

# **Proposed changes to the County Council's support and services for children and their families**



## **Public Consultation Report January 2019 – Version 2**

Somerset County Council (SCC) are proposing changes to the way that children and their families get support and services. This is due to the need for the Council to make significant savings whilst ensuring children's services deliver the minimum statutory requirement to protect and safeguard children.

A public consultation exercise was carried out over November and December 2018, with a series of drop in sessions, discussion groups and a questionnaire was used to ensure the public, staff and partners across the children's workforce had the opportunity to comment and influence the development and delivery of the services that affect them.

## 1.0 Executive Summary

The consultation exercise was to seek people's views on proposals that would see a reduction in some of the support currently provided for children and their families by the Council's getset service. The support that would be reduced is mostly for families with children aged 0 to 4 who have some additional needs (as defined in the Somerset Effective Support for Children and Families guidance).

The Council's getset services are part of its early help offer. Early help is what we call the services for children, young people and their families who are having difficulties that they can usually overcome or manage with a little bit of support from different organisations working together with them.

getset services are delivered in 2 parts:

- Work with children and families with 'additional' needs aged 0-4 (Level 2).
- Work with children and families who have 'complex' needs aged 0-19 and this work requires support from different organisations working together. (Level 3).

The public consultation reflects the views of over seven hundred people through a questionnaire.

In addition, over 110 people attended public drop in sessions or were engaged via parenting support groups across the County.

A wide range of partners and professionals who work with children and families were also engaged through existing forums and meetings.

We would like to thank people who contributed their views and provided feedback; clearly many respondents felt strongly about an issue that is of great importance to the people of Somerset. People we spoke to acknowledge the funding challenges but there was little feedback on further options other than not making any cuts. Some respondents highlighted the need to work differently and more collaboratively across the whole system including statutory, voluntary and community sector support.

Many people value the services they have received from getset, providing examples of positive changes within their families and also advice and guidance across a complex

system that has been welcomed. Getset have been referred to as ‘the glue in the system’

There was a significant response received from the Frome area of the County and a petition with over 500 signatories was received regarding the Key Centre in Frome.

The most powerful outcome of this public consultation has been the opportunity to speak to communities and the children’s workforce and has opened up dialogue about how we can do things differently in the future. This has been useful at both operational and strategic levels.

There was a solidly consistent view that early help and prevention is key to promoting the welfare of children, young people and their families rather than reacting later and then potentially requiring more specialist or statutory levels of support.

Please note this document should be read alongside ‘The Council’s response to the consultation’.

## 2.0 Approach and Methodology

### 2.1 Introduction and background to the consultation

The purpose of the consultation was to understand the impact of the Council no longer providing getset level 2 services for children with additional needs (at [level 2 of the Effective Support for Children and Families in Somerset guidance](#)), and how best the Council, as the lead agency, ensures effective early help across the partnership in the future. The consultation was aimed at service users, partners and staff who work with children and their families across Somerset.

### 2.2 Development of proposals for consultation

The consultation consisted of the following documents:

- Consultation paper
- Consultation questionnaire
- List of parenting support groups split by district (list contains getset and non-getset groups)
- Supporting data pack

The consultation paper introduces the proposals and explains what getset's role is, as well as the wider Somerset early help offer. The 4 levels of need are explained, and it is made clear which aspects are both affected and not affected by the proposals. It describes what support is on offer in each of the 5 districts and what support would be offered following the proposals.

The consultation questionnaire asked a total of 18 questions which included a section 'about you'. There were 7 questions relating to the actual proposals.

Appendix 1 lists parenting support groups run by both getset and non getset organisations and makes it clear what would stop. The information for this was provided by staff within the getset service.

Appendix 2 contains demographic and contextual data.

- Population data
- Number of 4 year olds in Somerset
- Forecast changes in population of 0-4 year olds
- Deprivation data
- % of children reaching good levels of development at early years foundation stage
- Map to show location of the 8 family centres

### 2.3 Consultation sign off process

SCC officers, including expertise from the consultation, equalities, communications and legal teams, devised the questionnaire and supporting documents as listed above.

To make sure the consultation documents were as clear and concise as possible, we engaged the Somerset Parent Carer Forum to help finalise the papers before they were published.

The draft consultation papers were shared with the following groups on the 31st October 2018 before its launch on the 5 November 2018:

- SCC Strategic Commissioning Group
- SCC Senior Leadership Team
- SCC Children's Services Senior Management Team
- SCC Scrutiny for Children and Families Committee Chairman
- Somerset Children's Trust Executive
- Family Support Services Project Board
- Senior members of staff from Somerset Partnership NHS Foundation Trust
- All staff members of the getset service
- Union members

The public consultation was launched on Monday 5 November 2018 and ran for 8 weeks, closing on the 31 December 2018.

On the launch of the consultation the proposals and background information were made available publicly online on SCC website; in paper form at each of the 8 main family centres and in each of Somerset's libraries. Details of the consultation, the dates of the information drop in sessions and contact details were sent to a wide range of individuals and groups, including local press. The events were promoted extensively on social media, to key stakeholders (see 2.5.1 for full list) and through members of the consultation team attending the 10 parenting support groups which are led either by the getset service and/or the Public Health Nursing service.

A consultation email address and telephone number was set up and referenced on all consultation documentation and communications, to enable people to give more detailed or specific responses, request hard copies of the information or request them in other formats e.g. braille and different languages. Somerset Direct and County Hall reception staff were made aware of the consultation in case there were any enquiries from the public.

We received:

- No requests for consultation documentation in a different format or language.
- 16 requests (mainly from Parish Council's) for hard copies of the consultation documentation, mainly posters and questionnaires

## **2.4 Participation**

We arranged seven information drop-in sessions, across the county which were manned from 10.00am to 6.00pm by SCC officers and were held in community locations as shown in the table below. These sessions provided an opportunity for interested parties to, collect hard copies of the consultation documents, ask questions about the consultation or hold discussions with a member of staff, prior to giving their

views through the questionnaire or email address provided. We spoke to 117 people at these sessions.

Date	Venue
13/11/2018	Glastonbury Library
14/11/2018	The Key Centre, Frome
14/11/2018	Frome Library
19/11/2018	The Hub, Minehead
22/11/2018	Taunton Library
28/11/2018	Victoria Park Community Centre, Bridgwater
04/12/2018	Yeovil Methodist Church

Feedback from getset service staff was also sought; staff were able to complete the consultation questionnaire (20 responses were received), and we ran a getset staff focus group, where staff were asked to give their views on the impacts of the proposed changes to the service, including their views on the impact on other professionals.

We arranged for members of the consultation team to attend 10 different parenting support groups across the county, either run by getset or with their involvement; this included Stay, Play and Learn, Healthy Child Clinics and Young Parents Group. This enabled us to speak to families using the services and make sure their views were being captured. We spoke to 83 people at these sessions.

Date	Venue	Type of group
07/11/2018	Chard Baptist Church	Healthy Child Clinic
08/11/2018	St Peter's Hall, Yeovil	Stay, Play and Learn
15/11/2018	Williton Children's Centre	Breastfeeding support
16/11/2018	Sydenham Children's Centre, Bridgwater	Stay, Play and Learn
20/11/2018	Wellington Methodist Church	Stay, Play and Learn
21/11/2018	Minehead Old Hospital	Healthy Child Clinic
27/11/2018	Acorns Children's Centre, Taunton	Young Parents group
29/11/2018	Glastonbury Children's Centre	Stay, Play and Learn
03/12/2018	Acorns Children's Centre, Taunton	Healthy Child Clinic
04/12/2018	Watchet Community Hall	Healthy Child Clinic

Letters were also sent to 227 families who had received support from getset level 2 service over the past year to raise awareness of the consultation and encourage them to take part.

We advertised a Freepost address for any completed hard copies of the consultation questionnaire to be sent to, or they could be handed into any of the Children's Centres or libraries. All completed hard copies of the questionnaire were input to the Council's online consultation software, to enable all analysis and reporting.

## **2.5 Promoting the consultation**

To ensure the maximum possible exposure of the consultation and to encourage the largest possible response, a proactive multi-faceted approach was taken to the promotion of the exercise across a number of different channels and media.

Promotional posters, the proposals, consultation background material and questionnaires were made available in all the main children's centres, libraries and where requested hard copies were sent to parish and town councils.

To raise awareness of the consultation, prior to its launch, SCC officers attended the following meetings/boards:

- Voluntary and Community Sector Strategic Forum
- Somerset Children's Trust Executive Group to raise awareness with strategic leads from across the partnership including health, police and education
- Early Years Partnership Meeting to raise awareness with nurseries.
- Scrutiny for Policies, Children's and Families Committee
- Family Support Service Project Board to raise awareness within Public Health Nursing.
- Primary Headteacher Conferences to raise awareness with Primary/Pre-Schools.

There were a total of 3 press releases issued throughout the duration of the public consultation:

- A press release was distributed to all Somerset media – print, broadcast and online – on 5 November 2018. This included a summary of the proposals and details of the information drop-in sessions, sign-posting residents to the online consultation. This produced coverage in the majority of the county's print, broadcast and online media outlets.
- A second press release was issued on 14 November, highlighting the remaining drop-in events still to take place.
- On 3 December a third press release highlighted the half way point in the consultation and the consultation deadline of 31 December.

getset and Public Health Nursing staff were asked to have their say and also to promote the consultation with service users they came into contact with, either at group sessions or one to one engagement.

We wrote to all getset volunteers (5) to make them aware of the consultation and ask them to have their say.

A Members Information sheet was issued at the launch of the public consultation to make all Councillors aware of the relevant details, should they be contacted by any of their constituents during the consultation period.

2.5.1 A briefing note was circulated to key groups and stakeholders, asking for the recipient to promote the consultation, providing a summary of the consultation details, the schedule of information drop-in sessions and how to contact us with any questions or requests for further information. The groups included:

Key partners across the children's workforce:

- All nurseries and childminders through email and facebook groups
- Executive Officers who represent Primary, Secondary and Special schools
- Special Educational Needs and Disability Information, Advice and Support (SENDIAS)
- 1610 Leisure Centres
- Somerset and Avon Rape and Sexual Abuse Support (SARSAS)
- The Phoenix Project
- Somerset Partnership NHS Foundation Trust - SHARE (Schools Health and Resilience Education Project) and Children and Adolescent Mental Health Service (CAMHS)
- MIND
- Family Counselling Trust
- Special Educational Need Co-ordinators (SENCO's)
- Somerset Parent Carer Forum (SPCF)
- SCC Short Breaks team who circulated details to all families who are signed up to their regular newsletter
- Avon and Somerset Police
- Housing Providers
- Voluntary Sector Organisations listed on Voluntary Sector Forum representative lists
- Somerset NHS Clinical Commissioning Group
- GPs via GP Bulletin
- Frome Autism Support Team (FAST) Parent support group
- Parish and Town councils
- Escape support group
- Somerset Autism
- Ups and Downs South West

Partnership groups / boards

- Corporate Parenting Board (consisting of councillors and partner staff)
- Somerset Children's Trust (consisting of staff representatives across a wide range of agencies who support children and families)
- SCC Strategic Commissioning Board
- Early Years Sub Group
- Early Help Strategic Commissioning Board
- Somerset Partnership NHS Foundation Trust (Musgrove Park Hospital – Maternity, Midwifery and Children's Departments (including Public Health Nursing))
- Yeovil District Hospital NHS Foundation Trust (Maternity, Midwifery and Children's Departments)



- One Team/Together Team Leads
- Community Learning Partnerships (school clusters)
- Somerset Safeguarding Children Board (SSCB)
- Local Medical Committee

#### Groups for young people

- Somerset In Care Council (SICC) – for children in care
- Somerset Leaving Care Council (SLCC) – for children who have left/are leaving care
- The Unstoppables – for children with special educational needs and disabilities
- The Youth Service/Youth Parliament
- Sparks – Young people forums

In an attempt to ensure that the views of traditionally under-represented areas of the community were captured and considered, specific programmes of activity were developed as part of the consultation process. We commissioned Diversity Voice to translate the consultation paperwork into Portuguese, Polish and Romanian and then engage with relevant families in these communities. This resulted in at least 56 consultation questionnaires being completed by nationalities other than English (including Bulgarian, Lithuanian, Danish and French).

The consultation was promoted via the Children with Disabilities website. Details were also sent to professionals working in schools, with disabled young people, and included the main parent support groups in the county.

In order to engage with people of different races and from different ethnic groups, the consultation was promoted through a variety of black, Asian and minority ethnic (BAME) groups, including:

- A Ray of Sunshine for the Child - Helps integrate Slovak and Czech families. Also provides advice about domestic violence.
- Bridgwater Islamic and Cultural Centre
- Bridgwater Syrian Refugee Resettlement Volunteer Group
- British Bangladeshi Association Somerset
- CHARIS - Christian refugee support charity resettling refugees one family at a time
- Diversity Group (supported by Halcon One Police team) - Support group for BAME communities in and around Halcon/Taunton providing advice and social activities based at Moorlands Community Centre in Halcon, Taunton.
- Equality and Inclusion Team (Yeovil District Hospital)
- Holy Ghost Church Yeovil - Church supporting Polish, Indian/Keralan and Filipino congregations
- Johnny Mars Foundations - Bringing people together through music, conquering barriers such as racism and cultural education
- Martock Christian Fellowship - Christian group (non-denominational) with BAME congregation members
- Minehead and District Refugee Support Group
- Minehead Methodist Church - Little Fishes Toddler Group

- Oakwood Church - Christian (Pentecostal) Church with BAME congregation/members
- Polish Association Taunton - Support and social group for Polish people living in and around Taunton.
- Polish Christians in Somerset - Community faith group for the protestant Polish community in Somerset. Predominantly social and religious meet-ups with some support and community work
- Polish Voice TV - Support organisation for BAME children and young people providing casework for schools and running youth groups.
- RAISE (Racial Awareness, Inclusion, Support and Education CIC)
- Somerset Engagement Advisory Group - Community stakeholders, voluntary sector, patient and carer representatives, lay users, volunteers. Strategic overview and challenge of health care services
- Somerset Gypsy and Traveller Forum
- South Somerset Filipinos and Friends Association (SSFFA)
- South Somerset Muslim Cultural Association
- Stand Against Racism and Inequality (SARI)
- Street and Glastonbury Muslim Association
- Syrian Community in the South West
- Syrian Refugee Support Group
- Supporting Syrian refugees in Frome
- Taunton Welcomes Refugees
- Tuga Productions - Portuguese social activities and support. Organises Portuguese and multicultural events.
- Turkish Community Bristol and South West
- Young People Frome - Multicultural Frome - Represent the needs of young people in Frome (Young People Frome). Celebrate the diversity in Frome (Multicultural Frome)

The consultation was also promoted to a range of other groups through direct contacts in these groups.

The consultation was promoted through the Compass Disability Services.

During the consultation period, we attended and presented to the following groups to both raise awareness of the consultation and to talk to staff groups to capture impacts and concerns.

- Early Years Communities launch event
- Parent and Family Support Advisor (PFSA) Conferences
- Early Years SENCO Conference
- Team Around the School Steering Group
- Yeovil Hospital – Acorn Team (Vulnerable women)
- Early Help Strategic Commissioning Board
- Clinical Executive Committee, Somerset NHS Clinical Commissioning Group
- Musgrove Hospital – Children’s Community Nursing Team, Midwifery Team, Paediatrics Team
- SCC – Children’s Social Care team – Taunton
- Children’s Trust Board – Extraordinary Meeting to discuss getset proposals

- Somerset Partnership NHS Foundation Trust Public Health Nursing Managers Meeting
- SCC Team 8 (Community Adolescent Team)
- SCC Early Years SENCO Team
- Strategic Community Development leads from all 4 District Councils

Articles were included in SCC Staff newsletters (Our Somerset and Core Brief), throughout the consultation period.

## 2.6 Social media

The consultation was promoted heavily through the authority's two most established social media platforms – Twitter (which has more than 10,000 followers) and Facebook (which has more than 5,000 Facebook 'friends')

*Sample Meme used in both Twitter and Facebook:*



In total, over that period the level of engagement was as follows:

- Impressions 29,850
- Engagements 230
- Likes 26
- Retweets 53
- Link clicks 28

Please note definitions:

- Impression – number of times a tweet has been delivered to a Twitter account's timeline.
- Engagements – (number of times a user interacted with a Tweet. i.e. Clicks anywhere on the tweet, including Retweets, replies, follows, likes, links, cards, hashtags, embedded media, username, profile photo, or expansion)
- Likes – number of time a user liked a tweet

- Retweets – number of times a user re-posted a tweet on their own account
- Link click – number of times that the link to the online consultation was followed.

## **Facebook**

### *Sample Facebook posts*

*The first consultation drop-in sessions to discuss proposed changes to our getset Service take place in Glastonbury & Frome next week. If you have an interest, please come along & share your views.*

*You can find more info and complete an online questionnaire on our website [www.somerset.gov.uk/getsetconsultation](http://www.somerset.gov.uk/getsetconsultation)*

*Questionnaires also in our libraries and Family Centres and hard copies can be requested by emailing [getsetconsultation@somerset.gov.uk](mailto:getsetconsultation@somerset.gov.uk)*

- Reach: 47,012
- Engagements 3,110
- Including (reaction/comment/shares) 516

Please note definitions:

- Reach - Number of unique people who saw your content.
- Engagement – Number of times people interacted with post
- Reaction/comment/shares – Number of times users posted a reaction, commented on or shared a post.

## 3.0 Analysis of Results

### 3.1 Approach and methodology

#### Quantitative Analysis

The responses to the consultation were analysed to quantify the number and type of responses and the expressed level of agreement, awareness and impact on individual respondents, services / organisations, and their communities.

Equalities Duty - As part of the consultation questionnaire, respondents were requested to provide some information about themselves. These were grouped into the following groups:

- Someone who uses getset services
- Member of the public (who doesn't use getset services)
- Member of staff (from SCC and the wider children's workforce)
- Responding on behalf of an organisation or group
- Blank

Further information regarding the views expressed concerning the potential impact of the proposals to those with protected characteristics can be found in the accompanying Equalities Impact Assessment.

#### Qualitative Analysis

Over 1,200 free text comments, were analysed to identify the key themes emerging from the responses.

### 3.2 Analysis

731 people completed the questionnaire. These can be broken down as follows:

<b>Someone who uses getset services</b>	<b>Member of the public (who doesn't use getset services)</b>	<b>Member of staff</b>	<b>Responding on behalf of an organisation or group</b>	<b>Blank</b>
171	227	235	77	21

At any one time, over the last 12 months, an average of 299 families at Level 2 were receiving individual support from getset staff so a response of 171 from someone who uses getset services equates to 57%, which is a good representation of getset users.

Nearly a third of all responses were from SCC staff or people working in the wider children’s workforce. This can be broken down further:

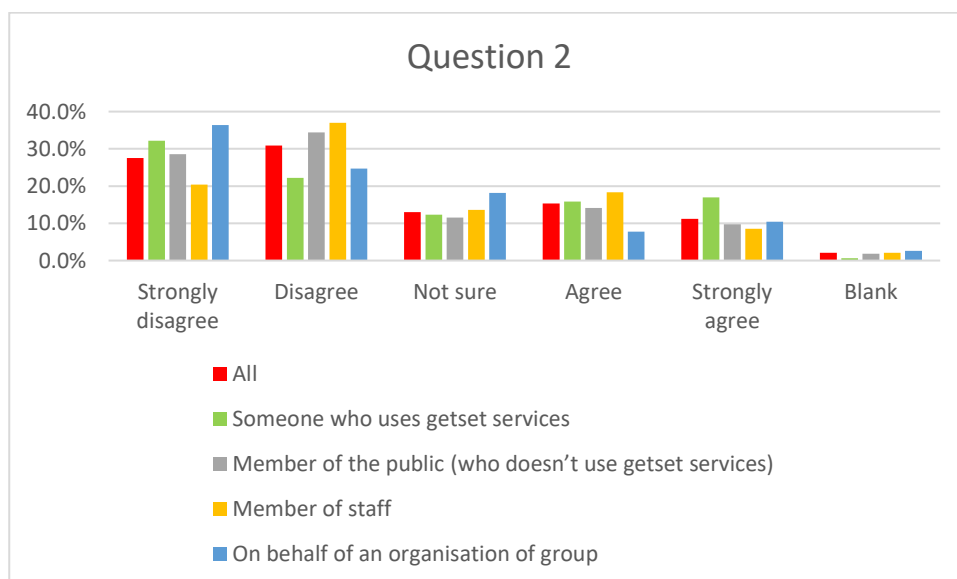
Of those who said member of staff

Question:1D Please specify your area of work:

District Council - Community Development	1
District Council - Housing	1
District Council - Other (please specify)	5
Health - CAMHS	10
Health - GPs	11
Health - Health Visitors	18
Health - Other (please specify)	37
Health - School Nursing	4
Police - Other (please specify)	1
Police - PCSOs	3
Police - Police officers	3
Schools - Other (please specify)	25
Schools - Parent and Family Support Advisors (PFSAs)	6
Schools - Pastoral support	5
Schools - Special Educational Needs Co-Ordinator (SENCO)	3
Schools - Teacher	22
Somerset County Council - Children’s Social Care	19
Somerset County Council - getset service	20
Somerset County Council - Other (please specify)	16
Other (please specify)	27

It should be noted that of the 235 respondents, 5 of them did not confirm their area of work.

### 3.2.1 Question 2 asked “To what extent do you agree with our approach of focusing our funding on the children and families with the most significant needs”



The majority of respondents either strongly disagree or disagree with our approach. The analysis from the free text fields for this question show that respondents felt funding should be focused on early help and prevention to prevent families needs escalating and requiring higher levels of care. Agreement with the approach is strongest from those who use the getset services.

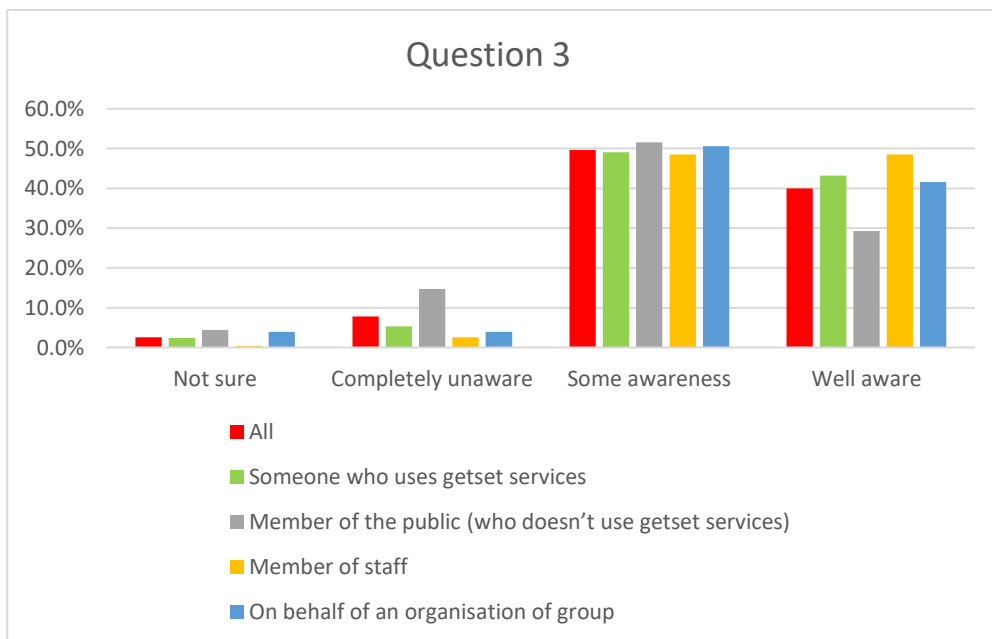
Unfortunately if the level 2 services are cut this may mean that more families end up requiring the more complex services and getting to the stage where needs are more significant, whereas input at the lower levels often is empowering to families and can help them manage their own needs in the long run, thus reducing their potential need for more complex support.

**Somerset Partnership NHS Foundation Trust, Paediatric Integrated Therapy Service**

Focusing on prevention will save the council money in the long run. Reducing skilled prevention services will increase spend for the council eventually, and will increase wider issues in communities. Identifying issues early, and supporting families to manage these issues without escalation into more expensive services, is a repeated learning point from research into this area. If the prevention service isn't working, it should be improved and redesigned, not deleted.

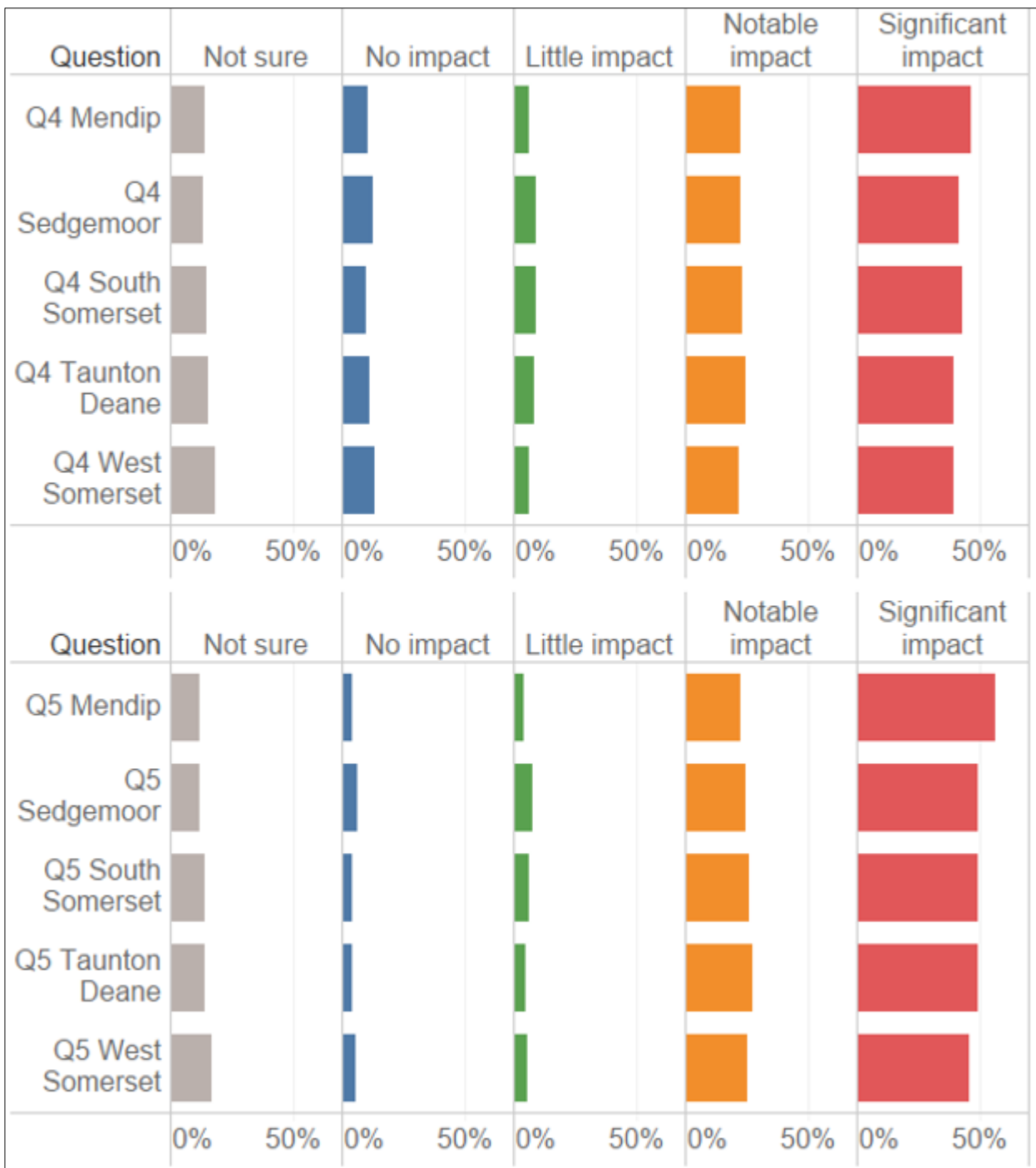
**Member of the public, South Somerset**

**3.2.2 Question 3** asked “to what extent were you aware of the parenting support groups currently available across Somerset?”



89.6% of respondents had some awareness or were well aware of the parenting support groups currently available across Somerset, which is reassuring.

**3.2.3 Question 4** asked about the impact regarding stopping the getset parenting support groups for children and families with additional needs (level 2) on individuals, organisations or services. While **question 5** asked about the impact on communities.





Question 4 showed that across all districts over 60% of respondents said there would be either a notable impact or a significant impact. This is a strong message from the free text responses where the majority of respondents felt that if the getset parenting support groups were stopped there would be a gap in provision that couldn't currently be met by the community led groups as they do not have the same level of professional knowledge and training in safeguarding which is crucial.

Question 5 showed there were slightly more respondents, 70%, that reported a notable or significant impact. This could be due to respondent's belief that proposals may affect more people in the community than themselves.

SCC are particularly interested to find out how families who have used getset feel they would be impacted by the proposals. Responses for Mendip, South Somerset and Taunton Deane followed the trend of saying there would be a notable/significant impact but responses for Sedgemoor and West Somerset felt there would be less of an impact with 60.4% and 58% respectively reporting no or little impact or not being sure. However, it should be noted that respondents could select more than one geographical area in their responses.

In my experience other groups do not provide the same level of support and do not have experienced qualified members of staff or offer 'Parenting support'. The other groups you refer to are often led by volunteers or parents and charge a fee of between £3 -£5

**Someone who uses getset services**

getset staff are highly trained and also interact on a continuing basis with other agencies. They are therefore able to spot issues which well-meaning volunteers would be unlikely to pick up on and make referrals in a timely fashion - nipping things in the bud. Their work is not just about providing a play space - it is many-layered.

**Team around the school Co-ordinator**

The following quote from a user of the getset service captures how the majority of respondents felt.

I have been to many other baby and toddler groups listed in your appendix 1 but none of them are run by the professional experienced people who run the getset groups. Many are run by volunteers who simply don't have the knowledge that getset staff have or are run as businesses (eg. singaling, tinytalk). The getset staff take time to get to know you and your child, they ask how you are, what your needs are and whether you need any advice - about feeding, sleeping, behaviour and look out for whether you are doing ok.

**Someone who uses getset services**

The group I attend is attended by some very vulnerable families, it is all well and good saying we can go to community groups but these are not run by professionals who can advise and offer early intervention. Most of the families that attend the group would be looked down on at community groups and most are made to feel unwelcome due to status or the clique of the group's. This is personal experience from myself and many other parents.

**Someone who uses getset services**

Respondents who identified themselves as 'members of staff' also highlighted that stopping these parenting support groups would have an impact on their service in terms of an increase in referrals.

As a service we are already seeing the impact of less and less early intervention in the county, the increase in referrals for children with behavioural, attachment, trauma or just delayed development due to lack of opportunity/parenting is staggering (we are not commissioned to address most of these areas but people don't know where else to go). Your Level 2 service is one of the only services left supporting these families at an early stage and stopping the need for significant intervention in the future.

**NHS Children's Occupational Therapist**

Through the face to face meetings with partners, feedback was received from several Young Parent Health Visitors about the involvement of getset in the Somerset Young Parents Programme which is delivered collaboratively between health and getset for the past four years. This collaborative way of working has been really positive as between the 2 services joint responsibility and accountability can be shared between agencies such as joint visits and shared tools such as Outcome star. There is a concern this will be a gap in service.

Respondents felt that the getset led groups are geographically located in the most appropriate areas, usually in line with levels of deprivation and some of the groups listed in the 'Somerset Service Offer (Early Childhood Services) Appendix 1' document are not always in the most appropriate area. Attending alternative groups could result in additional travel (cost/distance).

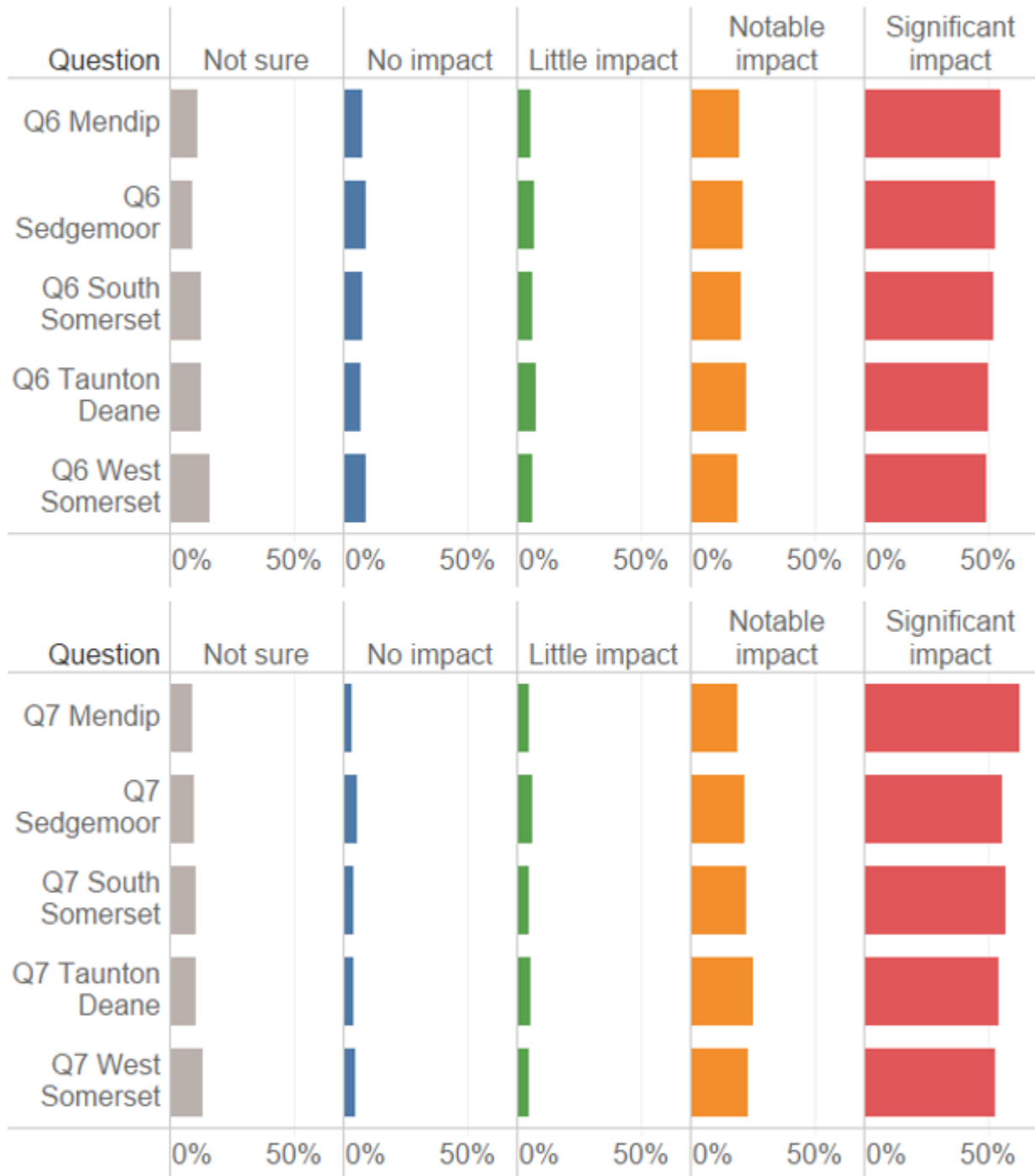
There are direct impacts on our housing service and on the One Team model of community working. We can currently refer / support families to the parenting support groups, where we understand that there will be trained professionals that can assist children / families with particular vulnerabilities. These groups provide an essential community resource, located in our most disadvantaged area. Similarly, getset workers (Level 2) can seek One Team / Housing assistance to support families with particular problems. The removal of these groups presents us with significant concerns - it may result (medium term) in Housing / One Teams with a growing caseload of families with extra complexities, which in turn has an impact on our collective resources and capacity.

**Taunton Deane and West Somerset Council**

So many of the local communities are significantly deprived and these groups are a life-line for parents who have little money and often not a lot of social contact with others and are an opportunity for the children to socialise with peers and access stimulation to support their development. The groups also allow parents and the children to access skilled staff and I fear that if local communities apply for grants and try to replicate the work of Get Set, they will not be skilled enough to do so.

**Member of staff, NHS Children's Speech and Language Therapist**

**3.2.4 Question 6** asked about the impact regarding the support for individual families on individuals, organisations and services while **question 7** asks about the impact on communities.



Question 6 shows that across all districts over 65% of respondents said there would be either a 'Notable impact' or a 'Significant impact'. Again, this is a strong message which was reinforced by the free text responses where the majority of respondents felt that if the getset support for individual families were stopped there would be a gap in provision which would lead to families requiring higher levels of support.

Question 7 showed there were slightly more respondents, over 75%, that reported a “notable or significant impact”.

SCC are particularly interested to find out how families using getset feel they would be impacted by the proposals. Responses for Mendip, South Somerset and Taunton Deane followed the trend but responses for Sedgemoor and West Somerset saw less of an impact with 45.9% and 46.1% respectively reporting little or no impact or weren't sure. However, individuals could select more than one answer.

Analysing responses from users of getset services there appeared to be little difference in how much they valued parenting support groups or support for individual families.

By not offering early intervention, minor needs may well become significant needs which ultimately cost more money - fence at the top of the cliff or ambulance at the bottom?

**Voluntary/Community Organisation**

There would be less intervention. Less 'eyes on the family' and neglect, dv, addiction, family crises' would be unaddressed until we have bigger problems. Schools rely on agencies such as Getset particularly at level 2 so that we can work jointly to support pupils. If we are doing our bit at school and they are returning to families with no lifeline at that level, they will be unlikely to reach age related outcomes and make progress in terms of their emotional literacy. In my experience, if things go unchecked they can quickly fall into chaos, but take an age to put right.

**Special Educational Needs Co-Ordinator (SENCO)**

As previously mentioned a strong theme from the consultation free text responses is around cases escalating to higher levels of need if the support for individual families is removed. In questions 4 to 7 the free text comments also raised that if the parenting support groups and individual support for families led by getset is removed, the added value that getset provide in terms of them observing families attending groups and identifying those families that need individual support will be lost.

Many families who receive support and signposting from Get Set are comfortable accessing services provided by the Staff. This is because they trust them. If that support is not available where will these families go? Who will they trust? The important safeguarding undervalued work done by the Level 2 staff will stop and children will be put at risk. These groups are not just about playing and learning to cook, they are about building trust and allowing access to hard to reach needy families.

**Police and Community Support Officer (PCSO)**

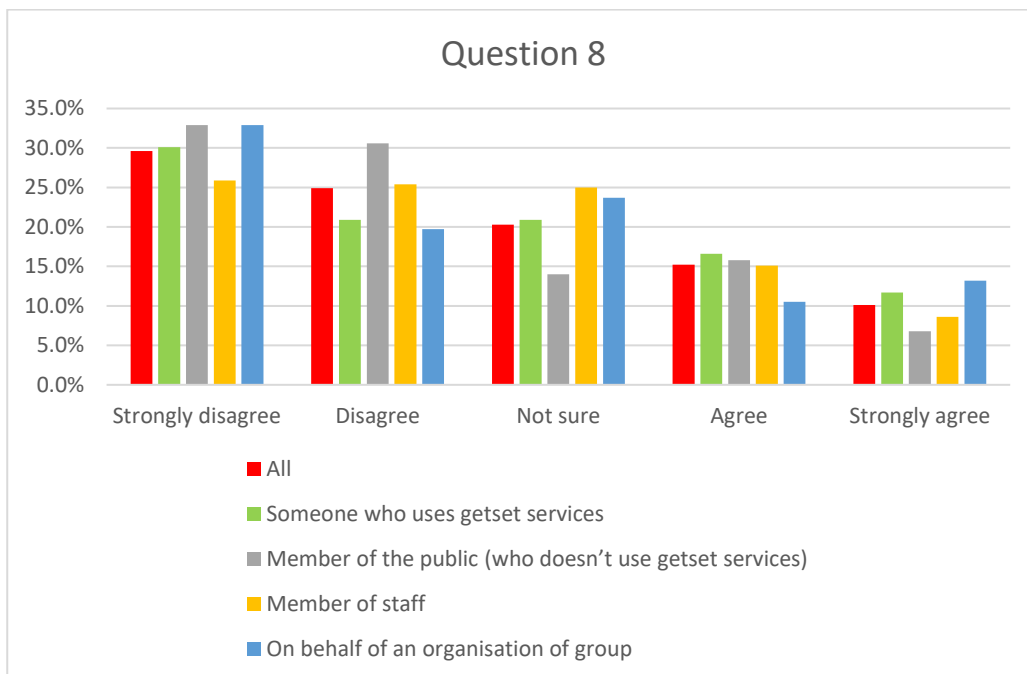
Getset has worked with tremendous success with a significant number of my children and their families. It has increased their life chances and has prevented many families from spiralling into level 3 (and above) need. Of all the services we access, Getset is among the best for outcomes for children in my organisation.

**Head Teacher**

Being a parent of three children who have all needed use of the services of Level 2 due to additional needs, I can tell you that without the help I received I doubt I would be here today. The cuts to level 2 would be a major blow to families like mine who were helped immensely by early intervention and parenting classes. Also the social and emotion support I received was vital. it can't be replaced.

**Someone who uses getset services**

**3.2.5 Question 8** asked “To what extent do you agree with the approach for the council to provide start-up funding to help individuals, groups or voluntary organisations set up and provide some of the support that would cease if these proposals are approved?”



Almost 30% of respondents strongly disagreed with this approach; 45.6% either agreed, strongly agreed or weren't sure.

Volunteers have neither the time to commit nor the expertise to contribute properly. The money is better spent keeping our services running.

**Portage Home Visitor**

If you can provide start up funding for these groups why can't you just keep them running.? The groups you are considering stopping are ran by trained and qualified people. Community groups do not provide the same quality staff.

**Someone who uses getset services**

**3.2.6 Question 9** asked “Would you, or a group, or organisation that you belong to, be interested in providing parenting support groups or support for individual families?”.

168 respondents said “Yes” for Parenting support groups”

133 respondents said “Yes” for Support for Individual families”

However, only 110 respondents left contact details.

### 3.3 Breakdown of demographics

The following tables provide a breakdown of the demographic data from those respondents who identified as someone who uses getset services. This is important information from the families to understand the potential impacts, thereby informing the Equalities Impact Assessment and final proposals.

#### Gender

Do you identify

As a man	16 9.4%
As a woman	140 81.9%
In some other way or no response	15 8.8%

#### Age

What is your age?

18-24	29 17.0%
25-34	64 37.4%
35-49	53 31.0%
50-64	12 7.0%
65+ or no response	13 7.6%



## Disability

Do you consider yourself to have a disability?

Yes	15 8.8%
No	133 77.8%
Prefer not to say	17 9.9%
Blank	6 3.5%

## Universal Credit/Family Tax Credits

Are you in receipt of Universal Credit/Family Tax Credit?

Yes	68 39.8%
No	81 47.4%
Prefer not to say	14 8.2%
Blank	8 4.7%

## Carer Status

Do you provide care for anyone

Yes	57 33.3%
No	100 58.5%
Prefer not to say	10 5.8%
Blank	4 2.3%

# Ethnicity

## What is your ethnic group?

White	144 84.2%
Any non-White ethnicity	7 4.1%
Prefer not to say	12 7.0%
Blank	8 4.7%

## Children

### Do you have any children?

Yes	154 90.1%
No	6 3.5%
Prefer not to say	6 3.5%
Null	5 2.9%

## How many children in each age group do you have?

Children aged 0-1					
	1	2	10	Total	
Yes	92.5%	6.0%	1.5%	100.0%	

Children aged 2-4					
	1	2	3	10	Total
Yes	80.5%	15.6%	2.6%	1.3%	100.0%

Children aged 5-12				
	1	2	3	Total
Yes	62.9%	35.5%	1.6%	100.0%

Children aged 13-16			
	1	2	Total
Yes	94.1%	5.9%	100.0%

Children aged 17-21			
	1	2	Total
Yes	83.3%	16.7%	100.0%

\*Does not include people who either said they had 0 children in the age group or who did not respond to the question

105 (61.4%) of the respondents who use getset services said they have access to a car.








79 (46.2%) of the respondents who use getset services said they have access to other forms of transport (including public transport).








133 (77.8%) of the respondents who use getset services said they have access to a mobile phone.

128 (74.9%) of the respondents who use getset services said they have access to the internet.

## 4.0 Correspondence Received

The following correspondence was received during the consultation.

Ref	Date Received	Sender	Content
1	19/11/2018	Letter from Dr Kate McCann Consultant Community Paediatrician, Musgrove Park Hospital	 Letter from Dr Kate McCann.docx
2	22/11/2018	healthwatch Somerset, Judith Goodchild, Chair of healthwatch Somerset	 healthwatch somerset.docx
3	03/12/2018	Adam Boyden, District Councillor in Frome  A telephone call on 12/12/2018 between Adam and the Strategic Commissioner also took place to talk through concerns	 FW Future of GetSet and Key Centre.msg
4	07/12/2018	Steve Altria, Parish Clerk Creech St Michael Parish Council	 FW GETSET Consultation Respons
5	07/12/2018	Sally Halls, Chair of Somerset Safeguarding Children Board	 Safeguarding conversation letter De
6	11/12/2018	Andy Lloyd, One Team Co-ordinator (on behalf of the nine coordinators across Somerset) and shared amongst their locality monitoring and steering group memberships, the chair of the Safer Somerset Partnership (which serves as the top tier strategic oversight for One Team working in Somerset) and the chair of the Somerset Safeguarding Children Board.	Somerset One Team / Together Team response.  Getset consultation - Combined Somerset C
7	13/12/2018	Email received from Paul Wynne, Town Clerk, Frome Town Council on behalf of Cllr Kate Bielby, Leader of Frome Town Council	<ul style="list-style-type: none"> <li>Letter to Mr. David Fothergill, Leader of SCC</li> <li>Completed questionnaire also attached which has been inputted into consultation software</li> </ul>  FTC Letter to DFothergill re SCC cut

Ref	Date Received	Sender	Content
8	17/12/2018	Email received from Lea Jones, Advanced Practitioner (Young Parent Lead & CSE Champion) Leaving Care Team, Children's Social Care, SCC	 Young Parent Lead for Leaving Care resp
	23/12/2018	Email received from Julie Haydon, ex employee of SCC	 Email from Julie Haydon.docx
9	24/12/2018	Letter received from Nick Robinson, Chief Officer of Somerset NHS Clinical Commissioning Group	 164. NRdflw241218-164 -l
10	28/12/2018	Letter received from Dr Alex Murray, On behalf of the Clinical Leads and the Clinical Executive Committee of Somerset Clinical Commissioning Group,	 2018-008 - Alex Murray to Pat Flaherty
11	28/12/2018	Report received from the Somerset Parent Carer Forum	 GETSET-report-Final.pdf
12	31/12/2018	Letter received from Sally Bryant, Maternity Matron, Musgrove Park Hospital	 Get set consolidated statement.docx
13	31/12/2018	Response from Cllr Adam Boyden, District Councillor in Frome. Includes active links to the petition (and signatory comments) and video, and cross party letter.	 SCC Getset L2 consultation response