

Richmond Children's Centres Consultation Summary January 2024

Overview

Richmond Children's Centres undertook a public consultation on the relocation of services from Norman Jackson Children's Centre and Tangle Park Children's Centre into The White House provision in Hampton. The move forms part of service wide transformation working towards delivering a Family Hub Model.

The consultation went live on 6 October 2023 and closed at 11pm on 8 December 2023, it ran for 9 weeks in total.

This document summaries responses looking at what is working well and what parents / carers may be concerned about within the proposed changes. The final section will look at actions for AFC and next steps.

General headlines

Despite promotion and support in Children's Centres across the duration of the consultation, including targeting key groups to promote engagement, the survey response rate was very low at 55 responses.

In addition, all responses submitted were by females and not all questions were completed, some were 'skipped'.

The majority of surveys completed were by service users who regularly use the two centres mentioned in the consultation Norman Jackson (62% respondents regularly attend NJ) and Tangle Park (64% respondents regularly attend TP).

With these limitations in mind, the responses analysed are a very small sample of service users however do provide insight into the benefits and concerns of a portion of those who use these children centres.

Summary of demographics of respondents

- **Number of responses:** 55 completed responses:
 - 45 by parents,
 - 1 soon to be parent,
 - 1 Cllr
 - 8 others - parents of older children, partners
- **Gender:** All respondents were female
- **Age:** The majority of respondents were aged between 25-45 years:
 - 42% were aged 35-45 years
 - 35% were aged 25-35 years
- **Ethnicity:** The majority Ethnicity group who completed the survey was 59% White British, 13% Other White, 9% other, 3% indian, 3% Other Ethnicity and 3% preferred not say
- **Physical or mental impairment:**
 - 5% considered themselves to have a physical or mental impairment
 - 24% considered their child had physical or mental impairment

Current usage of Children Centres

- 47% of respondents attend the Children's centres 1 -2 times per week
- 76% of respondents walk to NJ and TP to access the services:
 - 86% of respondents can walk to their CC in under 20 mins
 - 55% said they could walk to The White House in 20 mins or under
- 64% of respondents access other Children's Centre sites
- 32% of respondents only attend one Children's Centre

What's working well

It is clear that the respondents value the support currently received at the Children's centres. The positive impact attending Children's Centre sessions is clear in the responses with 96% agreeing/strongly agreeing that attending has a positive impact on their own wellbeing and that of their child.

90% of respondents stated that attending the Children's centre has supported their child to be ready for school/nursery.

Respondents stated that attending Stay & Play and other Children's Centre sessions has supported in the following ways:

- Independence & social skills 89%
- Communication & Language Skills 89%

80% Respondents stated that their own understanding of how a child learns through play has improved by attending sessions.

Sessions that were most valued by respondents who attended the sessions - not exclusive the figures below are the highest %:

- 82% Stay & Play
- 76% Health Visitor
- 76% Messy Play
- 74% Sensory Music
- 70% Early Years Advice
- 62% Rhyme Time

71% of respondents stated they can seek support at the local Children's Centre on Health.

87% of respondents stated that they can seek support at the local Children's Centre on parenting skills.

35% of respondents stated that they can seek support at the local Children's Centre on employment and training.

Quotes from respondents

<p>Really beneficial to myself and my 2 year old, over the last 8 months that I have been visiting. Midwifery services in the community are super helpful to me with my newborn.</p>	<p>Honestly they have been my saviours. Especially when I had my second child, the children's ' centres were my safe haven where I could share I was struggling, where I felt supported and understood as a mother, could have a cry and not feel judged, where I could always ask the wonderful staff to hold baby whilst I took older child to toilet etc. invaluable!!!</p>	<p>Taking my toddler to the children centre helped my toddler to be more expressive in language plus he is more social now. I struggled with postnatal depression but meeting new parents there helps to know we are not alone in the parenthood journey.</p>
<p>We use our local children's centres nearly every day - they are an absolute lifeline for us and other families nearby. With twins we have a limits on where we can afford/what is suitable to take our children to. Children's centres make such a positive impact on our lives</p>	<p>The benefit is huge for all 3 of my children and the offering is so enriching and engaging for them.</p>	<p>Been vital in socialisation, creating a routine that's beneficial for my daughter. All the groups and classes are amazing, staff are exceptional and it's a vital service for families in the area. There is nothing that compares or any free services in the area. Outstanding!!</p>
<p>By attending the children's centre I was supported during my early stages of motherhood by the amazing staff (Rihanna especially). Due to the close location I was able to take my son at 4 weeks to several sessions which was a nice way to break up my day and meet other mums. I have made an amazing group of mummy friends who have been a huge support to me over the last year. Also it has meant that my son has been able to play and interact with other babies which is important as he is an only child and the only child within the family.</p>		<p>The children's centre is a safe space where we can both get our needs met. My child can play and socialise with others and I can talk with other parents and the centre staff.</p>

Concerns/Worries

- Low number of respondents, lack of diversity in respondents who completed the survey
- Access - current service users at Norman Jackson & Tangle Park Children's Centre concerns about distance to travel to The White House
- Outreach to continue at The SunFlower Centre - current offer is 1.5 days per week at SunFlower Centre + 1 day outreach session into local church

Actions Next steps

Respondents stated they would like to see the following sessions/activities/support as we develop and expand our offer of Family Hubs:

- 81% wanted to see activities for 5-11yr olds
- 80% expansion of support for children aged 0-11 rather than 0-5
- 74% would like to have access to a Family Support Drop-in session
- 62% would like to see joint sessions with the Youth Service
- 58% would like Finance IAG

- 62% were keen to see more support with healthy lifestyles
- 69% value Postnatal Support available on site
- 60% would like access to School Nurses as part of the expanded offer

Other suggestions for expanding the offer included:

- Telephone support
- Outreach into Hampton
- Transition to adulthood
- SEN support in Hubs
- Events and activities for teenagers with disabilities

Income Generation

84% of respondents said they would be willing to give a voluntary contribution towards sessions.

Name of Centre

58% preferred the name Family Hub at The White House, 34% stated they preferred just Family Hub

Parenting workshops

The following topics had the highest responses when asked which parenting workshops would you access:

- 59% managing challenging behaviour
- 48% ADHD & Autism
- 45% ADHD & Autism support group
- 41% online safety
- 38% Parenting boundaries
- 37% would like to access a Managing challenging behaviour support group
- 34% Routines & School attendance
- 34% Self care

Area	Action	Lead	Notes
Unable to travel to new site	<p>Promote offer at The Sunflower centre during transition period and after relocation</p> <p>Map out alternative activities in local area including Libraries</p>	<p>CC Team & HOS</p> <p>CC Team</p>	<p>Link to current programme: https://5f2fe3253cd1dfa0d089-bf8b2c6db6a1dc2999fecbc372702016c.ssl.cf3.rackcdn.com/uploads/ckeditor/attachments/14798/NEW_Programme.pdf</p>
Activities 0-11	<p>Promote junior sessions Youth Service</p> <p>Set up new sessions - young mums - between CC and YS staff</p> <p>Holiday programme at The White House - Family Sessions/activities/events</p> <p>FUEL at site from Summer 2024</p> <p>Work with local schools - YS School offer</p>	<p>All</p> <p>CC & YS</p> <p>CC & YS</p> <p>YS</p> <p>YS and CC for Early Years</p>	
Expanding offer	<p>Use the information provided here to approach internal partners re delivery on site/alignment with FH approach - SEN, School Nurses, Parenting</p>	<p>HOS</p>	
Access to services outside of AFC	<p>Utilise governance board to raise areas for expansion - such as Finance IAG, Activities for teenager with disabilities</p>	<p>HOS</p>	
Promotion of Family Hub offer	<p>Clear branding Family Hub at The White House</p> <p>Agreed comms to all partners, including schools and service users to promote the new offer at The White House</p> <p>Develop Digital platform</p>	<p>ALL</p>	