



Family Resilience Consultation Phase 1, Children's Centres

Please give us your views on the proposals.
We would prefer that you completed the
questionnaire online. Visit [surreycc.gov.uk/
consultations](http://surreycc.gov.uk/consultations) and click on **Family Resilience:
Children's Centres**.

If you are unable to go online, please complete
this paper version and return it to us by
Friday 4 January 2019.

Family Resilience Consultation: Phase One - Children's Centres

Surrey County Council believes that every child in Surrey should have the opportunity to reach their potential and that the best place for children to achieve this is within their own families. Whilst many children will do that without our support, some will need help. That might be because of extra needs they have, their family circumstances or problems they are dealing with. We want to help these children, and their families, as soon as we can.

We also know that we haven't been doing this well enough. Ofsted inspected our children's services earlier this year and told us they were 'inadequate'. That means we haven't been keeping some children and families safe and giving them the right help when they need it.

And we have financial problems. The Government is giving us less money even though more people need our help. So we need to make sure that the money we have makes the biggest difference to the children and families who need support the most.

We think the best way to do this is by helping families to become more resilient. That means they will be able to cope with change and bounce back when difficult things happen. Below is more information about how we would do this and the changes this would mean for children's centres. After that there are questions we'd like you to answer to tell us what you think about our proposals.

How will we help families become more resilient?

We will work with families, children and young people to try and keep them together by giving four types of support:

- Universal – advice and help for all families on things like parenting, health and education.
- Additional – for families who could use some extra help with something they are finding difficult. It could be something like managing money, relationships or coping with the loss of a loved one.
- Intensive – for families who want help in quite a few areas of their lives or have really tough problems to cope with. They could be looking after someone with a disability or whose behaviour is hard to handle. They could have been out of work for a long time or the children haven't been going to school.
- Specialist – for the small number of families who legally must receive help, so we put together a statutory plan for them. That could be where children have been neglected or abused, or where families are involved in things like crime or drugs.

We believe that if families get additional or intensive support, things will get better for them and they won't need specialist services. Everyone who works with them will come together to find the best way to help a family and try to stop problems before they happen. They'll be there to help when and wherever it's needed.

Doing things in this new way will mean changes to the services that children, young people and families use at the moment. We've looked first at children's centres and then we'll look at youth work and youth centres. So we'll want your thoughts on that area when we do the phase two consultation next year.

How would children's centres change?

Currently there are 58 children's centres across Surrey mainly helping families with children aged 0 – 5. They welcome all families in their area but have already started to offer services that help families who are most in need.

To build on this, we think that children's centres should give more help to the children that need it the most and also offer support to the whole family, particularly families with children aged 0 – 11. This

would mainly be the additional or intensive support that we mentioned earlier. We also think that children's centres should also be the place where families can get support from other services such as health visiting, midwifery, citizen's advice and support with housing and employment.

To make sure we spend money on those who need it the most, we think we should have centres in areas with the highest number of children living in homes where no-one works or there isn't much money coming in.

This will mean having 21 main centres with at least one in each of the 11 districts or boroughs in Surrey. There will also be smaller centres that will offer fewer services but there will be places where workers who are supporting families can meet with them.

We don't think we should have mobile centres any more as they are expensive to keep on the road. But outreach workers will still support families either in their homes or through various group activities or courses. They will also support any families in need who don't live near a centre.

For this new plan to work it's likely that some of the universal support mentioned earlier will no longer be offered by children's centres. So we want to know how you think the centres could help create more resilient communities where families support one another through the normal challenges of parenting and family life.

We also think it would make sense to have a new name for children's centres as they'll now offer help to families with older children too. We have some ideas and would like to know what you think about them or if you have any other ideas.

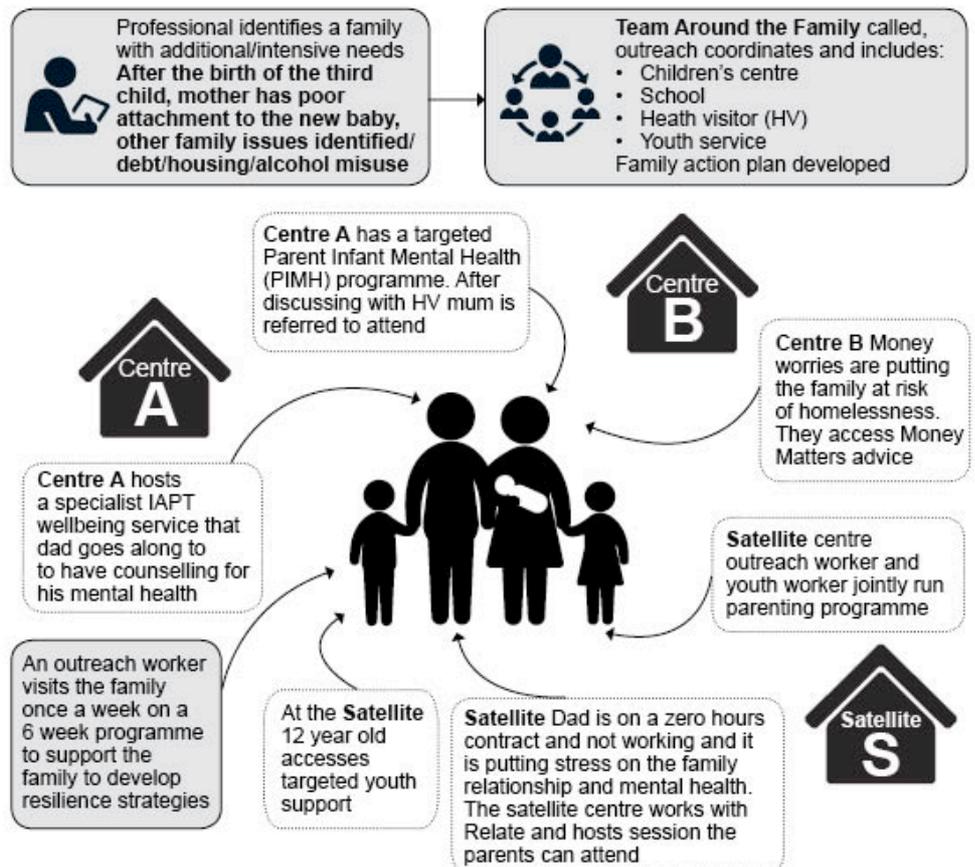
Here's an example of how a future model can help families become more resilient and the role of children's centres in supporting a family:

Targeted offer

- A** Main centre A site is based on a primary school site.
- This is in an area of high need.
 - Health outcomes for families in the area are poor.
 - Families often don't travel for services.
 - Health and wellbeing activities focus on supporting families in the community.

- B** Main centre B is based in a community run venue in the town centre
- The centre focuses on services that help families out of poverty.
 - There is a food bank supported by local churches, this is open to all families in the borough.
 - There are good links with other charities locally.
 - The centre, is close to the main town, there are good bus and train routes to and from this centre.

- S** Satellite is in the local youth centre
- Space is maximised to provide services to the whole family.
 - Because it is a SCC building desks are available for social workers between visits.
 - Large numbers of temporary housing families are encouraged to go to the centre to reduce isolation.
- Outreach workers work at all the centres and in the family home on an individual basis.



The professionals have had worries about the family but the coordinated intervention means that haven't had to refer the family to children's services.

More information

If you would like to read more detailed information about what we are proposing before answering the questions below, you can find it on our website surreycc.gov.uk/consultations. You can also pick up a copy at your nearest children's centre or library, or you can call 03456 009009 and ask for it to be sent to you.

Our consultation period runs from Tuesday 30 October until Friday 4 January 2019.

Questions for you

Thank you for taking the time to read and complete this consultation questionnaire.

The analysis of the responses to this consultation will be presented to the county council's Cabinet early in the new year.

Please note that the information you are being asked to provide is anonymous data. The responses you provide will be used for the purposes of this consultation and may be used to provide feedback on other consultations occurring at this time.

Whilst we will carefully consider the responses that you give in the questionnaire, we are unable to respond to individual comments or questions about the current or future operation of individual services.

The county council has a really important role to play in ensuring that children and families with the most complex needs are well supported and kept safe, but we also know that helping families to build their resilience at the earliest point makes the biggest difference. With this in mind we want to change over time so that we invest more in services that support children's families earlier, so that fewer families end up needing specialist support.

Q1a: Do you have any comments on the new family resilience approach? Please write your response in the box below

Q1b: To what extent do you agree or disagree with our aim to invest more in services that help families earlier? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In the remainder of this questionnaire we will ask for your views on our plans for the services provided by children's centres in Surrey and how we propose to provide support for children and their families.

Mobile children's centres

Q2: To what extent to you agree or disagree with Surrey County Council's proposal to withdraw the mobile children's centres from service? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Targeting those in need

Q3: We are proposing to allocate funding to children's centres in areas where there are more families on low incomes. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Volunteering and voluntary contributions

In many children's centres people already make voluntary contributions for certain activities. In future there will be a fixed charged for some activities such as "play and learn. However, as payment may be difficult for some families, we would make sure that these charges did not stop them from taking part.

Q4: To what extent do you agree or disagree that families who can afford it should pay a fixed charge for certain activities? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5: The county council has a vision to develop stronger communities. To what extent do you agree or disagree that children's centres could play a role in supporting local communities to take part in volunteering to help children and their families? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Some people volunteer to help out in children's centres- it can be as little as giving an hour a week of their time to help run activities or help out in the centre in some way.

Tell us if you agree or disagree with the following statements:

Q6a. Children's centres should encourage more people to volunteer to run activities and help in the children's centres.

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6b. I would volunteer to help in a children's centre.

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7: What should we call the new service?

Family Centres

Child and Family centres

Family and Community hubs

Something else? Please write here

Q8: Is there anything else we should think about/ be aware of when making changes to the children’s centres? For example, do you have any ideas about how we can make sure that all children and families who need help and support get the services they need when they need them within the funding available? Please write in the box below.

Q8b To what extent do you agree or disagree that children’s centres are an appropriate area for the county council to make savings?

Agree

Disagree

Don't Know

Q8c To what extent do you agree or disagree that the savings should be made from other county council services before making any saving from children’s centres?

Agree

Disagree

Don't Know

Specific changes in your borough

In this section of the questionnaire we will briefly describe the proposed changes to children’s centres in each of the boroughs and districts. You can comment on plans for one borough or district (i.e. the borough where you live) or comment on several boroughs or districts, the decision is yours. Boroughs and districts have been grouped into four areas as we will be looking for services to work together at an area level. Here are the list of districts and boroughs to help you find the pages that are relevant to you.

District and borough	Go to page	District and borough	Go to page
NORTH EAST		SOUTH EAST	
Elmbridge	7	Mole Valley	15
Epsom & Ewell	8	Reigate & Banstead	16
Spelthorne	9	Tandridge	18
NORTH WEST		SOUTH WEST	
Runnymede	11	Guildford	19
Surrey Heath	12	Waverley	20
Woking	14		

North East Surrey

Elmbridge

Elmbridge is a borough in Surrey where significant numbers of young children are living in workless or low income households. Elmbridge is an urban area with 11 main towns/villages. These include:

Long Ditton	Claygate	Molesey	Cobham
Thames Ditton	Oxshott	Hersham	Weybridge
Hinchley Wood	Esher	Walton-on-Thames	

There are currently seven children’s centres in Elmbridge serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children’s centres in two of the areas of highest need. These are: **Walton-on-Thames and Molesey**

There will continue to be services available in the satellite children’s centres in the north east of Surrey, although these may be offered less frequently and families may need to travel further to take part. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children’s centres	Address
Walton Sure Start Children’s Centre	Grovelands School, Sandy Lane, Walton-on-Thames KT12 2EQ
Weybridge Children’s Centre - A Sure Start for all	The Churchfield Pavilion, Churchfield Road. Weybridge KT13 8DB
Three Rivers Sure Start Children’s Centre	Chandlers Field School, High Street. West Molesey KT8 2LX
Burhill Sure Start Children’s Centre	Burhill Community Primary School, New Berry Lane, Hersham, Walton on Thames, KT12 4HQ
Cobham Sure Start Children’s Centre	Cedar Centre and Library, Cedar Road. Cobham KT11 2AE
Thames Ditton Sure Start Children’s Centre	The Dittons. Thames Ditton Centre for the Community. Mercer Close, Thames Ditton, KT7 0BS
Claygate and Oxshott Sure Start Children’s Centre	Claygate Community Centre. Elm Road. Claygate KT10 0EH

Future locations for children’s centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Walton Sure Start Children’s Centre	Cobham Sure Start Children’s Centre	Burhill Sure Start Children’s Centre
Three Rivers Sure Start Children’s Centre		Weybridge Children’s Centre – A Sure Start for all
		The Dittons Sure Start Children’s Centre
		Claygate and Oxshott Sure Start Children’s Centre

Q9a: Do you have any views on the proposed changes in Elmbridge?

Please write your response here

Q9b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Epsom and Ewell

Epsom and Ewell is a borough in Surrey where relatively few young children live in workless or low income households. Epsom and Ewell is an urban area with seven main town/villages. These include:

Epsom	West Ewell	Nonsuch	Horton
Ewell Village	Stoneleigh	Langley Vale	

There are currently four children’s centres in Epsom and Ewell serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children’s centres in two of the areas of highest need. These are: **Ewell and Epsom**

There will continue to be services available in the satellite children’s centres in the north east of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Name of current children’s centres	Address
Riverview Sure Start Children’s Centre	Riverview.CC, Riverview Rd, Epsom KT19 0JP
Epsom Primary Sure Start Children’s Centre	Pound Lane, Epsom KT19 8SD

St Martins Sure Start Children's Centre	Worple Rd, Epsom KT18 7AA
Meadow Sure Start Children's Centre	Sparrow Farm Road Stoneleigh Epsom KT17 2LW

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Riverview Sure Start Children's Centre		St Martins Sure Start Children's Centre
Epsom Primary Sure Start Children's Centre		Meadow Sure Start Children's Centre

**Q10a: Do you have any views on the proposed changes in Epsom and Ewell?
Please write your response here**

Q10b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not sure/ I have no opinion

Q10c: If we are unable to use the current children's centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not sure/ I have no opinion

NOW PLEASE GO TO QUESTION 20 – IF YOU DON'T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Spelthorne

Spelthorne is a borough in Surrey where high numbers of young children are living in workless or low income households. Spelthorne is an urban area with eight main towns/villages. These include:

Staines Stanwell Moor Upper Halliford Shepperton
Stanwell Ashford Sunbury Laleham

There are currently six children's centres in Spelthorne serving families in all these communities. To ensure that we can continue to support families that most need our help the

county council proposes to locate children’s centres in two of the areas of highest need. These are: **Stanwell and Ashford**

There will continue to be services available in the satellite children’s centres in the north east of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children’s centres	Address
Stanwell Sure Start Children’s Centre	Hadrian Way, Stanwell, Staines TW19 7HT
Clarendon School & Sure Start Children’s Centre	Clarendon School, 1 Knapp Rd, Ashford TW15 2HZ
Saxon Sure Start Children’s Centre	Saxon School, Briar Road, Shepperton TW17 0JB
Buckland Sure Start Children’s Centre	c/o Buckland Primary School, Berryscroft Road, Staines TW18 1NB
Kenyngton Manor Primary School & Sure Start Children’s Centre	Kenyngton Manor Primary School. Bryony Way, Sunbury-on-Thames TW16 7QL
Spelthorne School and Sure Start Children’s Centre	Chertsey Rd, Sunbury-on-Thames, Ashford TW15 1TB

Future locations for children’s centres	Centres where fewer less frequent services may be offered – satellite centres	Current children’s centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Stanwell Sure Start Children’s Centre	Buckland Sure Start Children’s Centre	Kenyngton Manor Sure Start Children’s Centre
Clarendon School & Sure Start Children’s Centre	Saxon Sure Start Children’s Centre	Spelthorne Sure Start Children’s Centre

Q11a: Do you have any views on the proposed changes in Spelthorne?_Please write your response here

Q11b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

North West Surrey

Runnymede

Runnymede is an area of Surrey where some young children are living in workless or low income households. Runnymede is an urban area with nine main towns/villages. These include:

Chertsey	Egham	Ottershaw
Woodham	Virginia Water	Englefield Green
Addlestone	New Haw	Thorpe

There are currently four children’s centres in Runnymede serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children’s centres in two of the areas of highest need. These are: **Egham and Addlestone**

There will continue to be services available in the satellite children’s centres in the north west of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families. The county council is also proposing to provide some children’s centre services from Addlestone Youth Centre.

Names of current Children’s Centre	Address
The Haven Sure Start Children’s Centre	The Hythe School, Thorpe Road, Staines TW18 3HD
Sayes Court Sure Start Children’s Centre	188 Sayes Court Farm Drive. Addlestone KT15 1NB
Chertsey Nursery Sure Start Children’s Centre	Pycroft Rd, Chertsey KT16 9ER
The Poplars Sure Start Children’s Centre	Queen Mary’s Dr, Addlestone KT15 3TT

Future locations for children’s centres	Centres where fewer less frequent services may be offered- satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
The Haven Sure Start Children’s Centre	Proposal to locate children’s centre services at Addlestone Youth Centre	Sayes Court Sure Start Children’s Centre
	Chertsey Nursery School and Children’s Centre	The Poplars Sure Start Children’s Centre

Q12a: Do you have any views on the proposed changes in Runnymede? Please write your response here

Q12b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Surrey Heath

Surrey Heath is a borough in Surrey where there relatively few young children living in workless or low income households. Surrey Heath has a mix of urban and more rural communities. There are 11 main towns/villages. These include:

- | | | |
|------------|---------------|----------|
| Camberley | Deepcut | West End |
| Bagshot | Frimley | Mytchett |
| Bisley | Frimley Green | |
| Chobham | Lightwater | |
| Windlesham | | |

There are currently five children’s centres in Surrey Heath serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children’s centres in two of the areas of highest need. These are: **Camberley (Old Dean) and Frimley**

There will continue to be services available in the satellite children’s centres in the north west of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current Children's Centre	Address
The Orchard Sure Start Children's Centre	The Orchard, James Road, Camberley GU15 2RG
Pine Ridge School Sure Start Children's Centre	Esher Rd, Camberley GU15 4AR
Bagshot Infant School & Sure Start Children's Centre	School Lane, Bagshot GU19 5BP
Chobham & West End Sure Start Children's Centre	4 Steps Bagshot Road Chobham, Woking GU24 8AB
Mytchett Sure Start Children's centre	Hamesmoor Road, Mytchett. Camberley, Surrey GU16 6JB

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Orchard Sure Start Children's Centre		Bagshot Sure Start Children's Centre
Pine Ridge Sure Start Children's Centre		Chobham and West End Sure Start Children's Centre
		Mytchett Sure Start Children's Centre

Q13a: Do you have any views on the proposed changes in Surrey Heath? Please write your response here

Q13b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not sure/ I have no opinion

Q13c: If we are unable to use the current children's centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not sure/ I have no opinion

NOW PLEASE GO TO QUESTION 20 – IF YOU DON'T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Woking

Woking is an area of Surrey where some young children are living in workless or low income households. Woking is a mainly urban area with 12 main towns/villages. These include:

Byfleet	Horsell	Mayford
Pyrford	St John's	Old Woking
Woking	Knaphill	Kingfield
Sheerwater	Brookwood	West Field

There are currently six children's centres in Woking serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children's centres in two of the areas of highest need. These are:

Sheerwater and Woking

There will continue to be services available in the satellite children's centres in the north west of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current Children's Centres	Address
Sythwood Sure Start Children's Centre	Sythwood Primary School, Sythwood, Woking, GU21 3AX
Woking Sure Start Children's Centre	Blackmore Crescent Woking. GU21 5NZ
Pyrford and Byfleet Sure Start Children's Centre	Coldharbour Rd, Woking GU22 8SP
Horsell Sure Start Children's Centre	Horsell Village School, Church Hill, Woking GU21 4QQ
St John's Sure Start Children's centre	Victoria Rd, Knaphill GU21 2AS
Brookwood Sure Start Children's centre	Connaught Road. Brookwood Surrey. GU24 0HF

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Sythwood Sure Start Children's Centre		St John's Sure Start Children's Centre
Woking Sure Start Children's Centre		Pyrford and Byfleet Sure Start Children's Centre
		Horsell Sure Start Children's Centre
		Brookwood Sure Start Children's Centre

Q14a: Do you have any views on the proposed changes in Woking?

Please write your response here

Q14b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree or disagree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

South East Surrey

Mole Valley

Mole Valley is a district in Surrey where there are very few young children living in workless or low income households. Mole Valley has a mix of urban and rural communities. There are 14 main towns/villages. These include:

Dorking	Newdigate	Buckland and Betchworth
Leatherhead	North Holmwood	Headley and Boxhill
Ashted	South Holmwood	Westcott
Great Bookham	Capel	Abinger
Fetcham	Charlwood	

There are currently two children’s centres in Mole Valley serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate a children’s centre in one of the areas of highest need. This is: **Dorking (North Holmwood)**

The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children’s centres	Address
Leatherhead Trinity School & Children's Centre	Aperdele Road, Leatherhead, KT22 7QT
Dorking Nursery School Sure Start Children's Centre	Split site: West Street, Dorking, RH4 1BY Goodwyns Road, Dorking, RH4 2LR (North Holmwood part of Dorking CC)

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Dorking Nursery School Sure Start Children's Centre (North Holmwood Goodwyns Road site)	Dorking Nursery School Sure Start Children's Centre (West Street site)	Leatherhead Trinity School & Children's Centre

Q15a: Do you have any views on the proposed changes in Mole Valley?

Please write your response here

Q15b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15c: If we are unable to use the current children's centre buildings we will endeavour to find a local alternative. To what extent do you agree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON'T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Reigate and Banstead

Reigate and Banstead is a borough in Surrey where there are significant numbers of young children living in workless or low income households. Reigate and Banstead has a mix of urban and rural communities. There are 12 main towns/villages. These include:

Reigate	Kingswood	Chipstead	Netherne on the Hill
Redhill	Earlswood	Hooley	
Banstead	Tadworth	Salfords	
Horley	Merstham		

There are currently eight children's centres in Reigate and Banstead serving families in all these communities. To ensure that we can continue to support families that most need our help the County Council proposes to locate children's centres in four of the areas of highest need. These are: **Redhill, Merstham, Epsom Downs and Horley**

The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children's centres	Address
Epsom Downs Sure Start Children's Centre	St Leonards Rd, Epsom Downs KT18 5RJ
Welcare in East Surrey Sure Start Children's Centre	24 Warwick Rd, Redhill RH1 1BU
The Red Oak Merstham	Radstock Way, Merstham, Redhill RH1 3NH
Steppingstones Sure Start Children's Centre	Ifold Rd, Redhill RH1 6DZ
Dovers Green Sure Start Children's Centre	Rushetts Rd, Reigate RH2 7RF
Horley Community Sure Start Children's Centre	The Bungalow, Meath Green Infant School, Kiln Lane, Horley RH6 8JG
The Windmill Sure Start Children's Centre	Whealers Lane Smallfield. Horley. Surrey RH6 9PT
YMCA Sure Start Children's Centre in Banstead	The Horseshoe, Banstead SM7 2BQ

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Epsom Downs Sure Start Children's Centre		Steppingstones Sure Start Children's Centre
Welcare in East Surrey Sure Start Children's Centre		Dovers Green Sure Start Children's Centre
The Red Oak Merstham		Horley Community Sure Start Children's centre
Horley. Proposed offer within Horley Youth Centre		The Windmill Sure Start Children's Centre
		YMCA Sure Start Children's Centre in Banstead

**Q16a: Do you have any views on the proposed changes in Reigate and Banstead?
Please write your response here**

Q16b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Tandridge

Tandridge is a district in Surrey where there are very few young children living in workless or low income households. Tandridge is a predominantly rural district. There are 12 main towns/villages. These include:

Caterham	Bletchingly	Whyteleaf
Caterham on the Hill	Lingfield	Warlingham
Hurst Green	Godstone	Blindley Heath
Nutfield	Oxted	Smallfield

There are currently four children’s centres in Tandridge serving families in all these communities. To ensure that we can continue to support families that most need our help the County Council proposes to locate the children’s centre in one of the highest areas of need. This is: **Caterham**

In addition some services will continue to be provided for families in Godstone using existing community venues.

The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children’s centre	Address
Caterham Sure Start Children’s Centre	Marden Lodge Primary School, Croydon Road, Caterham CR3 6QH
Hurst Green & Holland Sure Start Children’s Centre	Wolfs Wood, Hurst Green, Surrey RH8 0HJ
St Piers Sure Start Children’s Centre	Pier’s Lane, Lingfield. Surrey RH7 6PW
Hamsey Green Sure Start Children’s centre	Tithepit Shaw Lane, Warlingham CR6 9AP

Future locations for children’s centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Caterham Sure Start Children’s Centre		Hurst Green & Holland Sure Start Children’s Centre
		St Piers Sure Start Children’s Centre
		Hamsey Green Sure Start Children’s Centre

Q17a: Do you have any views on the proposed changes in Tandridge?

Please write your response here

Q17b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

South West Surrey

Guildford

Guildford is a borough in Surrey where there high numbers of young children living in workless or low income households. Guildford has a mix of urban and rural communities. There are 19 main towns/villages. These include:

Guildford	East and West	Ash	Stoughton
Merrow	Horsely	Shalford	Normandy
Burpham	Send	Albury	Gomshall
Clandon	Ripley	Chilworth	Tongham
	Jacobs Well	Worplesdon	Pirbright Camp

There are currently five children’s centres in Guildford serving families in all these communities. To ensure that we can continue to support families that most need our help the county council proposes to locate children’s centres in three of the areas of highest need. These are:

Guildford Park Barn, Guildford Westborough and Ash

There will continue to be services available in the satellite children’s centres in the south west of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children's centre	Address
Guildford Nursery School and Sure Start Children's Centre	Hazel Avenue, Bellfields, Guildford Surrey GU1 1NR
The Spinney Sure Start Children's Centre	Southway, Guildford GU2 8YD
Boxgrove Sure Start Children's Centre	Boxgrove Lane, Guildford, Surrey GU1 2TD
St Paul's C of E Infant School & Sure Start Children's Centre	East Ring, The Cardinals, Tongham, Farnham GU10 1EF
Ash Grange Sure Start Children's Centre	Church Road, Ash, GU12 6LX.

Future locations for children's centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Guildford Nursery School and Sure Start Children's Centre	Ash Grange Sure Start Children's Centre	Boxgrove Sure Start Children's Centre
The Spinney Sure Start Children's Centre		St Paul's C of E Infant School & Sure Start Children's Centre

Q18a Do you have any views on the proposed changes in Guildford?

Please write your response here

Q18b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18c: If we are unable to use the current children's centre buildings we will endeavour to find a local alternative. To what extent do you agree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON'T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Waverley

Waverley is a borough in Surrey where there are very few young children living in workless or low income households. Waverley is predominantly a rural borough. There are 14 main towns/villages. These include:

Godalming
Farncombe
Milford
Cranleigh

Haslemere
Elstead
Churt
Seale

Hindhead
Chiddingfold
Witley
Farnham

Upper Hale
Bramley

There are currently seven children’s centres in Waverley serving families in all these communities. To ensure that we can continue to support families that most need our help the County Council proposes to locate children’s centres in two of the areas of highest need. These are: **Upper Hale and Farncombe**

There will continue to be services available in the satellite children’s centres in the south west of Surrey, although these may be offered less frequently and families may need to travel further to take part. The new approach will continue the use of outreach to support families in their own communities. The centres where no county council services will be offered may be available for other services to be offered for local families.

Names of current children’s centre	Address
Hale Sure Start Children’s Centre	Upper Hale Rd, Farnham, GU9 0LR
Potters Gate Sure Start Children’s Centre	Potters Gate, Farnham GU9 7BB
Elstead & Villages Sure Start Children’s Centre	St James CE Primary School, Thursley Rd, Elstead, GU8 6DH
Wharf Nursery School & Sure Start Children’s Centre	Woolsack Way, GU7 1JG
Loseley Fields Sure Start Children’s centre	Green Lane, Binscombe. Godalming. Surrey GU7 3TB
Christopher Robin Sure Start Children’s Centre	Christopher Robin CC Parsonage Road, Cranleigh, GU6 7AN
Tennyson’s Sure Start Children’s centre	St Bartholomew’s School. Derby Road. Haslemere GU27 1BP

Future locations for children’s centres	Centres where fewer less frequent services may be offered – satellite centres	Current centres where no SCC service will be offered, but may be available to be used by other services for local children and/or families
Loseley Fields Sure Start Children’s Centre	Wharf Nursery School & Sure Start Children’s Centre (Eashing Building or community venues)	Tennyson’s Sure Start Children’s Centre
Hale Sure Start Children’s Centre	Potters Gate Sure Start Children’s Centre	Christopher Robin Sure Start Children’s Centre
		Elstead & Villages Sure Start Children’s Centre

**Q19a: Do you have any views on the proposed changes in Waverley?
Please write your response here**

Q19b: Given that we have to make these reductions and are committed to targeting funding at the areas of highest need; to what extent do you agree or disagree that we have chosen the right locations for these services? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19c: If we are unable to use the current children’s centre buildings we will endeavour to find a local alternative. To what extent do you agree with this approach? Tick one box only

Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not sure/ I have no opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW PLEASE GO TO QUESTION 20 – IF YOU DON’T WISH TO COMMENT ON ANY OTHER DISTRICTS OR BOROUGHES.

Finally we would like to ask a bit about you. This will help us check that we are receiving views from a wide range of people. As stated earlier, all your responses will be kept confidential and combined with other responses to generate overall statistics.

Q20 Do you live, work, reside or study in Surrey

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Don't Know	<input type="checkbox"/>
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Q21 Are you....

	Tick all that apply
A child/ young person	
Parent/ carer/grandparent of a child aged 0-4years	
Parent / carer/grandparent of a child aged 5-11years	
Parent/ carer/grandparent of a child aged 12-15years	
Parent/ carer/grandparent of a young person aged 16-25years	
Someone who is likely to be a parent/ carer/grandparent within the next 12 months	
Community representative	
A children’s centre provider	
A child minder	
Children’s centre worker/ practitioner	
Elected Surrey County Council member	
Elected borough/ district member	
School/ college representative	
Health practitioner	
Police/ community safety officer	
None of the above	

Q22: Do you have any children with special educational needs or disabilities?

Yes No Don't Know

Q23: To better understand how you use children's centres it's useful for us to know the town or area you live in. To help us with this, please enter the first part of your postcode. For example, if your postcode is KT20 2EE please enter KT20. Or if your postcode is GU3 5LF please enter GU3.

Please enter the first part of your post code here:

I would prefer not to answer this question

Q24: If you are a resident, which borough or district do you live in? This is the borough/district which collects your council tax. Tick one box only

Elmbridge	
Epsom & Ewell	
Guildford	
Mole Valley	
Reigate & Banstead	
Runnymede	

Spelthorne	
Surrey Heath	
Tandridge	
Waverley	
Woking	
Don't know	

Q25: If you are a practitioner/ other stakeholder, which borough or district do you work in? Tick one box only

Elmbridge	
Epsom & Ewell	
Guildford	
Mole Valley	
Reigate & Banstead	
Runnymede	
Spelthorne	

Surrey Heath	
Tandridge	
Waverley	
Woking	
Countywide	
Don't know	

Q26: Which statements best describe your experience of children's centres in Surrey. Tick all that apply.

	Tick all that apply
In the last 12 months I have attended a children's centre as a carer/parent/ grandparent	
In the past (over 12 months ago) I have attended a children's centre as a carer/parent/ grandparent	
In the last 12 months I have attended a children's centre as a children's centre worker or practitioner- i.e. worked at one of the children's centres	
In the past (over 12 months ago) I have attended a children's centre as a children's centre worker or practitioner - i.e. worked at one of the children's centres	
I have never attended a children centre but I am planning to make use of one within the next 12 months	
I have never attended a children's centre in Surrey.	

Q27: Do you currently use a children's centre in Surrey

Yes

No

Don't Know

Q28: IF YES which children's centre do you use?

	Tick one
Ash Grange Sure Start Children's Centre	
Bagshot Infant School & Sure Start Children's Centre	
Banstead Sure Start Children's Centre	
Boxgrove Sure Start Children's Centre	
Brookwood Sure Start Children's Centre	
Buckland Sure Start Children's Centre	
Burhill Sure Start Children's Centre	
Caterham Sure Start Children's Centre	
Chertsey Sure Start Children's Centre	
Chobham & West End Sure Start Children's Centre	
Christopher Robin Sure Start Children's Centre	
Clarendon School & Sure Start Children's Centre	
Claygate & Oxshott Sure Start Children's Centre	
Cobham Sure Start Children's Centre	
Dorking Nursery School Sure Start Children's Centre	
Dovers Green Sure Start Children's Centre	
Elstead & Villages Sure Start Children's Centre	
Epsom Downs Sure Start Children's Centre	
Epsom Sure Start Children's Centre	
Guildford Sure Start Children's Centre	
Hale Sure Start Children's Centre	
Hamsey Green Sure Start Children's Centre	
Horley Community Sure Start Children's Centre	
Horsell Village School & Sure Start Children's Centre	
Hurst Green & Holland Sure Start Children's Centre	
Kenyngton Manor Sure Start Children's Centre	
Leatherhead Trinity School & Sure Start Children's Centre	
Loseley Fields Sure Start Children's Centre	
Meadow Sure Start Children's Centre	
Mytchett Sure Start Children's Centre	
Pine Ridge School Sure Start Children's Centre	
Potters Gate Sure Start Children's Centre	
Pyrford & Byfleet Sure Start Children's Centre	
Riverview Sure Start Children's Centre	
Saxon Sure Start Children's Centre	
Sayes Court Sure Start Children's Centre	
Spelthorne School Sure Start Children's Centre	
St John's Primary School & Sure Start Children's Centre	
St Martin's Sure Start Children's Centre	
St Paul's C of E Infant School & Sure Start Children's Centre	
St Piers Sure Start Children's Centre	
Stanwell Sure Start Children's Centre	
Steppingstones Sure Start Children's Centre	
Sythwood Sure Start Children's Centre	
Tennyson's Sure Start Children's Centre	
The Dittons Sure Start Children's Centre	

The Haven Sure Start Children's Centre	
The Orchard Sure Start Children's Centre	
The Poplars Sure Start Children's Centre	
The Red Oak Sure Start Children's Centre	
The Spinney Sure Start Children's Centre	
The Windmill Sure Start Children's Centre	
Three Rivers Sure Start Children's Centre	
Walton Sure Start Children's Centre	
Welcare in East Surrey Sure Start Children's Centre	
Weybridge Sure Start Children's Centre	
Wharf Nursery School & Sure Start Children's Centre	
Woking Sure Start Children's Centre	

Q29: What is your gender?

Male Female Prefer not to say

Q30: What age group are you?

Under 18 18-24 25-44 45-64
 65-74 Over75 Prefer not to say

Q31: Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months? Please tick one box only

Yes- limited a lot Yes- limited a little No Prefer not to say

Q32: Do you look after, or give help or support to family members, friends, neighbours or others because of either: long- term physical or mental ill-health/disability and/or problems related to old age? Tick one box only.

No Yes, 1-19 hours a week
 Yes, 20-49 hours a week Yes, 50 or more hours a week
 Prefer not to say

Q33: Which of the following categories do you feel best describes your employment status?

	Tick one box
Full-time employment (30 hours or more per week)	
Part-time employment (less than 30 hours per week)	
Self-employed (full-time or part-time)	
Voluntary employment	
Not employed	
In full-time education (school, college or university)	
In part-time education (school, college or university)	
Homemaker	
Not required to work due to a disability or illness	
Retired	

Q34: Which of the following categories best describes your ethnicity?

	Tick one box
White British	
White any other background	
Black or Black British	
Asian or Asian British	
Mixed race	
Gypsy, Roma, Traveller	
Prefer not to say	

Other backgrounds

Q35: What is your religion?

	Tick one box
Buddhist	
Hindu	
Christian (including all Christian denominations)	

	Tick one box
Sikh	
Jewish	
Muslim	
Prefer not to say	

Any other religion - please specify

Thank you for taking the time to read and complete this consultation questionnaire.

The analysis of the responses to this consultation will be presented to the county council's Cabinet early in the new year when a decision will be made.

Please note that the information you are being asked to provide is anonymous data. The responses you provide will be used for the purposes of this consultation and may be used to provide feedback on other consultations occurring at this time.

Whilst we will carefully consider the responses that you give in the questionnaire, we are unable to respond to individual comments or questions about the current or future operation of individual services.

When you have completed this questionnaire, post it back to us in the Freepost envelope provided.

Please return this questionnaire to us by Friday 4 January 2019.

Continue to check the website surreycc.gov.uk/consultations for further updates.

