

Bromyard children centre services consultation

Version 1.1
Herefordshire Council Intelligence Unit

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Version history:
Person identifiable data has removed from the comments.

Introduction

Children's centre services in Bromyard are externally commissioned and currently delivered by HOPE Family Centre. This contract is due to end in March 2018. Herefordshire Council wanted to hear the views of service users and Bromyard residents to help shape children centre services in Bromyard area in the future.

Children Centre services in Herefordshire supports children and families 0-5 years through our universal and targeted work. With reducing resources from central government Herefordshire children Centre services have had to change and adapt service delivery and ensure the resource is targeted to where it is most needed.

Methodology

An online questionnaire was published on the Herefordshire Council website and was available for completion between 1st August and 30th September 2017. All residents of Bromyard children's centre reach area were invited to partake.

The consultation was advertised to all early years providers, schools and on the council Facebook and Twitter. This was also promoted via the children centre services Facebook page and the Herefordshire early years educators Facebook page. Officers carried out pre-arranged visits to various locations within the Bromyard reach area including, Play Zone and Health Visitor Clinic in HOPE Family Centre, a parent and toddler group in Bishops Frome and St Peters Primary School, Bromyard.

This report presents the results of the responses to the questionnaire. The base used for calculating percentages is specified for each question. Note that percentages are rounded to the nearest whole number in the tables. If respondents could select more than one answer to a particular question (for an example Q2), percentages may add up to more than 100 per cent.

Results

There were a total of 184 responses received to the Bromyard children centre consultation.

About you

Q1. Do you use the children's centre in Bromyard?

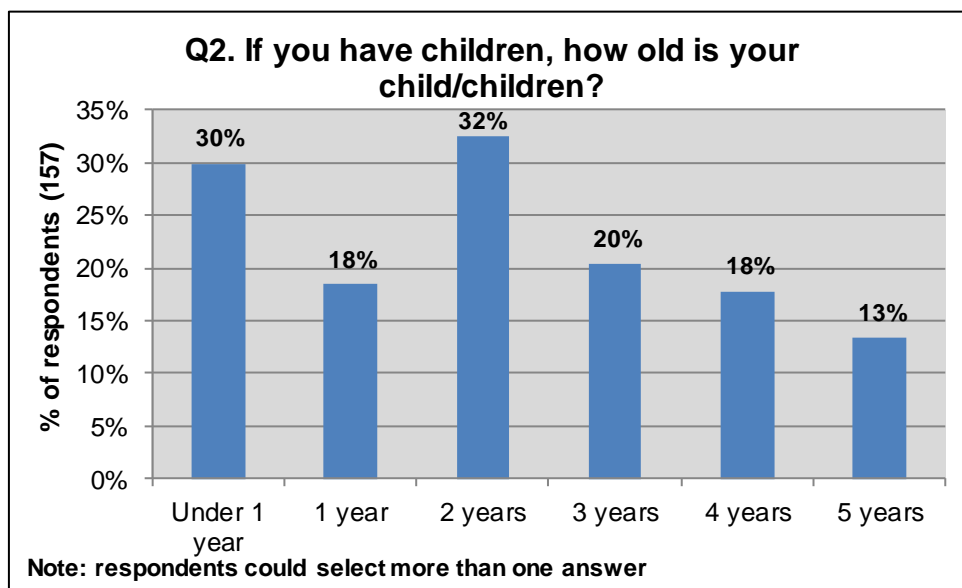
The majority of respondents (89 per cent) use the children's centre in Bromyard.

	Number of respondents	% of respondents
Yes	162	89%
No	20	11%
Total respondents	182	100%
Not answered	2	

Q2. If you have children, how old is your child/children?

Of the respondents who have children, the age of those children varied; 30 per cent have 0-1 year olds, 18 per cent 1 year olds, 32 per cent have 2 year olds, 20 per cent have 3 year olds and 31 per cent have 4-5 year olds.

	Number of respondents	% of respondents
Under 1 year	47	30%
1 year	29	18%
2 years	51	32%
3 years	32	20%
4 years	28	18%
5 years	21	13%
Total respondents	157	100%
Not answered	27	



Q3. Postcode

Almost ninety per cent of survey respondents (163 respondents) provided at least first three characters of their postcode. The majority (66 per cent) of these respondents live within the HR7 postcode district.

Postcode district	Number of respondents	% of respondents
HR1	8	5%
HR2	4	2%
HR4	7	4%
HR6	6	4%
HR7	107	66%
HR8	1	1%
WR1	8	5%
WR6	20	12%
Other	2	1%
Total	163	100%

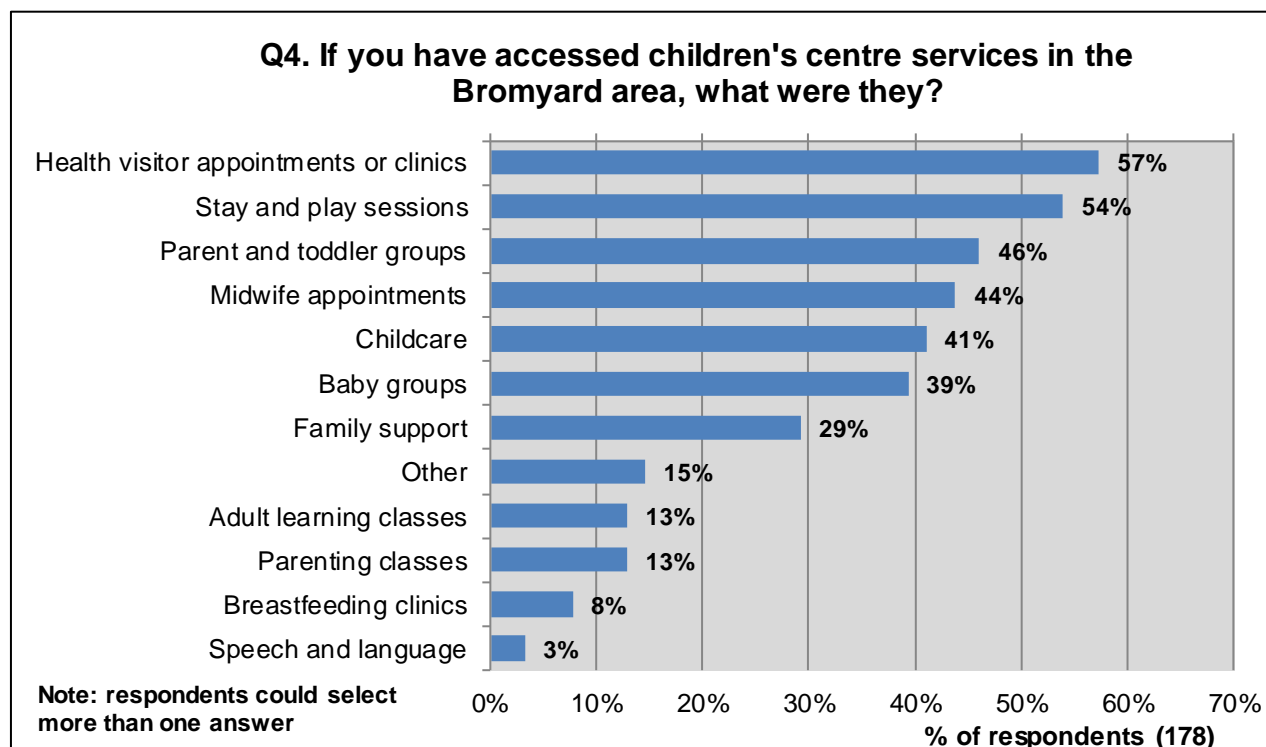
Q4. If you have accessed children's centre services in the Bromyard area, what were they?

The services that respondents have accessed most within the children's centre were universal services e.g. 'Health visitor appointments or clinics' and, 'stay and play sessions', cited by 57 per cent of respondents and 54 per cent of respondents respectively. 'Parent and toddler groups' (46 per cent), 'Midwife appointments' (44 per cent) and 'Childcare' (41 per cent) were also commonly accessed children's centre services. The majority of respondents did not attend 'Breastfeeding clinic' and/or 'Speech and language clinic' with each service chosen by less than 10 per cent of respondents. Only 29 per cent accessed family support.

'Other' services accessed by respondents in the Bromyard children's centre included the 'café', 'contact centre' and 'work in the centre'.

	Number of respondents	% of respondents
Health visitor appointments or clinics	102	57%
Stay and play sessions	96	54%
Parent and toddler groups	82	46%
Midwife appointments	78	44%
Childcare	73	41%
Baby groups	70	39%
Family support	52	29%
Other	26	15%
Adult learning classes	23	13%
Parenting classes	23	13%
Breastfeeding clinics	14	8%
Speech and language	6	3%
Total respondents	178	100%
Not answered	6	

Note: respondents could select more than one answer



Future provision

Q5. From which of the following venues do you think children's centre services in the Bromyard area should be delivered?

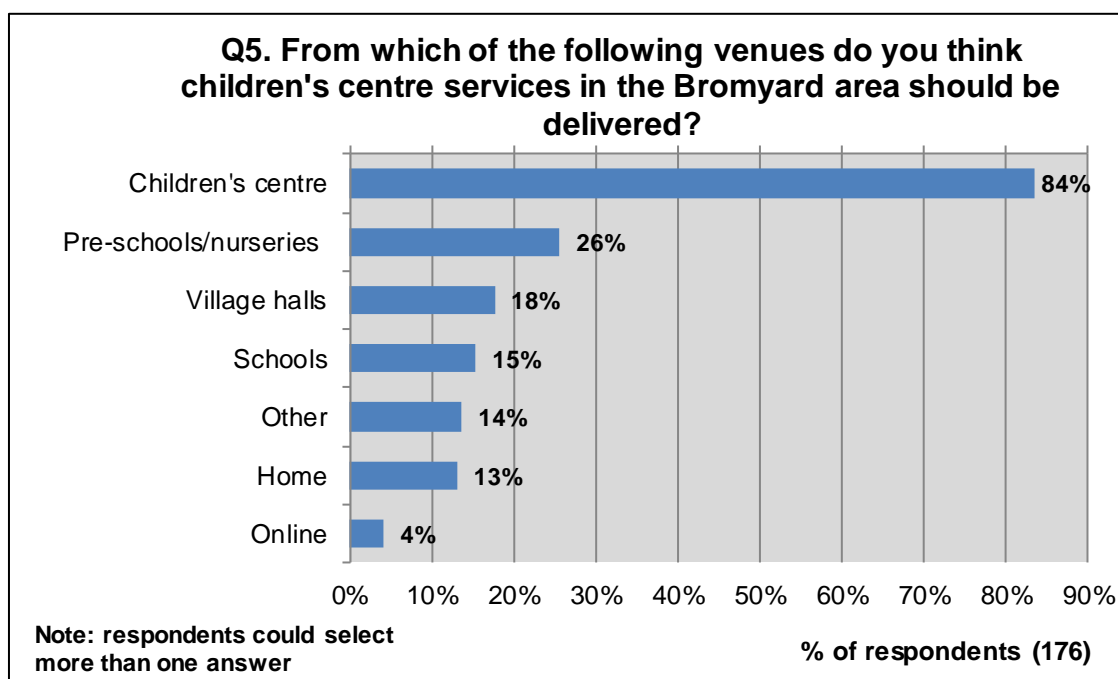
The large majority of respondents (84 per cent) thought that the children's centre services in the Bromyard area should be delivered in a children's centre. However, a mixed response for services and support to also be delivered in 'Pre-schools/nurseries' selected by 26 per cent of respondents. The next on the list of venues were 'village hall' and 'schools' selected by 18 per cent and 15 per cent of respondents respectively.

As part of the option to suggest 'other' venues not included on the questionnaire, the HOPE centre in Bromyard was suggested by 53 respondents (93 per cent of whom made a comment to specify 'other') and four other venues were suggested by respondents:

1. "Bishops Froome area has large numbers of 0-5 years olds and we do not get any services other than the parent and toddler group run by volunteers. We would like support for a children centre"
2. "Children's centres are great facilities when they deliver the services"
3. "Predominantly it should be from a proper Children's Centre. If, and that is an unlikely if, Funds allow other ADDITIONAL routes should be provided. But don't dilute the service by thinking that Other Routes can be in place of the Children's centre."
4. "The Hope centre is no longer a welcoming place to go, parent and baby groups are badly run with little to offer"

	Number of respondents	% of respondents
Children's centre	147	84%
Pre-schools/nurseries	45	26%
Village halls	31	18%
Schools	27	15%
Other	24	14%
Home	23	13%
Online	7	4%
Total respondents	176	100%
Not answered	8	

Note: respondents could select more than one answer



Q6. Do you have a preference to who co-ordinates the delivery of children's centre services in the Bromyard area from the list below?

Over four fifths of respondents (81 per cent) have a preference over who co-ordinates the delivery of the children's centre services in Bromyard.

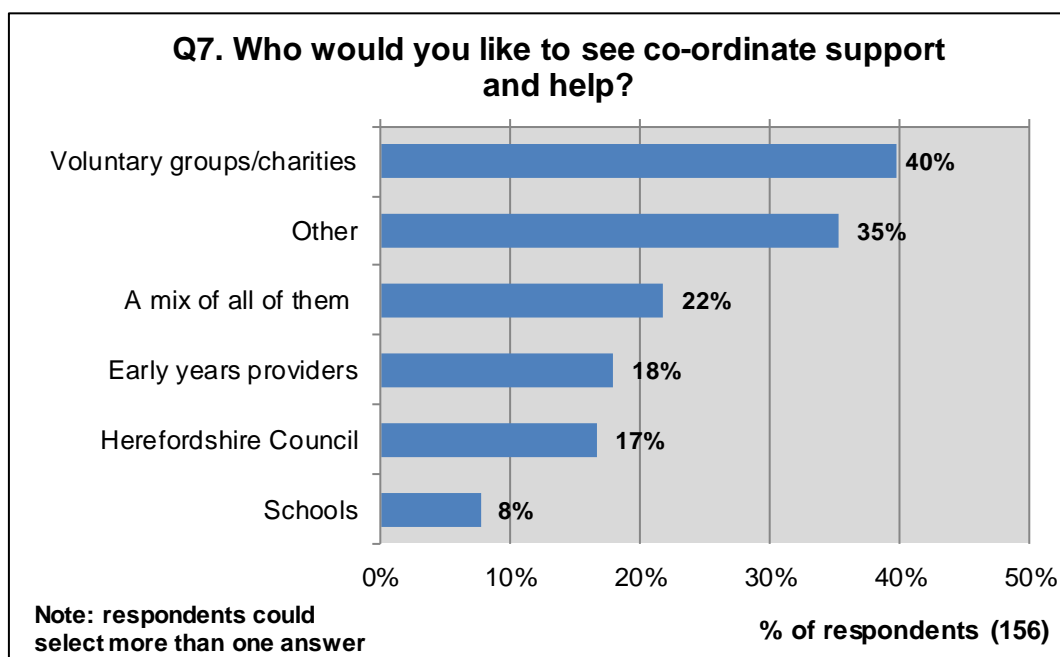
	Number of respondents	% of respondents
Yes	141	81%
No	33	19%
Total respondents	174	100%
Not answered	10	

Q7. If yes, who would you like to see co-ordinate support and help?

Forty per cent of respondents would like 'voluntary groups/charities' to co-ordinate the support and help to deliver children's centre services in Bromyard, while 22 per cent would prefer 'a mix of all of them'.

	Number of respondents	% of respondents
Voluntary groups/charities	62	40%
Other	55	35%
A mix of all of them	34	22%
Early years providers	28	18%
Herefordshire Council	26	17%
Schools	12	8%
Total respondents	156	100%
Not answered	28	

Note: respondents could select more than one answer



Thirty five per cent of respondents would like 'other' organisations to co-ordinate the delivery of services. Eighty five respondents made comments to specify which 'other' organisations they are referring to; the majority (76 respondents) of whom would like 'HOPE centre' to co-ordinate the delivery of support. Nine other respondents commented as follows:

1. "I think a mix of schools nurseries and village hall facilities should be used as there are no children centre activities in the rural areas of Bromyard only in Bromyard town so it is very limited".

2. *"I think it should be left how it is, just more back up and financial help."*
3. *"I think the health team should be involved too"*
4. *"Mainly HOPE centre - the most valuable asset in a small rural town providing care, training and support"*
5. *"Much sustainable"*
6. *"The council clearly need to sort themselves out and do what they are doing so well in Hereford"*
7. *"The Hope Centre have been brilliant. I don't know how I would have coped without them."*
8. *"As a provider, myself, of primary healthcare services in Bromyard and the surrounding area, I feel that the co-ordination and delivery of CC services are provided very well by the HOPE Centre. Staff have an excellent knowledge of the local community which has been acquired over several years. This enables them to work effectively and efficiently with vulnerable children and families in this semi rural community. At a time when communities across Herefordshire are becoming aware of the high level of loneliness, and detrimental effects of loneliness, it is essential that CC services are delivered from a centre where parents, carers and children have opportunities for social contact."*
9. *"Don't really have a preference - a mix of them all would be best"*

Q8. Do you agree that children's centre services and support in the Bromyard area should be delivered in places where communities have the most vulnerable children?

Over half of respondents (59 per cent) agreed that the children's centre services and support in the Bromyard area should be delivered in places where communities have the most vulnerable children.

	Number of respondents	% of respondents
Yes	102	59%
No	39	22%
Don't know	33	19%
Total respondents	174	100%
Not answered	10	

Q9. Is there any other support that you would like to have as a parent of a young child under 5 years in the Bromyard area?

A total of 64 comments were made to specify 'other support' that respondents would like to have:

Comments:
<i>Activities and sessions in Bishops Frome and the rural areas outside of Bromyard as I live at Fromes Hill. I prefer Ledbury children centre to Bromyard as Ledbury has more going on</i>
<i>Adult classes/training</i>

Comments:
<i>All pretty good so far</i>
<i>Breast feeding classes. After school childcare</i>
<i>Breastfeeding support - they don't provide it but say they do?</i>
<i>Cafe is great at Hope Centre - having sessions there encourages individuals to go and use the cafe which offers rest bite with the soft play. This can be a great 'breather' for many new mums and a huge support knowing it is there.</i>
<i>Continuation of excellent service provided by <illegible> and HOPE centre</i>
<i>Continue existing support from Hope</i>
<i>Creche</i>
<i>Drop-in support</i>
<i>Easier access to speech and language therapy</i>
<i>Extended opening hours for groups and cafe</i>
<i>Family outings during the school holidays. Transport for non-drivers using the centre.</i>
<i>Herefordshire council need to run this centre too - Widemarsh is an excellent example of a greasy centre HOPE could take some tips!!</i>
<i>Hope is wonderful and has helped me and my family so much the staff are so kind and it's such a nice place where me and my friends met and now spend time it needs to stay</i>
<i>I don't know</i>
<i>I honestly feel that the Hope Centre delivers everything I ever needed. I don't know what I would do without it.</i>
<i>I think should be accessible for vulnerable and not vulnerable children</i>
<i>I would like the current support offered by HOPE to remain as a consistent and reliable service for the community</i>
<i>I would like to set up a postnatal / depression group for parents / parents to be.</i>
<i>It should be for all children</i>
<i>Keep it at hope it's great we all love it and they run it well why change it? We want more groups and more money for the centre</i>
<i>Keep the centre - great places for families, as said before when they do it well. So far it seems HOPE are nowhere near the level of Hereford's children's centres</i>
<i>Long opening hours for Nursey</i>
<i>Lots but there is little available now as the Hope centre has changed to a place where only well off parents are made to feel welcome</i>
<i>More clinics and groups in the rural areas. Support is very good generally though.</i>
<i>More groups</i>
<i>More groups at Hope Centre very rural location (2)</i>
<i>More groups every day of week</i>
<i>More inviting environment for me and my daughter</i>
<i>More provision and access for disabled parents</i>
<i>More provision for 3-5yrs. activity groups/playgroups that are easily accessible.</i>
<i>More support for disabled parents/ deaf parents</i>
<i>my neighbour with two under 5s says the Hope centre has been a lifesaver.</i>
<i>No (6)</i>
<i>No - all good here. no changes required</i>
<i>no hope centre do it well already it should stay the same way it is now the staff are so nice and the place is so welcoming and we want to keep t as it is now</i>
<i>No thank you. Hope has covered everything I've needed and more</i>
<i>No the hope centre supplies all.</i>

Comments:
<i>No, Hope Centre provides excellent support.</i>
<i>No, I think the centre is an excellent place and offers a variety of things, an asset to the community</i>
<i>Point 8 - all children should be able to access services as needed</i>
<i>Re no 8 - Access for all children. 9. just more classes at hope</i>
<i>Re No 8 - Should be available for everybody</i>
<i>Regarding question 8. Bromyard is a community. These questions suggest that each pocket of most vulnerable children should have its own Children's Centre, which is ridiculous.</i>
<i>Service providers that will provide the services they say they do. I have enquired about a speech and language for my son breastfeeding for my friend and parenting class for myself yet I have been pushed back to the health visitor. Apart from the cafe groups and nursery they don't seem to do anything else. I will use the place for the odd coffee maybe now - not like it was!!</i>
<i>Speech and language</i>
<i>Support groups for new parents</i>
<i>Sustainable care at the Hope Centre</i>
<i>The stay and play groups at the Hope centre are not what they used to be , unfriendly staff and no support for parents who attended</i>
<i>The adult classes and breastfeeding no longer run so why do they advertise it</i>
<i>The hope centre have supported me for the last few years and have been my lifeline in hard times I'm unsure what I would do without them and they need to keep running this service as it's the only centre that has a good amount of service locally. The community would not be the same without them and people like me would be isolated</i>
<i>The Hope Centre supplies everything</i>
<i>This centre needs intervention</i>
<i>We are very lucky to have everything provided at Hope Centre. A very family orientated place. We love it.</i>
<i>What about sessions and groups outside Bromyard row</i>
<i>With no young children I was a regular user of the cafe at HOPE, however I have not used it for a number of months due to not passing through. However my recent visit was a bit of a shock at how different the feel of the place is. Myself and a friend were always keen to chat with the locals and hear of what's on in the Bromyard area from the community that were attending courses and groups at the centre and using the cafe (I visited the folk festival after one young mum advised a lovely day - she was right) It was always a lovely atmosphere and buzzing with people and families but my last visit was very different. The place was so empty and not very friendly (cafe staff were delightful however) People who I can only presume were staff were busy around the centre but on leaving, a family we're waiting in reception but no one was available to see to them. I would love to see the Centre continue the work that was so highly spoken of but is it being used?</i>
<i>With regard to point 8 this service should be open to everyone. I would like to see more groups work and 1-1 support. Domestic violence 1-1 support in my local area would be good too.</i>
<i>Yes. More support</i>

Appendix A: The questionnaire

Bromyard children's centre services consultation

1 August - 30 September 2017

The support services we provide through children's centre services across Herefordshire play a key role in supporting good early child development and school readiness, helping parents in the crucial early years of a child's life and improving child and family health.

These services, which include activities, help, guidance, support and healthcare, have historically been delivered through children's centres. Much of this work now also takes place through outreach in the community.

At the moment Bromyard children's centre services are externally commissioned and HOPE Family Centre deliver this service. This contract is now due to end and we'd like to hear your views about children's centre services in the Bromyard area, to help us shape the way we provide these services in the future.

Please complete the following survey to let us know what will help meet you and your family's needs from children centre services in the Bromyard area.

About you

1. Do you use the children's centre in Bromyard?

Yes

No

2. If you have children, how old is your child/children?

Under 1 year

3 years

1 year

4 years

2 years

5 years

3. What is your full home postcode?

4. If you have accessed children's centre services in the Bromyard area, what were they?

Please tick all that apply

Midwife appointments

Parent and toddler groups

Health visitor appointments or clinics

Childcare

Stay and play sessions

Baby groups

Breastfeeding clinics

Adult learning classes

Family support

Parenting classes

Speech and language

Other, please specify:

Future provision

5. From which of the following venues do you think children's centre services in the Bromyard area should be delivered? Please tick all that apply

- Children's centre
- Pre-schools/nurseries
- Schools
- Village halls
- Home
- Online
- Other, please specify:

6. Do you have a preference to who co-ordinates the delivery of children's centre services in the Bromyard area from the list below?

- Yes No

7. If yes, who would you like to see co-ordinate support and help?

- Voluntary groups/charities
- Early years providers
- Schools
- Herefordshire Council
- A mix of all of them
- Other, please specify:

8. Do you agree that children's centre services and support in the Bromyard area should be delivered in places where communities have the most vulnerable children?

- Yes No Don't know

9. Is there any other support that you would like to have as a parent of a young child under 5 years in the Bromyard area?

Completed questionnaire can be sent to:
Herefordshire Council Research Team, Freepost SWC4816, PO Box 4,
Hereford, HR4 0BR

Thank you for your time