

# Children & Family Hubs Consultation

Report Date: August 2023

**Report author:**

Sarah Pedder  
*Consultation & Engagement Manager*

**Co-author:**

David Besbrode  
*Research & Insight Manager*

**Contact**

Hackney Consultation Team  
on 020 8356 3343 or  
[consultation@Hackney.gov.uk](mailto:consultation@Hackney.gov.uk)

# Contents

<b>Introduction, Background, Consultation &amp; Engagement Approach, Response rate</b>	<b>3 - 5</b>
<b>Executive summary</b>	<b>6</b>
<b>Overview of results</b>	
<ul style="list-style-type: none"> <li>Are you sharing your views as an individual or on behalf of an organisation?</li> </ul>	<b>8</b>
<ul style="list-style-type: none"> <li>If you are sharing your views as an individual, what is your connection to Hackney?</li> </ul>	<b>9</b>
<ul style="list-style-type: none"> <li>Which of the following best describes your interest in this consultation?</li> </ul>	<b>10</b>
<ul style="list-style-type: none"> <li>What type of organisation are you part of?</li> </ul>	<b>11</b>
<ul style="list-style-type: none"> <li>To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)?</li> </ul>	<b>12</b>
<ul style="list-style-type: none"> <li>To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children's centres into Children and Family Hubs?</li> </ul>	<b>12</b>
<ul style="list-style-type: none"> <li>Cross-analysis of the two main agree or disagree questions of the consultation by the respondent breakdown of which option best describes their interest in this consultation</li> </ul>	<b>13-14</b>
<ul style="list-style-type: none"> <li>What would you change about the model for Children and Family Hubs?</li> </ul>	<b>15-24</b>
<ul style="list-style-type: none"> <li>Do you have any other comments?</li> </ul>	<b>25-30</b>
<ul style="list-style-type: none"> <li>Do you currently use Hackney children's centres?</li> </ul>	<b>31</b>
<ul style="list-style-type: none"> <li>If so, which children's centres do you use or did you use in the past?</li> </ul>	<b>32</b>
<ul style="list-style-type: none"> <li>Cross-analysis of the two main agree or disagree questions of the consultation by the respondents that use or used the Children's centres in the past</li> </ul>	<b>13-35</b>

• How often do you visit the children's centre(s)?	<b>35</b>
• Do you use the following services for children and families, or have you used any of these services in the past?	<b>36</b>
<b>About you</b>	<b>37-41</b>
<b>Appendix</b>	<b>42</b>

## **Introduction**

Hackney Council sought feedback on the Council's model for Children & Family Hubs. We consulted on how we develop some of our existing multi-agency children's centres into four Children & Family Hubs, offering support for families with children up to 19 years old (up to 25 for young people with special educational needs and disabilities – SEND).

## **Background**

In April 2022 the government announced that 75 local authorities would be taking part in the Start for Life and Family Hub programme. The programme is supported by a £300 million government investment up to 2025. In February 2023 the government formally announced that Hackney was one of the local authorities to be awarded a grant.

Children & Family Hubs offer information, help and support to families from conception up until age 19 (or 25 for young people with SEND). They bring together staff working across a range of different services, including the council, health services and voluntary and community organisations. The hubs will act as a 'one stop shop' to offer guidance and advice on a range of circumstances.

We propose to broaden the role of some of our 'multi-agency children's centres' into four 'Children & Family Hubs'. The hubs will offer support for families with children and young people aged up to 19 years old (up to 25 with SEND) rather than just offering support for families with young children. Key principles of access, connection and relationships are at the heart of Children & Family Hubs. This means that services can be responsive to family needs as they arise, taking a whole family approach and using resources flexibly and creatively to meet those needs. This will make it easier for parents with children of different ages to access the support and information they need in one place. The model will use a thriving network of children's centres, youth hubs, libraries, health and community centres and spaces in Hackney, all offering access to information, help and support. Staff across a range of different services will work closely together to deliver support for families, taking an integrated approach.

## **Children & Family Hubs Engagement**

Hackney's vision for Children & Family Hubs has been informed by extensive engagement with families across the borough and service professionals. Through workshops, interviews and a wider engagement survey over 200 parents, children and young people shared their view on service provision and what they need from Children & Family Hubs. Over 70 parents and carers were engaged to codesign parent and carer panels. An additional 15 partner and provider workshops

were delivered with over 120 internal and external partners to understand the services currently delivered, gaps in provision and opportunities for improved outcomes for children and families.

This insight has informed the proposed model for Children & Family Hubs and will be used to inform future ways of working for Council services and our partners.

## **Consultation & Engagement Approach**

The consultation was hosted on Citizen Space, the Council's consultation and engagement platform. The consultation was open for 6 weeks from 1st June to 13th July 2023.

Printed questionnaires and consultation documents were made available at children's centres and on request.

Three drop-ins were held to provide residents and stakeholders the opportunity to ask questions about the proposals and receive support to take part. The sessions were promoted via the Citizen Space consultation page and through Children's Centres. Drop-ins were held in person and online with the aim of being widely accessible:

- Thursday 29 June, 5:00-6:30 pm - Ann Tayler Children's Centre
- Friday 30 June, 9:30-11am - Woodberry Down Children's Centre
- Monday 3 July, 6:00-7:30 pm - Online

No participants attended the drop-in events.

## **Communications & Promotion**

The consultation was promoted through a range of channels:

- Press release, 1 June 2023
- Promotion on social media channels, including Twitter, Facebook, Next Door
- Love Hackney, 18 June 2023
- Promotion on the Hackney Education webpage
- Featured on Hackney's Consultation Hub
- Newsletters including, Hackney News, internal Staff Headlines, Schools Bulletin, Our Homes, Young Hackney, HCVS, City & Hackney Practitioners Bulletin, Neighbourhood Subscribers
- Meta advertising
- Promoted through Children's Centres
- Details of the consultation were shared widely with stakeholders and Council networks including, but not limited to, Health networks, voluntary and community sector organisations and partners, temporary accommodation

providers, youth hubs, Family Information Service, childminder coordinators, SEND parent networks, and the Youth Provider Network.

- Details of the consultation were shared with participants and organisations who took part in the Children & Family Hubs Engagement.
- Posters were distributed to children's centres, youth hubs, GP practices, and libraries.

## **Response rate**

A total of 525 respondents took part in the consultation.

263 respondents completed paper questionnaires.

## **Executive summary**

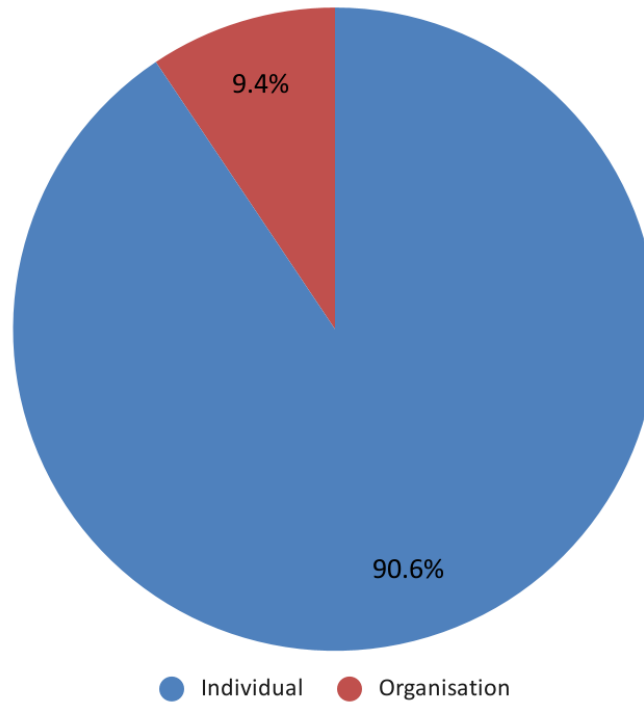
- **Are you sharing your views as an individual or on behalf of an organisation? (Base 511 respondents)**
  - The majority of respondents, just under 91%, shared their views on the consultation as an individual (463 respondents).
- **If you are sharing your views as an individual, what is your connection to Hackney? (Select all that apply)**
  - The majority of respondents, just over 54%, stated that they live in Hackney (388.)
- **Which of the following best describes your interest in this consultation? (Select all that apply)**
  - The highest number of respondents, at just under 44%, stated “I am a current parent/carer/guardian of a child(ren) under 6, who use children’s centres” (316).
- **What type of organisation are you part of? (Base 92 respondents)**
  - The majority of respondents stated that they were responding as an employee of a Children’s Centre (51), followed by those in the NHS (21).
- **To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)? (Base 516 respondents)**
  - The majority of respondents, at just over two thirds, stated that they agree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND) (347).
- **To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children’s centres into Children and Family Hubs? (Base 507 respondents)**
  - The majority of respondents, just over two thirds, stated that they agree with the proposals to broaden the role of some of our strategic children’s centres into Children and Family Hubs (352).
- **Do you currently use Hackney children's centres? (Base 510 respondents)**
  - The majority of respondents, just over three quarters, currently use children’s centres (397) This is followed by “I have in the past” (70) and “no” (43).
- **If so, which children's centres do you use or did you use in the past? (Select all that apply)**
  - Linden Children’s Centre had the highest number of responses, which accounts for just over 11% of total responses to this question (102).
- **How often do you visit the children’s centre(s)? (Base 487 respondents)**
  - The highest percentage of respondents, at just under 36%, stated that they visit children’s centres “A few times a week” (174).
- **Do you use the following services for children and families, or have you used any of these services in the past? (Select all that apply)**

- The highest number of respondents, 17%, use or have used “stay and play and music sessions” in the past (277).



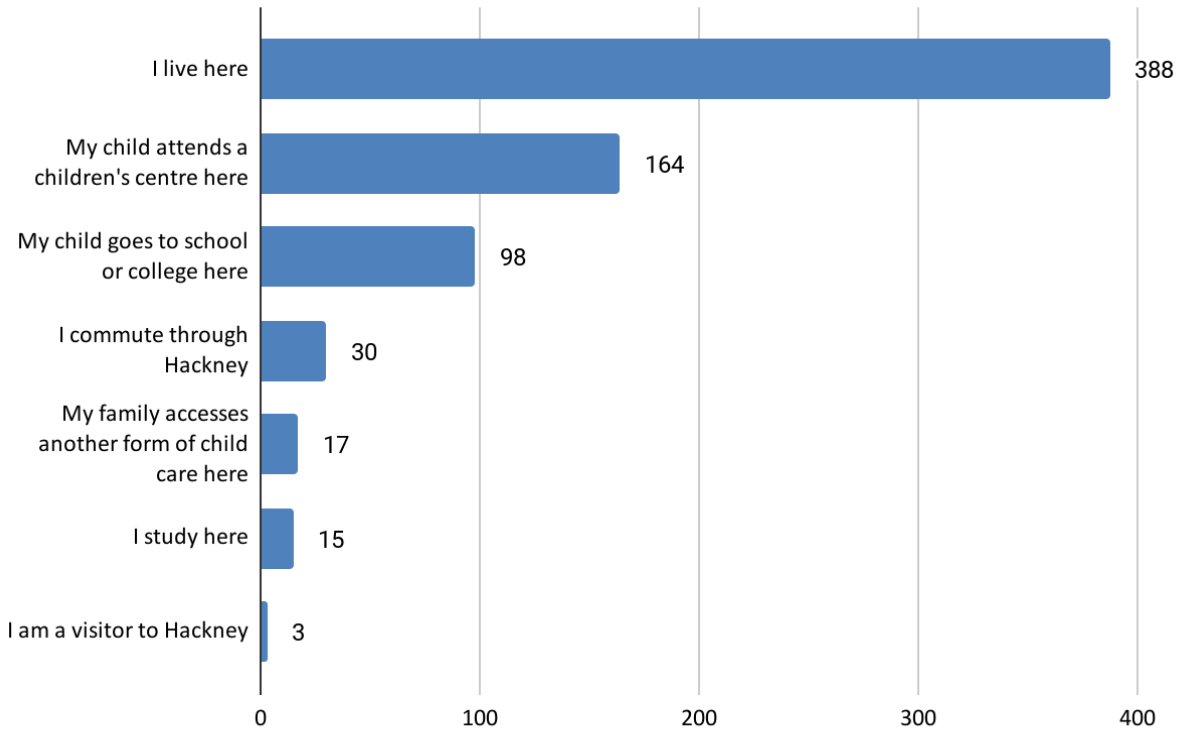
## Overview of results

**Are you sharing your views as an individual or on behalf of an organisation?  
(Base 511 responses)**



The majority of respondents, just under 91%, shared their views on the consultation as an individual (463 respondents). Just under 10% of respondents shared their views on behalf of an organisation (48.)

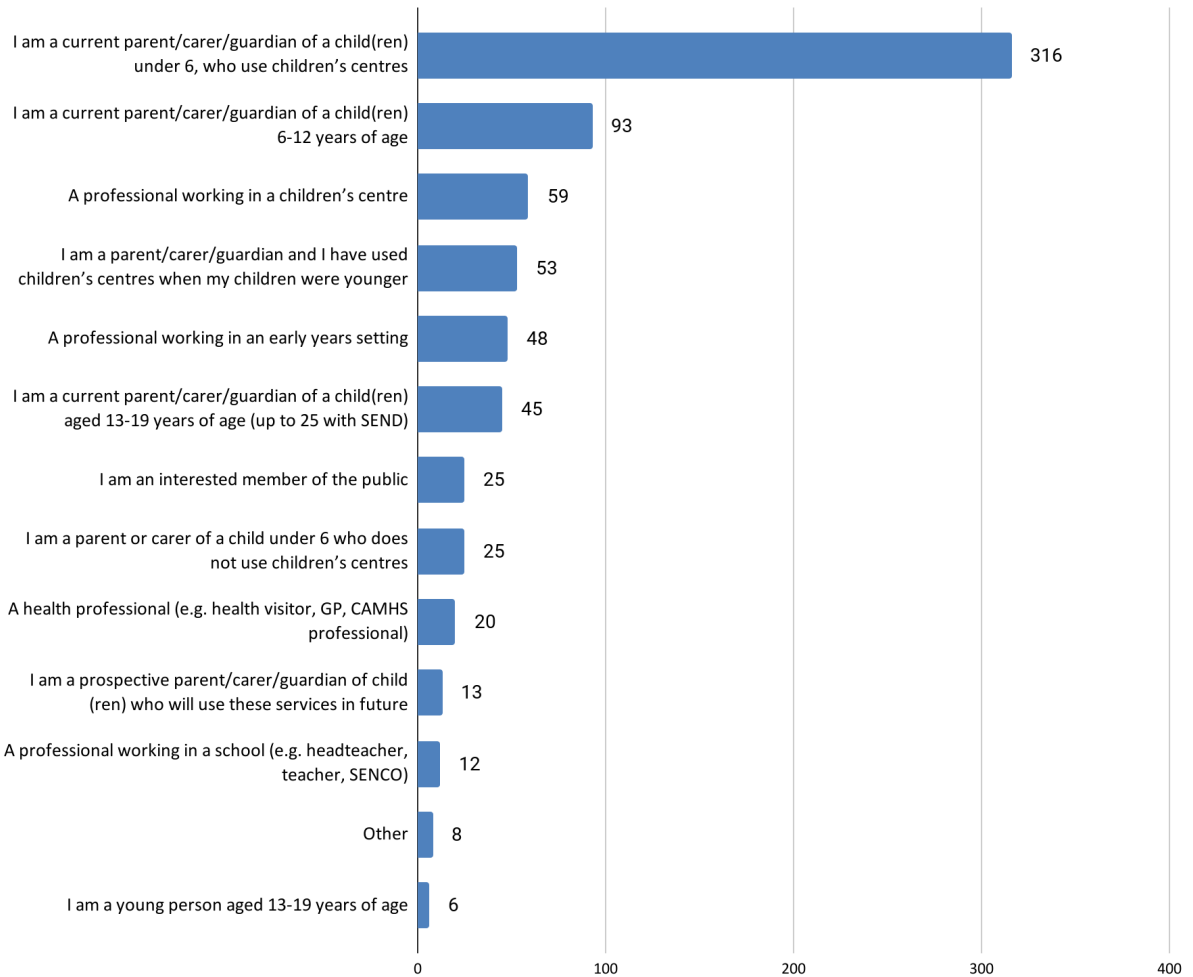
**If you are sharing your views as an individual, what is your connection to Hackney? (Select all that apply)**



The majority of respondents stated that they live in Hackney. This accounted for just over 54% of respondents (388.)

This was followed by “My child attends a children's centre here” which accounted for almost a quarter of respondents (164), and “My child goes to school or college here” which accounted for approximately a seventh of the total respondents (98).

**Which of the following best describes your interest in this consultation? (Select all that apply)**

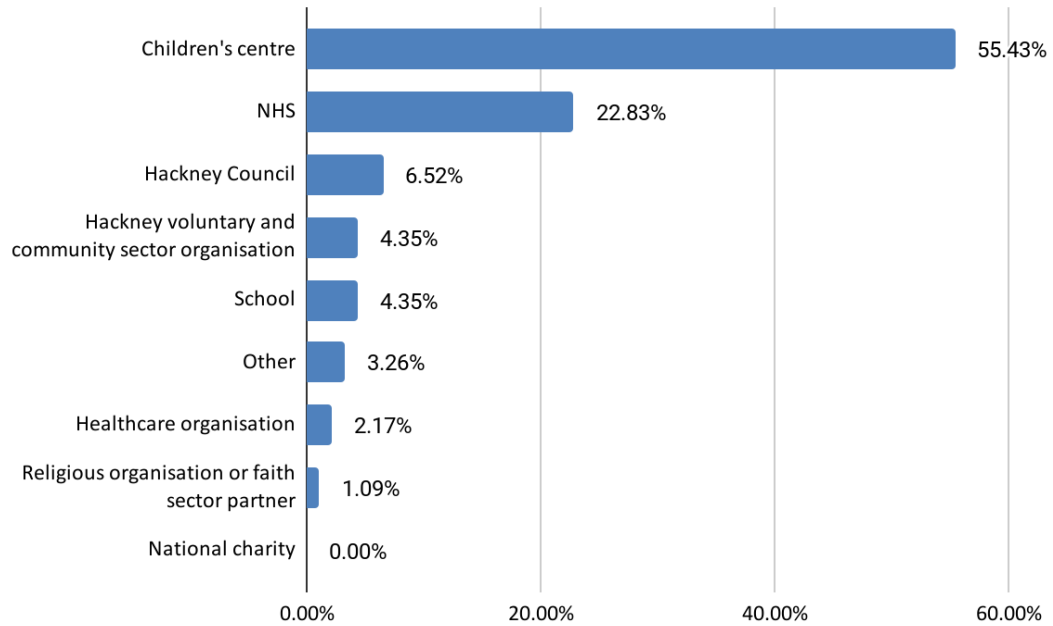


The highest number of respondents, at just under 44%, stated “I am a current parent/carer/guardian of a child(ren) under 6, who use children’s centres” (316).

“I am a current parent/carer/guardian of a child(ren) 6-12 years of age” accounted for just under 13% of respondents (93), with all other options accounting for around 8% or less of respondents accordingly.

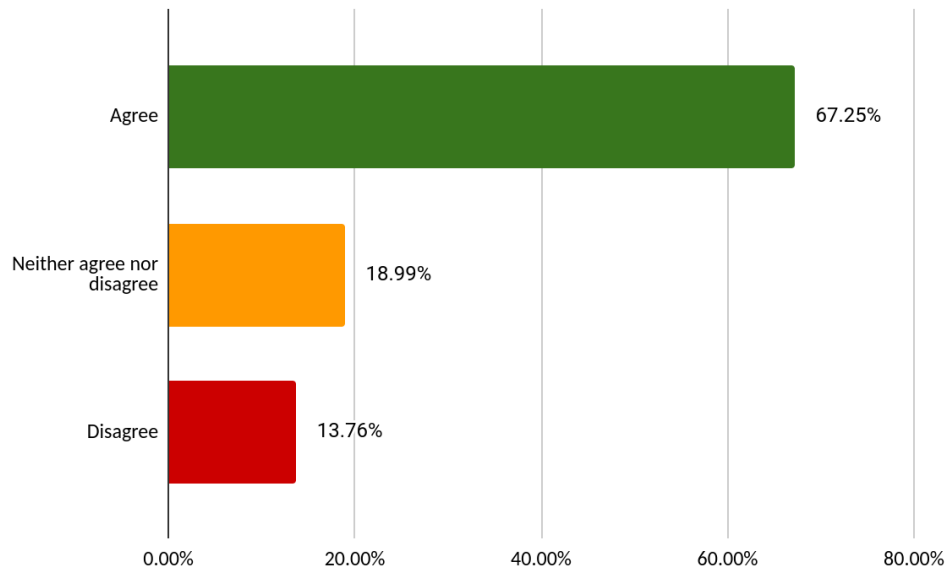
Of the two top responses, which totals 409 responses combined, 57 of the respondents stated that they were both a “current partner/carer/guardian of a child(ren) under 6, who use children’s centres”, and those with “child(ren) 6-12 years old”.

### What type of organisation are you part of? (Base 92 respondents)



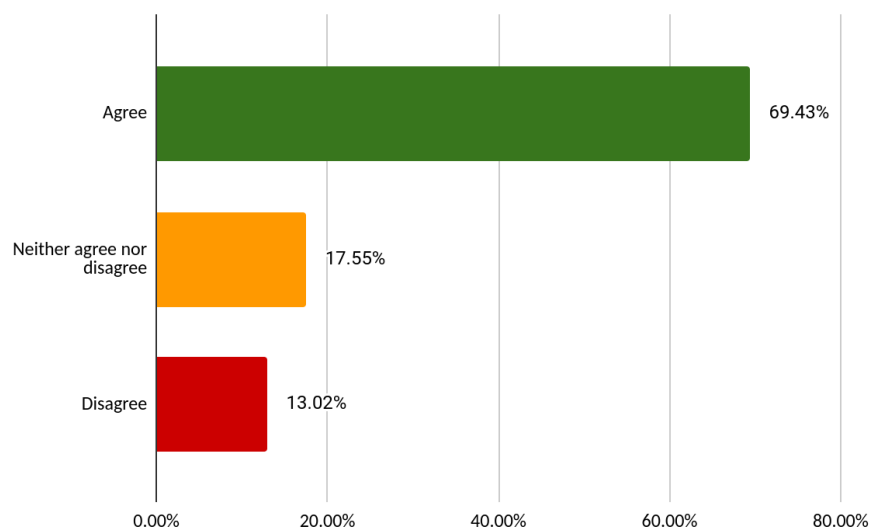
The majority of respondents stated that they were responding as an employee of a Children's Centre (51), followed by those in the NHS (21). All other organisations accounted for a much smaller proportion of respondents.

**To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)? (Base 516 respondents)**



The majority of respondents, at just over two thirds, stated that they agree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND) (347). This is followed by neither agree nor disagree (98) and disagree (71).

**To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children's centres into Children and Family Hubs? (Base 507 respondents)**

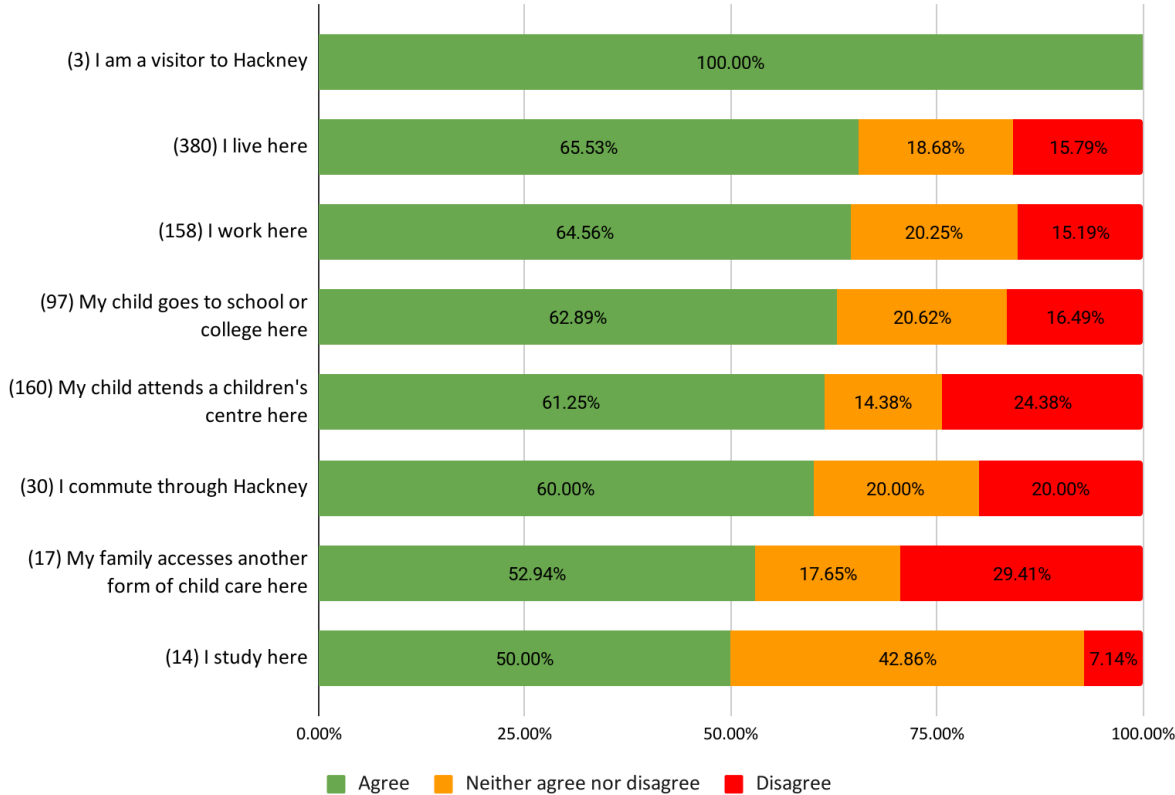


The majority of respondents, just over two thirds, stated that they agree with the proposals to broaden the role of some of our strategic children's centres into Children

and Family Hubs (352). This is followed by neither agree nor disagree (89) and disagree (66).

The following charts show **cross-analysis** of the two main agree or disagree questions above by the respondent breakdown of which option **best describes their interest in this consultation**:

**“To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)?” by “Which of the following best describes your interest in this consultation?”**

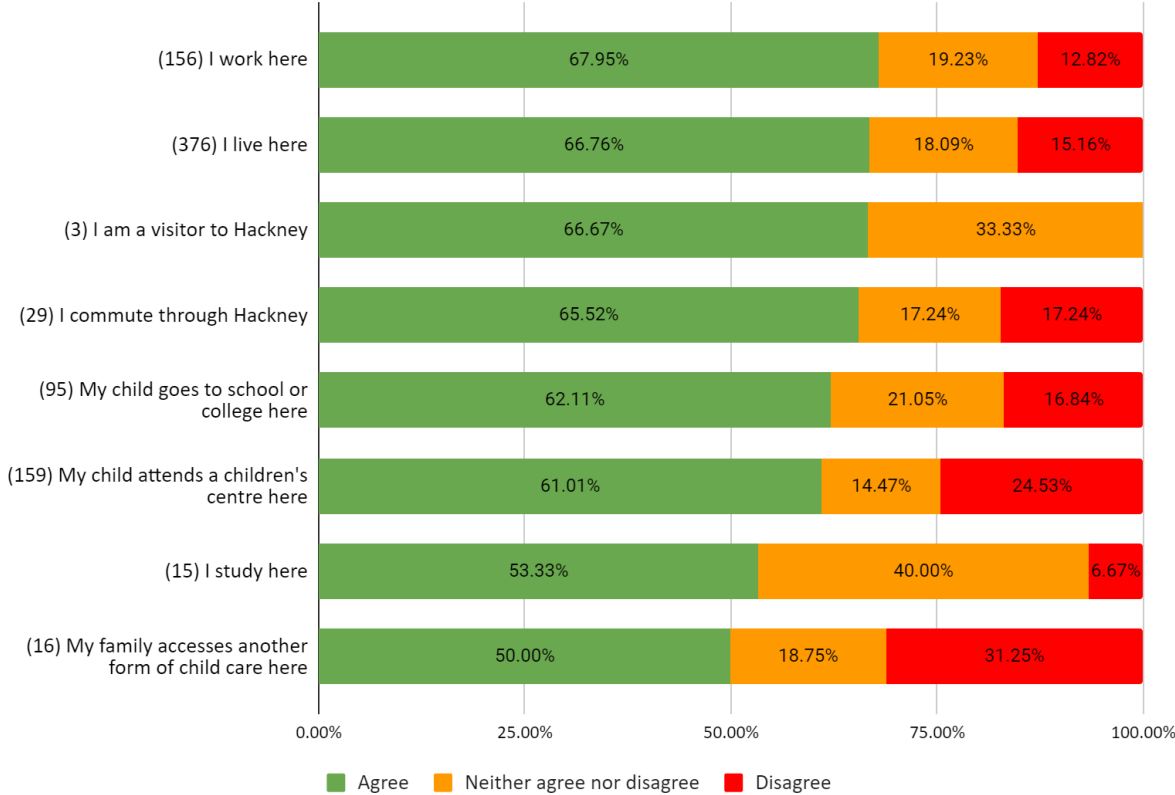


Those who stated that they live in Hackney accounted for the highest number of responses, and also had the highest percentage (discounting “I am a visitor to Hackney” due to the very low level of respondents) of agreement with two thirds of respondents.

Categorically, all responses above show a majority agreement view. The highest disagreement of just under 25% in terms of response proportion is from those who stated “my child attends a children's centre here” (24.38% - 39 responses.) Even though a higher percentage of respondents who stated “my family accesses another form of child care here” disagreed with the proposal to to deliver integrated services for families and children aged 0-19 (up to 25 with SEND) (29.4% - 5 responses), this

response had a lower base number of respondents overall (17) when compared to “my child attends a children’s centre here” (160).

**To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children’s centres into Children and Family Hubs? - by - Interest in this consultation**



Those who stated that they live in Hackney accounted for the highest number of responses, and also had the highest percentage of agreement with two thirds of respondents.

Categorically, all responses above show a majority agreement view, with the highest disagreement of just under 25% in terms of response proportion, from those who stated “my child attends a children’s centre here” (24.53% - 39 responses). Even though a higher percentage of respondents who stated “My family accesses another form of child care here” disagreed with the proposal to broaden the role of some of our strategic children’s centres (31.25% - 5 responses), this response had a lower base number of respondents overall (16) when compared to “my child attends a children’s centre here” (159).

**What would you change about the model for Children and Family Hubs? (Base 256 comments)**

Key theme	Count
0-19 provision	44
Generally supportive	35
Access to partners and providers	30
No suggestions	24
Accessibility and Flexibility	21
Concern about changes / support for current provision	20
Generally critical / against change to current model	19
Unsure / unable to comment	18
Buildings, spaces and resources	17
SEND provision	17
Support for parents and carers	16
More activities for children & young people	15
Funding	13
Youth services	12
Questions about the model and consultation	11
Promotion & communication of services	10
Staffing and training	10
Neighbourhoods model	7

**0-19 provision**

The highest number of respondents commented on the proposals for 0-19 provision, with a range of perspectives included in the comments. Many respondents were concerned about potential for young children and young people in the same spaces or setting. Safeguarding was the primary concern around shared spaces. Other respondents were supportive of the expansion of services to include 0-19 year olds, and up to 25 for young people with SEND. Some respondents suggested that the service be expanded up to 25 for all young people.

*“While the approach is ideal, the range of concerns that children, young people and their families can possibly present with at a given time could make managing it difficult for staff and safeguarding challenging. As a general approach with some centres focused more for older children or parent-focused for example would help to mitigate this somewhat.”*

*“The ages - putting young children with young adults does not feel right. How can all their needs be met.”*



*“Have children split into groups related to their age. Make sure there are trained staff available and know how to handle children with different ages. Have more staff trained to deal with SEND children.”*

*“Providing services for children and families over 5 years old. Offering in the evening, school holidays, for summer holidays for children over the age of 12 offering on a Saturday.”*

### **Generally supportive**

Respondents made general statements of support. Some respondents raised questions about aspects of the proposals or suggested alternative approaches, but stated support for Children & Family Hubs overall. Some respondents stated that they support the proposal on the condition that there is not a reduction in the current service provided.

*“Ability to access service for my 9 year old and 4 year old in one place or obtain information about services. I can get lost trying to access support for older daughter and youngest child at the same time. C&F hubs will help me find one door to access support.”*

*“The Children and Family Hubs model is a good starting point, but I believe it could be improved in a few ways. First, I think the model focuses too much on the Children's Centre infrastructure in place. While Children's Centres are a valuable resource, they are not the only place where families can access support. I would like to see the model more explicitly consider the community assets that are already in place, such as faith groups, community centres, and libraries. These organisations are often well-placed to offer support to families, and they can be valuable partners in the Children and Family Hubs model.”*

*“I welcome this proposed model of a one stop shop for service 0-25 with possibilities of better partnership working among agencies and hopefully more accessible for families.”*

### **Access to partners and providers**

Respondents commented on the need for collaboration with and access to partners and providers, including health and primary care providers, VCS partners and education partners.

*“I wasn't so clear about how the "signposting" would work. As relationships are so important I wanted to express the idea of a link person(s) to help families access a service and I see this as a distinct role. I feel this will help to address the gap between services available and uptake.”*

*“Better links with all aged school staff. Secondary and primary.”*

*“I work in First Steps, early intervention and preventative community CAMHS service. I think the focus on early intervention is crucial. Currently nationwide, only 25% of children receive the mental health support they require, however City and Hackney rate as 6th in England for mental health provision based on factors such as waiting lists, number of cases closed before support is offered etc. However, the mental health needs of children and families is growing further. I think better integration of parent and child mental health would be essential. Currently, there is a perinatal mental health service which thinks about the interaction of parental mental health with the child's, but for moderate-severe level of need based in specialist CAMHS. More resource and financial provision is required to intervene earlier on to support such cases. There is also growing evidence about the importance of trauma-informed practice. At First Steps, we regularly work with community colleagues and offer training in such trauma-informed practices such as the Solihull Approach. It is vital that there is a coordinated approach to such challenges across the borough of Hackney and resource is given to provide ongoing training and consultation to various colleagues (e.g. health visitors, teachers, etc). I believe the family hubs would benefit from coordinated trauma-informed ethos in approaching and supporting family's wellbeing needs. This would aid outreach and engagement with communities which are traditionally underserved by services. Hackney would also benefit from a coordinated approach of training in anti-racist and anti-discriminatory practice in the same vein.”*

### **No suggestions**

Respondents stated that they had no comment or would not change anything about the proposed model for Children and Family Hubs.

*“Nothing.”*

*“No”*

*“None”*

### **Accessibility and flexibility**

Respondents commented on the need for more flexible opening hours, including weekend hours. Charedi respondents specifically requested Sunday opening hours. Other respondents wanted hubs to be in accessible locations with public transport links. Some respondents stated that hubs and children's centres could be made more accessible to disabled parents and children with SEND.

*“For Hubs to be successful they would need to have the necessary resources - space, working WiFi, desks, clinic rooms and accessible rooms and entrances so that people with disabilities can use the building. Hubs would need to be close to bus stops/train stations and/or have parking available.”*

*“Open after 5 and weekends for working parents”*

*“The centre should be open on a Sunday and have evening classes for parents.”*

### **Concern about changes / support for current provision**

Respondents raised concerns about the impact of changes to hubs, and the extension of 0-19 provision, on current services. Other respondents expressed support for current 0-5 provision in children’s centres and concern that nursery provision could be reduced.

*“I think the children centres and the current support they offer is invaluable to parents - both the drop in sessions and the ones that offer childcare and early education. Part of the value of these centres is that it is a place for new parents and younger children. By opening up the centre to children and parents of all ages, it becomes a very different thing and potentially intimidating to those with new and younger children. Currently at Children Centres I see mothers breast-feeding in open spaces comfortably, I think this would become harder if the centre had a wider reach. I don't disagree that support is needed for children and families from 5 onwards but I think this approach is incorrect and there is HUGE value to keeping the early years children separated out. Please don't change the model of our Children centres and the wonderful staff who help care for our babies. Find a new home for what is a much needed service but don't destroy one of the best things about Hackney in the process.”*

*“I think children Centres should be kept for young children instead of changing the model”*

*“I would add hubs to what is offered without reducing the current offer.”*

### **Generally critical / against change to current model**

Respondents expressed criticism of the proposals for Children & Family Hubs and stated that they did not want the current model of provision to change. Comments particularly focused on the proposal to extend provision up to 19 years, or 25 for young people with SEND. Some respondents commented that services for older children should be provided through schools. Some respondents felt that the service already exists, particularly respondents who use Ihsan Children’s Centre.

*"I do not like this idea, as it will exhaust the services available to young children that is already limited per session. Older children should be able to access services through their school / social services."*

*"Disagree with proposals. Better to keep as it is, don't agree such a broad age range is a good idea."*

*"Children centres already have family facilities that don't take away from the children's centres such as youth clubs, over 55 clubs and much more, therefore we don't see the need to change children's centres into family hubs."*

### **Unsure / unable to comment**

Respondents stated that they were unsure or that they felt unable to offer comment. Multiple respondents stated that they did not know enough about the model to comment, despite information about the proposed model being presented in the consultation document alongside the questionnaire.

*"I don't know enough about the model, some clarity of what the model will be would be helpful."*

*"I am unsure."*

*"I'm not sure as it seems OK on paper but we will have a better idea when it is up and running."*

### **Buildings, spaces and resources**

Respondents, both service users and professionals, suggested that a wider range of spaces be provided and that more buildings be obtained to provide services.

*"There should be more spacious centre and expansion for special need education."*

*"Perhaps not all current Children Centres should convert to Family Centres, maybe a few buildings could be obtained with provisions for older children."*

*"It is important to make sure that there are venues that can be used for CAMHS therapeutic work. I work in First Steps and we are consistently being told that families like to be seen in locations close to home. It is becoming increasingly difficult to find appropriate therapeutic spaces in the GP practices / children centres / community centres."*

### **SEND provision**

Respondents commented on SEND provision and support needed for children and their families. Some respondents wanted separate SEND provision, outside of Children & Family Hubs and again asked whether provision for young adults would be accessed in the same spaces as provision for young children. Others called for more SEND provision.

*"I think it is very important to offer these services to families of young people with SEN up to 25 and to the young people themselves but I am not sure that those services will work well alongside early years services. For example I feel that an autistic 22 year old seeking advice on benefits or independent living may feel a setting that also offer baby weigh ins and weaning clinics etc is a bit inappropriate and I don't think it would be that easy to tailor the visual environment and sensory environment to suit all those different groups. Would it be possible to allocate one of the hubs to support & advice aimed at older young people with SEN who love [sic] across Hackney (ie age 14-25 age group) alongside delivering all the adult support for benefits, teenage parenting groups, well being sessions etc in that same hub? If this were the case a lot of work could be done on the sensory environment to ensure that it is suitable for this client group, not too noisy, bright etc."*

*"A wider range of services available for the community for children with SEND"*

*"More Services for Children and Young people with SEND. Courses for Parents and Carers with SEND"*

### **Support for parents and carers**

Respondents asked for more support and information for parents, carers and families as a whole. This included classes for parents and fathers forums. Some respondents offered examples of good practice in children's centres.

*"I think the consultation could include parenting support specific to supporting parents of infants / toddlers who are be exploring / undergoing a SEND diagnosis. Although, they will need some of the support on offer, more thought needs to go in to the support that these families need around grief and understanding of a SEND diagnosis, what services are available for them, specific to their needs. Support should be tailored to this group for example; coffee mornings, information groups and support practitioners(with a specialism in the multi-disadvantages that this group face). This would allow these parents to gain community and understanding, alongside parents also dealing with a SEND diagnosis. Early intervention is a critical component of supporting children and there families with SEND, so this needs to be a the forefront of the model for children and family hubs."*

*"The involvement of community services that have been instrumental in us as a family accessing children's centres such as Ihsan. Fathers involvement there has*

*been fantastic and even though my child is now older I still refer back to them if I need any advice regarding parenting.”*

*“To give more opportunities for parents and guardians.”*

### **More activities for children & young people**

Respondents suggested offering more activities for children and young people of all ages:

*“I would wish for after school activities and clubs for my older kids. They would thrive having art, baking or swimming classes in the local community area.”*

*“My children would love to have after school activities.”*

*“Variety of activities for different age brackets at one time.”*

### **Funding**

Respondents stated that services need more funding and made suggestions for how Children & Family Hubs funding should be used. Some respondents were critical of the way services are currently funded, others were concerned about children’s centre’s being expected to provide more services without additional funding and resources. Other respondents stated their support for the proposals for hubs, on the condition that there is sufficient funding.

*“It will be important that the funding gets filtered down so that we can actually provide more services to families. The information states that they way many families access services will not change much, so we need to make sure we are focused on spending the funding to improve access to services and support rather than changes to how geographical areas are aligned.” [sic]*

*“The problem I see with this proposal is you're trying to offer more services on the same budget. Therefore i'm not sure that there would be any benefit in the change.!”*

*“Provided its funded correctly, staff aren't over stretched the proposal could work well where there's one place for everyone to attend.” [sic]*

### **Youth services**

Respondents specifically called for more youth services and for support for teenagers.

*"I think they should specifically reference Care Leavers ie they are for 0-19 (or 25 with SEND or you are a Hackney Care Leaver). NB almost 40% of our care experienced children have an EHCP and we all have a corporate parenting responsibility to Hackney's looked after children and care leavers. Some of the spaces in the Children and Family Hubs would be great to be able to access e.g. for Hackney's children in care council activities, whilst some of the services would also be good to extend to care leavers e.g. the Children and Family Clinical Service offers a service to care leavers and is always looking for quiet, confidential rooms to see children and families. The locality-based nature of the hubs would work really well for care leavers potentially, some of whom don't like to go into certain areas of Hackney e.g because they are triggering due to traumatic past experiences."*

*"I would provide more venues/events regularly available to children 12-18."*

*"Education for teenagers, help for teenagers, kids clubs."*

### **Questions about the model and consultation**

Respondents raised questions and criticism about the Children & Family Hubs model and the consultation. This included questions about impact of hubs on accessibility of services, questions about how referrals and partnerships would work in practice, whether other options for the hub model have been considered, and how hubs would meet the needs of communities.

*"Consultation regarding the changes from 0-5 to 0-19 - what does this mean for other services like Family Support and MAT - what will the new process be for referral / allocation / consent and what is the overlap with existing services? how has this been consulted?"*

*"The proposal broadens the range of services and ages at current centre's with special provision for the under 5s, from what I understand. I would change this to finding a way of making other institutions which currently support children over 5 years of age (eg SCHOOLS, youth clubs) the hub for a range of other services to be stationed. I don't understand why the service at early years settings should be compromised, and the proposal doesn't make it clear. Have other 'hub' options been considered? Are children's centres the only option for this kind of broader integrated provision? I would find it more helpful if services eg. Speech and Language Therapy, First Steps, Immunizations, even Breast Feeding Support happened within my older daughter's school."*

*"I do not think that the information regarding the change has been clear to all. What are the main changes? As there is very little budget for all services currently, it seems like the family hub proposal is a new way to make cuts and to reduce the*

*accessibility to all services. This would be highly disappointing / unfair for many families.”*

### **Promotion & communication of services**

Respondents commented on the promotion and communication of existing and new services. This includes comments about digital and app based access.

*“Better communication to attract more people. Provide free antenatal courses”*

*“Create a Interactive website where families and staff members can interact with questions and answers.” [sic]*

*“I'd avoid creating an app. In my experience it's better and cheaper have a website that people can use from e.g. libraries or other people's devices. Websites also have better accessibility which is something my friend comments on often.” [sic]*

### **Staffing and training**

Respondents commented on the need for sufficient staffing in hubs and suggested where more training could be provided. Some respondents worried about the impact of expanded service provision on staff.

*“People in children's centres already have to do so much and are stretched already. So how will you be able to extend the role of staff members further, without them being overworked. Add more finance and resources into the existing children's centres so the current staff can help.”*

*“Offer More support for Families and children . More training courses for staff that are working his early years setting with the age range 1 month to 19 years old.”*

*“Have children split into groups related to their age. Make sure there are trained staff available and know how to handle children with different ages. Have more staff trained to deal with SEND children.”*

### **Neighbourhoods model**

Respondents commented on the neighbourhoods model set out in the proposals, offered suggestions for alternative models and raised questions about the proposed model.

*“In health and social care, and therapies, we are moving to work in a NEIGHBOURHOOD focused way, so we can plan and target services in a hyper-local way. I would like to see the model for Children and Family hubs to be designed*



*according to our neighbourhood footprint, working in partnership with other members of our neighbourhood team. I would like to see strong partnership being developed across NHS and Children and Family Hubs.”*

*“Proposed Alignment with neighbourhoods does not reflect focus of existing communities”*

*“I question the proposed alignments for the WDCC neighbourhood and Clissold and Springfield Park as this is not following the established GP clusters. It is not a logical division as to relationships that are already established as for example Fernbank and Oldhill are already closely linked as well as Ihsan.”*

## Do you have any other comments? (Base 168 comments)

Key theme	Count
No comments	33
General statement of support	25
Concern about changes / impact on early years provision	21
Access to partners and providers	20
Comments on the proposed model & consultation	19
Praise of current provision	17
Support for families / use of resources	11
Generally critical / against change to current model	10
0-19 in one setting / separate provision	8
Support & activities	8
Promotion & communication of services	6
SEND provision	5
Accessibility and flexibility	5
Staffing and training	5
Buildings and spaces	4
Funding and resources	3
Other	3

### No comments

Respondents stated that they had no other comments.

*"No comment."*

*"No."*

*"None."*

### General statement of support

Respondents expressed support for the proposals and optimism about the benefit for children, families and communities in Hackney.

*"It is a good model"*

*"I feel that children and Family Hubs would be extremely beneficial to children from disadvantaged backgrounds and this would enable them to access services and therapies they otherwise would not be able to access. Additional families on lower*

*incomes or any family struggling with the rising cost of living will gain tremendously from Children and Family Hub services which they would usually afford.”*

*“Hubs provide security to families with parental problems they offer support and advice and a safe place for young people and their family.”*

### **Concern about changes / impact on early years provision**

Respondents expressed concern about the impact of the proposals on early years provision and children’s centres. This included concerns about cuts to services and closure of children’s centres and requests for more childcare provision.

*“I hope that the early years nursery provision will not be watered down in order to provide other services. The development of the hubs should not result in early years day care provision being closed in some centres. Good quality staff should be retained and recruited, with good pay and conditions. Job roles should lend themselves to a good work/life balance. Job roles should lend themselves to part time working to enable staff to support their own children/families.”*

*“I can not express enough how important it is to access childcare through children centres has been for me and my daughter. I would not want this to be jeopardised by any chance. I have also benefited from health visits at children centres.”*

*“I like the idea of a coordinated approach to children and families, however I wonder whether it is better for children centres to continue focusing on early years and what they do best. If we force these centres to diversify, we may adversely affect their ability to cope. Therefore I think this is a great idea, however it has got to be with a lot of support to the existing children's Centres, libraries and services, etc. to ensure that they are gradually able to shoulder the responsibilities.”*

### **Access to partners and providers**

Respondents commented on access to and collaboration with partners and providers, including mental health services and the need for better referral pathways, opportunities for coworking and colocation. Other respondents commented on the need for partnership with libraries, housing providers, Citizens Advice, VCS organisations, faith groups and youth hubs.

*“As health visitor really excited to see proposals  
- for more parenting support -classes , parent infant relationship support , parental mental health , father engagement, language development , send support and healthy eating.*

- One stop shop to support prevalent issues - debt support , poor housing , cost of living , dva etc - to provide streamlined support more efficiently.”

*“Previously I have felt frustrated that communication and joint working with children's social care and adult mental health services (where these are involved for a family) has been so difficult. I would hope that this could improve with the model. Our Early Years Speech and Language Therapy service already tries to be integrated with other services via the Children's Centres so this might not be so different for us other than extending the age range. It is unclear at present whether some children over 5 currently seen via our school-based or our clinic-based service would change to accessing Speech and Language Therapy via the Hubs.”*

*“Families have really valued being close (preferably in a short walking distance) to their hubs and being able to see professionals in one place. As a professional, it has been helpful to build relationships with colleagues and families in the same space.”*

### **Comments on the proposed model & consultation**

Respondents raised questions about how the hubs will work in practice and wider service provision would be accessed. Other respondents stated that more information and clarity about the model was needed. Again, some respondents stated that their centre already provides whole family and older children support.

*“It isn't clear in the proposal if other sites for 'hubs' have been considered. It isn't clear what is going to happen to the children's centres which are not to become 'hubs' - will services such as cooking clubs, Speech and Language Therapy, knitting groups, music, breast feeding support etc still happen at these centres? Will stay and play groups still run? What will happen to these centres - there's no clear information in the literature you've created.”*

*“I do not fully understand how this would apply to our family, despite reading the proposals. Our child is 5yo, just finishing Year 1. She was at nursery in a Children's Centre in Hackney, but our relationship with Children's Centres ended when she left for Reception. It seems like a good thing that we could potentially access Children's Centres, but I'm not sure why we would want to.”*

*“There is not enough clarity.”*

### **Praise of current provision**

Some respondents took the opportunity to praise the service provision at their local children's centre

*“The nursery in particular has been a lifeline for us. The staff are wonderful and if the nursery were to close we would be at a huge loss. This nursery enables both of us as parents to work and provides a fantastic early education to our children in vital early years.”*

*“The One O’Clock Club is a wonderful place for children and their parents / carers. A huge asset to the community.”*

*“Ihsan Children’s Centre, offer service with an understanding of the values of culture and community values. They also extend their view points and services beyond the children’s centre with their work and links with youth and older people. This holistic approach means they offer something for the whole family. Their connection to the community and the voluntary sector demonstrates the years of experience they have, showing flexibility to adapt based on needs.”*

### **Support for families / use of resources**

Respondents talked about the role of hubs in providing support for parents, carers and families. Respondents called for advice, classes and language support for families.

*“Just to say there may be the need for interpreters and translators to ensure all communities in the borough are catered for. Secondly, I think it would be a good idea information or lectures in good parenting skills are evolved in the mainstream program or project.”*

*“I think it’s a good idea to provide more services to support families. families need more information about what is available for them.”*

*“I’d like to see educational classes on how to best support the development of my child. How to ensure they are securely attached and set up for future success.”*

### **Generally critical / against change to current model**

Respondents expressed criticism of the model proposed or stated that they were against any changes to the current model. Some respondents were concerned that any changes to the model and the implementation of Children & Family Hubs could negatively impact early years provision.

*“I strongly disagree with the idea of changing children centres to a family hubs.”*

*“Keep as it is.”*

*"This has not be thought through. I can't really see how this spaces can used in such a way. It needs a rethink."*

### **0-19 in one setting / separate provision**

Respondents stated that provision should be divided by age, with services for older children and teenagers provided in a separate space.

*"Family hubs seem good in principle but please do not allow a mix age model in the same setting."*

*"Services for older children and families are essential but should be provided at a different site."*

*"Please invest separately into the needs of early years and teenage children. They do not share developmental needs, they need different spaces. How do you propose to keep a children centre age appropriate for early years and the younger children safe? If teenagers who need interventions come and share the space with 0-5year olds? Even just to keep the language early years appropriate will be a struggle for the older children! I know this from experience because in our children centre, we have a teens and toddler program and the teenagers struggle to behave appropriately. I think they do need their own space, it isn't fair on either age group to share the children centre spaces."*

### **Support & activities for children & young people**

Participants asked for more activities and support for children and young people of all ages, including children with SEND:

*"Make services free. More opportunities to link with apprenticeships at a degree level. More links with arsenal football club. More activities not in school but in the community"*

*"I think the early years sector in Hackney are better provided for than older children and children with SEND. There are insufficient provision especially for children with SEND to promote employability skills, social activities and training to lead to a meaningful employment and volunteering. Children with SEND are greatly marginalised in Hackney due to lack of services that supports their needs. Parents struggle with accessing services and information when their children transition to adulthood which leads to the young people with SEND missing out on life opportunities which impacts on their mental health. It would be great for Hackney to invest in children with SEND to in order to support them to reach their full potential and live a purposeful life."*

*“I would like to see Linden have more sessions or at least a music session. I like to propose bringing fruits to the stay and play activities.”*

### **Promotion & communication of services**

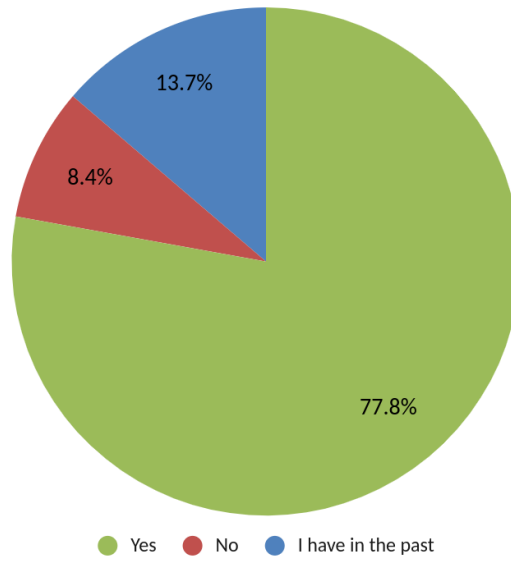
Respondents stated that better promotion and communication of services is needed:

*“Being a parent I was not made aware of the services that were available whilst I was on maternity leave, which I think was a shame as I could have benefited from these”*

*“As a parent the list of services to be provided by the hubs still feels a bit abstract/ high level. I would like to have a list of topics I can access through the hubs e.g weaning, sleeping although this may be communications for later..We live outside of hackney but our child accesses children centres and would not know if we could access the hubs.”*

All other key themes had a far lower count.

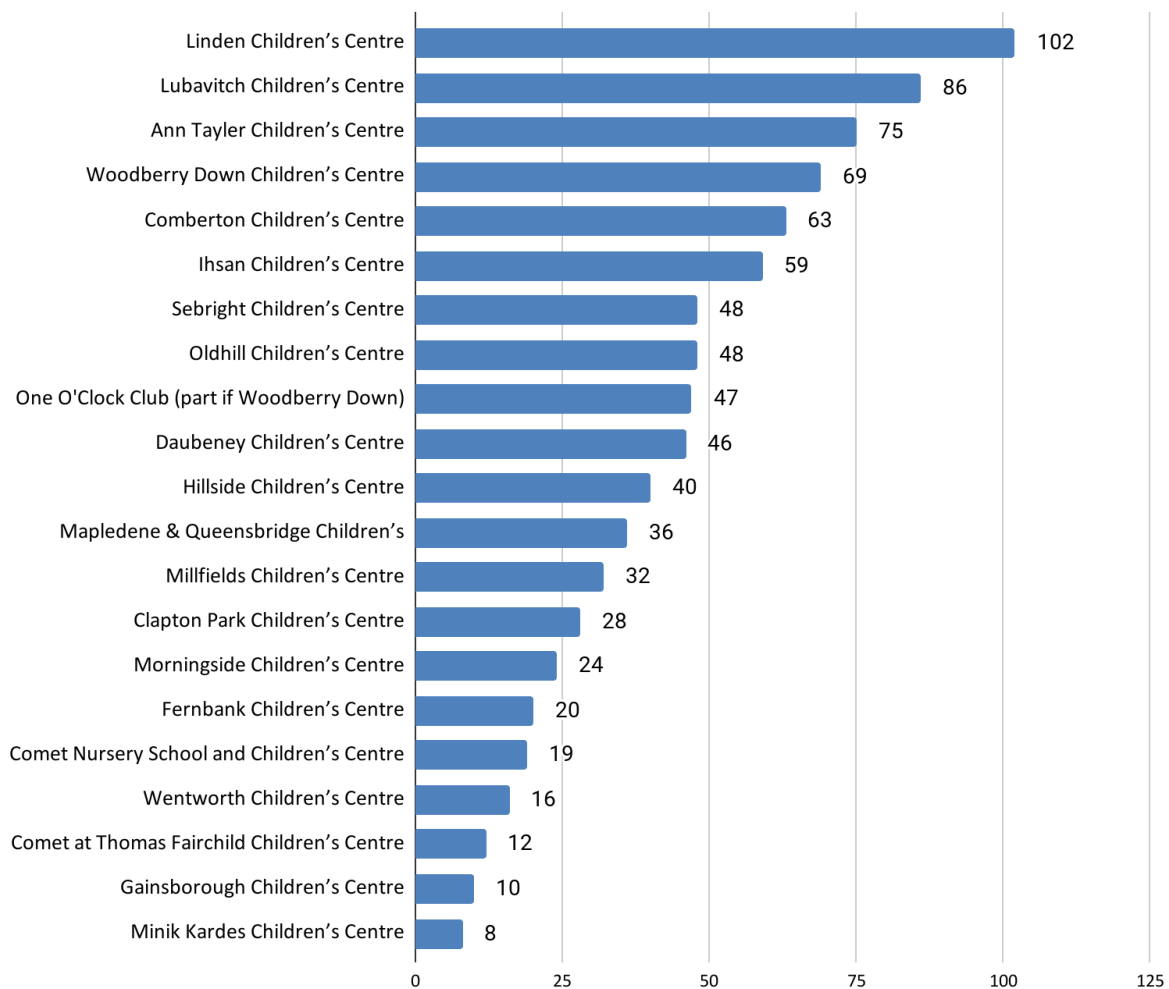
**Do you currently use Hackney children's centres? (Base 510)**



The majority of respondents, just over three quarters, currently use children's centres (397) This is followed by "I have in the past" (70) and "no" (43).



## If so, which children's centres do you use or did you use in the past?

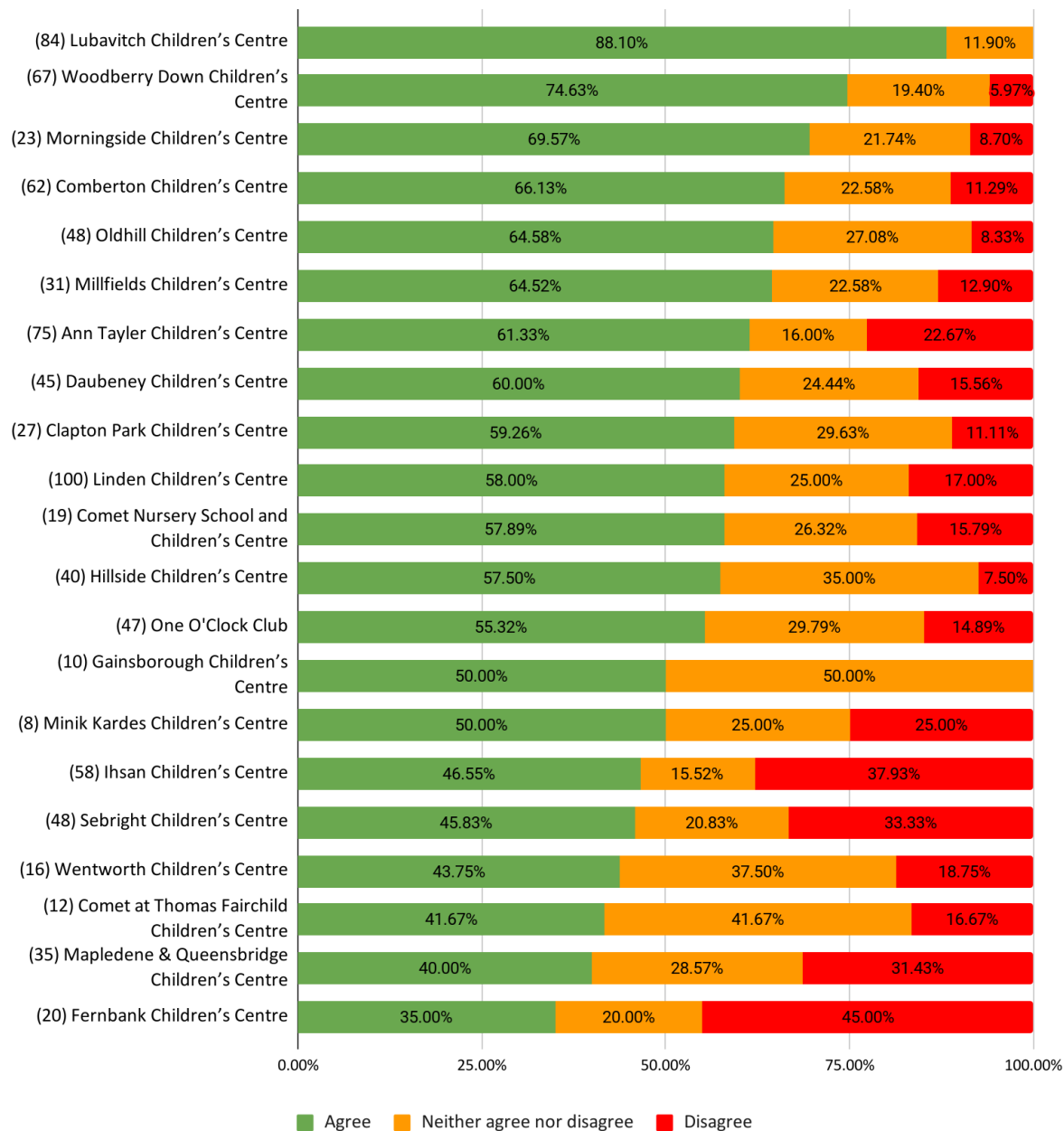


A total of 888 multi-choice responses were selected for this question, where respondents were asked to select all the children's centres that they use or did use in the past.

Respondents who stated they use Linden Children's Centre, or have used the centre in the past, had the highest number of responses, which accounts for just over 11% of total responses to this question.

The following charts show **cross-analysis** of the two main agree or disagree questions of the consultation by the respondents that **use or used the Children's centres in the past**:

**To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)? - by - Children’s Centres used by respondents**



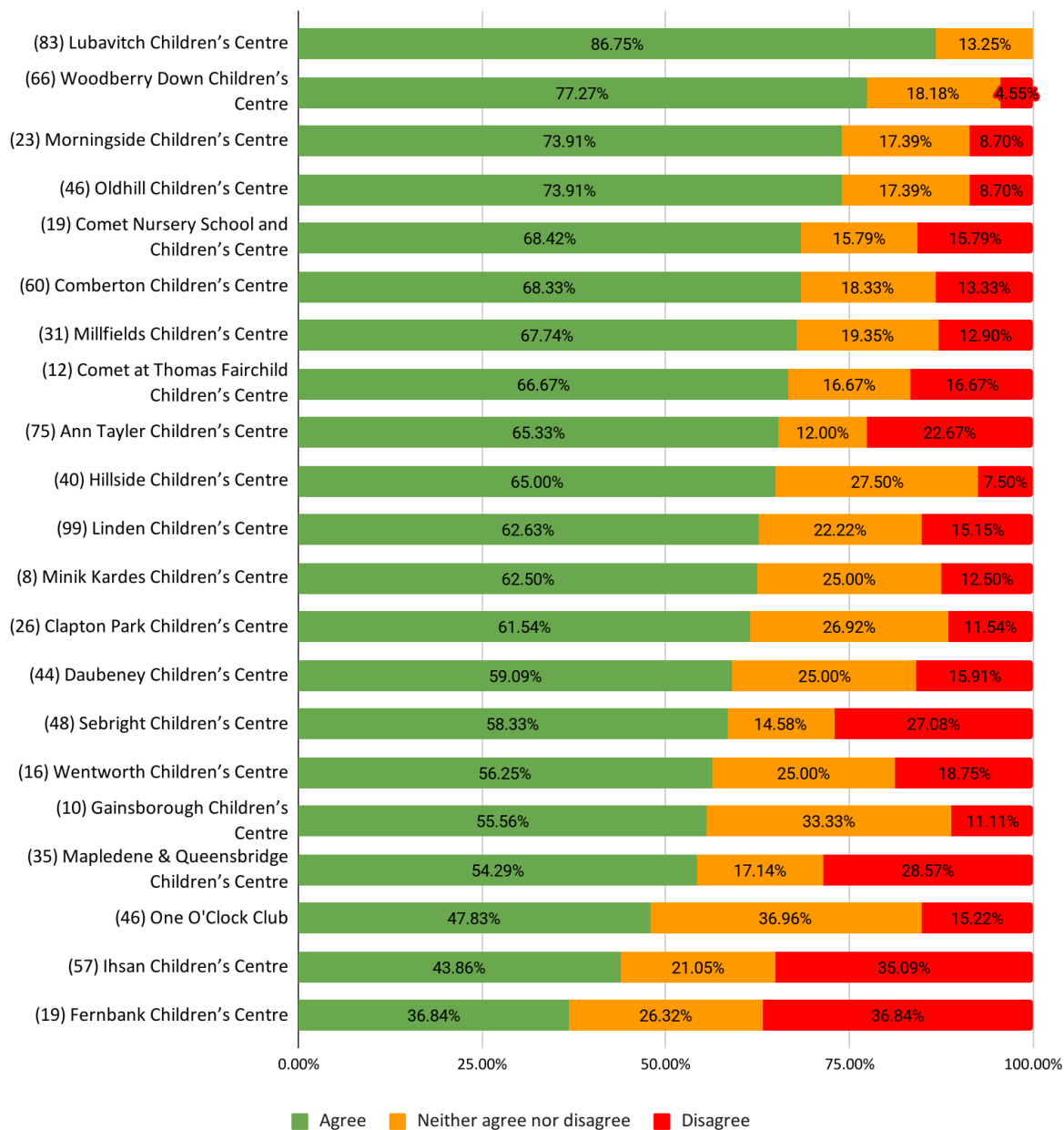
Linden Children’s Centre had the highest number of responses (100), so when looking at the breakdown for agreement and disagreement, 58% of respondents who use or have used in the past stated that they agree with the proposal, with only 17% stating that they disagree.

Lubavitch Children’s Centre has the second highest number of responses (84), so when looking at the breakdown for agreement and disagreement, a significant 88% of respondents who use or have used in the past stated that they agree with the

proposal, with no respondents stating that they disagree. This is a very positive response to this question, even with just under 12% stating a neutral response.

Fernbank and Ihsan had the highest disagreement percentage across all children’s centres, with 45% (9) and 37.93% (18) respectively.

**To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children’s centres into Children and Family Hubs? - by - Children’s Centres used by respondents**

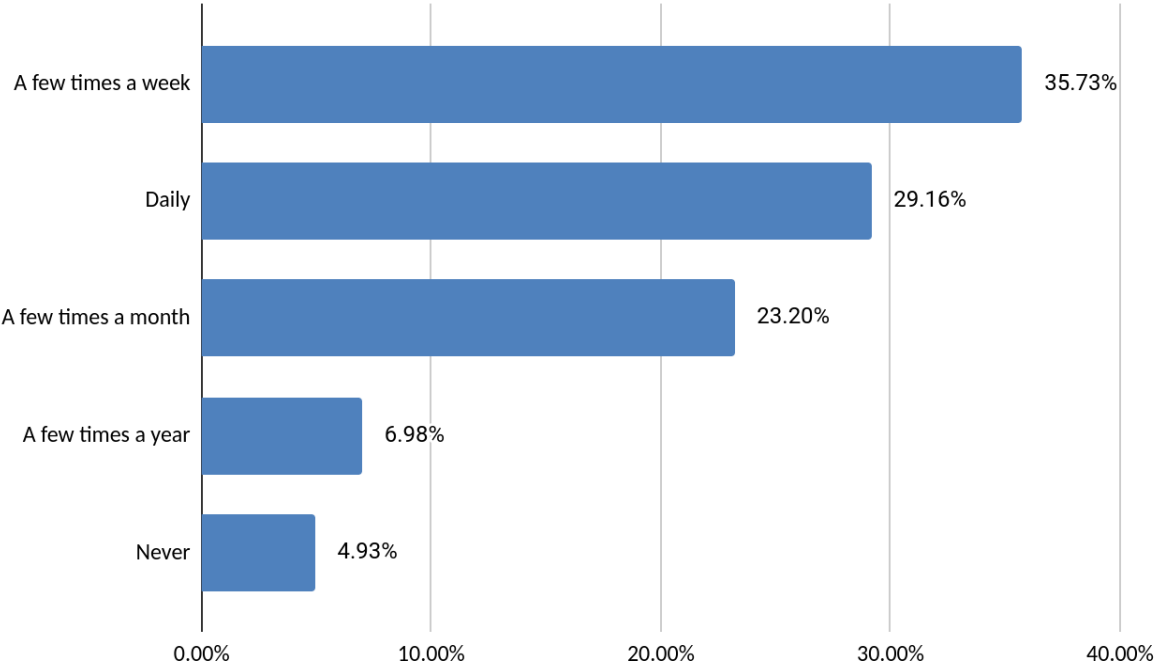


Linden Children’s Centre had the highest number of responses (99), so when looking at the breakdown for agreement and disagreement, almost two thirds of respondents who use or have used in the past stated that they agree with the proposal, with only 15% stating that they disagree.

Lubavitch Children’s Centre has the second highest number of responses (83), so when looking at the breakdown for agreement and disagreement, a significant 87% of respondents who use or have used in the past stated that they agree with the proposal, with no respondents stating that they disagree. This is a very positive response to this question, even with just over 13% stating a neutral response.

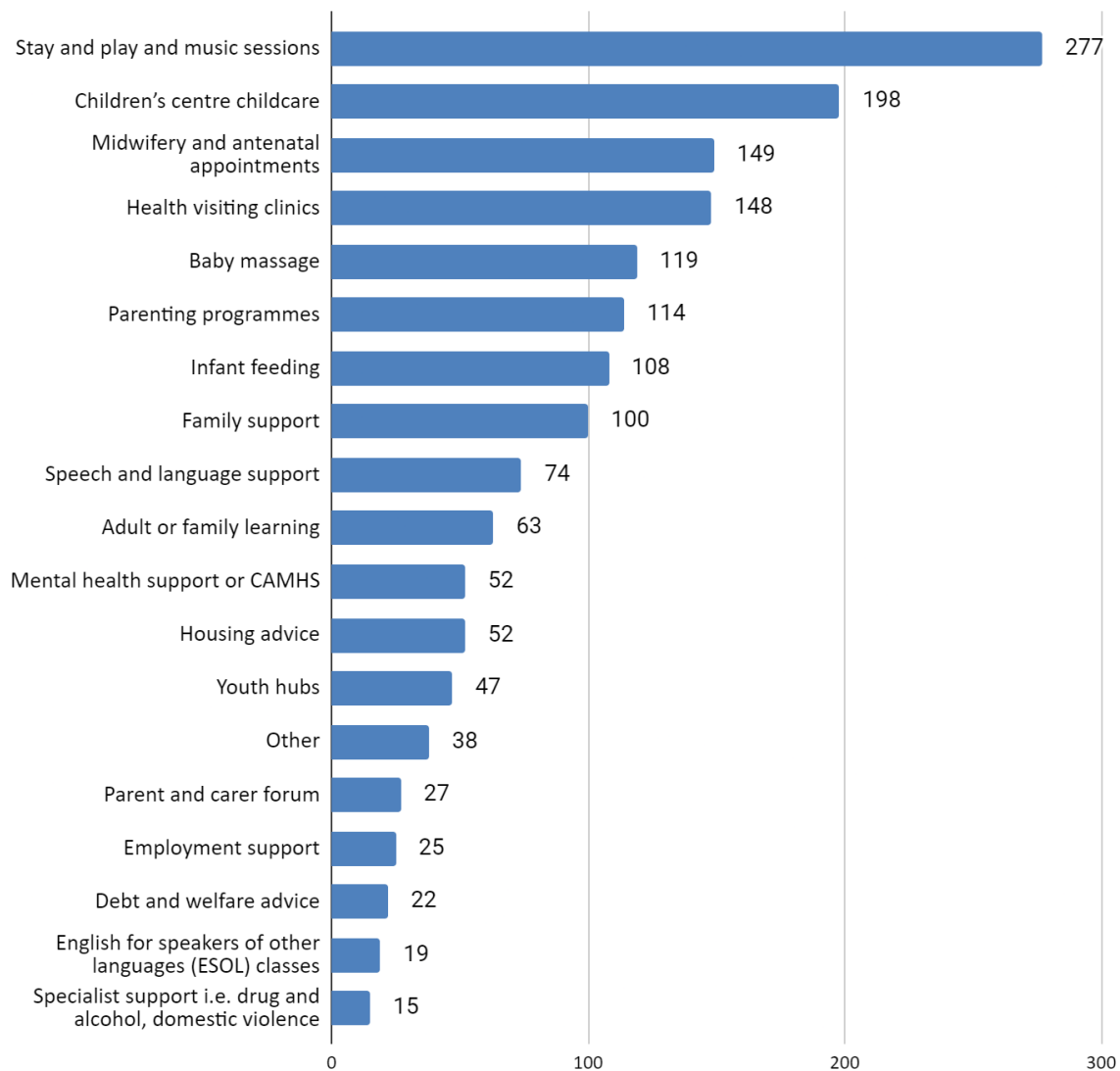
Fernbank and Ihsan had the highest disagreement percentage across all children’s centres, with 36.84% (7) and 35.09% (20) respectively.

**How often do you visit the children’s centre(s)? (Base 487)**



The highest percentage of respondents, at just under 36%, stated that they visit children’s centres “A few times a week” (174). This is followed by “daily” (142), “A few times a month” (113), “A few times a year” (34), “never” (24).

**Do you use the following services for children and families, or have you used any of these services in the past?**



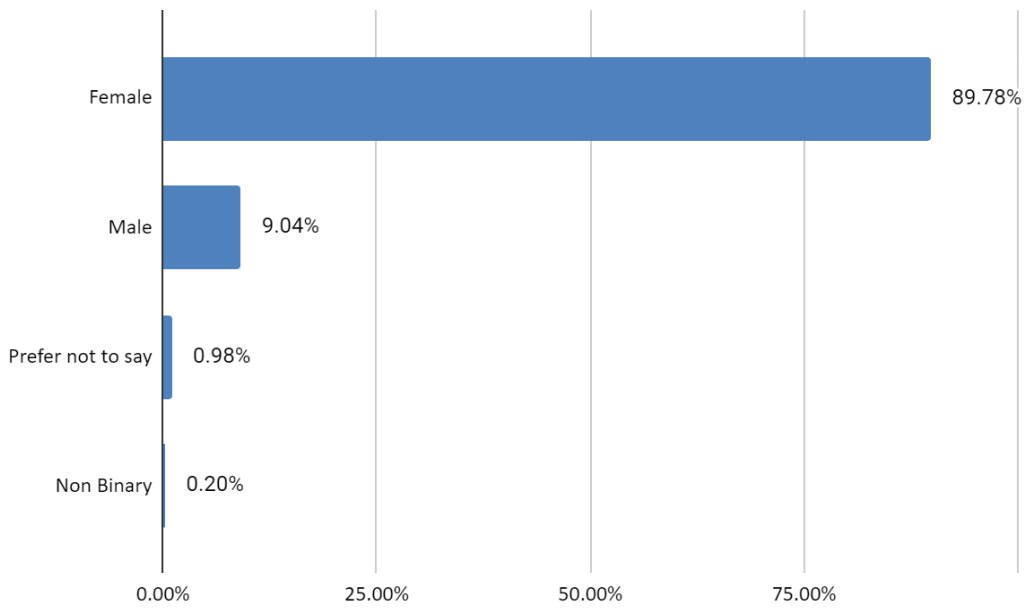
The highest number of respondents use or have used “stay and play and music sessions” in the past (17% of total responses to this question).

The next top three responses were “Children’s centre childcare” (12%), “Midwifery and antenatal appointments” (9%) and “Health visiting clinics” (9%).

If “parenting programmes” (7%) and “family support” (6%) are grouped together, the services have the second highest number of responses to the question (13%). The two services can be combined as currently parents can only access parenting programmes if they are in receipt of family support.

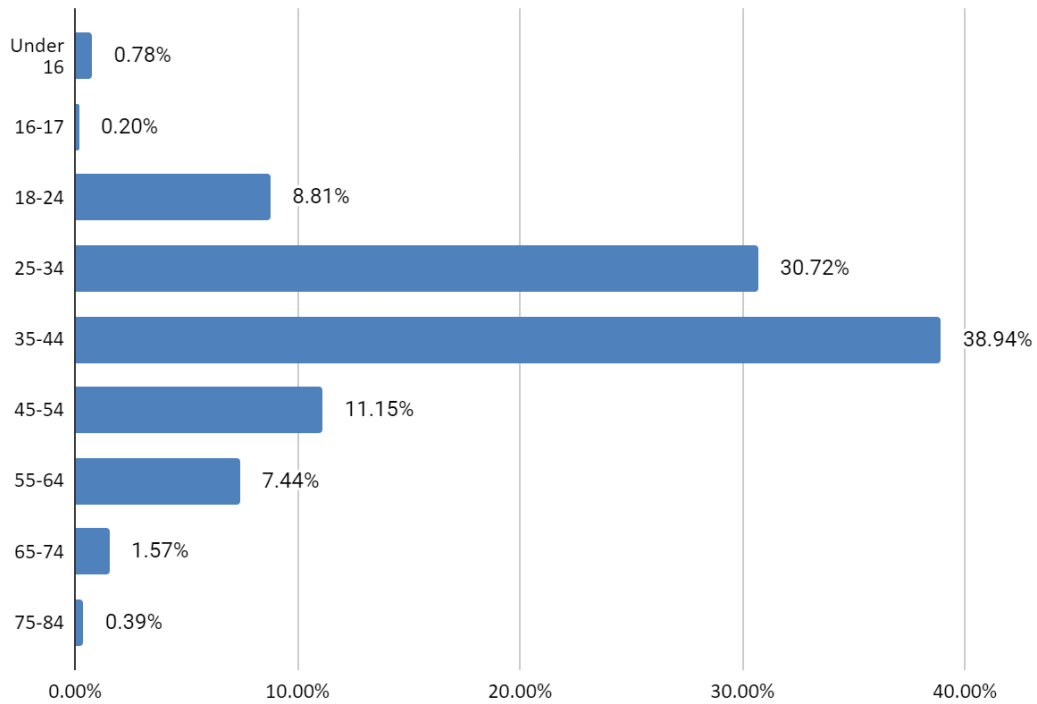
# About you

## Gender (Base 509)



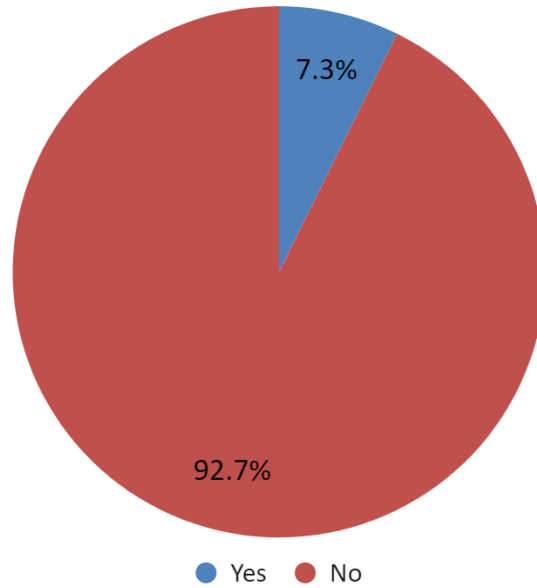
The majority of respondents stated that they were female (457), with male accounting for just over 9% (46). All others accounted for only 6 respondents.

## What is your age group? (Base 511)



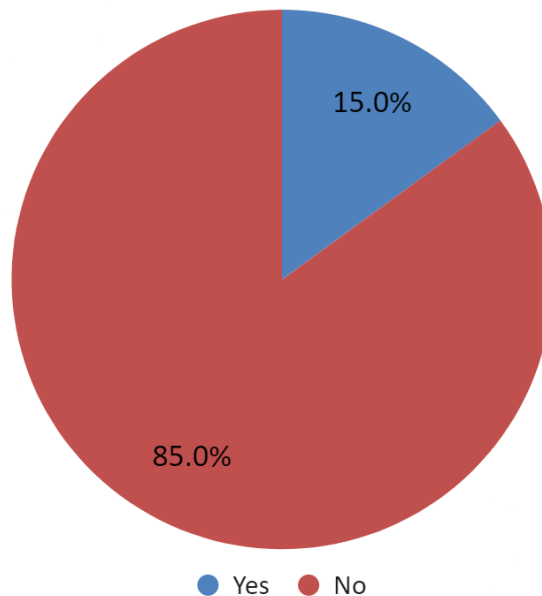
The highest percentage of respondents stated that they were in the 35-44 age group (199), followed by 25-34 (157), 45-54 (57), 18-24 (45), 55-64 (38), 65-74 (8), under 16 (4), 75-84 (2) and 16-17 (1).

### Disability (Base 506)



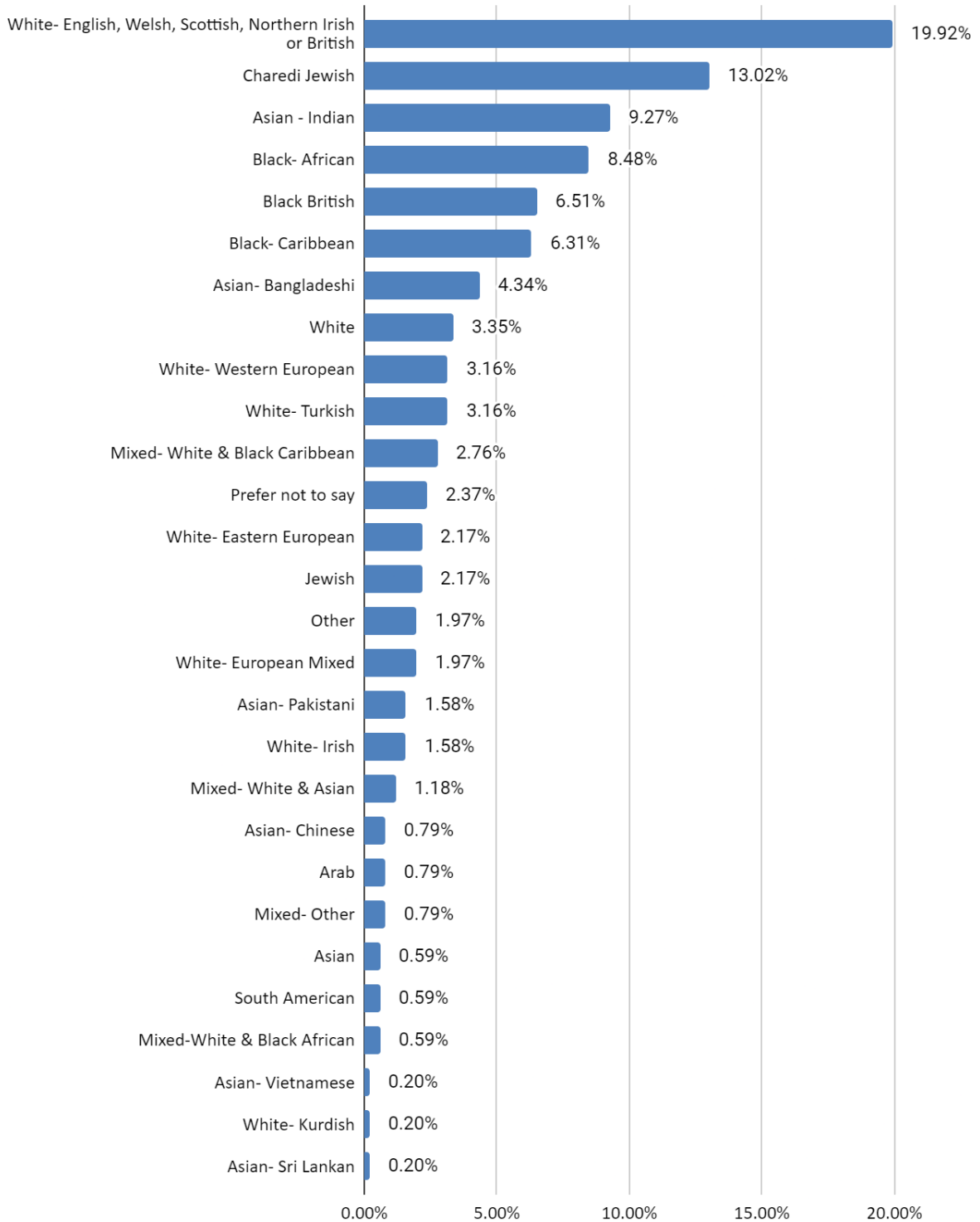
The majority of respondents stated that they did not have a disability (469), with a small percentage stating that they do (37).

### Caring responsibilities (Base 501)



The majority of respondents stated that they did not have caring responsibilities (426), with a smaller percentage stating that they do (75).

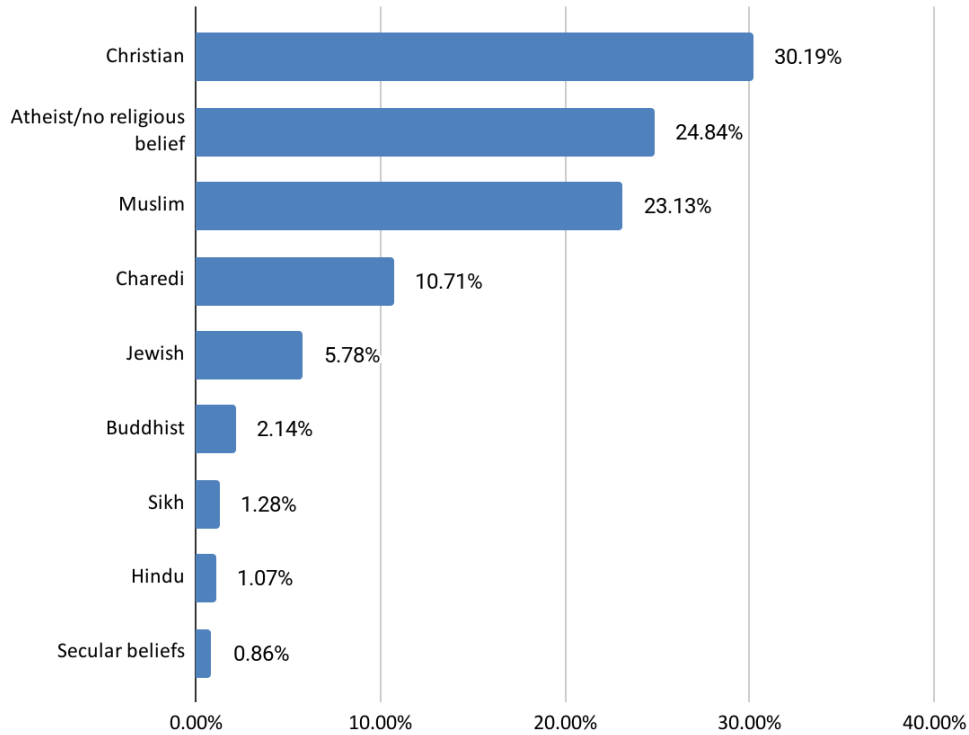
## Ethnicity (Base 507)



The highest percentage of respondents stated that they were “White- English, Welsh, Scottish, Northern Irish or British” (101), followed by “Charedi Jewish” (66). “Asian - Indian” and “Black - African” were the next two highest (47 and 43 respectively).

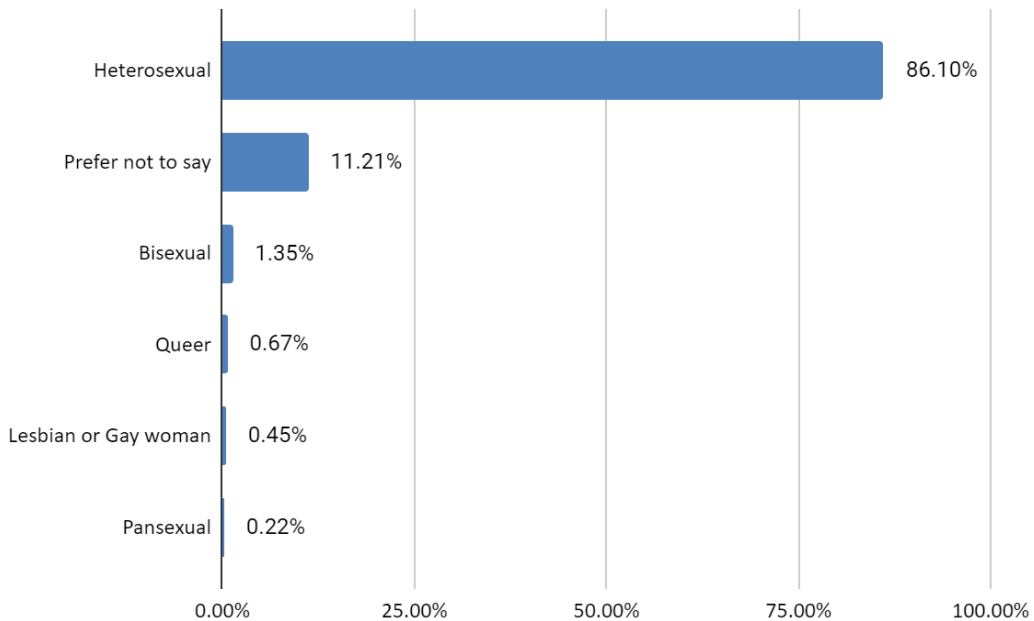


### Religion or belief (Base 467)



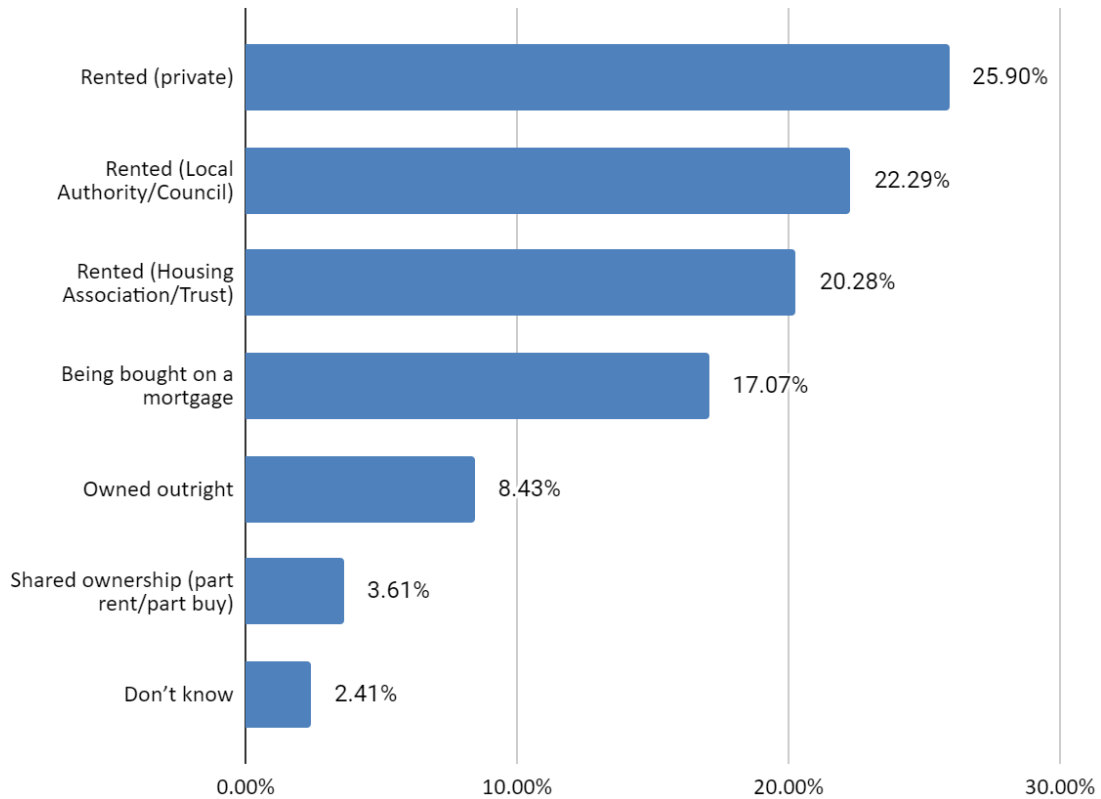
The highest percentage of respondents stated that they were “Christian” (141), followed by “Atheist/no religious belief” (116), “Muslim” (108), “Charedi” (50), “Jewish” (27), “Buddhist” (10), “Sikh” (6), “Hindu” (5) and “Secular beliefs” (4).

### Sexual orientation (Base 446)



The majority of respondents stated that they were “Heterosexual” (384), with all others accounting for a much smaller percentage.

### Housing Tenure (Base 498)



The highest percentage of respondents stated that their tenure was “rented (private” (129), followed by “rented (Local Authority/Council)” (111), “rented (Housing Association/Trust)” (101), “being bought on a mortgage” (85), “owned outright” (42), “shared ownership (part rent/part buy)” (18), and “Don't know” (12).

# Appendix

## Questionnaire

### Introduction

1. Are you sharing your views as an individual or on behalf of an organisation?

- Individual
- Organisation

2. Postcode: Please provide the first half of your postcode followed by the first number of the second half.

For example, if your postcode was E8 1DY, you would write E8 1.

If your postcode was N16 5HB, you would write N16 5.

### Responding as an individual

3. If you are sharing your views as an individual, what is your connection to Hackney?

*Select all that apply*

- I live here
- I work here
- I study here
- I commute through Hackney
- I am a visitor to Hackney
- My child goes to school or college here
- My child attends a children's centre here
- My family accesses another form of child care here

4. Which of the following best describes your interest in this consultation?

*Select all that apply*

- I am a current parent/carer/guardian of a child(ren) under 6, who use children's centres
- I am a parent or carer of a child under 6 who does not use children's centres
- I am a current parent/carer/guardian of a child(ren) 6-12 years of age
- I am a current parent/carer/guardian of a child(ren) aged 13-19 years of age (up to 25 with SEND)
- I am a parent/carer/guardian and I have used children's centres when my children were younger
- I am a prospective parent/carer/guardian of child(ren) who will use these services in future
- I am a young person aged 13-19 years of age

- I am an interested member of the public
- A professional working in an early years setting
- A professional working in a children's centre
- A professional working in a school (e.g. headteacher, teacher, SENCO)
- A health professional (e.g. health visitor, GP, CAMHS professional)
- Other

If other, please specify:

Responding on behalf of an organisation

5. What type of organisation are you part of?

- Hackney voluntary and community sector organisation
- National charity
- Hackney Council
- NHS
- Healthcare organisation
- School
- Children's centre
- Religious organisation or faith sector partner
- Other

If other, please specify:

Proposal for Children & Family Hubs

6. To what extent do you agree or disagree that Hackney should move to a Children and Family Hub model to deliver integrated services for families and children aged 0-19 (up to 25 with SEND)?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Proposals for Children & Family Hubs

7. To what extent do you agree or disagree with the proposals to broaden the role of some of our strategic children's centres into Children and Family Hubs?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

8. What would you change about the model for Children and Family Hubs?

9. Do you have any other comments?

## Children's Centres

10. Do you currently use Hackney children's centres?

- Yes
- No
- I have in the past

11. If so, which children's centres do you use or did you use in the past?

- Ann Tayler Children's Centre
- Gainsborough Children's Centre
- Clapton Park Children's Centre
- Comberton Children's Centre
- Comet Nursery School and Children's Centre
- Comet at Thomas Fairchild Children's Centre
- Daubeney Children's Centre
- Fernbank Children's Centre
- Hillside Children's Centre
- Ihsan Children's Centre
- Linden Children's Centre
- Lubavitch Children's Centre
- Mapledene & Queensbridge Children's Centre
- Millfields Children's Centre
- Minik Kardes Children's Centre
- Morningside Children's Centre
- Oldhill Children's Centre
- Sebright Children's Centre
- Wentworth Children's Centre
- Woodberry Down Children's Centre
- One O'Clock Club (part of Woodberry Down)

12. How often do you visit the children's centre(s)?

- Daily
- A few times a week
- A few times a month
- A few times a year
- Never
- Continue

## Children and Family Services

13. Do you use the following services for children and families, or have you used any of these services in the past?

- Youth hubs
- Family support
- Children's centre childcare

- Stay and play and music sessions
- Infant feeding
- Parenting programmes
- Baby massage
- Debt and welfare advice
- Adult or family learning
- Parent and carer forum
- Mental health support or CAMHS
- Employment support
- Health visiting clinics
- Midwifery and antenatal appointments
- English for speakers of other languages (ESOL) classes
- Housing advice
- Specialist support i.e. drug and alcohol, domestic violence
- Speech and language support
- Other

#### About you

This information will help us to understand our service users and residents, allowing us to establish if the response to the questionnaire is representative of the borough. All information is used under the strict controls of the 1998 Data Protection Act and the 2016 General Data Protection Regulations (GDPR).

This information is optional and will not be used in a way that identifies you.

#### 14. Gender: Are you...

- Male
- Female
- Non Binary
- Another term
- Prefer not to say

If you prefer to use your own term please provide this here:

#### 15. Age: what is your age group?

- Under 16
- 16-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

16. Disability: Under the Equality Act you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities. Do you consider yourself to be disabled?

- Yes
- No

17. Caring responsibilities: A carer is someone who spends a significant proportion of their time providing unpaid support to a family member, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Do you regularly provide unpaid support caring for someone?

- Yes
- No

18. Ethnicity: Are you...

- White- English, Welsh, Scottish, Northern Irish or British
- White- Irish
- White- Gypsy or Irish Traveller
- White- Roma
- White- European Mixed
- White- Kurdish
- White- Turkish
- White-Turkish Cypriot
- White- Eastern European
- White- Western European
- White
- Jewish
- Charedi Jewish
- Black British
- Black- Caribbean
- Black- African
- Asian - Indian
- Asian- Pakistani
- Asian- Chinese
- Asian- Bangladeshi
- Asian- Sri Lankan
- Asian- Vietnamese
- Asian
- Mixed- White & Black Caribbean
- Mixed-White & Black African
- Mixed- White & Asian
- Mixed- Other
- Arab
- South American

- Other
- Prefer not to say

Other (please state if you wish):

19. Religion or belief: Are you or do you have...

- Atheist/no religious belief
- Christian
- Muslim
- Buddhist
- Hindu
- Secular beliefs
- Charedi
- Jewish
- Sikh
- Other (please state if you wish):

20. Sexual orientation: Are you...

- Heterosexual
- Bisexual
- Gay man
- Lesbian or Gay woman
- Pansexual
- Asexual
- Queer
- All other sexual orientations
- Prefer not to say
- Other (please state if you wish):

21. Housing Tenure: Which of the following best describes the ownership of your home?

- Being bought on a mortgage
- Owned outright
- Rented (Local Authority/Council)
- Rented (Housing Association/Trust)
- Rented (private)
- Shared ownership (part rent/part buy)
- Don't know