

Start Well Phase Two – Public Consultation Stage Two Summary for Parents and the General Public

Background to the Consultation

We want to give children who live in Wigan the best start to their life. Start Well supports our children to be healthy, well and to achieve at school, so they can access opportunities to be successful, healthy and independent adults. They do this by helping families understand their strengths in order for them to achieve the things that they feel are important.

We have been talking to residents about Start Well since late 2015, when we conducted phase 1 of our consultation. In the first consultation you told us you wanted:

- services to be more accessible in your community
- to tell your story once to the professionals you are working with
- support you with what matters to you and your family

Start Well Phase One

Following this consultation, Start Well began in September 2016 and this included **Start Well Family Centres** (these are our Children's Centres in the Borough) and **Start Well Locality Teams** (you may have known this as the Gateway Service previously). These services provide an offer to all and early support for some children aged 0-19 years (up to 25 years for young people with special needs) and their families with greater needs.

We are pleased with the changes we have made to Start Well, but families and staff tell us that there is more we could be doing to continue to improve the way we deliver services in Wigan.

Because of this we reviewed the current services delivered by Health Visiting and School Nursing and looked at how they can work more closely as part of Start Well Teams and with places families have told us they go for support like; Schools, GP Surgeries and Nurseries.

Start Well Phase Two – Stage One Consultation

Earlier in the year, we ran some further consultation to get residents views on their current experiences of Health Visiting and School Nursing Services and on some proposed principles for further improvements to Start Well.

Over 90% of respondents agreed or strongly agreed that Start Well Workers, Health Visitors and School Nurses should; know the communities they work in and work with families to focus on what they are good at, passionate about and aspire to.

The majority of respondents also agreed with things we said about how these services should be delivered, for example:

- There should be one plan for a family.
- That schools, nurseries and GPs should work together with Health Visitors, School Nurses and Start Well Workers.
- Health Visitors, School Nurses and Start Well Workers should offer support to all families, they should develop new ways to do this and be better at reaching families who need more support to be healthy and well.

You can read a more detailed consultation report here [Full Report](#)

Start Well Phase Two – Stage Two Consultation

Based on what we learnt through Stage one of the consultation and work we have been doing with Start Well Staff we have developed a further set of proposals on Start Well Services.

**Please note, when we refer to 'Start Well Services' as part of this consultation this includes; Start Well Locality Teams, Start Well Family Centres, School Nursing and Health Visiting Services.*

These set out what we are proposing to do to bring teams together to deliver a Start Well Service that focusses on the strengths of families and what matters to them, to improve outcomes for children and families through connections to their community and relationships to Schools, Nurseries and GPs.

We are running a further stage of consultation on these proposals involving; residents, Start Well Staff and other staff groups like School staff, GPs and Social Workers.

There are a number of ways that you can hear about our proposals and have your say, including; focus groups, drop in sessions and by responding to our questionnaire.

Please follow the link below to the online questionnaire:

[Complete the Start Well - Phase Two Survey](#)

The closing date for the consultation is: 14th November 2017