



**Wellbeing, Prevention and Early Help  
Services (WPEHS) consultation  
2016**

**Report**



**Bhanu Reddy, Mick Edwardson and Mike Walker**

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For further information on the work of the team, please contact us at:

Business Intelligence

Lancashire County Council

County Hall

Preston

PR1 8XJ

Tel: 0808 1443536

[www.lancashire.gov.uk/profile](http://www.lancashire.gov.uk/profile)

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## 1. Executive summary

This report summarises the responses to Lancashire County Council's Lancashire Wellbeing Prevention and Early Help Service (WPEHS) consultation 2016.

For the consultation, paper questionnaires were made available at children's centres and youth centres. Online questionnaires could be accessed from [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for six weeks from 9 February until 21 March 2016. In total, 2,331 completed questionnaires were returned (1,454 paper-based and 877 online).

Although the questionnaire was published online for anyone to respond to, and available in children's centres and youth centres, the majority of respondents (83%) had used children's centres in the last 12 months and had children aged under 5 years (64%) and therefore the consultation findings predominantly represent the views of these groups.

The findings presented in this report are not representative of the views of the population of Lancashire and should only be taken to represent the views of people who, were made aware of the consultation, had the opportunity to respond and felt compelled to.

### 1.1 Key findings

- Respondents were most likely to say that they had used children's centres (86% provided a response other than 'never') and least likely to say that they have used domestic abuse support (19% provided a response other than 'never').
- Respondents were most likely to say that they feel that providing family support (76%) will be the most important service for the WPEHS service to offer.
- Respondents were informed that the service will prioritise groups of children, young people and families based on particular circumstances and criteria. 73% of respondents agreed that the circumstances and criteria listed should be a priority to the service. Respondents who disagreed with the priority groups were then asked why they disagreed. Of these respondents three-quarters (75%) said that they felt all parents should be a priority.
- When presented with the three ways that support to children, young people and families will be delivered and asked how important, if at all, each of the three ways are, for them to be able to get support, respondents were most likely to say that 'getting support from groups where you can meet with other

people who need similar support to you' (70%), followed by 'one key worker supporting you and your family' (59%) is very important.

- Respondents were provided details of how Lancashire County Council is planning to join up the relevant early help support available to children and young people aged 0-19yrs (0-25yrs for SEND) that is currently delivered by children's centres, the Young People's Service and Lancashire's Early Help Service. Less than half of respondents agreed with the proposals that were set out (45%).
- Respondents were most likely to say that they would be encouraged to use WPEH services if they were: available when I need them (83%); if they are near to me (77%); if they offer a wide range of activities and events (72%); able to have baby changing facilities (64%); to have secure and safe access in terms of entrances (60%); and have outdoor space/play areas (58%).
- Respondents were likely to want to access WPEH services all year round, particularly children's centres (85%); information advice and guidance (78%); family support service (77%); and emotional health and wellbeing support (76%).
- Respondents were asked how important they considered several different outcomes to be. All respondents felt that the outcomes listed were very important. Respondents were most likely to say that it is very important that children and young people are safe and protected from harm (96%).
- All respondents were asked if they had any other comments about the WPEHS. Only 720 respondents chose to answer this question. Of these respondents, over two-fifths (42%) said don't cut or reduce the services provided.

## 2. Introduction

The county council continues to face an unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services.

Based on current spending and forecast demand for services, the council will not have sufficient financial resources to meet its statutory obligations by April 2018, even if we no longer continue to deliver any of the non-statutory services. The council will need to rely heavily on reserves in order to set a balanced budget for 2016/17 and 2017/18.

This consultation focuses on proposals for transforming Wellbeing, Prevention and Early Help Services (WPEHS) for children, young people and families in Lancashire. It describes the implementation plan of the service offer proposals presented to Lancashire County Council's Cabinet in February 2015 and agreed, subject to consultation, on 26 November 2015.

It has been agreed that the proposed future service model will help to deliver £7.4million budget savings by 2017/18. The new service will transform and integrate a range of services within Wellbeing, Prevention and Early Help Services and will align existing core offers for children's centres, young people's provision, prevention and early help, and Lancashire's response to the national Troubled Families Unit programme.

The new model will ensure effective support for 0-19+ year olds across Lancashire and support the strategic approach to wellbeing, prevention and early help, strongly contributing to the delivery of public health responsibilities.

## 3. Methodology

For the consultation, paper questionnaires were made available at children's centres and youth centres. Online questionnaires could be accessed from [www.lancashire.gov.uk](http://www.lancashire.gov.uk).

The fieldwork ran for six weeks from 9 February until 21 March 2016. In total, 2,331 completed questionnaires were returned (1,454 paper-based and 877 online). The questionnaire asked respondents about which Wellbeing, Prevention and Early Help services they use and how frequently they used them, which services would be more important for the WPEHS to offer, whether they agree with the WPEHS priorities and proposals, how important different methods of delivering the service and outcomes are, what would encourage them to use the WPEH service and if they had any other suggestions or comments about the service. Respondents were asked about what times it would be most important for them to have access to Wellbeing, Prevention and Early Help Services.

### 3.1 Limitations

Although the questionnaire was published online for anyone to respond to, and available in children's centres and youth centres, the majority of respondents (83%) had used children's centres in the last 12 months and had children aged under 5 years (64%) and therefore the consultation findings predominantly represent the views of these groups.

The findings presented in this report are not representative of the views of the population of Lancashire and should only be taken to represent the views of people who were made aware of the consultation, had the opportunity to respond and felt compelled to.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

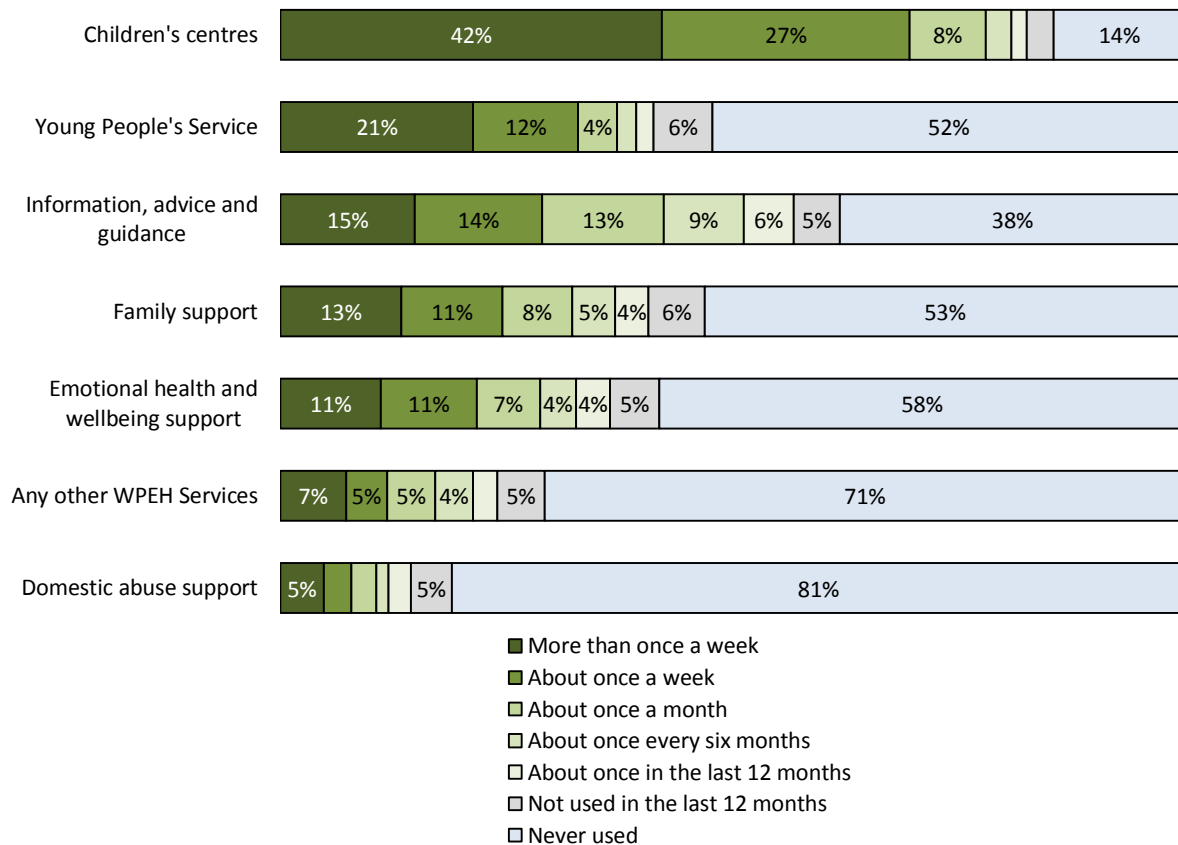
## 4. Main consultation findings

### 4.1 Use of the WPEHS services

First, respondents were asked how often, if at all, they have used any of these WPEHS services in the last 12 months.

Respondents were mostly likely to say that they had used children's centres (86% provided a response other than 'never') and least likely to say that they have used domestic abuse support (19% provided a response other than 'never').

**Chart 1 - How often, if at all, have you used any of these Wellbeing, Prevention and Early Help Services in the last 12 months?**



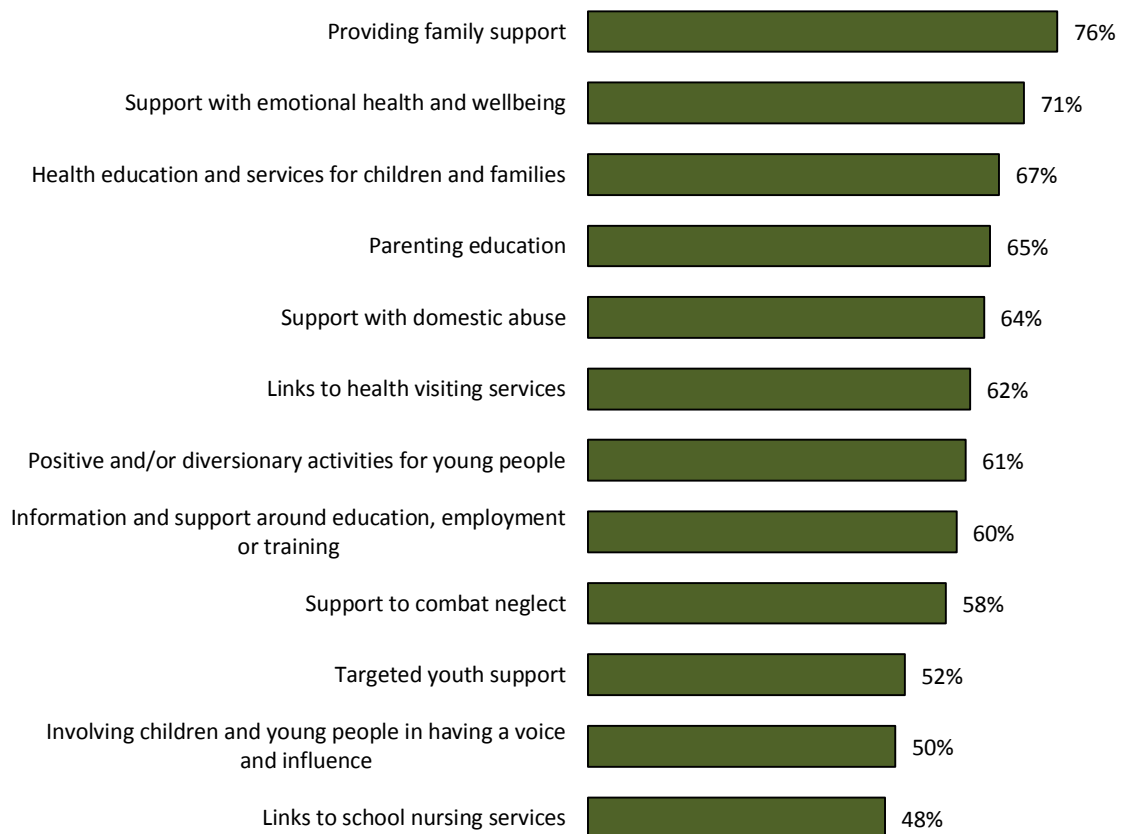
Base: all respondents (1,559-2,046)



Respondents were then asked, which of these services do they feel will be most important for the Wellbeing, Prevention and Early Help Service to offer.

Respondents were most likely to say that they feel that providing family support (76%) will be the most important service for the WPEH service to offer.

**Chart 2 - Which of these services do you feel it will be most important for the Wellbeing, Prevention and Early Help Service to offer?**

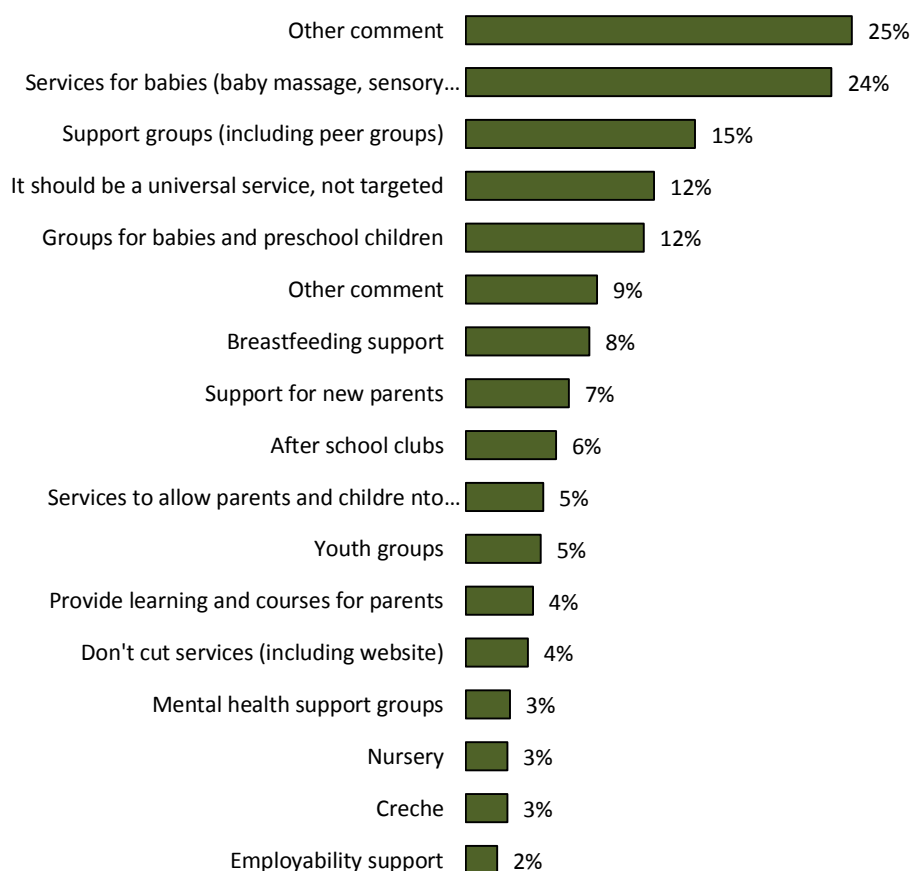


Base: all respondents (2,230)

Respondents were then asked what, if any, other service do they think that the WPEHS should offer. Only 594 respondents chose to answer this question and a quarter of the comments were general comments that didn't answer the question.

Nearly a quarter of respondents who answered the question (24%) said that they would like services for babies such as baby massage and around one in six respondents (15%) said that they would like support groups (including peer support).

**Chart 3 - What other services, if any, do you think the Wellbeing, Prevention and Early Help Service should offer?**



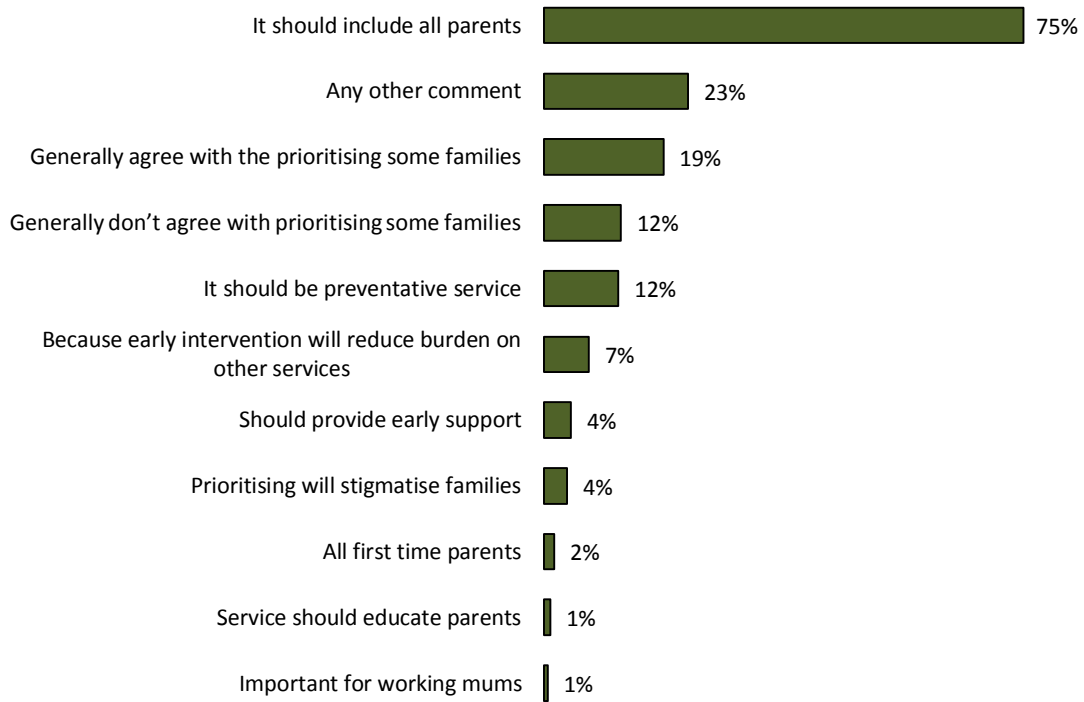
Base: all respondents (594)

Respondents were informed that the service will prioritise groups of children, young people and families based on particular circumstances and criteria. 73% of respondents agreed that the circumstances and criteria listed should be a priority to the service. Less than a fifth of respondents (17%) disagreed.

Respondents who disagreed with the priority groups were then asked why they disagreed. Of these respondents three-quarters (75%) said that they felt all parents should be a priority.

Respondents provided a wide variety of responses to this question that didn't easily group together (categorised as any other comment); just under a quarter (23%) of respondents who disagreed with the proposed prioritised groups are included in this category.

**Chart 4 - If you disagree, please tell us why?**



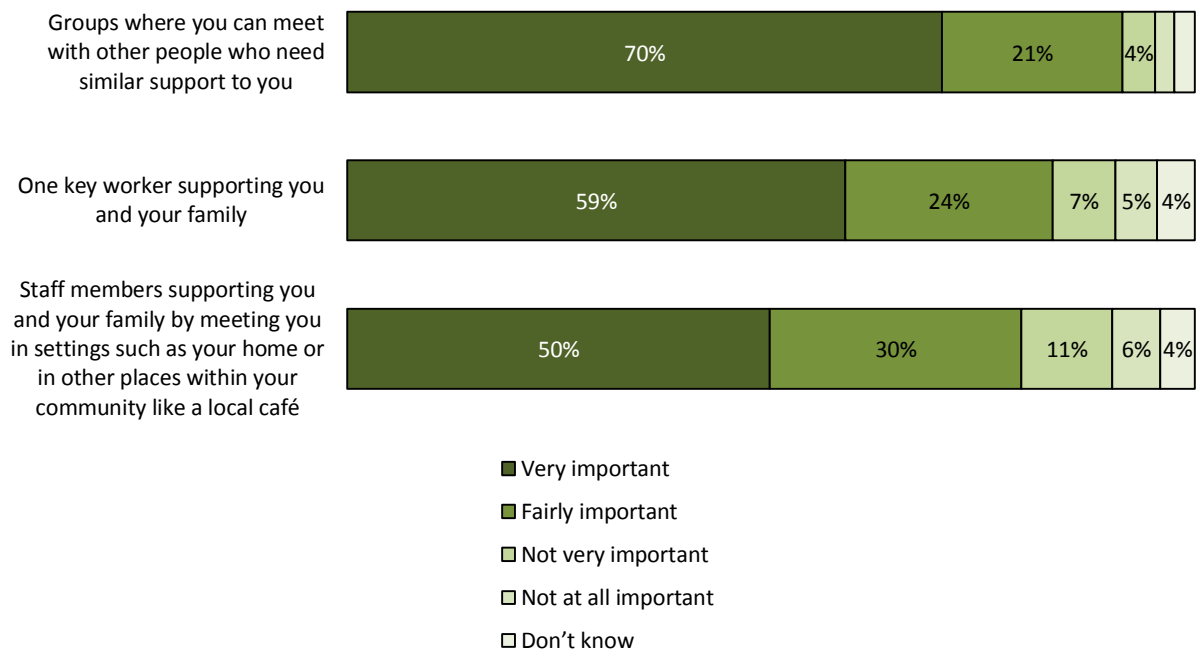
Base: respondents who disagree (497)

Respondents were informed that support to children, young people and families will be delivered in three main ways and asked how important, if at all, each of the three ways are, for them to be able to get support.

Respondents were most likely to say that getting support from groups where you can meet with other people who need similar support to you (70%) is very important.

**Chart 5 - How important, if at all, are each of the following ways for you to be able to get support?**

**Get support from...**



Base: all respondents (1,969-2,001)

Respondents were provided with details of how Lancashire County Council is planning to join up the relevant early help support available to children and young people aged 0-19yrs (0-25yrs for SEND) that is currently delivered by children’s centres, the Young People’s Service and Lancashire’s Early Help Service.

Less than half of respondents agreed with the proposals that were set out (45%), 27% disagreed and 28% were unsure of the proposals set out.

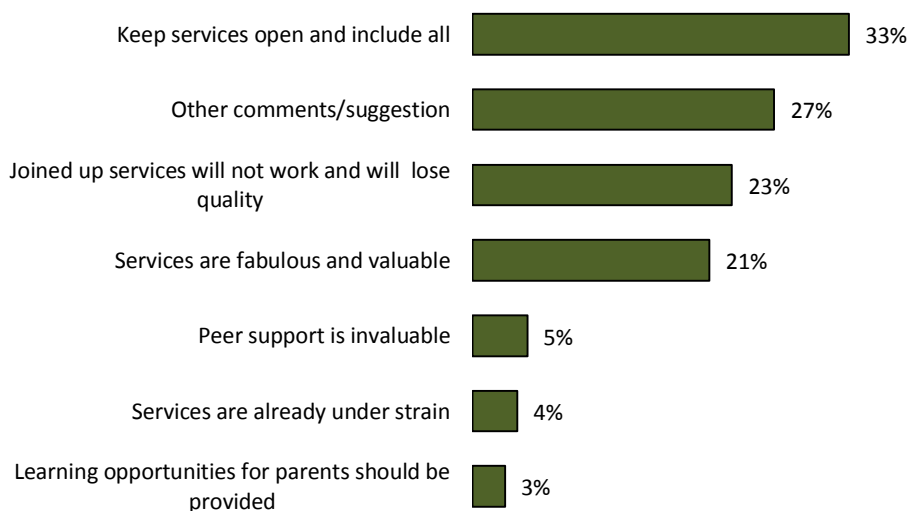
Respondents were asked if there was anything else that they think we need to consider that we have not included in the proposal. 24% of respondents said yes and 40% were unsure and provided a 'don't know' response.

Respondents who said yes were then asked what we needed to include. A third of these respondents (33%) commented about services being kept open and available to everyone.

Respondents provided a wide variety of responses to this question that didn't easily group together (categorised as other comment/suggestion); over a quarter (27%) of respondents who said we need to consider something else are included in this category.

Just less than a quarter of these respondents (23%) commented that they feel joined up service won't work/will lose quality.

**Chart 6 - If yes, please tell us why.**

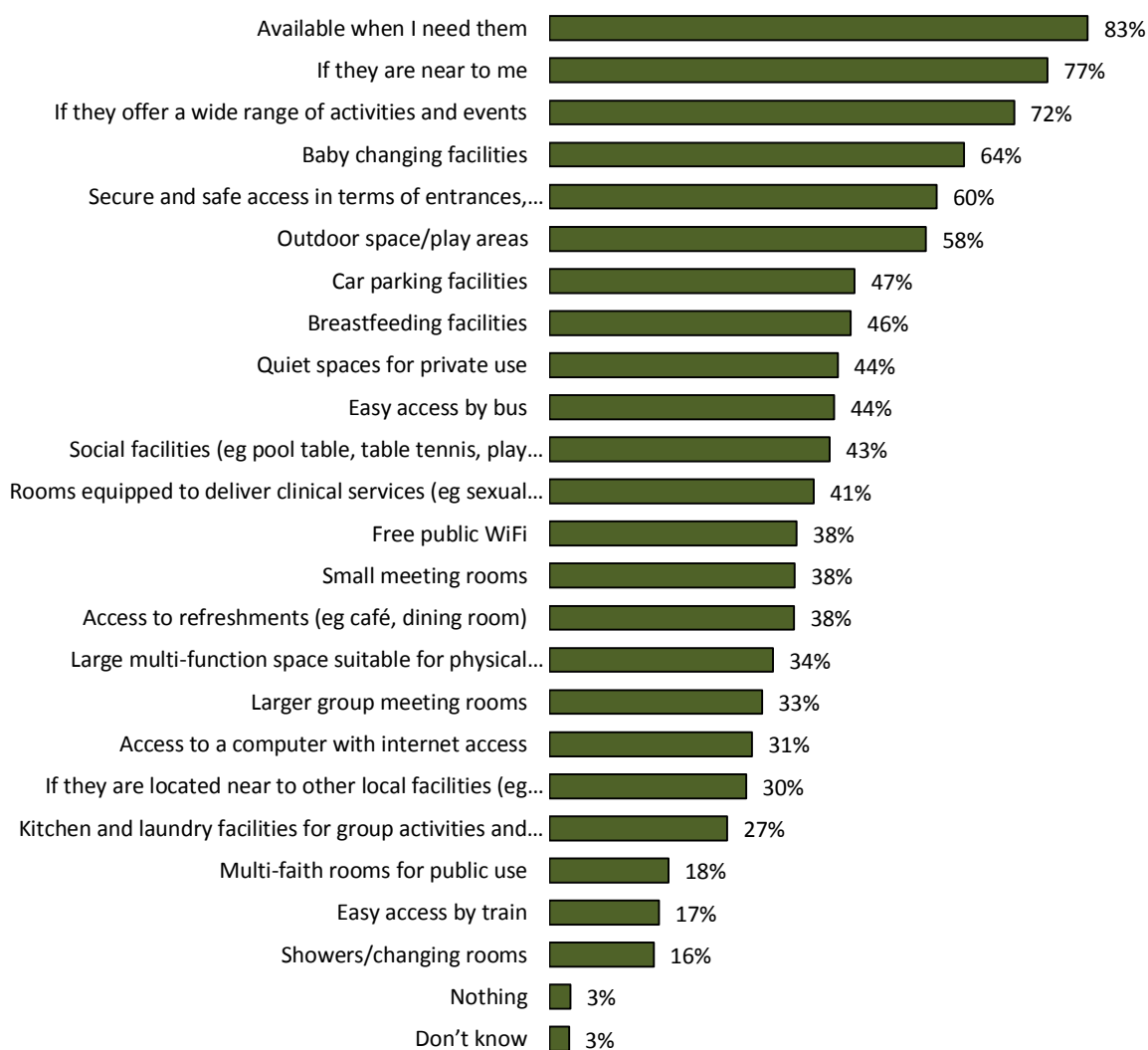


Base: respondents who said yes they think we need to consider something else (452)

Respondents were then asked what would encourage them to use Wellbeing, Prevention and Early Help Services.

Respondents were most likely to say that they would use WPEHS if they: were available when I need them (83%); are near to me (77%); offer a wide range of activities and events (72%); have baby changing facilities (64%); have secure and safe access in terms of entrances (60%); and have outdoor space/play areas (58%).

**Chart 7 - What, if anything, would encourage you to use Wellbeing, Prevention and Early Help Services?**



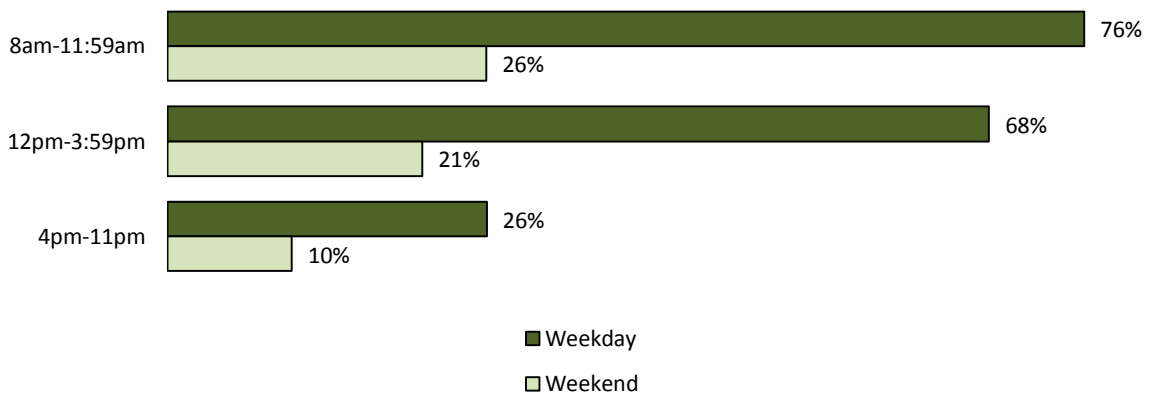
Base: all respondents (2,213)

Respondents were asked at what times, if any, it would be most important for them to have access to Wellbeing, Prevention and Early Help Services from a given list of services.

Respondents were most likely to say it would be most important for them to have access to children's centres during weekdays from 8am to 11.59am (76%) followed by weekdays from 12pm to 3.59pm (68%). 9% of respondents said that they would not want to access this service.

Respondents were least likely to say it would be most important for them to have access to children's centres during weekends from 4pm to 11pm (10%).

**Chart 8 - At what times, if any, would it be most important for you to have access to Children's centres?**

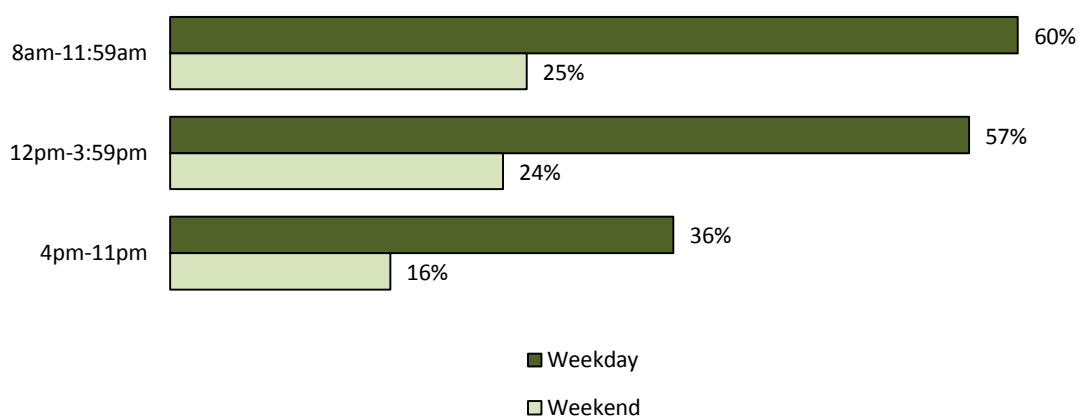


Base: all respondents (2,031)

Respondents were most likely to say it would be most important for them to have access to information, advice and guidance services during weekdays from 8am to 11:59am (60%) followed by weekdays from 12pm to 3.59pm (57%). 19% of respondents said that they would not want to access this service.

Respondents were least likely to say it would be most important for them to have access to information, advice and guidance support services during weekends from 4pm to 11pm (16%).

**Chart 9 - At what times, if any, would it be most important for you to have access to information, advice and guidance services?**



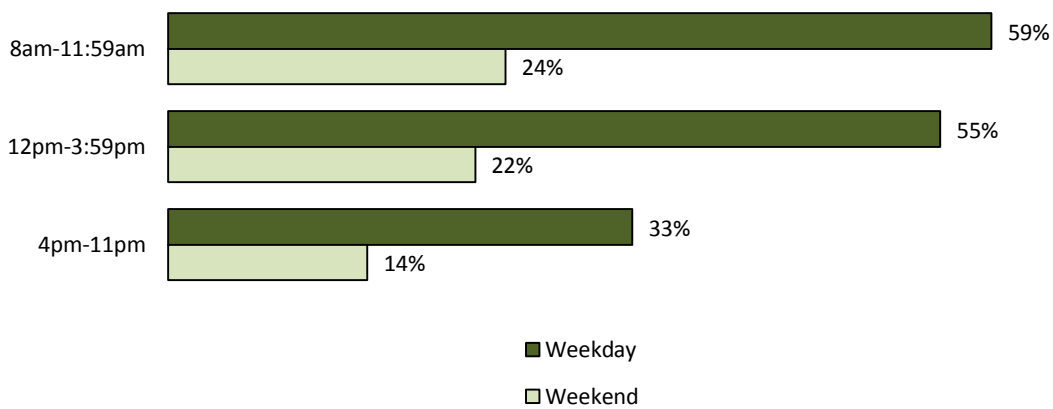
Base: all respondents (1,722)



Respondents were most likely to say it would be most important for them to have access to family support services during weekdays from 8am to 11:59am (59%) followed by weekdays from 12pm to 3:59pm (55%). 22% of respondents said that they would not want to access this service.

Respondents were least likely to say it would be most important for them to have access to family support services during weekends from 4pm to 11pm (14%).

**Chart 10 - At what times, if any, would it be most important for you to have access to family support services?**

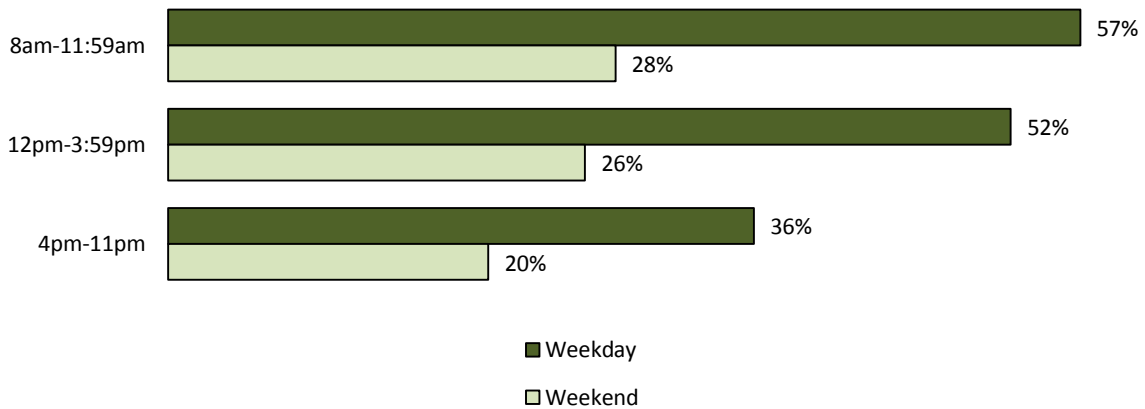


Base: all respondents (1,761)

Respondents were most likely to say it would be most important for them to have access to emotional health and wellbeing support services during weekdays from 8am to 11:59am (57%) followed by weekdays from 12pm to 3:59pm (52%). 26% of respondents said that they would not want to access this service.

Respondents were least likely to say it would be most important for them to have access to emotional health and wellbeing support services during weekends from 4pm to 11pm (20%).

**Chart 11 - At what times, if any, would it be most important for you to have access to emotional health and wellbeing support services?**

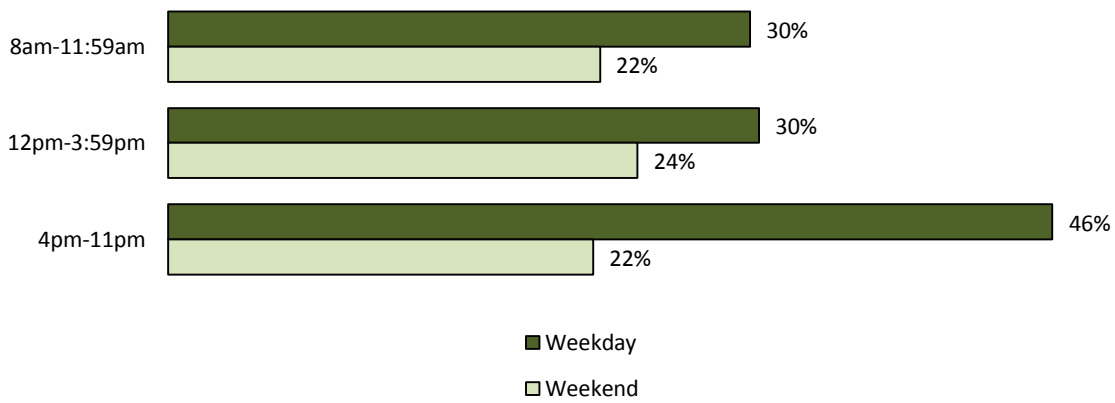


Base: all respondents (1,701)

Respondents were most likely to say it would be most important for them to have access to young people's services during weekdays from 4pm to 11pm (46%) followed by weekdays from 12pm to 3.59pm (30%). 29% of respondents said that they would not want to access this service.

Respondents were least likely to say it would be most important for them to have access to young people's services during weekends from 8am to 11.59am (22%) and 4pm to 11pm (22%).

**Chart 12 - At what times, if any, would it be most important for you to have access to the young people's service?**

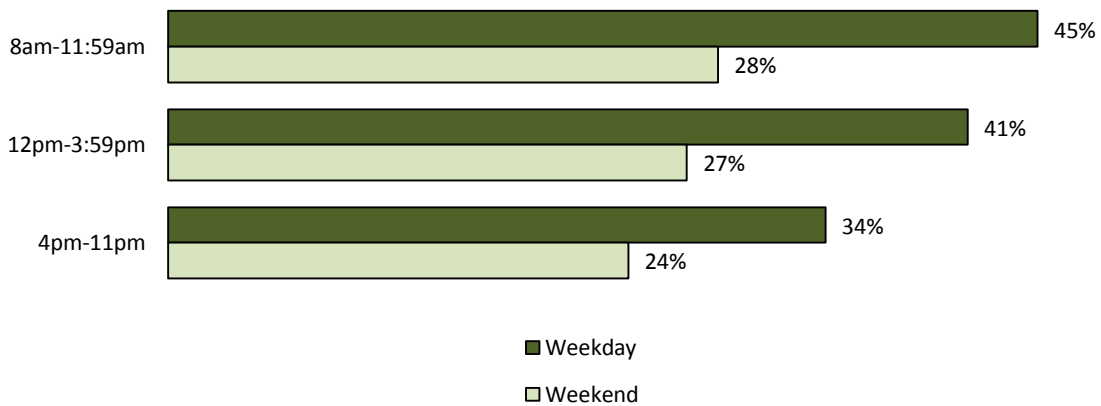


Base: all respondents (1,707)

Respondents were most likely to say it would be most important for them to have access to domestic abuse support services during weekdays from 8am to 11:59am (45%) followed by weekdays from 12pm to 3:59pm (41%). 45% of respondents said that they would not want to access this service

Respondents were least likely to say it would be most important for them to have access to domestic abuse support services during weekends from 4pm to 11pm (24%).

**Chart 13 - At what times, if any, would it be most important for you to have access to domestic abuse support services?**

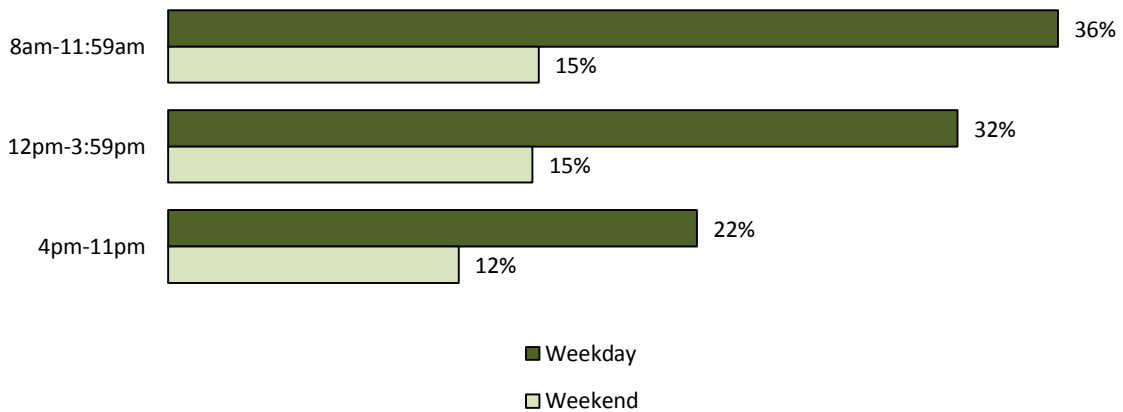


Base: all respondents (1,701)

Respondents were most likely to say it would be most important for them to have access to any other WPEH service during weekdays from 8am to 11:59am (36%) followed by weekdays from 12pm to 3:59pm (32%). 48% of respondents said that they would not want to access this service

Respondents were least likely to say it would be most important for them to have access to any other WPEH service during weekends from 4pm to 11pm (12%).

**Chart 14 - At what times, if any, would it be most important for you to have access to any other WPEH service?**



Base: all respondents (1,227)

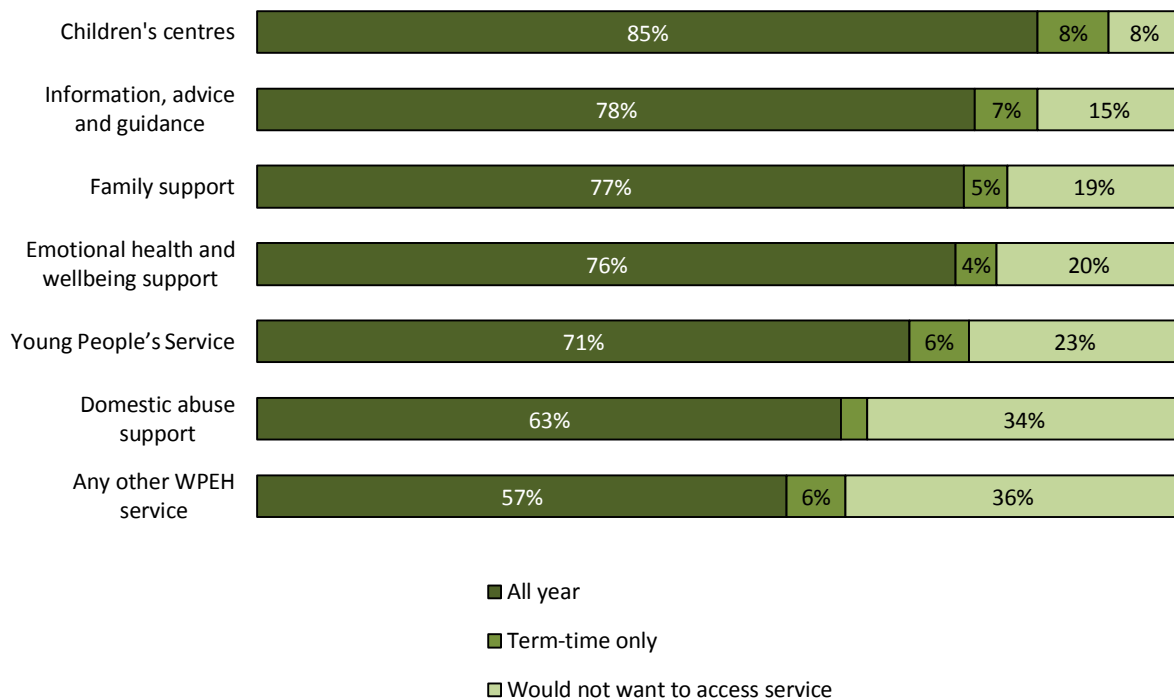
Respondents were asked if they would want to access Wellbeing, Prevention and Early Help Services all year round or term-time only.

Respondents were likely to want to access WPEH services all year round, particularly children's centres (85%); information advice and guidance (78%); family support service (77%); and emotional health and wellbeing support (76%).

Respondents were least likely to want to access WPEH services just during term time for domestic abuse support (3%), emotional health and wellbeing support (4%) and family support.

Respondents were unlikely to want to access domestic abuse support (34%) and any other WPEH service (36%).

**Chart 15 - Would you want to access Wellbeing, Prevention and Early Help Services all year round or term-time only?**

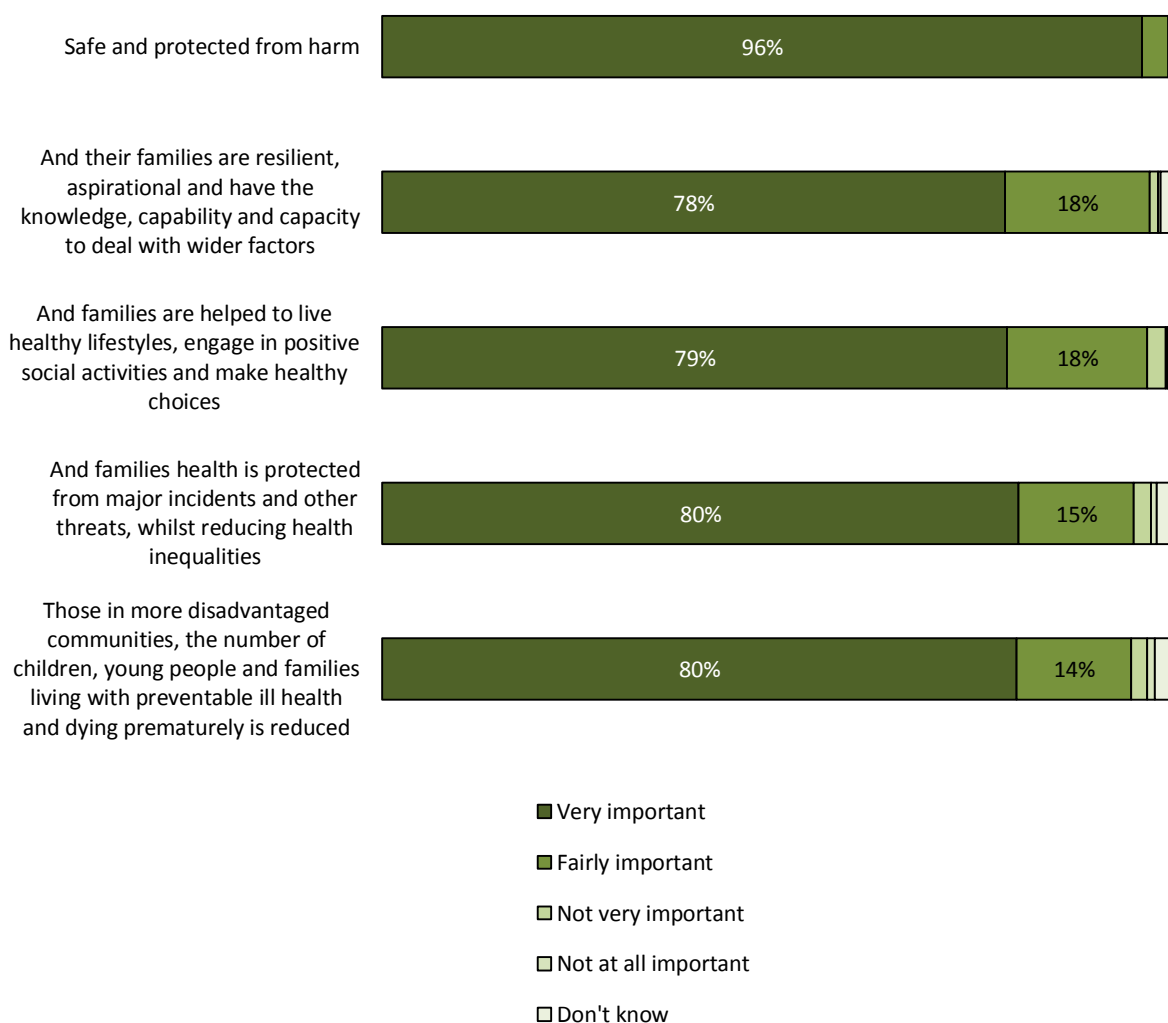


Base: all respondents (1,356-2,023)

Respondents were then asked how important they consider several different outcomes to be.

The majority of respondents felt that all the outcomes listed were very important. Respondents were most likely to say that it is very important that children and young people are safe and protected from harm (96%).

**Chart 16 - The Wellbeing, Prevention and Early Help Service will provide support to families to achieve the outcomes below. How important are each of the following outcomes to you? Children and young people are....**

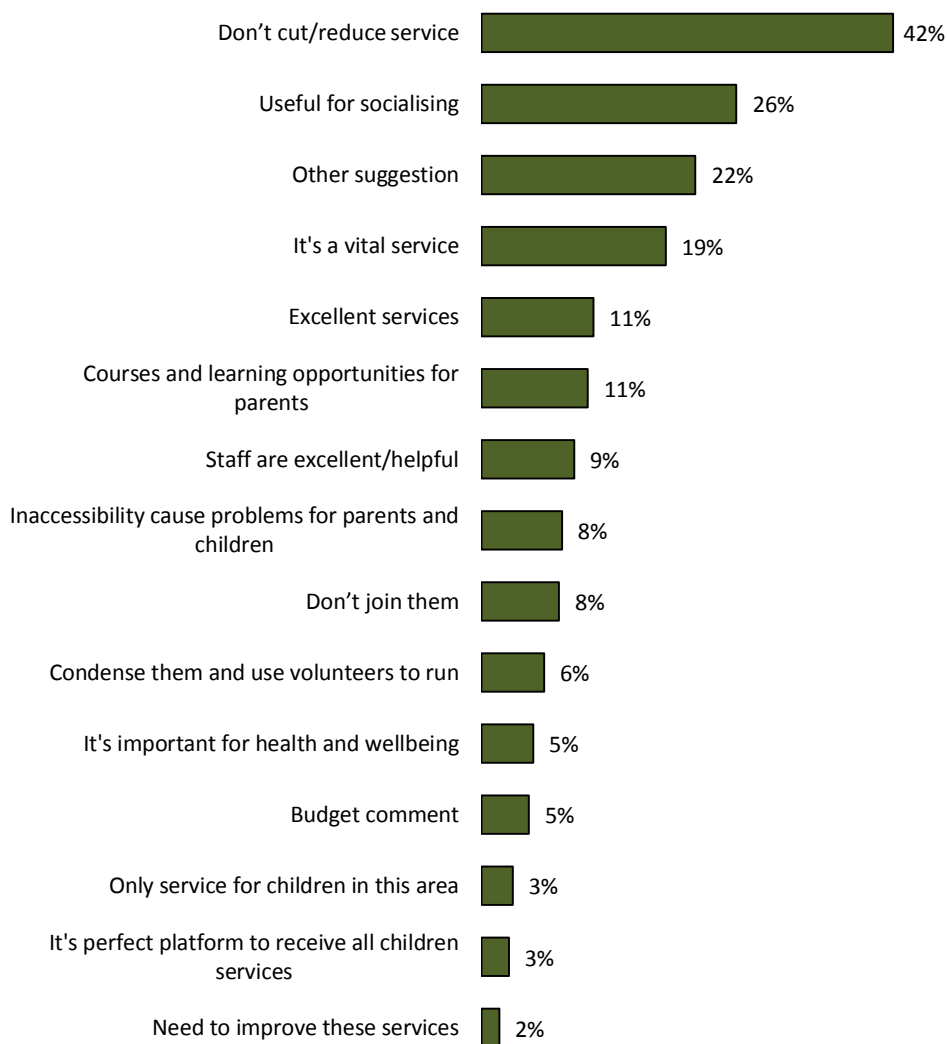


Base: all respondents (2,170-2,116)

## 4.2 Other comments on the proposal

All respondents were then asked if they had any other comments about the WPEHS. Only 720 respondents chose to answer this question. Of these respondents, two-fifths (42%) said don't cut or reduce the services provided. Over a quarter of respondents commented about how WPEHS are useful for socialising (26%).

**Chart 17 - Do you have any other comments about the Wellbeing, Prevention and Early Help Services that you'd like to tell us?**



Base: all respondents (720)



## Appendix 1: demographic breakdown

**Table 1 - Are you...?**

	%	Count
A Lancashire resident	97%	2090
A member of a voluntary or community organisation	11%	239
An employee of Lancashire County Council	8%	165
A local business owner	4%	77
Other	2%	48
An elected member of Lancashire County Council	2%	32
An elected member of a parish or town council in Lancashire	1%	24
An elected member of a Lancashire district council	1%	23
<b>Total number of respondents</b>		<b>2,161</b>

**Table 2 - Are you...?**

	%	Count
Male	18%	358
Female	82%	1,812
<b>Total</b>		<b>2,197</b>

**Table 3 - Have you ever identified as transgender?**

	%	Count
Yes	2%	46
No	94%	2,047
Prefer not to say	3%	74
<b>Total</b>		<b>2,167</b>

**Table 4 - What was your age on your last birthday?**

	%	Count
Under 16	11%	255
16-19	9%	194
20-34	48%	1046
35-49	25%	543
50-64	6%	141
65-74	1%	19
75+	0%	3
<b>Total</b>		<b>2,201</b>

**Table 5 - Are you a deaf person or do you have a disability?**

	%	Count
Yes	8%	173
No	92%	2,023
<b>Total</b>		<b>2,196</b>

**Table 6 - Are there any children in your household aged under 20?**

	%	Count
Yes, aged under 5	64%	1,394
Yes, aged 5-8	25%	537
Yes, aged 12-16	20%	438
Yes, aged 9-11	15%	321
No children aged under 20	10%	220
Yes, aged 17-19	10%	210
No, but expecting	3%	69
<b>Total number of respondents</b>		<b>2,190</b>

**Table 7 - Are there any children with a disability in your household aged 20-25?**

	%	Count
Yes	6%	130
No	94%	2,022
<b>Total</b>		<b>2,152</b>

**Table 8 - Which best describes your ethnic background?**

	%	Count
English/Welsh/Scottish/Northern Irish/British	87%	1,877
Any other white background	4%	93
Pakistani	4%	96
Bangladeshi	1%	17
Gypsy or Irish Traveller	1%	15
Indian	1%	12
White and Asian	0%	9
White and Black Caribbean	0%	10
Irish	0%	10
Chinese	0%	8
African	0%	5
Arab	0%	4
Other	0%	3
White and Black African	0%	3
Caribbean	0%	3
<b>Total</b>		<b>2,166</b>

**Table 9 - What is your religion?**

	%	Count
No religion	39%	848
Christian (including CofE, Catholic, Protestant and all other denominations)	53%	1,149
Buddhist	0%	10
Hindu	0%	4
Jewish	0%	7
Muslim	6%	133
Sikh	0%	2
Any other religion	1%	30
<b>Total</b>		<b>2,184</b>

**Table 10 - Are you in a marriage or civil partnership?**

	%	Count
Marriage	42%	921
Civil partnership	6%	122
Prefer not to say	5%	113
None of these	47%	1,039
<b>Total</b>		<b>2,195</b>

**Table 11 - How would you describe your sexual orientation?**

	<b>%</b>	<b>Count</b>
Straight (heterosexual)	91%	1,993
Bisexual	2%	50
Gay man	1%	14
Lesbian/gay woman	1%	14
Other	1%	15
Prefer not to say	5%	99
<b>Total</b>		<b>2,185</b>