



Q. Will there only be seven children's centres in Norfolk?



Children's centres help families by running play sessions and giving them information.



We think that we would need seven buildings to run the new service from. We call these our 'outreach bases'.

Staff working in these seven bases would organise activities for families in local communities across Norfolk. We call this 'outreach'.



Q. How will the seven outreach bases work and what services will be on offer?



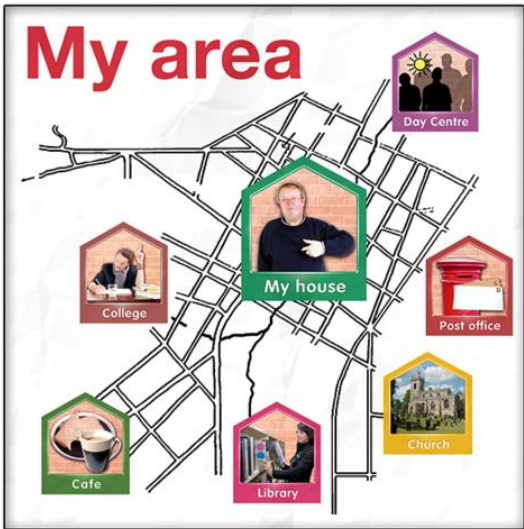
We aim to have seven outreach bases.

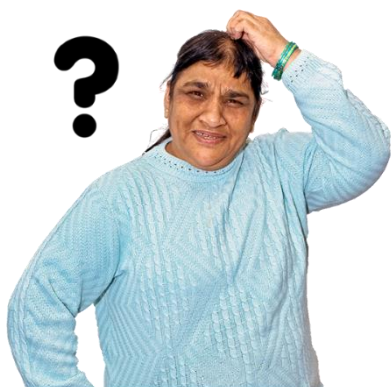


These bases would be used as places for staff to work.



These bases would also organise the help and activities in the local community.

	<p>Q. Will I have to travel to one of the seven bases to get help?</p>
	<p>No – you won't have to travel to one of the seven bases to get help.</p> <p>Our new service aims to use local community spaces that you can get to easily.</p> <p>Our new service also aims to support you at home where this is helpful.</p>



Q. What community venues will be used and will these be as good as my local children's centre?



We want to run services for families in libraries, community centres and village halls.



Children's Centres already use community centres, like libraries, for families to meet and get help.



Staff check that these community centres are safe for families and children.



Q. How is my local children's centre affected by these proposals?



Your centre could be one of our bases.

We hope to use all of the children's centre buildings to support families in some way.



You can tell us what family services you would like to see in your local community.

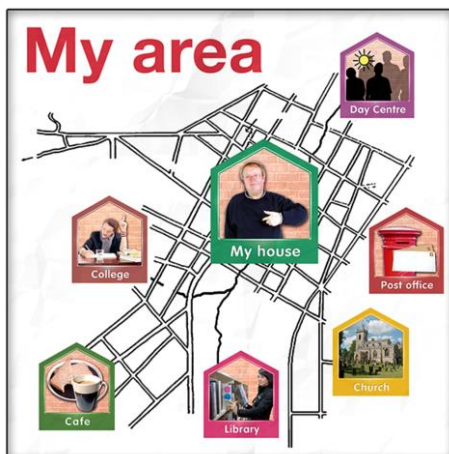
	<p>Q. Will the new service offer the same activities and support currently available in children's centres?</p>
  	<p>Families will be able to get the same support from their local communities.</p> <p>When families need extra help, we aim to give them more support. We call this 'targeted support'.</p> <p>The new service would work more closely with health visitors and other people working with families so that help comes from a range of people.</p>



Q. How will parents get services and support they need if they cannot travel to a children's centre?



There would be a team that parents could contact about they help that they need



Norfolk is a big place and travelling can be difficult for families.

This is one of the reasons we want to offer services in the community that are nearer to where people live.



Q. How will the proposed service reach parents and families who need support?






When families need extra help, we aim to give them more support. We call this ‘targeted support’.

Local schools and social workers can also ask for targeted support for a family, but only if the family agrees.

In some parts of Norfolk families need some extra help.



We want the new service to focus on these parts of Norfolk and help the families living there.

	<p>Q. Will there be the same number of staff working with families in the proposed new service?</p>
 	<p>We can't answer this question yet.</p> <p>A decision about the future of children's centres will be made by the Children's Service Committee in January 2019.</p> <p>We want to make sure that we spend our money on helping families.</p>



Q. Will I have to pay for activities that I currently use at my local children's centre?



Activities will be free for families that need extra help.



Q. Will I have to use the internet to find information and advice – what happens if I want to speak to a real person or have no internet access?

The new service would have better information and advice online for families.

But we know that people sometimes want to talk to a real person.

Families can speak to members of staff on the telephone if they want to.