



Derby City Council

## Consultation with Nacro Service users and Stakeholders on reduction in funding

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## **1. Background and Methodology**

A 12 week consultation period was held with Nacro stakeholders and service users about the affects of funding cuts throughout December 2011 to February 2012.

Three different forms were designed to capture feedback from:

- Service Users
- Stakeholders
- The organisation

The organisation was provided with paper versions of these surveys to allow service users, stakeholders and other parties to complete with their feedback.

In total 88 responses were received from Service Users, with 16 received from stakeholders and 1 completed on behalf of the organisation.

The survey contained mostly open ended questions, which allowed respondents to give a qualitative response and therefore pass on their feelings. When analysing the results main themes have been identified for each of the questions and comments have been defined into these themes. Respondents also gave multiple comments to a question.

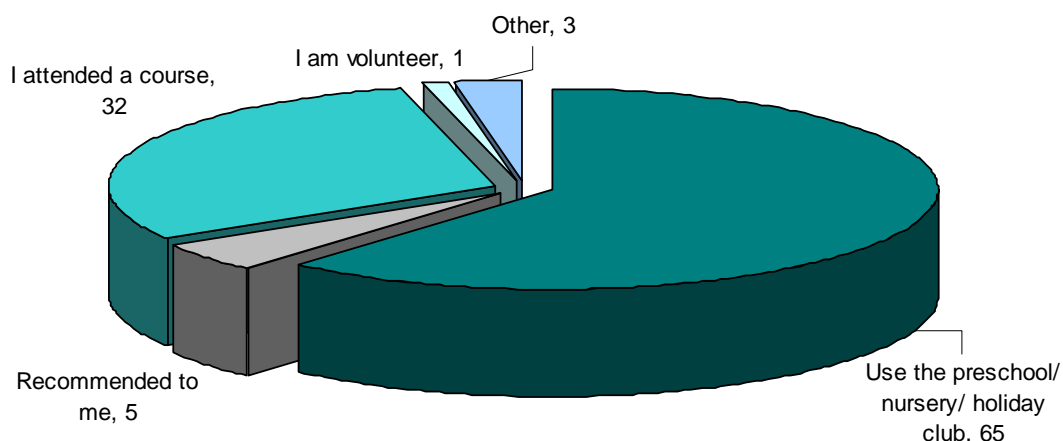
## 2. Service User Feedback

In total 88 respondents completed the service user survey. The main findings from these services users can be found in this section. All comments can be found in Appendix 1.

### 2.1 How do you know this organisation and which of their services do you use?

When asked about the use of Nacro the majority of respondents use this for their children, either for a pre-school to prepare their child for school, or to use the nursery or holiday club. 32 respondents stated that they attended a course there, with many of these using the child care facilities in order to attend the course.

Figure 1. How respondents use the service/know of Nacro.



Comments - some examples:

*This organisation helped myself as a young single parent step back into education by providing interesting and up to date courses which I completed and gained various qualifications. I was able to use the crèche service in order to make attending courses possible.*

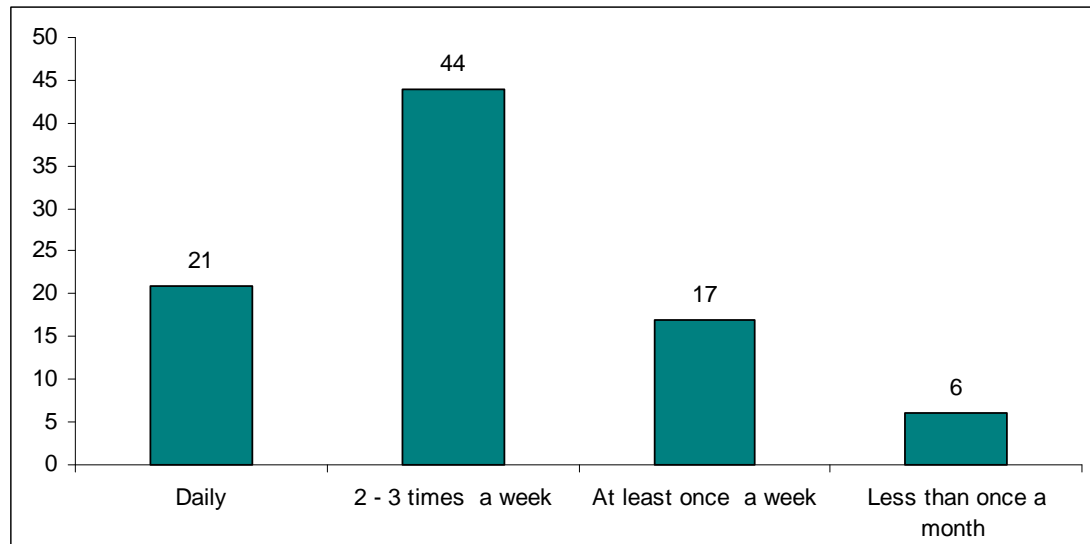
*I know this organisation because both my children attended the pre-school which both my boys loved and it has a lovely setting and also I still take my boys even now to the holiday clubs they some times run. Also I've done a few courses there which was helpful towards my future.*

*My two children come here. They love it. It helps them learn. I can do the shopping while they play and learn to share toys.*

## 2.2 Frequency of using the service

Respondents were asked how often they used the services from Nacro. 21 respondents said they use Nacro daily, 44 respondents use them 2-3 times a week. 17 respondents use Nacro at least once a week with 6 respondents who use them less than once a month.

Figure 2. Frequency of using Nacro.

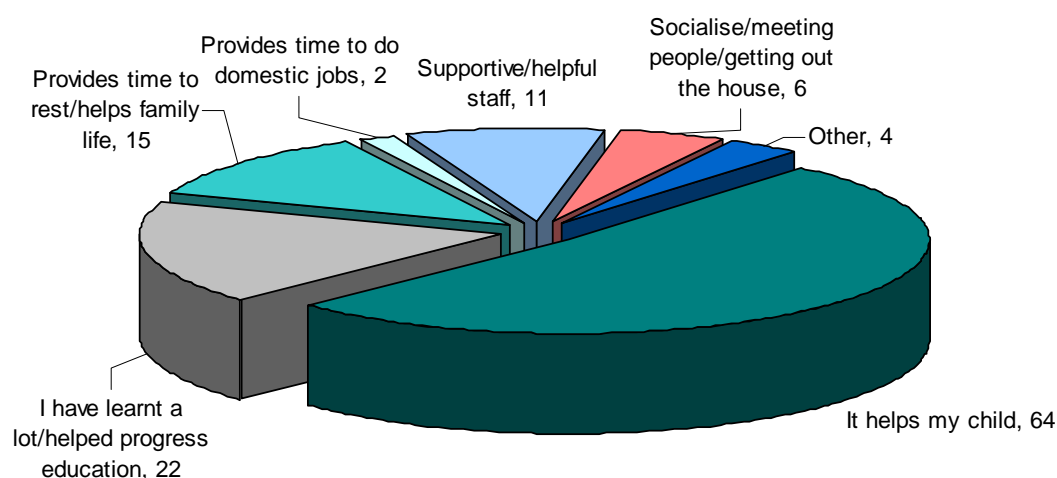


### 2.3 What difference does the service make to you?

Respondents were asked what difference the service Nacro offers makes to them. The majority (64) said it helped their children with preparing them for school, allowed their children to mix and socialise with other children and learn to gain confidence.

22 of the comments were about the ability to learn and further their education in order to allow parents to offer their families more security. 11 comments stated that the support and help from staff made a difference in their lives, as well as the ability to get out of the house and socialise.

Figure 3. What difference the service makes.



Comments - some examples:

*It's helped communication with my son as he's improved loads since going NACRO and he's become more confident.*

*This nursery gave lots of opportunities for my children and helped a lot with sharing, taking turns, interaction with other children and toileting.*

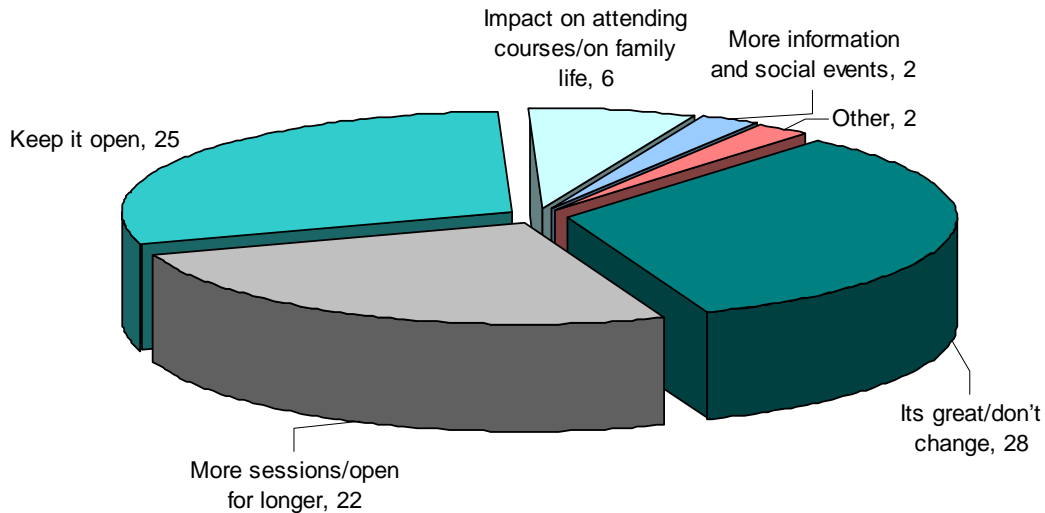
*This is a fantastic project offering much need services in such a deprived area. When I first started to attend the project, I just dropped my children off and went home, as I began to feel more comfortable with the staff I began to talk to them. They suggested that I could attend the safeguarding course. It was the best thing I ever did, the staff were and are fantastic they gave me such confidence and made me believe in my self. I know that my children got the best possible care and education from the pre-school and crèche. It gave them the confidence to settle in to school straight away. They are both doing really well it was because of the good start that they were given by the service at this project.*

*I've gained qualifications, excellent family support, and a break from my youngest when he was in pre-school.*

## 2.4 How would you improve the service for you?

28 comments stated that 'the service is great as it' is or 'don't change it'. 22 comments were about offering more sessions, or opening for longer hours. 25 comments made stated to 'keep it open' or said not to close it and continue funding.

Figure 4. How would you improve the service?



Comments - some examples:

*I think that this sort of family project should be available across the city I was lucky to live in Allenton as it was just around the corner from my house. If other bases were available around Derby, a lot of families would benefit. This place needs to be funded to stay open they do a fantastic job.*

*Keep funding a great project. This means so much to the local community. Help them to keep helping others. Don't tear the heart out of our community. Keep it open.*

*The service is perfect the way it is but an improvement could be to open up for more pre-school sessions.*

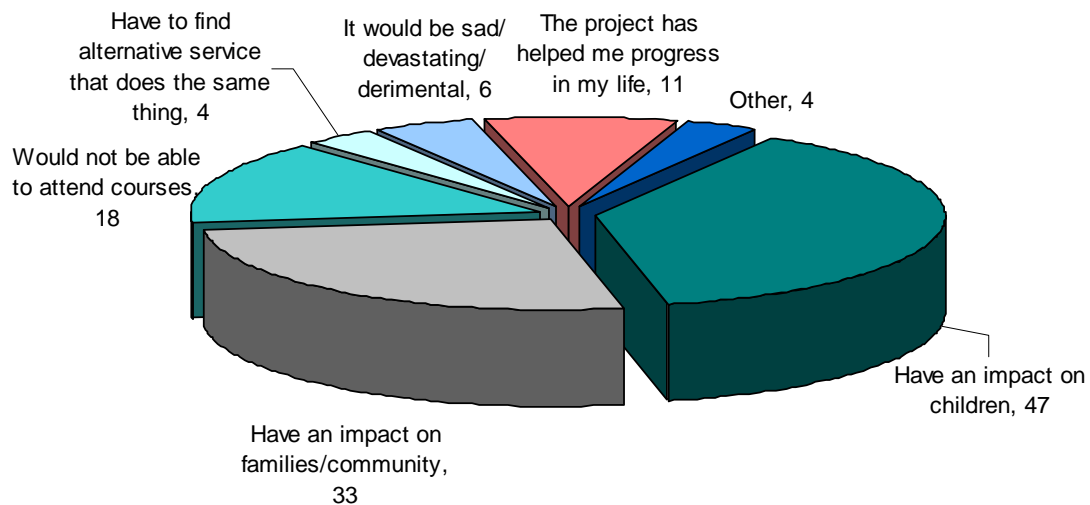
*More sessions would be good for the children. They would learn a lot. The staff are very good with the children and parents.*

## 2.5 What would be the impact on you of not having this service be?

The majority of comments stated that the impact of not having the service would be on the children, not having somewhere to go and missing out on the interactions that the pre-school has to offer. 33 comments were also on the impact of families and how this could affect them.

18 comments were about the loss of education and not having courses to attend, 11 comments made specified how much the service had helped in individuals lives.

Figure 5. The impact of not having the service.



Comments - some examples:

*Through the help and advice I received from this project I don't think I would have got out the situation I was in. And start my life a fresh.*

*That my sons confidence would go back to how it was before he started pre-school.*

*I would be struggling to prepare my daughter for her entry into nursery. It is also the only time I spend without my oldest daughter all week. We really need this service.*

*My son I believe wouldn't continue progressing as much as he has been. He would also lose the amount he gets to socialise at the pre-school.*

*Not being able to attend any of the courses.*

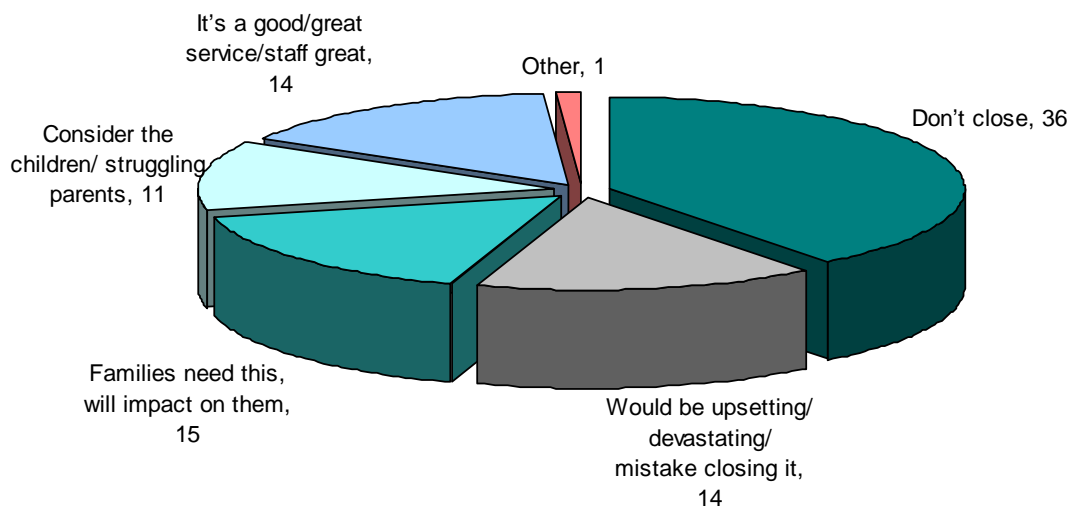
*Not being able to access courses that Nacro provides.*

## 2.6 Do you have any other comments about these proposed changes?

There were a variety of different comments made, 36 comments stated 'don't close the service' or 'save Nacro'. 15 comments were about the impact this would have on families, 14 comments were about the devastating effect it would have closing and how this was upsetting.

11 comments were about how this would affect the children and parents by not having access to the preschool and therefore providing parents with a rest. 14 comments were made about the good service and supportive staff.

Figure 6. Any other comments on proposal.



### Comments - some examples:

*A valuable project would be a great loss. I would urge the council to continue to fund it.*

*Nacro gives us what we need. They stopped me and my family problems getting out of control. It would be terrible for all the families if it went, the children would suffer.*

*If this pre-school closes other children will not get to attend and be ready for school. Lots of people around here have used this project. It will be sad if it has to close. People, children will all miss out.*

*I think the staff have an amazing relationship with the children in their care. It would be at a real loss to the community if the pre-school was to close.*

*It would be a massive loss to the most vulnerable - the young children need places such as this.*

*I think it would be a very sad loss to all the parents and children that come to the pre-school if it closes.*

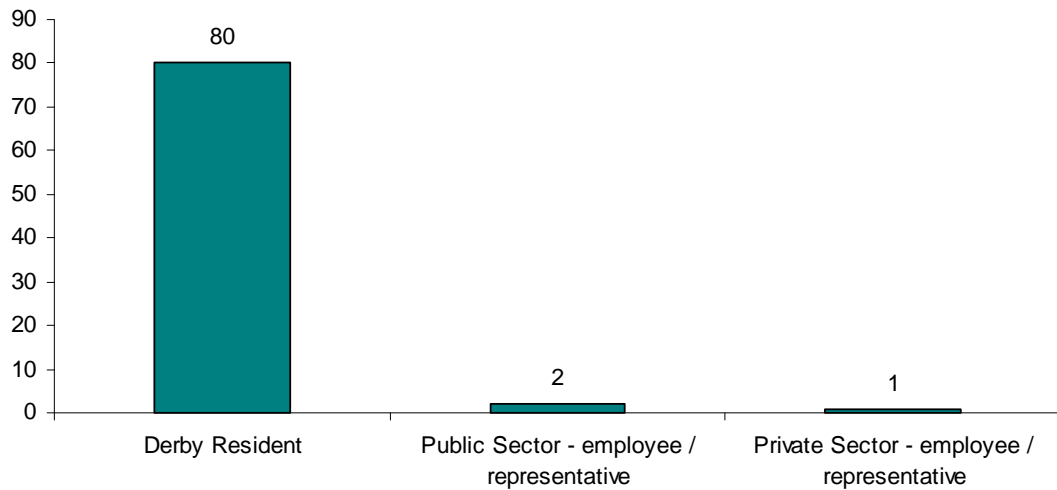
*Yes, Don't Do It. It would be a great loss to people and children.*



## 2.6 Demographics of respondents

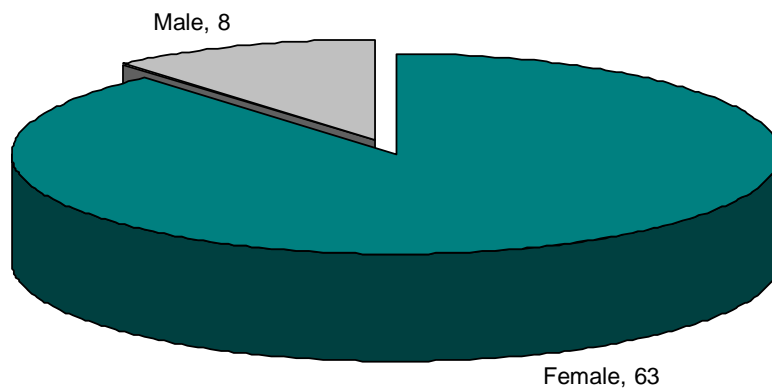
The majority of respondents completing the survey were Derby Residents, with 2 of the respondents who stated they are a public sector employee or representative and 1 respondent who is a private sector employee or representative.

Figure 7. Completing in what capacity.



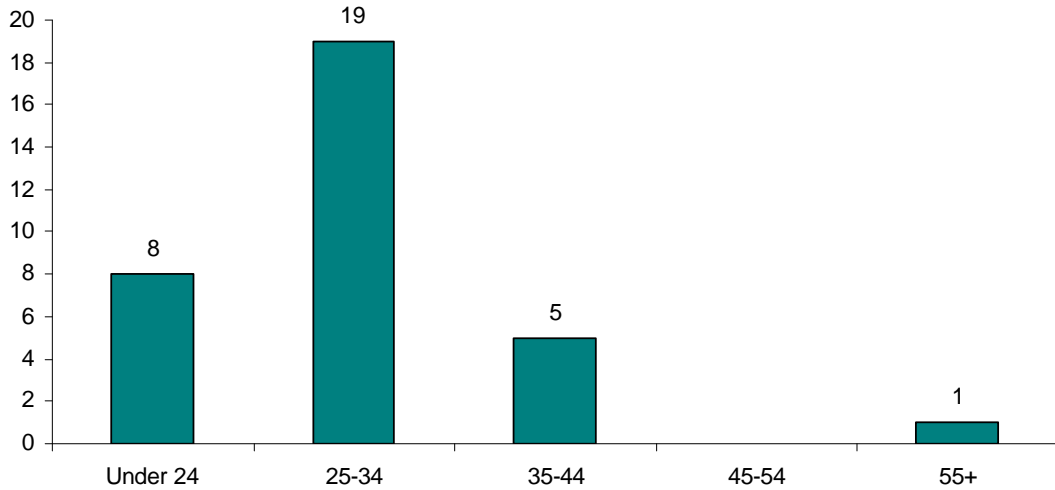
63 of the respondents are female with 8 respondents who are male:

Figure 8. Gender of respondents.



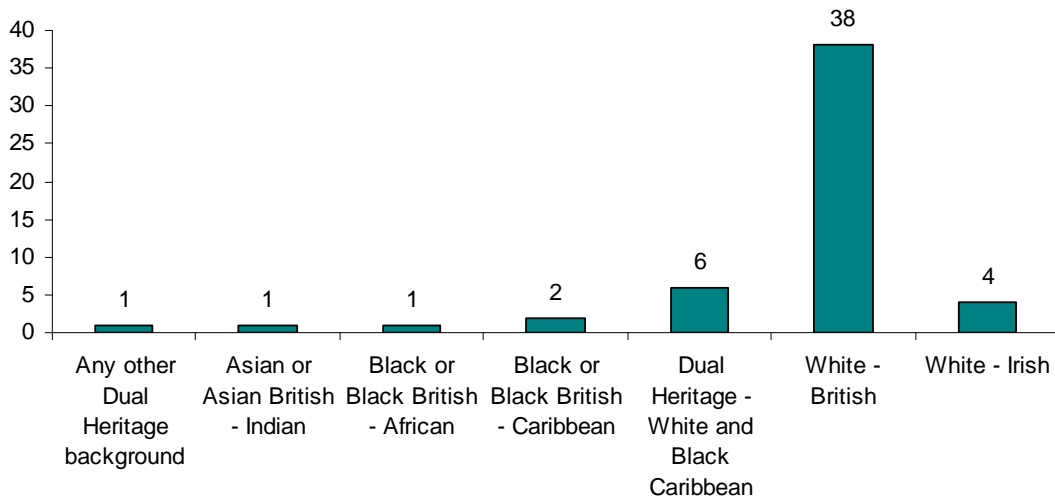
When looking at the age of respondents, only 1 respondent is over the age of 55, 8 respondents are under 24, with 19 who are 25-34 and 5 who are 35-44.

Figure 9. Age of respondents.



The majority of respondents are from a White – British background, with 6 respondents who are dual heritage White and Black Caribbean and 4 who are White Irish.

Figure 10. Ethnicity of respondents.



### 3. Stakeholders

In total 16 stakeholder surveys were completed. 5 responses stated they had heard of Nacro with 11 who have used the organisation.

#### 3.1. How have you used Nacro's services?

Respondents had used or heard of Nacro from accessing their facilities either to carry out counselling sessions, or be involved in training sessions there. 6 of the comments made stated they had referred families there or knew of families who used the facilities.

Table 1. How heard of Nacro

	No of comments
Use facilities for councillor sessions	2
Families been referred there/know of families who attend	6
Deliver training there	3
Work in conjunction with staff at Nacro to provide support	3

#### 3.2. What difference the service has made

When asked how the service has made a difference, the majority of comments highlighted the differences Nacro had made to families, how supportive they had been, how good it is as a resource to help families and how it supports families to help with their children's disabilities or behaviour.

Table 2. The difference the service has made

	No of comments
Supports vulnerable families/provides valuable service to families	9
Support children and families with disabilities	3
Families trust and rely on them	1
Removes need for Social Services intervention	1
Have referred families	1

#### 3.3. How important are the services of this organisation for the well being of Derby residents as a whole

When asked how important they feel the services of this organisation are, 15 respondents said that they felt it was very important with 1 respondent who said they felt it was important.

Respondents were then asked to give the reasons why they felt these services are important. Respondents made a variety of comments; these can be seen in appendix 2. The main theme of the comments was that the organisation supports vulnerable families, who rely and value the services offered by Nacro. Children can attend the pre-school to gain social skills and enjoy taking part in activities and parents can gain help with managing their children's behaviour.

### 3.4. How important do you think it is that the Council continues to fund this organisation?

When asked how important they feel it is that the council continues to fund this organisation, 14 respondents said that they felt it was very important with 2 respondents who said they felt it was important.

Respondents were asked to give their reasons why they felt it was important that the council continues to fund Nacro. The responses about this were quite in depth and can be found in appendix 2. One of the main areas that respondents highlighted was the fact that families who use the services from Nacro are vulnerable and removing the funding could leave a gap in provision for these families and may stop them from engaging with other services.

### 3.5. Any other comments

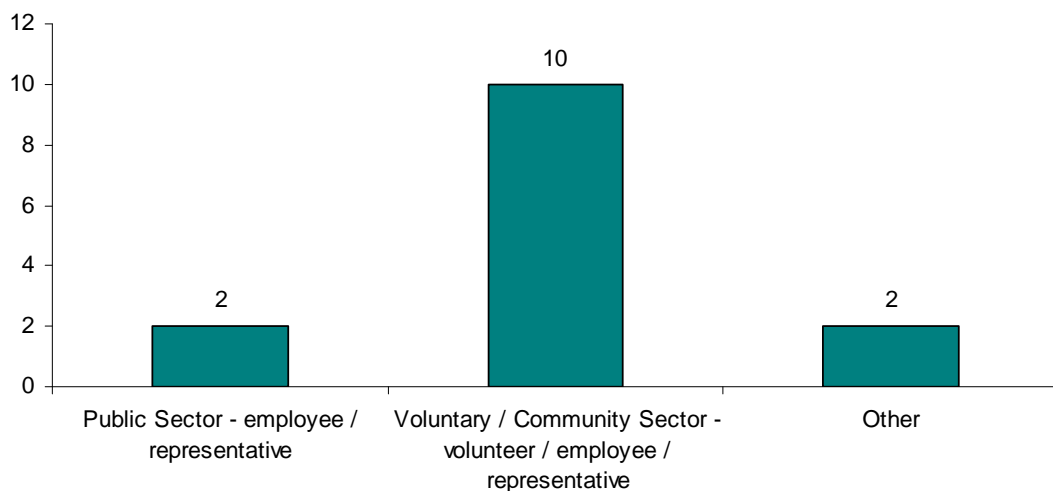
When asked if they had any other comments, respondents gave in depth comments about how the services helped people and what effect removing the funding would have on people. Some of the main comments made were:

- families benefit from this service, those in real need will miss out
- there will be a higher cost in the long run to help the vulnerable people
- Nacro supports families through difficult times
- It helps reduce referrals to Social Care

### 3.6. Demographics

The majority of respondents are a public sector employee/representative.

Figure 11. Capacity respondents completing.

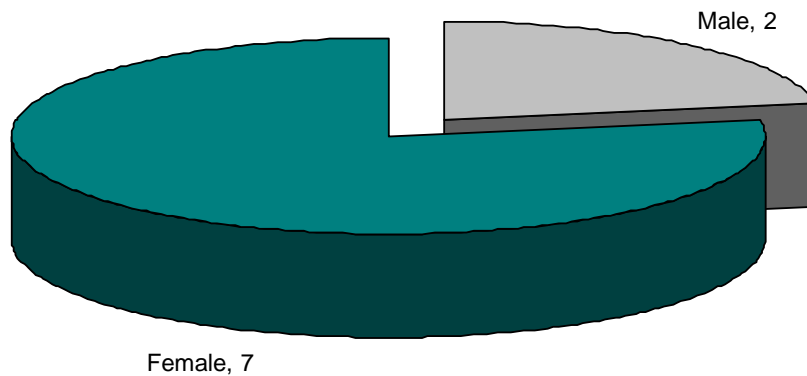


The respondents are from as variety of different areas:

Children's Centres
The people of Osmaston.
Sinfin and Osmaston constituents as their councillor.
Children and young people's directorate - education welfare service.
Health.
Social services
CYPD - Social care within a MAT team
Derby City Council
Enthusiasm
Dedicated Active Dads
Home-Star Derby
Lord Street Community Nursery School.
Derby City Council - Head of Service
CYPD - Children's centres

7 of the respondents are female with 2 respondents who are male.

Figure 12. Gender of respondents.



8 respondents who provided their ethnicity stated they are White – British, none of the respondents have a disability.

## Appendix 1. Service User comments

### Q2. Service Users

Pre-School.
Through friends, The Nursery.
Nursery, my children go to the nursery 1-3pm
My son goes to there per school group
I attended a course there.
I heard of it through my family support worker. Do courses ran by them and use Creche.
My son goes to the Nursery.
Pre-School. All my children have come to the pre-school and they loved it. I told my sister about it now she brings her son here.
By coming and working here in the creche's and pre-school, as an assistant.
This organisation helped myself as a young single parent step back into education by providing interesting and up to date courses which I completed and gained various qualifications. I was able to use the creche service in order to make attending courses possible.
I undertook a safeguarding children course and my daughter was in the creche.
We have attended a lot of the holiday school
Can't remember how I heard of it, a friend I think 10 years ago.
My son attends the pre-school
My son used to go there. My daughter now goes there. I did my course there.
Good
I put my daughters name down but never got her in because it was too busy.
My son uses the pre-school 1 day a week.
My child used the pre-school.
My daughter goes to the playgroup.
I come to handling teenage behaviour course every Thursday morning.
Pre-school.
My children went to the nursery.
My son Jayden comes to the nursery here. I do courses here too. I have known this place for years as all my children have been here.
My son goes to playgroup 1-3pm on a Monday.
I live near it and all my children attended the nursery.
Recommended by friends and family.
Parenting
I use the pre-school provision and the creche.
Both my children attended the pre-school provision. They also attended the creche facility whilst I completed a parenting course and safeguarding course.
My friends children went there, pre-school.
Pre-school. 1 child come here.
All of my children have used the pre-school and I have attended courses here.
My children went to pre-school and creche.
I use the pre-school.
I know this organisation because both my children attended the pre-school which both my boys loved and it has a lovely setting and also I still take my boys even now to the holiday clubs they some times run. Also I've done a few courses there which was helpful towards my future.
Used this organisation for my little boy Jake and am also planning on using it for my little boy Tyler.
Nursery.
Children used it.

My child goes to the pre-school at work street.
Handling children's Behaviour Course.
I've used Nacro for courses and pre-school, also support when it was available.
My two children come here. They love it. It helps them learn. I can do the shopping while they play and learn to share toys.
Osmaston Family Project
Handling Children's Behaviour
Handling Children's Behaviour was recommended to improve my parental capacity and to learn how to handle various behaviours from a child.
I attended a course there.
Used this service for 12 years.
I have used the stay and play sessions until they had to stop in March 2011. My daughter is currently in their pre-school and looks forward to it each week.
Parenting and my son goes into the pre-school/creche while I do the course.
My daughter went to pre-school and it really helped her settle ready for nursery. It's better than paying surestart prices.
My children went to the creche when they were infants.
Numeracy.
Parenting courses and pre-school, recommended through family.
Through word of mouth initially, younger son used the facilities and now his brother uses them.
My son comes here 2 pre-school and it would be a shame to close has e settled really well and he is coming on so well the staff are great with him to.
My nephew attended the nursery, so I decided to send my children there, Isaac now 6, Oliver 4 and 2 year old twins who currently attend. I also attend a course there and the twins use the creche whilst in there.
My little boy goes to it every Monday.
Both of my children went to pre-school.
My son attends the pre-school and I attend one of the parenting courses my child goes in the crèche when I attend.
Done course there.
I was struggling with my sons behaviour and a neighbour told me about how Nacro Osmaston Family Project can help. I used the pre-school for my little girl and the creche while I did a parenting course.
I used to use the creche and attend every course on offer.
I used to use their services when my daughter was 3 yrs old. I use to take my child to their activity days during the summer holidays.
My daughter use to go playgroup.
My children went to the nursery.
I've accessed their parenting courses and safeguarding course. Six weeks holiday play schemes.
My son goes there.
Used nursery and completed courses.
I work at a local children's centre plus NACRO has also been a part of my family's life for 15 years. My family uses pre-school family support - parenting courses. Adult education and counselling.
I use the pre-school.
My daughter attended pre-school. I attended parenting course.
My health visitor sent me there. I use the pre-school for my 4 yr old son and I'm gonna do parenting course.
Children attended. Osmaston Pre-school.
Activities. Courses.
We used it for holiday activities.
Son went to pre-school. I went to Numeracy Course and Parenting Course. Went to

activities.
My daughter went to nursery there.
My granddaughter attended this service.
I use to use the pre-school when my children were younger they are now 7 and 10 yrs old but still enjoy going back to family activity sessions.
My daughter went there.
My daughter goes to nursery there.
Pre-school. Sure Start Allenton.
Due to the loss of my wife I turned to the project for help and advice which I received. They also took care of my son in the pre-school to give me a break.

#### Q4. Service Users

It has allowed Connor to come to Pre-school and play with other children and become more independent. He learns something new every time.
It helps my child develop and grow.
It does my children good to get to know other people and gets them ready for school.
Its help communication with my son as he's improved loads since going NACRO and he's become more confidence.
If the creche wasn't available, it would limit the courses I am able to come to.
A lot as I have learned a lot and my child has had learning time and involved in other children their own age.
It helps my son mix with other children and get used to being away from me.
It helps children learn lots. Play with other children they have fun. It is near the shops so we can do the shopping then pick up the kids.
It always _____ to work with the children in this lovely creche/pre-school. To help enrich their lives with the things they are learning which will help the in progress to nursery and onwards.
Before I was aware this service was available I was a single parent dependant on financial support of the welfare state, through the help and support that Nacro and its facilities have given, I was able to gain confidence in myself and continue into further education.
I would not have been able to do my course without the creche.
Less to do in the holidays.
Gives my child the confidence he needs.
Helps my son to learn new things and to share etc... also gives me a little time for myself.
It means I get a 2 hour break and Emily gets to mix with other children.
Good
This service helps my child to come out of his self. He really enjoys it and can't wait to come.
Schools talk about giving children a good start Derby Council talk about teaching children but if pre-schools like this one close where will I take my child to get a good start? You need to put more money into the pre-school and keep it open.
Good
It was a very good pre-school. It helped my son to prepare for school. It was near where I live. My friends now use the pre-school and love it.
A big difference my daughter loves coming here and has made loads of friends as did my son before.
It has made me more confident and effective with my children. Also made me feel not so alone and isolated in my situation. I don't feel judged for the first time in five years.
Gave my children confidence and helped them learn to talk and get along with other children.
It made my child ready for his nursery
It helps me with my youngest child, it helps him to interact with other children and learns him.



It helps my son socialise with other children.
This nursery gave lots of opportunities for my children and helped a lot with sharing, taking turns, interaction with other children and toileting.
It makes a big difference to mine and my family life.
It gives me support and time out.
It is very informative. It is good to have the support of the staff to help with parenting problems.
The pre-school has helped my children to make new friends outside of my family members, play with educational toys and become more confident and independent and become ready to move on to "big school".
This is a fantastic project offering much need services in such a deprived area. When I first started to attend the project, I just dropped my children off and went home, as I began to feel more comfortable with the staff I began to talk to them. They suggested that I could attend the safeguarding course. It was the best thing I ever did, the staff were and are fantastic they gave me such confidence and made me believe in my self. I know that my children got the best possible care and education from the pre-school and creche. It gave them the confidence to settle into school straight away. They are both doing really well it was because of the good start that they were given by the service at this project.
I can go to the library and look at books on my own and use the internet there to look for jobs on the job centre site.
It helps me and my child.
It gives me a break from my 2 year old son in a safe environment. He loves it.
I was able to attend parenting classes and while my child was at pre-school I was able to take driving lessons.
Makes a huge difference especially to my son who has progressed so much after attending the pre-school.
This service is very helpful to young families the pre-school is lovely to settle in children before moving to nursery as they get to mix with other children and staff which I think is important so that children don't get too upset when they move to nursery. Also, the courses they run are very helpful and have helped me a lot with my future in working with children.
Enabled my son to learn to share and play with others.
Few hours peace and getting my child ready for nursery.
Help Corey socialise.
It helps my child to learn and has really helped with his talking. He is going to school soon and it has helped him to be ready for big school.
Helped us with information packages and helped with handling children behaviour.
Gives my child the opportunity to be involved with other children and get used to/ready for school.
I've gained qualifications, excellent family support, and a break from my youngest when he was in pre-school.
Good for my children to play with other children same age. I can do things at home and pay bills or sort things.
Helping to manage child's behaviour. Without creche provided, wouldn't have been able to attend.
Spend time with others and having a chat.
This service has provided packages and helpful advice on how to act on both good and bad behaviour within a child. It also helped to control and channel the good behaviour.
If the creche wasn't available, it would limit the courses I am able to come to.
Helps my children makes friends.
The pre-school has increased my daughter's confidence and independence. She now has friends she sees regularly.
Helping me deal with the kids better
Because I wanted my kids to go there as it is really helpful and useful.
Gets the children out and about and meet other children.

Taught me numeracy skills. Helped me with confidence. Gave me confidence to go back to work.
Helped me with parenting skills. Pre-school was brilliant for my son.
It makes a massive difference to our son. It helps him develop and learn to interact at an early age.
It has brought a lot of confidence 4 my son and its helping him progress further for full time nursery.
It helped my elder children adjust to full time nursery with ease, the twins have gained confidence and become a lot more outgoing. I have also started driving lessons whilst the twins attend, which will help when I go back into work.
It gives me a break, my little boy is doing really well since going. His talking is now really good he did not say things before. It is very very good. Staff all good and tell you helpful stuff.
When my oldest child went there I was in a domestic violent relationship. It gave me time to sort out my situation what I was in.
My son loves coming here I know he is safe and learning lots. Once I got to know all the staff I had the confidence to attend a course.
A lot of difference as I done parenting course.
I have learnt how to understand my children's behaviour. I've learnt snacking isn't the answer. I get a break and its gave me confidence and now I'm going college because of it.
This service gave me the chance to do courses to look at myself personal development. It gave me confidence and self belief to go on to do other things as well as giving my children a chance to play.
I got out the house and my child got to meet other children her own age in the area.
Help with my daughter getting her ready for nursery.
A lot because they both came when they was 2 1/2 years old and they started mixing with other children.
The services helped to give me more confidence within a parenting capacity and wider knowledge about how safeguarding works within the community and helped my child mix with other children.
It has helped me and my son with courses I have taken there.
Gave me little few hours with out my children and gave me a bit of me time teaches my children from an early age.
A huge impact. Gave me confidence to get back into work, meet new people. Gave me the ability to be a better parent. Being a single mum at 18 was hard. Fantastic support from NACRO.
I moved to this area from Birmingham, I was in domestic violence. I dint know anyone and my neighbour told me about the playgroup for lads under five. My 3 yr old goes to that, my 2 yr old goes in creche when I'm doing parenting.
Had a huge impact on her development. Prepared her for school. Helped me to meet people and gave me an awareness of local facilities and activities.
My boy is really active, I'm on my own and never get a break, only when he goes pre-school I get a rest to unwind.
I no longer use this service as my children have grown up but it really helped my children settle ready for nursery and also training courses provided helped me into work.
I learnt things. I meet people who are also single parents. I have a new opportunity.
Something extra to go to in the break holiday.
I interact with my child more. I can get advice and support from there. I met friends.
It helped my daughter to get ready for school. She really enjoyed going.
It was the best thing as it taught my granddaughter different things and how to mix with other people. It also enabled me to meet new people.

At the time my children attended the pre-school I had a serious problem with drugs and my children were on the child protection register for neglect. The pre-school gave me some time and space to deal with my drug issue. I had a social worker who was also very good but relied on the sessions at the pre-school so I could attend my drug rehabilitation sessions. I knew that my children were being well cared for and the staff fully understood my circumstances. They gave me a lot of support and often told me things that I did not want to hear but need to they were all realistic, honest and fantastic.
It was helpful to proper my daughter for school.
My daughter is an only child so it got her ready for nursery full time. She gets to see other children and they teach her things. She really enjoys it.
My daughter really benefited from going to this pre-school and my other child who is due to start will also attend.
It gave me time to sort my life out at a difficult time.

## Q5. Service Users

More sessions, more days in the week. DO NOT CLOSE THE PRE-SCHOOL.
I think it's great.
Not at all.
I wouldn't its brilliant how it is. The staff are fabulous and they are always happy to help you out if you need it.
For it to stay open.
If there was no nursery I would not be able to attend any of the courses.
I think the service is goof the way it is.
More more days.
I would ensure this vital service does not close. Also provide with the necessary funding to employ cleaning staff so is to release pre-school/creche staff so they can continue to do their work with the children.
More information on courses, functions and community fairs.
Keep the service open so this can benefit more children and parents.
Bring in more activities in the holidays.
Give me that little break.
No need to improve it.
Good
If my child could come every day.
More days to do the pre-school. NOT LESS.
Good
More sessions would be good for the children. They would learn a lot. The staff are very good with the children and parents.
Probably more days for my daughter to go to the pre-school.
Longer courses
Would of more sessions.
It could help more children in the area.
it don't need improving.
I think the service is great as it is.
Keep the nursery open. As 4 of my children have attended.
I wouldn't change anything about this service the staff and facilities are excellent.
Longer hours.
The service is perfect the way it is but an improvement could be to open up for more pre-school sessions.
I could not find a reason to improve it, it has is outstanding. The local council need to take a good look at the positive work it does and keep it open with more money.
Having more days for my child to come.

More days
The service is already great.
More courses and pre-school days.
The service as current I believe to already be very good.
I wouldn't improve as I think the setting is a wonderful place for children and families and to get them out and mix with other families. It's great how it is.
It was in brilliant service as it was nothing needs changing.
More days.
It is good already it not need to change it needs to stay open.
More courses and more days nursery.
Regular funding so they can help others like me and I can continue learning.
More days for them to come here.
To provide funding for the centre to say open.
Not at all.
More people to enrol onto this service as having other people's opinions would help see/show how you believe you should handle children's behaviour.
For it to stay open.
Keeping it open for support
More sessions to bring her to.
Very good as it is.
Not letting anyone close it down.
By keeping it running.
Keeping the funding and the staff.
Keep the funding - The community would suffer a great loss without nacro.
More of them.
I can't think of anything, I am very happy with the service provided.
I would not improve it, it is very good already, do not close it :(
Gave me the support I needed so as for as I am concerned it don't need any improvement.
It does not need to improve it gives a good service to parents and children.
More courses.
Keep it open!
It was so good, it did all I needed.
By keeping Nacro open.
Only use in the school holidays now children are older.
To have more funding to enable more courses and more fun days for the children in the holidays. Also coffee mornings, for parents to chat.
I would like to see Nacro stay open.
I wouldn't change nothing.
Keep funding a great project. This means so much to the local community. Help them to keep helping others. Don't tear the heart out of our community. Keep it open.
I have made new friends, got to know nice people and got help with loads of stuff like benefits. I get a break and it gets me out the house and my kids speech has come on loads.
Keep it open. Let it continue to be an invaluable asset to our community. The staff are extremely supportive.
More sessions please!
Just to keep running for other local people.
Keep it open. Keep providing funding.
More activities.
I wouldn't. It's great.
I don't think it could be improved as this prepared children for school.

I think that this sort of family project should be available across the city I was lucky to live in Allenton as it was just around the corner from my house. If other bases were available around Derby, a lot of families would benefit. This place needs to be funded to stay open they do a fantastic job.
To keep it open.
No improvement needed. The staff are polite an really helpful. The project has all you need.

## Q6. Service Users

Connor would have no where to go.
I would have to struggle to find a similar service that I trust as much.
It will not give me that 2 hours to do my stuff and my children will lose friends and it wont get them ready for school.
It would make it real hard for me as I'm a single mum and while JT there I get to spend time with my other two.
I wouldn't be able to come.
Not being able to attend any of the courses.
My son would start wanting to be with me all the time and not want to be left on his own.
It will be sad for everyone.
The impact on me would be that /I would lose the chance to work with these children helping them to grow and learn in a lovely environment, whilst their parents, access the training available or just have respite.
If I would have never come across Nacro - Osmaston Family Project, my life could be completely different, I could be still reliant of benefits provided by the state, and hold no confidence within myself. However because of this service I am no longer in receipt of benefits and I am currently studying at the university of Derby on a social work degree in the hope that I can help and support a young person, as the Nacro project helped me.
Again I wouldn't have been able to get childcare to my course.
Less to do for my children.
Hard to entertain my child.
My son would not have a place to interact with other children without me being around.
My daughter wouldn't get to mix with other children or learn new skills.
Good
I wouldn't have two hours to get my jobs done. And my son would find it very upsetting if he can't come.
My child would not get what they should. A good start to learn.
Good
The pre-school is very easy to get to. Parents can do some shopping, go to the post office, and pay bills. Then pick children up.
My daughter would be upset at not coming here and it would be hard to find another pre-school that I trust to look after her.
Feel isolated and vulnerable.
Future kids would miss out.
The services would not be there and the children would lose out.
My son won't have nursery so therefore he won't be able to interact with other children, also the courses would be moved to other destinations where I can't get to.
It will not give me the couple of hours break to get extra jobs done and my son will lose some great friends he has made.
I have another son that would attend if kept open.
It would be a big impact on my family and the community not having this service in the future.
I can't go solicitors or do shopping or house chores, will make my life miserable and complicated.

I would feel overwhelmed by daily life with demanding children.
I will be struggling to find another provision that is affordable and local.
Many parents have benefitted over the years from this service if it does not continue many more will not get the opportunity as I did. The Government goes on about getting mums into work, projects like this are the first step in doing this. It is in the middle of the community and people feel very comfortable going there.
I would have no time on my own because I don't have any family around here.
My child would have no where to go. Families like me would miss out.
I would lose my break and my son would miss it terribly.
I wouldn't be able to attend courses or better myself by doing things I want to do like courses.
My son I believe wouldn't continue progressing as much as he has been. He would also lose the amount he gets to socialise at the pre-school.
Families would have to pay more for childcare which a lot of families can't afford so they might have to give up work. This setting is a reasonable price where a big majority of families can afford it plus with the courses it's great to learn something and our future. So without this setting we would have further to travel.
Children would have no where to go.
Children would be able to make friends.
It would be very sad for all the kids that go to it my little baby will not be able to go when he is 2 years old.
It's helped the understanding of children's behaviour and the packages where really good to take home and read.
My child would miss out on the benefit of going to nursery.
It would have a huge impact because I never went to school and I am learning now plus it's experience for my future career in support work.
The children will miss out and have no where to go. The nurseries cost a lot of money but here is very good for 3.
Not being able to access courses that Nacro provides.
Not having time to spend with others and having a chat.
If this service was not provided I may not have learnt how to recognise and improve children's behaviour. This service has provided me with knowledge that I had not obtained during my time as a parent.
I wouldn't be able to come.
Lack of help for children.
I would be struggling to prepare my daughter for her entry into nursery. It is also the only time I spend without my oldest daughter all week. We really need this service.
Would not be able to join a course. This form has been completed by Danuta Birkin with mum, because mum's writing is poor.
Because when my other kids start nursery it will be a shock for them and they will be scared.
It would be a shame to see the place close and young children wouldn't get the benefits from the creche ready for pre-school.
Where would I be now if nacro wasn't there? Probably with no numeracy skills or confidence.
I can't imagine anything worse.
Massive - A great loss to the community.
That my sons confidence would go back to how it was before he started pre-school.
It would stop Elliott and Elise being so outgoing, and affect them when they start full-time nursery. Also, I would have to stop taking my driving lessons due to not having childcare.
I go to do my maths class if I could no go here I could not do my maths, it helped me to spend less money and to sort out the bills and things.
Through the help and advise I received from this project I don't think I would have got out the situation I was in. And start my life a fresh.

It has given my son a lot more confidence if he had not come here I don't think he would be ready to go to big nursery (he starts there at Easter).
No help advise for people who need it.
If it went there's nowhere else as friendly and reliable that does it all in one place, A small place where it's comfortable.
If this service had not been around 2 years ago I would never have gone back to work or gone on to get more qualification. It has set me up for life and now I'm an example to my kids.
I would be frustrated as there are very few children's services in the Allenton/Osmaston for us parents/carers to have access too.
It would affect a lot of parents and children as Nacro gives out help and advise to them who are in need.
No ideas what to do with the children.
More of an impact on my child, she enjoys mixing in a safe and friendly environment and it helps me relax.
My son would not be able to stay at the play group, and I would not be able to take any more courses with friendly staff.
My free hours.
The local community would suffer a great loss. NACRO offers so much. Don't write it off. Don't let people down or their children.
- I wouldn't get a chance to mix with others and get this kind of support with my kids. I couldn't do parenting with no creche and my 3 year old only copes in small place at the moment. We'd have no where else like this.
I would be devastated. My friends who use NACRO services would be too. People won't get the opportunities that I did. Parenting course was great for me.
It would be awful - I wouldn't get a break and would start getting problem with his behaviour again like before.
It would be good for local people.
Me and my children would be upset. Such an amazing centre. Bringing goodness to lives.
Less to do spend more money going out.
I would lose touch with friendly faces, friends. I don't want my child missing out on the pre-school and activities.
Would not get out so much or meet other people.
For me, I needed the support of the pre-school to become drug free, which I have been for over 8 yrs. If I had not had anywhere, safe to leave my children on a weekly basis so I could attend my drug clinic I do not know if I would be drug free today as I had no family and social services could not pay for any childcare for me. The support was there for me at a time when I needed it most and was at risk of having my children taken from me.
My daughter would be devastated. She loves nursery. She loves all the activities.
My daughter will miss a good pre-school.
Due to the loss of my wife I had nowhere to turn and the project gave me a life line.

## Q7. Service Users

I believe a lot of families need this service as much as me.
I think it will be a big mistake because my children love it here.
It shouldn't be shut down. My son loves going and if closes he would just be very upset and it would take him back stages.
I think it will impact a lot of mums, dads and families.
Keep the pre-school open. We live in Allenton and want it here.

<p>To close this vital service would be detrimental to the whole area. Staff without jobs, children without a pre-school, parents without affordable childcare, parents without opportunity to train on courses, look for work, respite to do day to day jobs. No support in homes, no network of parents to help each other so much, depends on this service.</p>
<p>Nacro has helped me make significant changes within my life. By providing the appropriate tools I am able to further my education in order to better not only my life, but my families as well. If this service is taken away from the community there may be young people and children who wish to better their lives but are not able to follow this through. If this service was taken away from myself I would now be seen as another statistic as a single parent on benefits.</p>
<p>I don't think they should close the creche/pre school. As this gives so much opportunity for parents and children.</p>
<p>It's a shame to see it go. All my children have been my oldest is 10.</p>
<p>Yes, Don't Do It. It would be a great loss to people and children.</p>
<p>I think it will be a shame for children to miss out on this opportunity as it has helped my son a lot and other children would not get the chance. Alix has learnt to share and how to communicate with people better. PLEASE DON'T SHUT IT DOWN</p>
<p>Think about the children not money.</p>
<p>Please keep this pre-school open.</p>
<p>I think it would be a very sad loss to all the parents and children that come to the pre-school if it closes.</p>
<p>This service should keep going. I'm thinking not only about myself, but future parents in my position.</p>
<p>Please keep it open. A Wills</p>
<p>Please don't close down, as it effects everybody, the children, the staff that work hard here to make the children happy.</p>
<p>I think it will be a great loss to the community. My son looks forward every week to coming to this playgroup. It also gives mums a break and knowing your child is getting a taste before going to school is great.</p>
<p>I think it is a good idea to have this nursery as there is no other nursery for 2yr olds in Allenton. And the staff are approachable, friendly and good with the children.</p>
<p>Staff are very professional, helpful and good in what they do.</p>
<p>Please please don't close it.</p>
<p>I am now studying at college to become a teacher, if I had not had the opportunity to access this project and attend a class whilst my children were being cared for I know I would not be where I am today. This project needs to continue to provide the excellent childcare that it does and the opportunities to parents to access courses and get advice and support. I thank them for all the support they gave me over the last 4 years.</p>
<p>I don't want it to close because my children like to come.</p>
<p>I am writing this with a pencil Derby City Partnership City for Children and Young People on it in big letters it says THINK FAMILY - I ask you are you thinking about the family. If you close this pre-school the answer is NO you are not.</p>
<p>It would be a real shame to close these premises and lose the service it provides.</p>
<p>I don't at all think the pre-school should close and I'm sure many others would agree. It's been great for my son.</p>
<p>Please keep this setting open. Its a wonderful, warm and friendly place for families. We need more places like this opening, not closing!</p>
<p>Don't close the project please as my other son who will be hopefully going there and will end up such a lovely little boy like my older one turned out going there.</p>
<p>Don't closed.</p>
<p>Please do not close it down it is the only one like it in Allenton. The staff are great and really care about the kids.</p>
<p>I think it's disgraceful the council are willing to loose this organisation.</p>
<p>Me and my children do not want it to close. Stay open please.</p>



I think it will impact a lot of mums, dads and families.
Do not close
I think the staff have an amazing relationship with the children in their care. It would be at a real loss to the community if the pre-school was to close.
It would be a bad thing if the project closed. I would not be able to access different courses and my son would not be able to use the creche/pre-school.
If any should get closed down it should be surestart cause their prices just for 1 day is ridiculous.
We need to keep the place open because the children do benefit from the use of the creche. My kids loved it there and the staff are lovely.
Save nacro.
Nacro is a service that changes the lives of local parents and their families. I gained confidence - so did my son! Please help save Nacro.
It would be a massive loss to the most vulnerable - the young children need places such as this.
I feel it would be removing a very valuable service from families/children in the area who need it, which is not a good thing.
You should not close it. It has been here years lots of children from Allenton have been to it. People will miss it if you close it. Keep it open!
I think its disgusting closing a project that offers so much in a deprived area where it helps such situation as my own and others in worst situations.
If this pre-school closes other children will not get to attend and be ready for school. Lots of people around here have used this project. It will be sad if it has to close. People, children will all miss out.
Nacro gives us what we need. They stopped me and my family problems getting out of control. It would be terrible for all the families if it went, the children would suffer.
It would be a huge mistake to let go of a place like this where you can just knock on the door with your kids and get help with no judgement.
I feel that it is unfair on low income families that their services are being cut without being consulted first. It's outrageous.
Nacro needs to stay open for the people in and around Allenton.
I hope they don't close.
Please keep Nacro open.
Don't close it.
Westfield wouldn't shut down because it's so busy and does well for the city centre. Why should NACRO be robbed of being so successful? Don't end a fantastic project. Osmaston/Allenton haven't got too much to offer. Leave NACRO here.
Please help us to stop this place losing money. People like us rely on it. Please help.
Why would NACRO not be given funds to stay open? I don't understand why people who make these decisions would do this.
Nacro is small, it's different there to anywhere else.
Think a lot about what this will mean to local families. We need NACRO. Our children need NACRO.
Don't change anything.
This project has been here for years doing a wonderful job I know so many people who have used it and still use it. It will be a disaster for families in Allenton, which is still a very deprived area if the pre-school closes there will be so many needy children who miss out. I am sure that if the council look at the bigger picture and how this pre-school helps children they will see that giving it a very small amount of money may stop some children suffering harm or having to go into care. Please re think your decision. I would like to know about the decision you make so please contact me. Thank you.
It would be really sad to see such a good organisation (nursery) shut. The children love it there.

A valuable project would be a great loss. I would urge the council to continue to fund it.

## Appendix 2. Stakeholder comments

### Q2. Stakeholders

<p>Nacro (Osmaston family project) are an important part of Osmaston/Allenton Children's Centre. Although they no longer receive funding from us we still ___ closely in partnerships and signpost families to their services. We have referred many families to the behaviour support programme and HTB.</p>
<p>I use the facilities there for my councillor surgeries.</p>
<p>I have been involved as a councillor in working with the organisation and embracing the work they do for the benefit of ward constituents.</p>
<p>Handling Teenage Behaviour Course.</p>
<p>*Family Support Worker *Range of courses for families.</p>
<p>Parenting support, early intervention.</p>
<p>As a professional I have referred a number of families to the HTB course</p>
<p>Osmaston/Allenton CC has been a partner with Osmaston Family Project over a number of years and we have collaborated and worked together successfully to provide services to families with young children. The family support worker employed by the project worked closely with our children. Currently we refer to the project for parenting support for parents struggling with behaviour who would benefit from attending a parenting course. We have also referred families to the pre-school provision.</p>
<p>We work in partnership to deliver the handling teenage behaviour programme and to deliver community events.</p>
<p>As chair of dedicated active dad's I know that a number of dad's/parents here used the excellent services NACRO offer.</p>
<p>Some of the vulnerable families we work with (at Home-Start Derby) access the pre-school activities.</p>
<p>Work in conjunction with the team as partners in the children's centre. Staff teams have worked together to provide services to local families.</p>
<p>I am aware of a number of families who use this service and they excellent work they carry out.</p>
<p>Locality 2 Children's centres work in partnership with Nacro and they are a key service in helping to support the core purpose for children's centres.</p>

### Q3. Stakeholders

<p>This service has been an integral part of the CC for many years. We have supported many families together ensuring their needs are met by offering the range of services we had to offer as a partnership. We no longer have the capacity to do a lot of groups on parenting, so this service is vital.</p>
<p>The services provided by Nacro in Osmaston have been of great value being both highly relevant and accessible to the people of Osmaston. It has been meeting a dire need. It is a trusted organisation but it has been forced already to cut back services due to loss of funding from the council and the children's centre for the area. Therefore as an elected representative of the people of Osmaston I am very concerned about the damage being done to a highly valuable and trusted service there.</p>
<p>The services make a sustainable and significant difference to not just individuals but whole families and neighbours, as well as having an effect on mass education. The area where this project is based covers those families who are vulnerable, or have limited access to recreational and support activities. They also provide a valuable programme of family and parenting building where children are at risk, and where indeed parents need valuing for who they are also.</p>
<p>It allows us (local authority) to refer parents, who are finding it difficult to deal with their teenager's behaviour providing support and guidance.</p>
<p>Amazing resource in a deprived area. Service made a real difference to families in improving outcomes. Made a real difference to health visiting team to have a service to refer to.</p>
<p>I have referred 2 families for early intervention.</p>
<p>There has been a lot of very positive feedback and families have developed skills which has helped them parent more effectively. On some occasions improvements have been that good that there has been no need for further intervention from Social Care</p>
<p>The project has been a long standing support in the community for many years and was well established before the Surestart trailblazer in 2000. Families in the immediate community have grown to trust and rely on the support that is offered from the project and families that the children's centre have not been able to engage use the project well.</p>
<p>It enables us to share resources for more cost effective service delivery as well as for staff development in terms of sharing good practice.</p>
<p>The difference it makes is to improve the parenting skills of parents in the area using the service and for us working with dad's they feel that NACRO services have helped them understand parenting complexities better.</p>
<p>The opportunity for children to access pre-school activities in a safe environment - encourages socialisation and helps to enhance their lives.</p>
<p>We were able to provide more services working in partnership which helped and supported families. Also children who have attended preschool at Nacro then move into Nursery.</p>
<p>The project supported siblings of disabled children to ensure they could access high quality support. The project supported children with mild disabilities and behavioural needs.</p>
<p>The service allows our families to access a range of support and allows them choice in choosing a service provider, our most vulnerable families often chose a voluntary sector provider rather than one which is not DCC related. Nacro offering a range of parenting support that CC's are not able to do as much of now that the re-configuration has taken place.</p>

## Q5. Stakeholders

<p>Very important to the vulnerable families living in Allenton who are already feeling the effects of the cuts in service to the statutory organisations. Too much is being cut in area's where the need is greatest.</p>
<p>There are many parents in Osmaston who do not otherwise access to basic help and advice. Parenting is one of the areas of concern in addition to the fundamental lack of economic resources in Osmaston. Indeed that lack makes worse the position of parents and their children in being able to improve their prospects.</p>
<p>Please also see next section below. The Osmaston family project offers a variety of family support services centred on strengthening families and supporting the local community. Although the funding is not earmarked for all these services, it is important for the integration of the programme overall which includes; Ofsted registration with pre-school and creche provision. Outreach parenting support in own homes and one-to-one support at the project including evenings and weekends if required. Advice and support on a wide range of issues including managing children's behaviour and child development. Information and support to access other services in the area. Parenting courses including handling teenage behaviour, handling children's behaviour, strengthening families strengthening communities and incredible years. Family activities and events during school holidays. Benefits include; personalised learning, development and care to help children get the best possible start in life; the chance to improve parenting skills, promote positive family relationships and build confidence and self-esteem and the opportunity to exercise current child protection and safeguarding practices.</p>
<p>Many parents that we deal with totally powerless to deal with and address the behaviour of their teenagers. The HTB course shows parents that they are not alone, whilst giving support to understand the behaviour and explore strategies to help.</p>
<p>Service really improved the outcomes for children in very deprived and disadvantaged families. Where services are being reduced, it was vital that the team were able to refer and offer support to families before a crisis level was reached. (Early Intervention).</p>
<p>In Derby there are very limited services that provide vulnerable families with pro-active parenting support and intervention. This service is important as it prevents families from break down and supports vulnerable children.</p>
<p>This is a service that is needed as a neutral advice / support giver to families I work with who are reluctant to recognise the need for change. The group settings support them in realising that they are not the only ones going through these situations, the staff are approachable and knowledge giving confidence and trust to the service user.</p>
<p>The cutbacks and subsequent re-organisations of Children's Centres means that there are not as many services to offer vulnerable families. If voluntary organisations do not get funding either families will be left with very little support and children will suffer as a result.</p>
<p>This service is easy to access in the heart of the estate. It has become part of the community breaking down barriers with local people creating a culture of normality in terms of asking for help and support. It is small, non threatening and very often the stepping stone for families in accessing further services training and employment.</p>
<p>Children in this area do have reduced social skills due to the climate of the area, so any help improves this is vital.</p>
<p>Children benefit greatly by being able to socialise, enjoy activities etc which improves their general development and well-being. Parents benefit by having the opportunity to leave their children for a period of time knowing they are in a safe environment.</p>
<p>We are working in an area of great need and Nacro provide an excellent service to families in this area which has a great impact on families both to the children's learning but also to their emotional well being and safety and supporting families with their parenting.</p>
<p>From the feedback from parents and the value they found from the project.</p>
<p>To continue to ensure that early intervention for our most vulnerable families is continued to be delivered by a range of services.</p>

## Q7. Stakeholders

<p>The amount of money being requested is minimal compared to the value this service will continue to have for the vulnerable families living in this area.</p>
<p>There are many parents in Osmaston who do not otherwise have access to basic help and advice. Parenting is one of the areas of concern in addition to the fundamental lack of economic resources in Osmaston. Indeed that lack makes worse the position of parents and their children in being able to improve their prospects.</p>
<p>Although some of the funding for this project comes from other Nacro services, many of these services this project provides are outside of the scope for that funding, which is already well utilised in other objectives. The Osmaston family project, and the latest additions to this, which were put forward for funding, was originally funded by Early Years funding via Sure Start. Sure Start contracted out these services to the Osmaston Family Project as an outreach service to capture those families and children in need; which, and this is important, would have otherwise have had to be provided for by the council directly. So in effect, because of this historical element, if the funding for the pre-school were removed, this only creates another gap in needs that the council should be partly responsible for, or would have to deal with in the future. What's more, the expertise and sustainable service is already in place, and funding in this area would ensure longer-term benefits and investment. I also call for funding to this project especially, not only for this year, but also to be on an ongoing arrangement subject to review. In my experience, the work here carried out by Margaret and her team is one of the most beneficial in Osmaston and Allenton amongst third sector organisations, compared to the funding amount they receive and the significant impact this has on people's lives. I can only wish for this to be rolled out to reach more families than they are already doing.</p>
<p>Parents can be referred to HTB by CYPD, or they can be ordered to attend as part of a court parenting order. The council should help with funding as this service is supporting the L.A in their duty to help and support parents, including prevention of family breakdown.</p>
<p>*Makes actual changes to the lives of children and families. *Early Intervention before families reach crisis point.</p>
<p>If Nacro lost their funding, there would be very little services to refer families to. I have referred 2 families very recently to NACRO for additional support and to prevent breakdown. EACH FAMILY HAS FULLY BENEFITED FROM THIS SERVICE.</p>
<p>We rely on the service and use it to support our work (council funded)</p>
<p>As highlighted above.</p>
<p>Without this service many 'hard to reach' families would not engage in service provision such as parenting and childcare. I could write an essay on the impact of reducing funding, this box isn't big enough.</p>
<p>This is all about building the future employment stock of Allenton.</p>
<p>This service gives parents the opportunity to have a break and time to get on with some of the tasks they need to knowing their children are in a safe place. It also encourages interaction between parents and getting to know others within their local community.</p>
<p>This is not just very important it is crucial. Our families struggle at the best of times but at this time of economic uncertainty many just do not know who to turn too. Services which they have depended on are being withdrawn. The support which NACRO provided often protected families and stopped situations escalating to the need for social care involvement.</p>
<p>Excellent good quality inclusive support is vital locally. Without this provision families might be unable to access other services due to transport, locality, trust etc.</p>
<p>Without it we are likely to lose a lot of voluntary sector provision and its a provision families rely on, without we would be more likely to see an increased pressure on council budgets and services as families become more reliant on services such as social care.</p>

## Q10. Stakeholders

<p>With the cut backs in funding to the statutory services, families are reliant on the services the third sector can provide. If these go as well there is very little left for families who are in real need for the services organisations like Nacro provide.</p>
<p>The loss and proposed loss of funding represents in affect a hidden cut not highlighted amongst the formerly proposed closures of children's centres. But of course the sustained maintenance of the children's centres is not promised either.</p>
<p>Many of the cuts in funding to the voluntary sector being made, were originally for services provided by the public sector and so if funding is taken away, it leaves a gap in a vulnerable part of society, which will one day have to be addressed by public sector money again, at a much higher cost. Removing funding from projects that have demonstrated benefits and sustainability will only undo years or months of work. The gaps left will also create a wider inequality gap instead of continuing with the funded work, helping to bring inequality gaps closer together. I believe projects such as this do fall well within the criteria of eligibility for funding, and perhaps a review of the criteria should be called for to ensure that it the work reaches vulnerable groups, and demonstrates growth and sustainability over a period of time, otherwise cutting funding would result in a back lash of inequalities, and increased needs to bring this back into equilibrium.</p>
<p>The courses ran by NACRO provide a vital resource for CYPD as we seek to support parents through difficult times and prevent family breakdown. Where breakdown does exist children are taken into care of an even greater cost to the L.A. It therefore seems logical to provide funding for Nacro, rather than face the financial and social/developmental costs of putting children into care.</p>
<p>*Reduces referrals to social care (CYPD) *Because it is NACRO families are more likely to attend/engage with workers because it isn't social care (CYPD) *As a health term we have seen real changes as to services being offered in the local community and have noticed more escalating concerns. NACRO services really helped to stop the escalation of these issues and address concerns.</p>
<p>Not only do NACRO provide parenting courses, they also provide one to one support in the home to families which Social Care and other agencies can not commit to as fully. NACRO have been very involved and very supportive with the services they provide.</p>
<p>It is extremely concerning that statutory and voluntary organisations are facing cuts at the same time. As a multi-agency team we rely on services such as this project, the furniture project and the women's centre to offer the support that we can no longer give. Together we can arrange valuable packages of support to the most vulnerable families not accessing social care. This support often leads to better outcomes for the family and prevents the need for social care involvement.</p>
<p>The project ethos, small building and location all promote service user take up. Some of the most marginalised families use this place and I have seen several families who have used the services move on to volunteering, training and employment. I have seen children with developmental delay make excellent progress due to the nature of the work they do in pre school and creche, as well as families building positive relationships due to the parenting provision. All of this has a positive knock on effect in keeping children safe from harm and enabling people to make a positive contribution. The work here is enhanced by the commitment to partnership working with a variety of agencies.</p>
<p>I understand cuts need to be made but any Children's services should be exempt as improving parental education can only improve the children's lives.</p>
<p>The cost of this service for the benefits / outcomes provided is extremely cost effective. The Voluntary sector services, along with providing excellent services for service users, encourage community cohesions, training, up-skilling local people as volunteers many of whom go on to employment in the city. Front line providers in the voluntary sector demonstrate commitment, expertise and a professional service which enhance the lives of Derby residents and children. The need for voluntary sector services is evidenced by the service users wanting the services and the positive feedback received. The cost of the voluntary sector in Children's Services is a small amount of the overall budget.</p>

Over the last 10 years there has been fantastic work going on in the Osmaston Allenton area. This work is just beginning to make a difference to all the outcomes for children. Over the last couple of years funding has been constantly cut to the extent now we cannot provide these services. Funding has been spread so thinly over the whole city that areas which desperately need services no longer can provide. Much of the money has been spent on buildings which we can no longer staff instead of signposting families to existing centres and providing manpower to meet the needs. Now and in the future we are going back to the stage of situations escalating to social care involvement and more and more children being taken into care or worse still.

I think it is essential to continue this service, families might not access statutory services. The families really benefit from this provision especially the children.

## Organisation Response

Q2. So we can really understand the strengths of the organisation, please tell us what difference you feel the service currently makes to its service users and residents of Derby;

Nacro is the leading crime reduction charity in England and Wales dedicated to making society safer. Nacro aims to create a safer, more inclusive society deploying its resources and skills to reduce the social causes of crime. Nacro tackles the causes of crime and offers individuals and families a stake in society. Nacro the crime reduction charity works to prevent crime by: . Promoting the resettlement of offenders in the community. Providing a range of practical services and activities for individuals (and their . families) caught up in the criminal justice process . Providing services to those at risk of offending. . Developing and delivering services to communities who are suffering from the . effects of crime and disadvantage. The Osmaston Family Project was established in 1996 to deliver under aims 3 and 4 in Allenton/Osmaston in response to the disproportionate number of lone parent families, domestic violence incidents, high numbers of children/young people on the Child Protection Register/ subject to a Safeguarding plan and a range of indicators from the social deprivation indices, that meant there was and still is a need for services for families with multiple and complex problems in this area. It has a joined up approach to service delivery working with the statutory and voluntary sector as partners using a 'whole family approach' in the delivery of services. The Project has particular expertise in delivering Family Support Services, Pre-school provision and Parenting Programmes with a Creche, working in partnership with parents/carers in Allenton/Osmaston. Due to this proven track record of improving outcomes for children 0-16yrs the work was recognised in 1999 when Allenton/Osmaston were selected as a pilot Sure Start area and Nacro were asked to be a key service provider and partner in shaping and developing Sure Start services. Nacro have continued to work in partnership with Osmaston/Allenton Children's Centre for the last 12 years. Key areas of strength within the Family Support, Parenting provision and Pre-school are: . Joined up approach to service delivery-working within the statutory and voluntary sector as partners . Assessment of family need - "Whole Family Approach" . Implementation of the Common Assessment Framework (CAF) . Excellent partnership relationships with parents/carers . A

non threatening service in the heart of the community The project is based in the Locality 2 area of Derby City and currently offers Pre-school services to families living in the wards of Boulton, Alvaston, Sinfin and Chelleston. All the other services are available to parent/carers living in any locality. The services are aimed at families who have been identified by Social Care, Education, Health or a Children's Centres as having complex needs that may lead to the risk of family breakdown without the support of Early Intervention Services. The pre-school provision provides sessional care for children aged 2-3 yrs. It is well very established and respected within the local community and has been utilised by a significant number of families over a number of years, with many siblings from the same family attending the pre-school or creche provision. This financial year to date (April 2011 -January 2012) pre-school has provided places to 57 individual children. Last year (April 2010-March 2011), it provided places to 68 individual children. The Pre-school is registered and inspected regularly by Ofsted Early Years, to ensure that the standards of learning are maintained. The last Early Years inspection took place in December 2010 with an overall rating of good. The inspector commented : "The nursery provides a welcoming and stimulating environment where children make good progress in their learning and development. Staff work very hard to establish positive partnerships with parents so that information is regularly shared in order to fully support children. A key strength of the provision is the close links established with other professionals in the community to ensure that the needs of all children are met.

Staff reflect and evaluate their practice in order to identify and prioritise areas for improvement." The pre-school regularly undertakes anonymous evaluations with parents/carers. Please see attached comments from these evaluations along with comments taken form our last Early Years Inspection report. (Appendices 1) The pre-school learning environment is specially designed to be age appropriate for young children, helping to support and boost their development and learning. It offers a safe, supportive and inspiring environment in which children gain a foundation of early education. The pre-school in run by two qualified experienced Nursery Nurses qualified to level 3 with over 12 years experience of working in the pre-school at the project. It is managed by an experienced manager who holds a BA (Hons) in Early Childhood studies and has 28 years of experience in working in Early Years settings.

This means the team are able to identify any special or additional needs at a very early stage and signpost to the appropriate service e.g. Speech and Language therapy. Graham Allens (MP) report 'Early Intervention the Next Steps' states "Another advantage of attending childcare is that qualified and experienced staff may be able to pick up signs of behavioural problems or slower language or cognitive development earlier on, and either provide additional support to the child and their parents to make a difference to outcomes before they start school or help to broker access to wider support services. This could change the child's trajectory between the ages of three and five and so determine how well they do at school" (2011) Frank Fields report 'The Foundation Years': Preventing Poor Children becoming Poor Adults' states " Attendance at early years settings has also been shown to have a big effect on cognitive outcomes in childhood, the quality of early education also matters. Children who benefited from good quality early



education experiences were on average four to six months ahead in terms of cognitive development at school entry than those who did not.

Staff qualifications and training are the key driver of quality, with warm interactive relationships, graduate or teacher led early education and a high proportion showing the best results" (2010) The wider community and social benefit: All of Nacro's services work towards delivering the targets outlined in the Derby City Plan for Derby residents. The Derby City Council plan 2011-2014 which states: Derby will be a City that builds a brighter future for Children and Young People who enjoy a healthy, safe and happy childhood, with the opportunity to meet their full potential "We cannot deliver real and lasting change across the city on our own. We will only achieve it by working hand-in-hand with our partners from the private, public and voluntary sectors" p.22 The plan states: All people in Derby will enjoy... good-quality services that meet local needs "Delivering good-quality services has been a long-standing priority for the Council. We want local people to be clear about the standards they can expect from their Council." P3. The pre-school and creche provision provides a good quality service that does meet the needs of local people it does this in partnership with the funding it receives from the Council. The plan also states : All people in Derby will enjoy... being safe and feeling safe "Over the next three years, we will focus on four areas to evaluate how well we are doing at making people safe and feel safe.

Some of the actions that we will put in place to make improvements in these areas will include... "Working across council services and with our partners to deliver early intervention and prevention services for those most vulnerable in our communities" p.13 The pre-school/creche is an early intervention service providing services to vulnerable children. In turn therefore, the pre-school/creche services will assist with the wider targets of creating safer and more cohesive communities, the reduction of the harm caused by substance misuse, and reduction in anti-social behaviour, re-offending and the fear of crime. In the longer term, they will assist in reducing public expenditure in areas such as the Criminal Justice System, hospital admissions and other health costs.

Q3. Are there any other benefits from the service and what has been achieved? Please provide any supporting information;

The pre-school provision offers places to 32 individual children each week, many of these children are from families with complex needs that are also receiving support from social care or family visitors within Children's Centres. Families with Complex Needs are families that can be the subject of multiple problems, such as: Alcohol and drug misuse, Mental Health problems, Crime and anti-social behaviour, Poor parenting, Child protection issues, Homelessness or tenancy issues, Debt, Economic dependence / Worklessness, Low attainment at school, School absence and exclusions, Domestic violence. The problems faced by the individuals in these family units are often interdependent, therefore an integrated and holistic approach is required that will address the needs of the family and not just the individuals within it. Many of the families do not just access the pre-school provision but may also attend parenting programmes at the project or receive parenting support in the home. All of the services are interlinked with the pre-school often being the first service that is accessed. Through this service, staff are able to identify what additional support the family may need, from our own service or by signposting to other relevant services. Nacro Osmaston Family Project have a wide range of established partnerships with other third sector organisations and the local authority in Derby City and takes pride in a reputation that reflects effective partnership working providing an holistic approach through the current services it offers. Pivotal to its successful and positive parenting programme provision, was creating opportunities for joined up working in engaging parents/carers across the City. For example, Nacro Osmaston Family Project works with 'Enthusiasm' who currently offer targeted intervention to the 100 young people most at risk of social exclusion in the City. We work together to promote and deliver this parenting service to the parents/carers of these young people to engage them in accessing parenting programme provision. Nacro has built a positive working relationship with Youth Offending over many years, which make a significant number of referrals onto the Handling Teenage Behaviour parenting programme for parents/carers who are subject to parenting contracts and parenting orders issued by the courts.

Q4. How will the organisation plan to reshape / develop the service from April 2012?

Previously the pre-school provision was Joint funded by Derby City Council Children and Young Peoples Department (50%) and NHS Derby City (50%). At the time of submission of the application for Voluntary Grant Aid (closing date 30th August 2011) Nacro were not in a position to contribute financially and did not have any match funding. Due to a communication breakdown between the Local Authority and NHS Derby City at the time of the application, we were not aware that NHS Derby City were going to continue with their 50% contribution towards the pre-school provision. If Nacro had known this before the submission of its grant application the organisation would have been able to demonstrate match funding and would have asked the Derby City Children

and Young Peoples Department for a reduced amount of funding. The organisation will continue to provide a pre-school provision 1 day per week with the funding from NHS Derby City but this will be at a reduced level and will only be able to offer places to 16 children each week instead of 32. This means that we will give priority to children who are referred through Health Visitors or other Health professionals, whereas now we also take referrals from Social Care, MAT Teams and Children's Centres on an equal basis.

Q5. What could be the potential impact from the organisation as a result of the decision not to fund the organisation -please select all that apply;

The organisation will cease to exist .  
New initiatives will be stopped  
Paid posts will be reduced .  
Alternative funding will need to be sourced  
(please give details below)  
The service will cease / be reduced .  
Alternative funding will be needed/other -details

As the pre-school is often the first contact we have with families with complex needs, the reduction in service will reduce the number of families we come into contact with and are able to signpost to other services. There are currently 32 children attending the pre-school provision if the decision is made not to continue to fund the organisation 16 of these children we have to be told they have lost their place and will no longer be able to attend after 31st March 2012. We have already been actively trying to find alternative provision locally for these children but there is currently non available. We are currently writing a restructure plan for the pre-school which will include criteria for how we identify which 16 children will continue with a place and which will have to leave. Obviously this is a very anxious time for parent/carers who are waiting to hear if their child will have a place. With cutbacks in many statutory services across the local authority, voluntary and third sector organisations will need to be relied on even more. Families that are currently being supported by the project will have to be picked up and supported by social care, putting even more strain on an already stretched service.

Q6. Does the organisation have in place any contingency plans to help with the withdrawal of funding?

Nacro will contact all stakeholders and service users prior to the end of the contract, the future well being of existing service users (children) will be the overriding concern within our exit strategy. We will liaise with partner agencies who remain involved with the service user, to update them on the progress achieved to date and alert them to outstanding support needs that will need to be met by other agencies if the child is not attending pre-school. Wherever possible, Nacro would look to redeploy staff to other services. However in this case Nacro has no other pre-school/creche provision services therefore we will have no option but to issue redundancy notices that comply with relevant

employment legislation. We recognise that the closure of the service will be a source of anxiety to parents/carers, children, staff, and we will deal with the closure sensitively and do our utmost to allay their fears. Nacro will continue to seek alternative funding through trust funds, grants and other external sources, in the hope that it can reopen its pre-school provision and enable it to work to full capacity.

Q9. How do you think they may be affected?

Due to lack of pre-school provision in this area for children under 3 years old, some of the children currently attending and progressing well will have not access to another pre-school provision in the area. Many of the children who took time to settle and feel safe and secure whilst attending the provision are now going to be left with no provision until they are 3 years old and will not have the support of the provision to help them make the transition to their next session. The project supports a number of very vulnerable families who need as much support as possible, a pre-school session is often a part of a support plan that has been put in place by social care and staff attend TAF meetings on a regular basis.

Q12. How do you think this area(s) may be affected?

Most of the children that attend live in the Sinfin Ward of Derby City with a few living within walking distance of the project in Alvaston and Boulton wards. As already stated there is no other local provision for children aged 2-3 years Children will have to travel a significant distance out of the area to access another pre-school.

Q13. Are there any other additional comments you would like to make?

The Project has many years experience of supporting families with complex needs and can signpost to other relevant agencies if appropriate. The Project is set in the heart of a local community on a housing estate and is not readily identifiable as a Family Project, which reduces one of the barriers for parents attending The added value of this service is that for many children living within a family with complex needs, is there vulnerability and low resilience. A child's resilience is based and built upon their very early childhood experiences, including the type of attachments they have formed and the type of 'factors' in place in the family home. Some children who do not have strong attachments or a secure base have low resilience and will need the intervention of targeted and specialist services. A child's resilience is based and built upon their very early childhood experiences, this service will provide children with a high quality childcare provision, which will support with building the child's resilience, self-esteem and confidence, through learning experiences, which will support children in achieving the Every Child Matters Outcomes. Research and findings of the Effective Provision of Pre-school Education (EPPE) project (1997 2004), has demonstrated the positive effects of high quality pre-school provision on children's intellectual and social

behavioural development up to the end of Key Stage 1 in primary school. The EPPE research indicates that preschool can play an important part in combating social exclusion and promoting inclusion by offering disadvantaged children, in particular, a better start to primary school. The findings indicate pre-school has a positive impact on children's progress over and above important family influences. The quality of the pre-school setting experience as well as the quantity (more months but not necessarily more hours/day) are both influential. The Nacro Osmaston Family pre-school provision provides high quality service where children only attend one session over a number of months. If the funding is cut the pre-school will not be able to provide this service to 16 children each day, reducing the number of children who can attend from a total of 32 each week to 16. The links between Early Intervention and families with complex need are clear and have been highlighted by recent reports by Frank Field (2010) and Graham Allen (2011). By intervening early, services such as early years pre-schools can help to prevent disadvantages developing later on in life. This not only helps to break the intergenerational cycle of poverty and help to create social mobility but it is more cost effective in the long run. The pre-school provision is an early intervention service, this is often the first childcare service that a family have accessed and sometimes the only service they are accessing. For these families the staff in the pre-school are often the only professionals to be seeing the children on a weekly basis and are in an ideal position to identify any issues or problems at an early stage. Voluntary organisations are often seen as less threatening for families experiencing disadvantage given the negative experiences that some families have had with public services. Parents/carers feel comfortable and speak highly of the services provided by the project. This is demonstrated in the service user's questionnaires. Allen (2011) notes "the importance of the third sector in supporting and delivering Early Intervention. Strengths and experience of the sector in understanding needs of the community to use in designing best interventions is beneficial to families".

Families access the services at Nacro because they feel confident and comfortable the project has built up positive relationships with parents over a number of years. I have worked at the Nacro Osmaston Family for the past 12 years and have seen for myself the positive changes and outcomes for many children. During my time at the project I have undertaken a significant amount of training and have recently gained an Early Years Degree, all that I have learnt and the knowledge I have gained I have used to ensure that the pre-school provision provides the highest quality care to children that access. The evidence is now very clear that young children's experiences in their early years strongly influence their outcomes in later life, across a range of areas from health and social behaviour to their employment and educational attainment. The most recent neuroscientific evidence particularly highlights the importance of the first three years of a child's life. A good strong foundation in the early years increases the probability of positive outcomes in later life; a weak foundation significantly increases the risk of later difficulties. The pre-school provision provides children with those early firm foundations and positive experiences. Children's experiences in their early years provide the essential foundations for both healthy development and their achievement through school. These clear links illustrate why it is important to ensure that

children's early experiences equip them with the skills that they need for life -a fact underlined by the Frank Field review on poverty and life chances and the Graham Allen review of early intervention. At the Osmaston Family Project confident, that we are providing an early intervention service that does provided the children that attend with a good start in the early years. As can be seen by the feedback from the service users questionnaires the parents/cares that currently access the e service or have previously accessed it belief that it is a valuable service and that their children have benefited from attending. I would ask the Local authority to re look at our application for ongoing funding for the pre-school provision. As has already been mentioned in question 4 the project would now only be seeking a reduced amount of funding from is original application and would now be asking for match fund of 18,870.00 My self and my staff team are passionate about the work that we do and are all totally committed to continuing to provide a much needed service to vulnerable children and their families.