

## **Westbury Children's Centre Consultation Meeting 26 February 2019**

### **Partner Consultation Event**

#### **Present:**

Lucy-Anne Bryant, Lead Commissioner, Wiltshire Council  
Emily Wood, Wiltshire Council (minutes)  
Gill Mills, Regional Manager, Spurgeons  
Rachel Draper, Children's Services Manager, Spurgeons  
Sheila Kimmins – Town Council  
Mary Pyne – Retired midwife, resident of Westbury  
Barbara Swan – Westbury resident (Niehbourhood planning committee)  
Wade Jones – Town Council  
Jennifer Morris – Bebe Tots Manager

LAB\_ Parent event. Consultation paper. Wilts financial constrained times. We've worked with Spurgeons and The Rise to look at how resources can best be used.

We appreciate that Westbury has a high deprived community, only 17% of services operate out of the Centre. We will maintain , focus on HV to help us spot those that need support.

Little Learners at the Leigh Park community centre will continue, we also wish to use the building next to the centre for services. Libraries and leisure centres to be utilised too. Most service is currently outreach in peoples' homes, dom abuse, healthy eating.

General principles conveyed about staff not buildings.

WJ\_ 17%, mum to mum breast feeding, Baby Steps (referred group) intensive programme, includes home visit. perinatal group. These would move to a other.

MP\_ questioned cost of using venue

WJ\_ Community cohesion? LAB\_ Yes, little Learners – this will continue. Snesory Room? Is this well used? RD\_ once every couple of weeks, however, portable sensory resources have been invested. HV do use the room for clinics.

JM\_ Recognised centre as a life-line. Lidl side of town would benefit services for new mums to prevent post-natal depression. LAB\_ Times move, the disadvantaged families are not using the centre.

Working to increase the uptake of HV use. Follow-up. Lack of HVs in Westbury concern. HV clinics will still take place, where do the clinics take place? Here.

GM\_ Spurgeons want to eb responsive to changes and the community. Staff go out to families. HV's are the gateway to identity families that need support.

We are working with Virgin Care, there are mapping available venues for their future clinics.

WJ\_ are Virgin Care talking with the town council? More liason is needed. They have good knowledge of available venues. Open offer. Driving force is to improve community life for all. Comfortable if the contacts are formed.

LAB – attend TC meeting.

Recognised that the library is difficult – lack of facilities. Doesn't meet the purpose. LAB is talking with the libraries service. Compromises could be reached.

JM\_ Bebetots have obtained a 5 year lease to take on the ground floor of their building. Sensory room is possible. Space could be available. Moving nursery to ground floor – increased space. Prime location for new housing. Planning permission currently being submitted – supporting statement would be welcomed!

JM\_ Recognise family struggles and want to help/offer assistance.

WJ\_ TC doesn't want vital services being reduced, concern that

GM\_ Financial constraints. £22K figure given, balance buildings and services. Want to work for the community partners. Efficient savings are also sought for on going years. Staffing shouldn't be further cut.

SK\_ Pop-up services. How will these be communicated via social media, a pack to partners. How will you going to get to the most vulnerable?

LAB\_ Via HVs and midwives. More digital time, social media and the website. More communications lead at the council, would be able to help.

1:1 outreach is done. Universal services are no longer. TYO funding process – door knocking. Social Care lists are also shared with the CC providers. Parenting courses are run specifically for these families. EPEC courses are run (early intervention agenda – it's a slow-burner but it's growing).

Five to Thrive is being rolled out across professionals. Cross reporting on dom abuse cases (Encompass). 70-80% of activity is with the most vulnerable. Contract was changed in 2016 to focus on the most vulnerable. Case files are held on families. Nurseries and police can both refer.

MASH will be reported to. Early intervention hub (collected agencies) can signpost services.

GLD 72% - we want this to increase. CC services should help with this.

WJ\_ online interface question. Is the website user friendly, not as much as it should be. Digital programme, automation will be introduced.

Staff are astute in picking up issues, close working with nurseries. Bebetots offer support/referral support.

Online service could provide 24-hour service. Credit card sized cards left in ladies' loos.

JM\_ perceived stigma that the CC is only for those on benefits. Moving services to the community should remove this.

Utilise council facilities, we're aware of acting in silos, mutual benefits can be gained in sharing spaces. Free and low-cost spaces are sought after.

Cost effective to bring the service in-house? Stigma attached to the council lanyard. Charities can obtain donations, far better to be developed by charities. Baby bundles – value-added. Domestic Abuse service offered to the east (value added). Grants officer to be appointed, how this fits in with Spurgeons.

This building will be offered to the onsite childcare providers. Shortage of baby places.  
Revenue benefit to be (space will not go to waste).

Spurgeons to liaise with the TC.