Q – Which 5 libraries are not being affected by the new proposals?

Q – What would happen if other clubs/groups want to use the library? Would they be turned away? It would be too chaotic if too many people wanted to use it at the same time. eg. People studying and a chat group.

Q – Could you charge a nominal fee for using the computers and internet in the library to generate revenue?

Q – How long can someone use a PC for? (confirmed as 1 hour but with the ability to extend)

Q – What will happen to the professional library staff? Will they lose their jobs?

C – There should always be a professional librarian on site for their skills and knowledge as well as H&S.

Q – Do you know (based on the libraries around the country who are already on this scheme) how many people will be needed and how many hours it will be open?

C – Man who had lived in Cambridge and saw this put into place at this local library – eventually the volunteers dropped off and the library closed. How will you deal with that?

Q – Why wasn't this meeting advertised sooner and better?

Q – Why is everything online?

Q – How much did it cost to build Rainham library?

Q – Wouldn't it have been better to have this meeting in the evening so more people could attend?

Q – What is the timeframe for this project?

Q – Will the final consultation be closed or open to the public?

Q – Why weren't the volunteers used?

C – Gentleman referred to this consultation as being sold as an 'honest exchange' – which he strongly disagreed with and went on to talk about the parking costs and how the council completely ignored the public's thoughts and petitions. He suggested that the decisions had already been made no matter what was being said at this consultation. He commented that Havering is a rich borough.

| | |
|--------------------------------|-------------------------------|
| Children's Centre Presentation | Lead Presenter; Helen Harding |
|--------------------------------|-------------------------------|

Q – Where is St Kilda's centre?

C – If there are less venues then less people will use them. Also parking is restricted or unavailable at these venues.

Q – What times are the Consultation Sessions?

Q – What effect will it have on staff in these centres?

Q – What will happen to the centres where you move activities in a community centre? Will they be sold to raise money? (Helen commented that that the community would be asked what they would like to do with them.)

C – The questions are skewed so the council can answer how they prefer to answer.

C – The subject of long term planning was raised and why the council don't plan further ahead than 1 year.

C – There was a comment about being only able to choose one library on the questionnaire. Gareth acknowledged this as an error and will fix it.

Q – How do you reach out to families who don't use the services but need them?

Q – How many families will use the centres if they have to pay £1.50 parking?

(GN) – Part of the consultation process is to find out the likely impact of these proposals. Please ensure you list parking as an issue when filling in the questionnaire.

| | |
|-----------------------------|---------------------------|
| Community Hubs Presentation | Lead Presenter; Asha Vyas |
|-----------------------------|---------------------------|

Q – Do you work for the Council or are you a contractor?

Q – Has Harold Hill already had a consultation session?

Q – Will these be the only 2 sites? (HH and Rainham)

Q – What have we got already? Why do we need this?

C – Elm Park already has a community hub.

C – The main issue is finding out what is going on – need better comms.

C – Elm Park needs more hard copy information rather than online. More promotion needed. A weekly schedule of what is on would be useful.

| | |
|---|---|
| Venue | Harold Wood Library |
| Date | Wednesday 3 rd July 2019 |
| Time | 6:30pm-8pm |
| Total Number of Attendees | C.45 |
| Local Authority Representatives (Presenting) | Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation) |

| | |
|----------------------|----------------------------------|
| Library Presentation | Lead Presenter; Gareth Nicholson |
|----------------------|----------------------------------|

C – There was insufficient notice of the consultation meetings once the consultation start date had been announced; less than one week. The consultation details including meeting dates weren't published in this week's Romford Recorder.

Q – Will meeting dates be advertised in the Romford Recorder and more widely around the borough?

Q – What is the cost of this consultation, for advertising, booklets, staff time?

Q – How are library visits counted and how accurate are the numbers of visits stated in the consultation paper?

C – Libraries are not equipped to become community hubs or volunteer operated.

Q – What will happen if no volunteers are found to run any libraries?

Q – What is the amount of money that needs to be saved?

Q – How many staff members will lose their jobs as part of the £150,000 savings?

C – Libraries could charge more for services so that staff don't have to lose their jobs.

C – The land that Harold Wood library is on could be sold for development with a requirement that a community space and library are part of any new buildings.

Q – Are there any examples of other local authorities who use volunteers to help run libraries?

Q – Can the Council promote any decreases in library use to residents so that they are kept updated on low levels of library use which might result in libraries being closed or opening hours being decreased?

Q – Can more library charges be introduced to cover the savings cost?

Q – If volunteers do end up helping to operate libraries, what will happen if the level of volunteering reduces or stops altogether?

C – Librarians are skilled professionals and using volunteers would devalue their profession.

C – Managing volunteers requires lots of resource, skills and time.

C – Libraries are important social areas for communities.

Q – Why not spread staff across the libraries more as well as using volunteers or reduce opening hours at some libraries?

Q – How was the cost saving calculated, how is the total value broken down i.e. staff, book stock etc?

C – All libraries and their users across the borough should be treated equally so that all areas can easily access libraries without having to travel too far.

Q – Why is Harold Wood being considered for closure?

C – Harold Wood is being discriminated against, we're at risk of losing our library when it's an important part of our community, especially for older people.

C – If Harold Wood library closes, isolation and loneliness will increase in this area.

Q – How can we ask questions and have them answered during this consultation and how will these be shared with the public?

Q – How will the council widely advertise and promote this consultation including using non-digital methods as not all residents use the internet regularly?

C – It is unacceptable that such short notice of this meeting was given to Harold Wood residents.

Q – Will other meetings be held in Harold Wood (they could be held in the day and in the evening to encourage attendance)?

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Q – What types of services are provided at children's centres?

Q – What is the nearest children's centre to Harold Wood?

C – It's difficult for people to travel using public transport if the centres are too far away. Using buses is difficult when you have a pushchair.

Q – Will there be a consultation meeting in Harold Wood during the day so that parents with young children can attend?

Q – How is the council making parents aware of this consultation?

C – If centres close, some low-income households will struggle to access remaining centres due to cost of transport.

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| Community Hubs Presentation | Lead Presenter; Asha Vyas |
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Q – What is the budget for community hubs?

C – There has been an increase in developing new buildings in Harold Wood but these buildings are not community centres.

Q – How will we develop community hubs and spaces with no funding and with ever decreasing budgets and less green spaces?

Q – What will the income from increased parking prices be spent on if it's not going to be spent on libraries and community spaces?

Q – How much value and weighting do public consultations have on council decisions?

Q – Could an increase in library costs and service charges be used to retain library hours?

Q – Who will pay for the volunteer costs i.e. DBS checks?

Q – Could developers be charged a levy which could be used to fund library services?

Q – What feedback will be available to the public from this consultation?

Q – What is being done differently for this consultation to increase the public response rate compared to the recent budget consultation which only one percent of residents responded to?

Q – How will the consultation be promoted for residents who don't use the internet and social media very often or at all i.e. for older people?

Q – There are already a lot of people in Harold Wood who volunteer for different groups, is it too much to ask for even more people to volunteer to maintain library services?

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| Venue | Hilldene Children's Centre (Drop-In Session) |
| Date | Friday 5 th July |
| Time | 09:30am – 11:30am |
| Total Number of Attendees | 0 |
| Local Authority Representatives (Presenting) | |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Rainham Library |
| Date | Monday 8 th July 2019 |
| Time | 6:30pm-8pm |
| Total Number of Attendees | |
| Local Authority Representatives | |

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| (Presenting) | |
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No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Collier Row Children's Centre |
| Date | Tuesday 9 th July 2019 |
| Time | 09:30-11:00 |
| Total Number of Attendees | 0 |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Harold Hill Library |
| Date | Tuesday 9 th July |
| Time | 2:30pm-4:30pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Collier Row Library |
| Date | Wednesday 10 th July |
| Time | 6:30pm-8:00pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Chippenham Road Children's Centre |
| Date | Tuesday 16 th July 2019 |
| Time | 09:30-11:30 |
| Total Number of Attendees | 0 |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Central Library (Romford) |
| Date | Wednesday 17 th July 2019 |
| Time | 6:30pm-8pm |
| Total Number of Attendees | 14 |
| Local Authority Representatives (Presenting) | Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation) |

** C = comment, Q = question*

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| Library Presentation | Lead Presenter; Gareth Nicholson |
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Q – The savings are small compared to the increased funding for repairing roads, why can't funding be found for libraries too?

Q – Why can't funding be found for the libraries to prioritise culture as roads have been prioritised?

C – There should be a decrease on spending on roads and an increase on spending for libraries or at least to maintain the current budget for libraries.

C – Public consultations are deliberately focused towards the Council's proposals. This consultation to make savings should have been included in the recent budget consultations and not after a cost saving for libraries was decided by the Council.

Q – Why isn't income from parking fees used to fund library services?

C – Using volunteers to run libraries would devalue the profession of librarians. Volunteers add value to communities but shouldn't be used in place of librarians.

Q – What will happen if there aren't enough volunteers to cover library opening hours?

Q – If libraries were volunteer run, would they receive professional library support?

Q – Within the analysis of travel times between libraries, will the Council take into consideration the challenges of travel for those residents who are disabled and do not have access to a private vehicle or cannot easily access public transport?

Q – Is this proposal for a temporary measure or long term?

Q – What will happen if no community groups or organisations are identified to run libraries?

Q – Which financial years are the savings to be made in?

Q – Why wasn't this consultation advertised in the latest Living Magazine?

Q – Why aren't we promoting libraries as a vehicle for increasing social inclusion and especially for digital inclusion?

C – There's a need for increased computer literacy especially for an awareness of online fraud.

Q – How many people currently utilise internet support and training offered by libraries?

Q – What evidence is there of using volunteers to run libraries successfully?

C – A paper from a member of the public was presented to the Council in 2014 which supported the reduction of libraries within the borough to help maintain and improve library book stocks.

C – We could name libraries which are community run as ‘community centres’.

Q – How many library jobs are at risk of being lost?

Q – Why are some libraries proposed to receive an increase in opening hours and not others?

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| Children’s Centre Presentation | Lead Presenter; Helen Harding |
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C – If centres close i.e. Rainham, some mums won’t travel further to access services and will miss out on vital support for post-natal care and checks.

C – The closure of any children’s centres and libraries will disproportionately impact on women.

Q – Are there any risks to children’s centre staff losing their jobs?

Q – What are the savings for children’s centres?

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| Community Hubs Presentation | Lead Presenter; Asha Vyas |
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Q – Who are the partners that might be involved in running community hubs?

Q – If private businesses are involved in running community hubs, is there a risk that charges will be increased to participate in activities and services?

Q – Who will be responsible for health and safety and safeguarding for community run libraries and hubs?

Q – Who will monitor the service level agreements and contracts for the community hubs?

Q – How much value will this consultation feedback have on the Council’s final decisions?

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|---|---|
| Venue | MyPlace Youth and Community Centre |
| Date | Wednesday 17 th July |
| Time | 12:00-1:30 |
| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Gareth Nicholson (Assistant Director for Customer and Communication) Helen Harding (Head of Early Help Service) Asha Vyas (Programme Manager, Corporate Transformation) |

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| Library Presentation | Lead Presenter; Gareth Nicholson |
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Presentation delivered; no questions asked

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Concerns were expressed regarding the delivery of midwifery services from the centres and how this would be affected if the proposals were implemented. Discussion were had that midwifery services would be kept within the centres where possible and if they were used for another purpose we would endeavour to keep midwifery services alongside these. It was shared by attendees that it was beneficial to have midwifery services in the centres alongside health visiting and the early years offer as it promotes good partnership working.

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| Community Hubs Presentation | Lead Presenter; Gareth Nicholson |
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This was not discussed

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| Venue | Hornchurch Library |
| Date | Thursday 18 th July |
| Time | 2:30pm-4:30pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Elm Park Children's Centre |
| Date | Tuesday 23 rd July 2019 |
| Time | 09:30-11:30 |
| Total Number of Attendees | 3 |
| Local Authority Representatives (Presenting) | Alexis Wainwright (Frontline Services Manager) Helen Harding (Head of Early Help Service) Helen Anfield (Children's Centre Coordinator) Asha Vyas (Programme Manager, Corporate Transformation) |

Possibility of extending consultation until end of September. Further face to face meetings in libraries and children's centres to be arranged.

Request - Share online link and electronic consultation document with ward councillors to advertise on their website, also share additional meeting dates once confirmed.

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| Library Presentation | Lead Presenter; Alexis Wainwright (AW) |
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Discussed financial pressures and need to work more efficiently in the future. £150k budget gap.

C - Acknowledged that it is quite a luxury to have 10 libraries in a borough.

AW - Focus on ways to keep the services running out of all current libraries. Felt encouraged by the promise by the current administration that libraries won't close.

Q – What happens to the library staff if volunteers are used?

A – We have stopped recruiting permanently to posts when they become vacant. Those library positions that are occupied by permanent staff will be relocated. We want to retain the permanent staff we have. It is a long process to move to community run libraries. We will work with other organisations who have successfully implemented community libraries.

C – We feel it is a big ask to expect people to volunteer to run libraries, we're not sure that community groups to run the libraries are in existence in Havering. People don't have the time to give up to run a library full time.

AW - If individuals or organisations don't come forward then we will go back to cabinet to make a decision as to what they want to do next.

C – We feel that the £150k could be given to the libraries by the administration.

AW – In the future we could consider how we use residential properties to fund libraries, i.e. incorporate flats into a redesigned library.

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| Children's Centre Presentation | Lead Presenter; Helen Harding (supported by Helen Anfield, Children's Centre Coordinator) |
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Q - Will the same staff deliver the services or will different staff/services be brought in?

HH – There are no proposed changes to the staffing complement in early help service, staff already move around the centres to deliver the offer so this would continue.

C – Parents like being able to walk to access services for children

Q – Will there be safety or safeguarding issues with unknown venues?

HH – Risk assessments are undertaken at any venue before activities are undertaken

Discussed new partnerships with Mardyke Community Centre, Havering Adult College and Newton Primary School.

Q – What will happen to the buildings that are no longer being used as children's centres?

HH – That will be decided as part of the next phase, once the consultation is completed.

AW - Potential of using RVCC as a new GP surgery.

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| Community Hubs Presentation | Lead Presenter; Asha Vyas |
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C - Services from Chippenham Road CC and Hilldene CC could move to HH Library

C – The idea is good, however in reality the implementation will be tricky. The way you’re going is the right way to go and agree we need to ensure that our assets are used. Residents like to have control of what is going on their area.

AW – Libraries successfully offer services across the generations and demographics do mix. We want to build on this and do more of it.

C – Community hubs could help adults focus on nutrition and diet as well as children and parents, by combining services.

AV – focus on prevention rather than intervention, we want to protect and enhance non-statutory services.

C – Networking within the community is really important and there are examples of this working well in the borough, for example HASWA.

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| Any Other Comments or Issues | |
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N/A

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| Venue | Upminster Library |
| Date | Wednesday 24 th July |
| Time | 6:30pm-8:30pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children’s Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | South Hornchurch Library |
| Date | Thursday 25 th July 2019 |
| Time | 10:30am-12:00pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Hilldene Children's Centre |
| Date | Friday 26 th July 2019 |
| Time | 09:30am-11:30am |
| Total Number of Attendees | 0 |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Chippenham Road Children's Centre |
| Date | Tuesday 30 th July 2019 |
| Time | 09:30am-11:30am |
| Total Number of Attendees | 0 |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Gidea Park Library |
| Date | Wednesday 31 st July |
| Time | 6:30pm-8:00pm |
| Total Number of Attendees | |
| Local Authority Representatives (Presenting) | |

No minutes have been provided for this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | St Kilda's Children's Centre |
| Date | Wednesday 31 st July 2019 |
| Time | 1:30pm-3pm |
| Total Number of Attendees | 0 |

There were no attendees at this meeting

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Rainham Library |
| Date | 02/09/2019 |
| Time | 10:00-11:30 |

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| Total Number of Attendees | 0 |
| Local Authority Representatives (Presenting) | Gareth Nicholson, Alexis Wainwright and Helen Harding |

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| Library Presentation | Lead Presenter; |
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N/A

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| Children's Centre Presentation | Lead Presenter; |
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N/A

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| Community Hubs Presentation | Lead Presenter; |
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N/A

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| Venue | Ingrebourne Children's Centre - Ashbourne Road, Romford, RM3 7YT |
| Date | 03.09.2019 |
| Time | 1:00pm – 2:00pm |
| Total Number of Attendees | 1 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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No relevant questions asked.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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No relevant questions asked.

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| Community Hubs Presentation | Lead Presenter; |
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No relevant questions asked.

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| Venue | Harold Hill Library |
| Date | 03.09.2019 |
| Time | 10.00am 11:00am |
| Total Number of Attendees | 1 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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No relevant questions asked.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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No relevant questions asked.

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| Community Hubs Presentation | Lead Presenter; |
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No relevant questions asked.

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| Venue | Collier Row Children's Centre |
| Date | Wednesday 4 th September |
| Time | 1pm-2:30pm |
| Total Number of Attendees | 0 |

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| Library Presentation | Lead Presenter; |
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| Children's Centre Presentation | Lead Presenter; |
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| Community Hubs Presentation | Lead Presenter; |
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| Venue | Elm Park Library |
| Date | 04.09.2019 |
| Time | 6:30pm – 8:00pm |
| Total Number of Attendees | 19 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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C – It's good news that currently there are no plans to change to current libraries provision given feedback to date.

Q – Could more libraries remain open but with less hours?

A – Possibly. Please put submit your suggestions to the consultation survey.

C – Volunteers need assistance from professional librarians.

C – Idea of having a community group running a library doesn't seem sound.

Q – What does the 1964 Libraries Act require?

A – That libraries are a statutory requirement. That's why the proposal is for 5 libraries to remain as council operated.

C – Libraries should be provided for adults and children. Closing libraries will impact on thousands of libraries.

Q – If the number of professional librarians is reduced, how can the quality of services be maintained?

A – The quality will be maintained as volunteers will be trained and supported.

C – Consultation could have included information on how volunteers will be trained.

C – Would be beneficial to have a second day a week where Elm Park Library is open in the evenings.

Q – How would community groups running libraries be monitored?

A – Organisations would have a service level agreement to help maintain the quality of provision and paid staff will monitor services.

C – Community run libraries may not provide the same diversity that libraries currently do.

C – If a range of activities delivered at libraries this can cause noise disturbances for other library users.

C – Currently, librarians only need a qualification to be an archivist librarian.

C – Staff at Elm Park library are very good.

Q – What happens if the council goes ahead with its proposal?

A – We’ve already received feedback from this consultation that people don’t want any changes to library services. We’ll still be able to meet the requirements of the Libraries Act if we go ahead with the proposals.

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| Children’s Centre Presentation | Lead Presenter; Helen Harding |
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No relevant questions asked.

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| Community Hubs Presentation | Not presented |
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No relevant questions asked.

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| Venue | Harold Wood, St Peter's Church, Gubbins Lane, RM3 0QA |
| Date | 05.09.2019 |
| Time | 10:00am – 11:30am |
| Total Number of Attendees | 115 |
| Local Authority Representatives (Presenting) | Helen Harding, Gareth Nicholson, Alexis Wainwright |

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| Library Presentation | Lead Presenter; Gareth Nicholson, Alexis Wainwright |
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Q – Can the Council try finding volunteers in Upminster or other communities where people are more able to volunteer?

A – We’re asking for volunteers across the borough and for the 5 proposed community run libraries. We’re already using volunteers at our libraries.

Q – Will library computers be updated from Windows 7?

A – Council investment has been agreed to upgrade all library computers to Windows 10 over the next 6 months or so.

Q – What is the incentive to volunteer if the consultation proposes that if there are no volunteers the library will stay open in Harold Wood?

A – To be a part of our library service and help to deliver the current level of opening hours and possibly an increase in hours.

C – There is a risk of volunteers doing so well that the council cuts funding in the future.

Q – Will there be a paid librarian there all day?

A – Can’t assure that at the moment.

C – It’s an unequal service as some libraries without evening hours doesn’t allow for some residents to use the library i.e. school students to access the library outside of school hours Monday to Friday.

Q – Why can’t we have the same library hours at each library?

A – That’s a possibility but I’m not in a position to promise that will happen.

C – The recent population increase in Harold Wood means that we need library services as they are or even an increase in hours.

Q – Will there be training and qualification opportunities for volunteers and what is our involvement with DWP in assisting people into volunteer and paid roles?

A – There will be training and we already have a commitment into helping people into volunteer and paid roles.

Q – Are volunteers reimbursed for travel and lunch?

A – Yes for travel and for lunch depending on hours volunteered.

Q – You’re asking for people to give up a lot of time to be volunteers. If there aren’t enough volunteers what would happen?

A – We would seek to support groups to set up to provide and support volunteers.

C – Decrease in central government funding means that funding of a range of Havering services has been reduced including library services.

C – For an extra £1 per household per year for Havering residents, it would more than cover the library funding gap.

Q – Where is the Leader of the Council to explain the Cabinet’s decision to reduce the budget for library services?

A – The Leader does operate surgeries and other appointments for residents to discuss the consultation proposals. We’re here today to represent the Council and its proposals.

C – Harold Wood has had so many local services stopped over recent years as opposed to Harold Hill that has had new services and venues provided. We don’t have equality of services in Harold Hill compared to other areas around the borough.

C – Harold Wood only has one council building remaining which is the library.

C – Library hours in Harold Wood are too limited for people who work full time i.e. in the evening Monday to Friday. Library staff should be professionals as volunteers are skilled enough to answer more technical questions.

C – All libraries should operate the same hours, that should be a proposal.

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| Children’s Centre Presentation | Lead Presenter; Helen Harding |
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C – The council has already closed a children’s centre in Harold Wood previous to this consultation.

Q – Are you looking into providing services at libraries and other venues to reduce travel times?

A – After the consultation we’ll do mapping exercises to ensure that travel times are minimised for service users.

C – I haven’t used children’s centres much as activities haven’t been relevant to me and I have four children.

C – Services aren't well advertised to let people know about them.

C – Services in Harold Wood areas are too limited and information on services is poorly communicated.

Q – What services are being offered in the local clinic?

A – We currently do not offer services from this clinic.

C – NHS need to better communicate their services to the local community.

C – When using the local clinic, I wasn't advised of any local children's centre services.

C – The local health clinics should be advertising local children's centre services.

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| Community Hubs Presentation | Not presented |
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No relevant questions asked.

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| Venue | Elm Park Children's Centre |
| Date | 5 th September 2019 |
| Time | 13:00-14:30 |
| Total Number of Attendees | 0 |
| Local Authority Representatives (Presenting) | Samantha Denoon and Alexis Wainwright |
| Councillors in attendance | 0 |
| Other notable attendees | 0 |

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| Library Presentation | Lead Presenter; Alexia Wainwright |
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N/A – no attendees

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| Children's Centre Presentation | Lead Presenter; Samantha Denoon |
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N/A – no attendees

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| Community Hubs Presentation | Lead Presenter; None |
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N/A – no attendees

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| Venue | Hilldene Children's Centre |
| Date | 06.09.2019 |

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| Time | 10:00am – 11:00am |
| Total Number of Attendees | 1 |
| Local Authority Representatives (Presenting) | Helen Harding, Gareth Nicholson |

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| Library Presentation | Lead Presenter; Gareth Nicholson |
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Q –If pre-schoolers are having volunteers teach them to read, who will be completing and paying for their CRB checks?

GN- All checks and training will be paid for by the council

Q –If the libraries are run by community groups/Friends of Library's will they be self-funding?

GN- All of the following will be paid for by the council, Books, building maintenance, computers and internet. What the community group would be responsible for are the utility bills.

Q –Would we ever look into doing donation boxes like the ones you find in museums and art galleries.

GN- Crowd funding is something we have looked into and will continue to looking into however being council run we come across huge hurdles. However this would be something that a community group or friends on libraries would be able to do.

Q- If the Libraries are run by Volunteers does this mean if they have work or go on Holiday the serves will be closed?

GN- No if we get to the point where a community group come forward, there will be in a formal contract were they will agree to keep the library open within the times stated.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Q –I am worried that if you shut centres in Rainham and move to the new venue in orchard village family on a low income will not be able to get there as its not walking distance.

HH- We are looking to move to community space that are accessible to all in the area. After the consultation period there will be a mapping exercise to outline this and establish were the best places will be.

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| Community Hubs Presentation | Lead Presenter; |
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No relevant questions asked.

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| Venue | Rainham Village Children's Centre |
| Date | 09/09/2019 |

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| Time | 13:00-14:30 |
| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Helen Harding and Alexis Wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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Presentation previously seen by attendees so additions highlighted by AW

- Ambition is to protect libraries
- Research taken place as to what is done elsewhere and areas where it has worked
- Currently have about 450 volunteers but no community groups have come forward and offered to take on the running of the library.
- Workshop on 18th September for discussion around community run libraries
- Consultation has told us that libraries are valued by the community
- Recognised that the opening hours are not conducive to encouraging wide ranging usage. We are hoping to be able to extend opening hours with support from more volunteers.

Comments made that it was good to hear that the current administration are supporting the continuation of the library offer as it stands.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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- Savings targets are assigned to children's centres
- Proposal is to keep three largest centres
- 0-5 offer delivery will continue from alternative venues; staffing complement will not change
- Good footfall with new sessions delivered at Mardyke Community Centre and Myplace Youth and Community Centre.
- Volunteer service supports universal offer
- Linked with parks service this summer, which worked well

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| Community Hubs Presentation | Lead Presenter; N/A |
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N/A

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|---|---|
| Venue | Chippenham Road Children's centre |
| Date | 10.09.2019 |
| Time | 10.00 - 11:30 |
| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright, Julie Simmons |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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Q - Are they going to be capable of keeping the library open for the same amount of time it is now

A - AW – No community group has presented themselves forward for running any of the 5 Library's however if this was to happen they would be bound into a contract where they are responsible for the opening of the building for a minimum amount of time.

Q - How are you going to make sure the Safeguarding and quality of the service is going to remain the same?

A - AW - Again at this moment in time group has been identified as capable/ willing to run the library's However if this was to happen all staff would be DBS checked and the would be the right volunteers in place. As it stands we have a lot of volunteers in place who complete amazing work.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Q - Harold Hill is one of the most deprived areas, with their children's centres closing I am worried that the people are not going to be able to travel to the like for collier row/ Romford. You are looking at a 30/45 minuet bus ride.

A - HH - Although are centres are shutting our staffing complement is going to remain the same allowing us to deliver the offer to Harold hill. However we will do this from venues such as Harold Hill library, My Place etc. We have already started to deliver out of My Place and that is something we will continue to grow.

After the consultations period has come to a close, there will then be a mapping exercise to work out exactly were these venues are going to be and how that module will look geographically.

Q - I just worry that this is the most deprived area in Havering. My place is already over stretched how sustainable is working from other venues? Are we still going to be able to do this in 3 years' time?

A - HH - With all things I wouldn't be able to say what is going to happen in 3 years' time. However what I can say is my staff complement will remain the same and we will have venues like the library in Harold Hill to deliver our services out of. We hope by taking this out into the community we will be reaching out to more families , for example In Rainham we took these services out into the community and found In 1 group we meet with 12 families who haven't ever attending a children's centre before.

Q - With the staffing staying the same is it a worry that if the demand is higher with more people attending we then would not have the staffing to deliver the services?

A - HH - We have a lot of volunteers at the children's centres the best example of this is parenting lead parenting classes. This has been a huge success, we train parents to present these classes.

Q – I thought that volunteering was very low in havering?

A - HH - We have the largest volume of volunteers in certainly the last 3 years.

C - Not against the idea as long as the services are still assessable for users and sustainable

C - Would like to see the drilled down data of who in using the service currently.

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| Community Hubs Presentation | Lead Presenter; Julie Simmons |
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Q - What will be available at the community Hub, Will it be like a one stop shop?

A - JS- The content of the Community Hub will be around/* what the community would like to see in them.

C - The customer care in having is not to my satisfaction, housing and benefit help would need to be part of this community hub.

Q - Why is there not a building as part of the regeneration project at Hilldene?

A - AW – The leader has stated that there will no new building.

C - The community hub needs to be a physical building no held out of different venues I don't think this will work.

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|---|----------------------------------|
| Venue | Romford Central Library |
| Date | 10.09.2019 |
| Time | 6:30pm – 8:00pm |
| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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C – I want the libraries to remain open as I access the Internet via the library.

C – Hornchurch library being open until 10pm at night is excessive. Perhaps these hours could be used elsewhere.

C – There is only one archivist which is problematic if he is on leave.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Presentation not provided as two attendees requested to hear an update on the libraries consultation only.

No relevant questions asked.

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| Community Hubs Presentation | Not presented |
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No relevant questions asked.

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| Venue | Hornchurch Library |
| Date | 11.09.2019 |

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| Time | 6:30pm – 8:00pm |
| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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Q – What kind of consultation has been held with library staff so far?

A – I've held meetings and 1 to 1 conversations with staff to discuss the proposal.

Q – Do you count each book sale as a book issued?

A – No, as the book is removed from the book stock, these are recorded as a book sale.

Q – How is the budget for each library decided?

A – It depends on the operating costs for each library venue. If a library was community run, it would be expected that they would provide income generating opportunities.

Q – Have we had any formal discussions with any voluntary organisations regarding running the libraries?

A – Not yet but we have had feedback from people interested in volunteering.

Q – How many staff might lose their jobs?

A – We currently have permanent staff vacancies. If we go ahead with the proposal, those posts would need to be filled first before any redundancies would be confirmed.

Q – Have we considered varying library opening hours for the school holiday and seasonal changes?

A – We try not to change opening hours very often as its confusing for library users. We will review adjusting opening hours for example, we could open Hornchurch earlier in the morning and close it earlier in the evening.

Q – Have we come across any health and safety issues for community run libraries in other boroughs?

A – No. We would have policies and processes in place for community groups to operate libraries to ensure that any issues would be handled appropriately. These would work as current processes do for our paid staff.

Q – Are the current volunteers mostly retired people?

A – No, they vary in age and include people who are in paid employment. This is the same for community run libraries in other parts of the country.

C – I would welcome help in the library when I'm using the Internet. Some of the training opportunities for computer skills don't cover internet use as they focus on using Word or Excel.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Q – Why don't some parents use the centres?

A – For various reasons including accessibility. We're providing services at a greater number of venues to address this so that parents don't have to travel far to access services and activities.

Q – Are parenting courses popular?

A – Yes, they are very successful across the different types of courses on offer.

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| Community Hubs Presentation | Not presented |
| N/A | |

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|----------------------------------|--------------------------------------|
| Venue | St Kilda's Children's Centre |
| Date | Wednesday 11 th September |
| Time | 1:30pm-3pm |
| Total Number of Attendees | 0 |

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| Library Presentation | Lead Presenter; |
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N/A – no attendees at this meeting

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| Children's Centre Presentation | Lead Presenter; |
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N/A – no attendees at this meeting

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| Community Hubs Presentation | Lead Presenter; |
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N/A – no attendees at this meeting

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|---|--|
| Venue | Collier Row Library, Collier Row Lane, Collier Row |
| Date | 12.09.2019 |
| Time | 12:00 – 13:30 |
| Total Number of Attendees | 10 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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Alexis opened the meeting by asking attendees if they had attended any previous meetings. One attendee commented that they had attended a consultation meetings several years ago at Romford Library, Alexis clarified that this wasn't a meeting within the current consultation and they agreed.

Q - Are the projected costs savings for the next 3 years or per annum? A :Alexis clarified the projected savings are over the next 3 years. – slide 1 point 2.

Q - How does higher borrowing work with fewer active borrows? A: Alexis confirmed that this statistics were compared to other borrowers in terms of population.

Alexis asked the attendees if anyone was a volunteer, of which none of the group were.

Q – What will happen if you don't get any volunteers – A: I'll come to that (community hub volunteers).

Q - What if you don't get community groups? A: questions at the end please.

C from attendee when Alexis mentioned at the point in the presentation about the change in library operating hours that happened a few years ago – absolutely, the change in working hours is preventing residents being able to use them how they want to. (What we are learning so far slide).

Q – Have you said it is illegal to close libraries down as its statutory? A: No its not, they would meet statutory obligations by having 3 library's open, 5 library's would meet our statutory obligations.

Q - So the other libraries would close down? A: No I'm giving you an example of a statutory service.

Q - If they do will 5 close? A: We are not saying that, we want to commit to continue providing what we do currently, we want to see how we can do it, consulting with you and colleagues across the council. We have the connections within children centres, we are doing lots to try and sustain our offer.

Q - Has the post office been approached for Hornchurch Library? A: Yes and they are interested. Post office basing themselves at the library – example of registering here at Collier Row – births deaths and marriages.

Q - I still don't understand are you a legally shutting Libraries down? A: yes we are but that is not what we are trying to do – example of authorities running 1 as they met their stat requirement.

Q - Is there any feedback on the on-line responses: A: Not yet as the consultation is still live.

Q - We are getting mixed messages you mention the increase in usage of libraries with the aim of all children having an account – but then you refer to the costs savings and that we have no money etc. This library is part of the high street where others aren't. It is important that we maintain this for both the high street and the community. We have a community centre down the road that is also struggling. Has the amount local schools spend on books been taken into consideration and if there is some way they can support? C: schools rely on donations and grant (comments amongst attendees).

A - We do work with schools.

C - A lot of mixed messages A: We need community groups to help us run, in the background we are doing what we can, we know how important libraries are to the community, no hubs, no libraries that is not the answer.

Q - When does it go to cabinet?

A: In the autumn.

Q - When will we see the feedback?

A: Consultation ends 18th September. We are working hard to input the hard copy data that we have received.

Q - In terms of costs you mentioned a small sum for hubs to run, how much does it cost to run the libraries? A: I do know how much it costs to run the library. We can take details at the end for those interested in volunteering to help keep them running.

Q – You mentioned that there is currently a budget deficit of £150k, I've seen lots of changes is there a reason why you stopped events at this library, as they used to bring income? Also you have stopped charging for getting books from another library within Havering, wouldn't this help with funding?

A: We still have events.

Q - What goes on in Collier Row? A: Young at heart, knit and natter, different events along summer – havering literary festival, we charge and that brings income. I have 10 libraries I don't know what goes on across all of them. Lots of activity and events including ad hoc.

C: Also there used to be a little magazine on events, also you concentrate on two age groups children and older – I'm 30 and there is things I would like to do – the colour group is at 2:30 in the afternoon, I work full time, you need to take this into consideration. A: I agree there is gap, talk to staff re launching initiatives, these are things I would like to see here.

Q - I would like to be involved in knitting groups, I don't feel welcome. A: you would be absolutely just come along, you would enjoy it.

C: If they are in working hours she can't come along A: There is one on a Saturday.

A: Our staff don't lead on them it is like minded people, you need to tell us, we can't pre-empt.

In response to the previous question re reservation charges – A: Why should we charge our residents for stock we own? Yes we need to charge for outside the borough. We have a van we should be able to bring it from another library in the area. By taking away the charges we have more stock moving around the borough. If I had my way I wouldn't charge – just renew. Charing fines is making people keep stock due to hefty fine. We need to focus on what brings in the big income i.e. room lettings. I presented the challenge when I joined the service, we need income we need to think bigger than fines etc. resulting in the literary festival.

Q – You mentioned other organisations using the libraries such as registrars and post office, have you had any more interest? A: Yes Citizens advice, compact are coming along to a workshop – Alexis explained what compact are. No one has come and said we want to do it but we are working hard.

Q - Community groups to run libraries what sort? A: Depends on who comes forward i.e. Age UK, Dementia UK.

Q – What do you want from us, for us to find ways as a community how can we keep it running, accessible and longer hours? Running costs would they be able to charge for craft sessions for both materials and running costs? A: If community group decides they will need an income like community group likes that, consider what is appropriate, what can people really afford.

A: Upminster can charge for events, Rainham were charging the same (consider less income) Alexis consider set pricing structure income regardless so fair affordable access to all – as well as free for those that can't pay. Charge if we are paying for that service – i.e. pay author need to make money.

Q – Have you consulted with other boroughs who are able to run their library services 7 days – how can they can and we can't? A: They have more money than us. C: Our council tax is not cheap, have you thought about consulting with them? A: I have consulted with other boroughs to see how have they done it, I know their service, but I don't know how much money they have – budget consultation differ in different boroughs of how they spend their money – Residents of Havering chose pot holes over libraries.

Q - When were we given that choice?

A: You were given the choice last November.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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Q - Where is St Kildas? A: Romford, Western Road.

Q - I know from going over the park lots of children do not speak English as their first language, how do you support these children? A: We stock a variety of books in different languages.

Q - Can you teach them English? A: Yes there are classes. We want to work closer with libraries like we do with health, our book start programme is available in other languages and we want to make it available to all. In particular how it is delivered to you and not just given to you.

Q - I am here representing a local school and we have just started english lessons, we would love to support – how can we help? A: What School? C: Oasis academy. C: Lets exchange details, thank you..

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| Community Hubs Presentation | Not presented |
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| Venue | Gidea Park Library |
| Date | 12.09.2019 |
| Time | 9:30am – 11:00am |
| Total Number of Attendees | 9 |
| Local Authority Representatives (Presenting) | Helen Harding, Gareth Nicholson, Alexis Wainwright |
| Councillors in attendance | 0 |

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| Other notable attendees | N/A |
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| Library Presentation | Lead Presenter; Gareth Nicholson |
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Q – Will all of the current library staff keep their jobs?

A – We don't forecast any staff redundancies. We currently have permanent staff vacancies that would need to be filled or deleted before any redundancies were considered.

Q – Are there any opportunities to speak with councillors directly about this proposal?

A – Yes, by attending their surgeries.

Q – Is this meeting minuted?

A – Yes.

C – It would be great if councillors were paid less and those savings went to other services.

Q – What feedback do the public get after the consultation?

A – There will be a cabinet report published that will be available to the public on the Council's website.

Q – Will things stay the same if no community groups come forward?

A – Yes.

Q – What are some specific examples of community run libraries?

A – Lewisham has a community run library. Warwickshire has a community run library providing hours of 9am to 10pm, 6 days a week and the venue includes a café.

Q – Could we follow the approach in Essex from people including celebrities to advise against library closures?

A – We're not proposing to close any libraries in Havering.

Q – Could we meet the savings target with a mix of volunteer and paid staff library?

A – Possibly.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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No relevant questions asked.

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| Community Hubs Presentation | Not presented |
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N/A

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|--------------|------------------------------------|
| Venue | Upminster Library |
| Date | Tuesday 17 th September |
| Time | 6:30pm-8pm |

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| Total Number of Attendees | 2 |
| Local Authority Representatives (Presenting) | Helen Harding, Alexis Wainwright |
| Councillors in attendance | 0 |

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| Library Presentation | Lead Presenter; Alexis Wainwright |
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1 attendee requested a refresh of the library presentation, having heard it previously at another meeting attended. This was undertaken one on one with AW.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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The second attendee had not previously attended a consultation session so was taken through the proposals for the libraries and the children's centres

There was discussion regarding the links between literacy and children's life outcomes – 'it would really positive to look at how children's centres and libraries can work together'. HH and AW agreed that this would be positive and discussions are already underway as to what this could look like in the future.

It was highlighted that New York Library is next to Central Park and discussed that holding sessions in the park is a really good idea. Using local resources to deliver activities was discussed as positive.

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| Community Hubs Presentation | Lead Presenter; |
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N/A

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|---|--|
| Venue | South Hornchurch Library |
| Date | 17.09.2019 |
| Time | 10.00am 11:00am |
| Total Number of Attendees | 12 |
| Local Authority Representatives (Presenting) | Gareth Nicholson, Helen Harding, Alexis wainwright |

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| Library Presentation | Lead Presenter; Gareth Nicholson |
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C- The reason why the footfall is bigger in other libraries is because this one is shut the beginning of the week. We are forced to go to other venues.

Q- What happens when all the volunteers no longer have to time to run this place, it will run into the ground. I wish you would have told us that at the cost of Rainham opening this Library would close!

A- This is simply not true. South Hornchurch library is not closing its doors as I have just said there is no change to the services as it stands.

Q- Are you looking to cooperate with LBBB in the future?

A- This is definitely something we can look into and is on the cards as a possibility. I definitely believe there should be some crossover and a wider service.

C – I wish to let everyone know here that moving over to a voluntary service is a down grade. You are not making it clear to everyone that will be victims of cut backs and you will be eventually down grading our service.

C – This is the only library where there is free parking.

Q- Will this affect the housebound as I know we use South Hornchurch as a venue for the volunteers to deliver to the housebound?

A- We are looking to change the service to get local residents to delivering to local people from their local library.

C – I am really unhappy about losing this library to a community hub, I am my mum's carer and this is the only place to go to escape, I have to stay local so Rainham Library is not an option for me. I'm worried not only for me but for the young people. Where will they get to study? Older generation that uses this venue for their socialisation? Mature students who have busy households and can't study there.

A- The service as it stands is going to remain the same however I do want to improve on what we already have. I want this library open on a Monday and Tuesday and voluntary groups are just a way of seeing if this would make it possible.

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| Children's Centre Presentation | Lead Presenter; Helen Harding |
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No questions asked or comments made

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| Community Hubs Presentation | Lead Presenter; |
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N/A