

Consultation on services for families with young children in Herefordshire

Parents and carers questionnaire

Herefordshire Public Services are committed to ensuring that every child in Herefordshire is given the best start in life.

We know that the majority of our young children do well, but the gap between the children who do well and the ones that don't is increasing. We want to make sure that we make best use of the budget available to ensure we are supporting all children to achieve their potential.

Our commitment to ensuring this in Herefordshire is demonstrated in the four priorities of the "Yes We Can Plan 2011-14" which is the overarching county plan for children and young people:

- Helping families, parents and carers to help themselves, particularly in the early years of their children's lives;
- Promoting health and well-being;
- Achieving success in learning and future employment;
- Protecting children from harm.

Children centres are best placed in the county to meet these priorities by providing a wide range of support to families with young children. We would like to find out from families, professionals and communities on the types of services children's centres should be delivering in the future and explore whether there are other ways to provide these services.

The aim of this consultation is:

"To identify an affordable model for the delivery of Herefordshire children centre services that will help all children achieve their potential and takes full account of the changing national policy, the financial challenges the local authority faces and Herefordshire Council and NHS Herefordshire's desire to commission services based on the needs of families."

This consultation will enable us to understand what works well, what could work better and what we should be prioritising to ensure the families that need the most support receive it.

About this questionnaire

Herefordshire Council and NHS Herefordshire are committed to ensuring that the services meet the needs of the individuals and your comments and suggestions will help us to improve the services available.

All individual responses provided to us will remain confidential and will only be shared with a small number of researchers at Herefordshire Council. The information you provide will only be used for the purposes described, but any comments you provide may appear in anonymised form in the published results. The key findings of the consultation will be available on the Herefordshire Council website in the Summer.

The findings from the questionnaire will inform the service specification for children centre services, therefore it is extremely important that we receive as many completed questionnaires as possible.

Please could you complete the questionnaire by **Friday 30th March 2012** and return in the enclosed pre paid envelope. Alternatively you can complete the questionnaire on the Herefordshire Council website- http://www.herefordshire.gov.uk/survey/parents_and_carers/index.htm

If you need help to understand this document, or would like it in another format or language, please call locality business support on 01432 260261 or e-mail locality@herefordshire.gov.uk

1. **Do you use a children centre?**

- Yes
 No

If Yes, please tick which centre(s) you attend: (tick all that apply)

If No, please go to question 3

- | | |
|---|--|
| <input type="checkbox"/> <i>Coningsby (Leominster)</i> | <input type="checkbox"/> <i>Springfield (south city)</i> |
| <input type="checkbox"/> <i>Kington</i> | <input type="checkbox"/> <i>Southmeadow (south city)</i> |
| <input type="checkbox"/> <i>Bromyard (HOPE)</i> | <input type="checkbox"/> <i>Ross</i> |
| <input type="checkbox"/> <i>Broadlands (north city)</i> | <input type="checkbox"/> <i>Golden Valley</i> |
| <input type="checkbox"/> <i>Widemarsh (north city)</i> | <input type="checkbox"/> <i>Ledbury</i> |
| <input type="checkbox"/> <i>Greencroft (south city)</i> | |

How did you find out about the children centre?

3. **If No to question 1, please tick the reasons why you do not use a children's centre? (tick all that apply)**

- Didn't know there was one*
 Too far for me to travel to
 I have tried it and didn't feel welcome
 I don't feel confident to go along
 I work during the day
 My child attends a nursery/ childminder during the day
 Other (please specify):

4. **If NO what things would encourage you to use the centre?**

- A leaflet telling me what's on*
 A home visit from a member of staff
 Help with transport
 To see my health visitor
 To see my midwife
 A friendly welcome
 Centres open at the weekend
 Centres open in the evening
 Other (please specify):

5. **Are centres open on days and at times that suit families?**

- Yes
 No

6. **Would you like centres to be open at weekends or evenings?**

	Yes	No	No opinion
Weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evenings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. **How important are the following children's centre services to you?**

	Very important	Fairly Important	Not very important	Not at all important	No opinion
One to one family support for families in crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with parenting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health visitor clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Midwifery clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ante-natal groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post natal groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Breastfeeding support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Baby Massage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Baby Yoga	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Baby groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toddler groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting ready for nursery groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting ready for school groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speech and language groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speech and language clinics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft play sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stay and play groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help in getting back into work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Money advice - benefits / debt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First aid courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home safety advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with stopping smoking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Portage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sing and sign groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight management support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Forest school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy eating advice / groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family activities - all ages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. **Which is the one service you would most value having in a children's centre?**

9. **What services would you like to see that currently are not offered?**

10. **1.If you do use the children centre how has coming to the centre made a difference to you?**

	Yes	No	No opinion
Increased my confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved my health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better family relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supported through a crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gained new skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gained a qualification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me to find a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped with my parenting skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Became a volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Got involved with running groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Became a member of the advisory board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More confident to support my child in starting school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. **Do you agree that a charge for universal drop-in services is acceptable? (Please select one option)**

- Strongly agree*
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

12. **Whilst we intend to offer services to all, what extent do you agree that children's centre services should be targeted to the most vulnerable? (Please select one option)**

- Strongly agree*
 Agree
 Neither agree nor disagree
 Disagree
 Strongly disagree

13. **Ten of our children centres are run by the council, one (Bromyard) is run by another agency. Who do you think should run children centres? (Please tick all that apply)**

- Council*
 Other agencies (charities)
 Parents
 Community / volunteer groups
 Private organisations
 A mixture (council, charities, parents, community groups)

14. **How do you feel parents could become more involved in the running of children centre services?**

	Yes	No	No opinion
Trained as volunteers to support other parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Co-ordinate and run groups that support other parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Running parents forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being part of the management group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. The government has recently announced an increase in the number of free nursery places for 2 year old children who live in deprived areas. Herefordshire needs to find extra nursery places to enable these children to have the best start in life.

One option to achieve this is to redesignate one of the children centres in the south of the city to become a childcare nursery. If this was to happen the other 2 centres would still continue to offer services to all families in the south of the city.

Do you think this is a good idea?

- Yes No No opinion

If yes, which children centre do you think would be the best one? (Please select one option)

- Southmeadow
 Springfield
 Greencroft

Please explain why?

Please add any comments below that you would like to feed into this consultation.

Thank you for completing the questionnaire, the responses you have given will be used to plan children centre services and are completely anonymous however we would like to find out a bit about you, and would appreciate you completing the section below.

This information helps us to ensure that our services are accessible to all. It will only be used for the purpose of statistical monitoring, treated as confidential and not used to identify you.

What is your gender?

- Male Female

If applicable, please tell us how many children you care for (in the following age bands):

No. of children aged 0-5 years

No. of children aged 6-10 years

No. of children aged 11-15 years

No. of children aged 16-19 years

What is your age band:

- Under 20 years 20-29 years 30-39 years 40-49 years 50 + years

Do you have a disability, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?

- Yes
 No

If yes, please specify any particular requirements when using this service:

How would you describe your national identity? (Please tick one box only)

- English
 Scottish
 British
 Welsh
 Northern Irish
 Irish
 Other (please specify):

How would you describe your ethnic group? (Please tick one box only)

- White British/English/Welsh/Scottish/Northern Irish
 Other White (please specify below):
 Any other ethnic group (please specify below):

Other White

Any other ethnic group

What is your postcode?

Thank you for taking the time to complete the questionnaire.

Please return your questionnaire in the pre-paid envelope provided, or if this has been misplaced, to the following FREEPOST address (you don't need a stamp) by Friday 30th March 2012:

**Children Centre Consultation
FREEPOST NATW599
PO Box 64
Hereford
HR4 0BR**

If you have completed the survey online, please ensure this paper copy is recycled.