What do you think?

Changes to children’s centres

Easy Read
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Children’s Centres</td>
<td>4</td>
</tr>
<tr>
<td>Why change?</td>
<td>5</td>
</tr>
<tr>
<td>Helping families become more resilient</td>
<td>6</td>
</tr>
<tr>
<td>How children’s centres would change</td>
<td>8</td>
</tr>
<tr>
<td>What do you think?</td>
<td>11</td>
</tr>
<tr>
<td>About you</td>
<td>37</td>
</tr>
<tr>
<td>Thank you</td>
<td>45</td>
</tr>
<tr>
<td>For more information</td>
<td>46</td>
</tr>
</tbody>
</table>
Introduction

Surrey County Council is thinking of making changes to the Children’s Centres.

Before it makes the final decision, the council wants to know what you think.

Please read through this document and tell us what you think by answering the questions that start on page 11.

We need you to send your answers back by Friday 4th January 2019.
Children’s Centres

Currently there are 58 children’s centres across Surrey.

They mainly help families with children aged 0 – 5.

They welcome all families in their area.
Why change?

Surrey County Council wants every child in Surrey to make the most of their lives.

There are families with older children that need some extra help. We want the children’s centres to help them more.

Surrey County Council is getting less money from the Government to pay for services like children’s centres.

We need to make the most of the money that we have.
Helping families become more resilient

**Resilience** means being able to cope when things go wrong.

We want to help families become more resilient.

We will do this by:

- Giving advice on things like parenting, health and education
- Giving a bit of extra help to families that have difficulties.
  
  This could be:
  - Help with looking after their money
  - Help with a relationship
  - Help after someone has died
Giving a lot of help to families with tough problems.
This could be help with:
- A child with disabilities
- A child with challenging behaviour

Giving specialist help to a few families.
This could be help with:
- Children who have been abused

We want to give help to families earlier, before the problems become very hard.
How children’s centres would change

We want children’s centres to:

- Support the whole family

- Give help to families with children up to age 11

- Help families to get help from other services like:
  - Health visitors
  - Midwives
  - Citizen’s advice
  - Support with housing and employment
The centres

We want to have 21 main centres. We would have at least one in each of the 11 districts or boroughs.

There will also be smaller centres which offer fewer services.

We don’t think we should mobile centres any more. But we will have some workers who can come and visit people at home.

If we have to stop services, we would like to find other ways the building could be used.

Families that don’t have much money

We want children’s centres to focus more on areas where families do not have much money.
Charges
We are thinking that families should pay a small charge for some services if they can afford it.

Volunteers
We want some activities to be run by volunteers.

A new name
we are thinking of calling the centres something new. Maybe:
- Family Centres
- Child and Family Centres
- Family and Community Hubs
What do you think?

**Question 1a:** What do you think about our plans to help families to be more resilient? - see page 6.

**Question 1b:** Do you agree or disagree with our plan to help families earlier before problems get worse?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 2:** Do you agree or disagree with the plan to stop the mobile children’s centres?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure
**Question 3:** Do you agree or disagree with focussing on areas where families don’t have much money?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 4:** Do you agree or disagree that families should pay towards some service if they can afford it?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 5:** Do you agree or disagree that children’s centres should give people a chance to volunteer?

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Question 6a:** Do you agree or disagree that volunteers should run some activities in children’s centres?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 6b:** Would you volunteer in a children’s centre?

- Definitely
- Yes
- Neither
- No
- Definitely not
- Not sure

**Question 7:** What should we call the new centres?

- Family Centres
- Child and Family Centres
- Family and Community Hubs
- Something else - what do you think?
Question 8: Is there anything else we should think about when we change the centres?

Question 8b: Do you agree or disagree with the council saving some of the money they spend on children’s centres?

Question 8c: Do you agree or disagree with the council making savings somewhere else first?
Changes in your borough

This next section is about the changes to children’s centres in each of the boroughs and districts in Surrey.

You can answer questions about the borough where you live.

You can also answer questions about any other boroughs or districts if you want to.

Boroughs and districts have been put into four groups.

Each group is for an area where we are looking for services to work together.
Here is the list of boroughs and districts to help you find which page they are on to answer the questions:

<table>
<thead>
<tr>
<th>North East</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elmbridge</td>
<td>17</td>
</tr>
<tr>
<td>Epsom &amp; Ewell</td>
<td>19</td>
</tr>
<tr>
<td>Spelthorne</td>
<td>21</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>North West</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Runnymede</td>
<td>23</td>
</tr>
<tr>
<td>Surrey Heath</td>
<td>25</td>
</tr>
<tr>
<td>Woking</td>
<td>27</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>South East</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mole Valley</td>
<td>29</td>
</tr>
<tr>
<td>Reigate &amp; Banstead</td>
<td>31</td>
</tr>
<tr>
<td>Tandridge</td>
<td>33</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>South West</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Guildford</td>
<td>35</td>
</tr>
<tr>
<td>Waverley</td>
<td>37</td>
</tr>
</tbody>
</table>
Changes in Elmbridge

We would have main centres at:
- Walton Sure Start Children’s Centre
- Three Rivers Sure Start Children’s Centre

We would have fewer services at:
- Cobham Sure Start Children’s Centre

We would stop having services at:
- Burhill 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
**Question 9a:** Do you have any views on the proposed changes in Elmbridge?

**Question 9b:** Do you agree or disagree that these are the right places for these services?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Question 9c:** Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

<table>
<thead>
<tr>
<th></th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Epsom and Ewell

We would have main centres at:

- Riverview Sure Start Children’s Centre
- Epsom Primary Sure Start Children’s Centre

We would stop having services at:

- St Martin’s Sure Start Children’s Centre
- Meadow Sure Start Children’s Centre
Question 10a: Do you have any views on the proposed changes in Epsom and Ewell?

Question 10b: Do you agree or disagree that these are the right places for these services?

Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

Question 10c: Do you agree or disagree that if we can't use the current children's centre building we will try and find another local building and use that?

Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Spelthorne

We would have main centres at:
- Stanwell Sure Start Children’s Centre
- Clarendon school and Sure Start Children’s Centre

We would have fewer services at:
- Buckland Sure Start Children’s Centre
- Saxon Sure Start Children’s Centre

We would stop having services at:
- Kenyngton Manor Sure Start Children’s Centre
- Spelthorne Sure Start Children’s Centre
Question 11a: Do you have any views on the proposed changes in Spelthorne?

Question 11b: Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

Question 11c: Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Runnymede

We would have main centres at:
- The Haven Sure Start Children’s Centre

We would have fewer services at:
- Addlestone Youth centre
- Chertsey Nursery School and Children’s Centre

We would stop having services at:
- Sayes Court Sure Start Children’s Centre
- The Poplars Sure Start Children’s Centre
Question 12a: Do you have any views on the proposed changes in Runnymede?

Question 12b: Do you agree or disagree that these are the right places for these services?

Strongly agree
Agree
Neither
Disagree
Strongly disagree
Not sure

Question 12c: Do you agree or disagree that if we can't use the current children’s centre building we will try and find another local building and use that?

Strongly agree
Agree
Neither
Disagree
Strongly disagree
Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Surrey Heath

We would have main centres at:
- Orchard Sure Start Children’s Centre
- Pine Ridge Sure Start Children’s Centre

We would stop having services at:
- Bagshot Sure Start Children’s Centre
- Chobham and West End Sure Start Children’s Centre
- Mytchett Sure Start Children’s Centre
Question 13a: Do you have any views on the proposed changes in Surrey Heath?

Question 13b: Do you agree or disagree that these are the right places for these services?

Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

Question 13c: Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Woking

We would have main centres at:

- Sythwood Sure Start Children’s Centre
- Woking Sure Start Children’s Centre

We would stop having services at:

- St John’s 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
Question 14a: Do you have any views on the proposed changes in Woking?

Question 14b: Do you agree or disagree that these are the right places for these services?

[Smiley face] [Smiley face] [Neutral] [Sad face] [Sad face] [Question mark]
Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

Question 14c: Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

[Smiley face] [Smiley face] [Neutral] [Sad face] [Sad face] [Question mark]
Strongly agree  Agree  Neither  Disagree  Strongly disagree  Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Mole Valley

We would have main centres at:

- Dorking Nursery School Sure Start
- Children’s Centre - North Holmwood
- Goodwyns Road site

We would have fewer services at:

- Dorking Nursery School Sure Start
- Children’s Centre - West street site

We would stop having services at:

- Leatherhead Trinity School and Children’s Centre
Question 15a: Do you have any views on the proposed changes in Mole Valley?

Question 15b: Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

Question 15c: Do you agree or disagree that if we can't use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Reigate and Banstead

We would have main centres at:
- Epsom Downs Sure Start Children’s Centre
- Welcare in East Surrey Sure Start Children’s Centre
- The Red Oak Merstham
- Horley

We would stop having services at:
- Steppingstones Sure Start Children’s Centre
- Dovers Green Sure Start Children’s Centre
- Horley Community Sure Start Children’s Centre
- The Windmill Sure Start Children’s Centre
- YMCA Sure Start Children’s Centre in Banstead
**Question 16a:** Do you have any views on the proposed changes in Reigate and Banstead?

**Question 16b:** Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 16c:** Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Tandridge

We would have main centres at:
• Caterham Sure Start Children’s Centre

We would stop having services at:
• Hurst Green and Holland Sure Start Children’s Centre
• St Piers Sure Start Children’s Centre
• Hamsey Green Sure Start Children’s Centre
**Question 17a:** Do you have any views on the proposed changes in Tandridge?

**Question 17b:** Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 17c:** Do you agree or disagree that if we can't use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Guildford

We would have main centres at:
- Guildford Nursery School and Sure Start Children’s Centre
- The Spinney Sure Start Children’s Centre

We would have fewer services at:
- Ash Grange Sure Start Children’s Centre

We would stop having services at:
- Boxgrove Sure Start Children’s Centre
- St Paul’s C of E Infant School & Sure Start Children’s Centre
**Question 18a:** Do you have any views on the proposed changes in Guildford?

**Question 18b:** Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 18c:** Do you agree or disagree that if we can’t use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
Changes in Waverley

We would have main centres at:

- Loseley Fields Sure Start Children’s Centre
- Hale Sure Start Children’s Centre

We would have fewer services at:

- Wharf Nursery School and Sure Start Children’s Centre
- Potters Gate Sure Start Children’s Centre

We would stop having services at:

- Tennyson’s Sure Start Children’s Centre
- Christopher Robin Sure Start Children’s Centre
- Elstead and Villages Sure Start Children’s Centre
**Question 19a:** Do you have any views on the proposed changes in Waverley?

**Question 19b:** Do you agree or disagree that these are the right places for these services?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

**Question 19c:** Do you agree or disagree that if we can't use the current children’s centre building we will try and find another local building and use that?

- Strongly agree
- Agree
- Neither
- Disagree
- Strongly disagree
- Not sure

If you don’t want to comment on any other boroughs or districts, please go to Question 20 on page 39.
About you

We would like to ask a bit about you.

This will help us check that we are getting the views from a wide range of people.

All your answers will be kept confidential.

Question 20: Do you live, work or study in Surrey?

☐ Yes

☐ No

☐ Don’t Know
**Question 21:** Are you...

- [ ] A child or young person
- [ ] Looking after a child aged 0-4 years
- [ ] Looking after a child aged 5-11 years
- [ ] Looking after a child aged 12-15 years
- [ ] Looking after a young person aged 16-25 years
- [ ] Likely to start looking after a child in the next 12 months
- [ ] Speaking for a community organisation
- [ ] Someone who runs a Children’s Centre
- [ ] A child minder
- [ ] Someone who works at a Children’s Centre
- [ ] A Councillor
- [ ] Speaking for a school or college
- [ ] A Health professional
- [ ] The Police
- [ ] None of these
Question 22: Do you have any children with special educational needs or disabilities?

☐ Yes  ☐ No
☐ Don’t Know

Question 23: What is the first part of your postcode?


Question 24: What part of Surrey do you live?

☐ Elmbridge
☐ Epsom & Ewell
☐ Guildford
☐ Mole Valley
☐ Reigate & Banstead
☐ Runnymede
☐ Spelthorne
☐ Surrey Heath
☐ Tandridge
☐ Waverley
☐ Woking
☐ Don’t know
Question 25: What part of Surrey do you work in?

- [ ] Elmbridge
- [ ] Epsom & Ewell
- [ ] Guildford
- [ ] Mole Valley
- [ ] Reigate & Banstead
- [ ] Runnymede
- [ ] Spelthorne
- [ ] Surrey Heath
- [ ] Tandridge
- [ ] Waverley
- [ ] Woking
- [ ] Don’t know
Question 26: Which of these applies to you?

☐ In the last 12 months I have used a children’s centre

☐ I used to go to a children’s centre in the past

☐ In the last 12 months I have worked at a children’s centre

☐ I used to work at a children’s centre in the past

☐ I am planning to use a children’s centre in the next 12 months

☐ I have never used a children’s centre in Surrey

☐ I don’t know/prefer not to answer

Question 27: Do you currently use a children’s centre in Surrey?

☐ Yes       ☐ No

☐ Don’t Know

Question 28: Which one?
**Question 29:** Are you...

- [ ] Male
- [ ] Female
- [ ] Prefer not to say
- [ ] I describe myself in another way, please say

**Question 30:** How old are you?

- [ ] Under 18
- [ ] 18 - 24
- [ ] 25 - 44
- [ ] 45 - 64
- [ ] 65 - 74
- [ ] Over 75
- [ ] Prefer not to say

**Question 31:** Do you have difficulty doing day to day things because of a disability or illness?

- [ ] Yes a lot
- [ ] Yes a little
- [ ] No
- [ ] Prefer not to say
Question 32: Do you look after someone who is old, ill or disabled?

☐ No
☐ Yes for 1 - 19 hours a week
☐ Yes for 20 to 49 hours a week
☐ Yes for more than 50 hours a week
☐ Prefer not to say

Question 33: Are you...

☐ In a full time job
☐ In a part time job
☐ Working for yourself
☐ A volunteer
☐ No job
☐ At school or college full time
☐ At school or college part time
☐ Homemaker
☐ I can’t work because of a disability or illness
☐ Retired
☐ I don’t know/prefer not to answer
**Question 34:** Are you...

- [ ] White British
- [ ] Any other white background
- [ ] Black, African, Caribbean or Black British
- [ ] Asian or Asian British
- [ ] Mixed or multiple ethnic groups
- [ ] Gypsy, Roma, Traveller
- [ ] Prefer not to say
- [ ] Another background - please say

**Question 35:** What is your religion?

- [ ] Buddhist
- [ ] Hindu
- [ ] Christian
- [ ] Sikh
- [ ] Jewish
- [ ] Muslim
- [ ] Prefer not to say
- [ ] No religion
- [ ] Any other religion - please say
Thank you

Thank you for giving your views.

The council will take your answers into account when they make their final decision.

Please now send your answers back using the Freepost envelope.

You don’t have to put a stamp on it.

We need your answers back by Friday 4th January.
For more information

If you need more information please contact us by:

Telephone: 03456 009 009

Textphone: 18001 03456 009 009

Text: 07860 053 465

Post:
Surrey County Council
County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DN

Website:
www.surreycc.gov.uk/consultations

Easy read by easy-read-online.co.uk