

# You said, We will...

February 2024

## Richmond Children's Centres Consultation Summary

### Overview

**We've wrapped up our 9 week consultation on relocating services from Norman Jackson & Tangle Park Children's Centres to The White House in Hampton!** 🌟

**In this summary, find out what's working well and what parents/carers are concerned about. Plus, learn about the actions we're taking and our next steps towards a vibrant Family Hub Model!** 💬

**Thanks to all who participated! Your voices matter as we build a brighter future for our children, young people and families!** 🌈

### What's working well

🌟 Your Voices Heard Loud and Clear! 🌟

Parents and Carers, your feedback from the consultation survey speaks volumes about the incredible value you place on the support provided at our Children's Centres! 🗺️🌟

Here's a snapshot of the amazing positive impact you've highlighted:

👉 **96%** agree/strongly agree that attending Children's Centre sessions boosts their own and their child's wellbeing! 🌈👶

👉 **90%** say it's helping their child get ready for school/nursery! ❤️📚

Here's how you've described the benefits of attending Stay & Play and other sessions:

💡 **89%** - Independence & Social Skills

💬 **89%** - Communication & Language Skills

And check this out: **80%** say their understanding of how children learn through play has improved! 🧠🎨

Now, let's talk favorites! Here are the sessions you've valued the most:

🏠 **82%** - Stay & Play

👜 **76%** - Health Visitor

👶 **76%** - Messy Play

🎵 **74%** - Sensory Music

📖 **70%** - Early Years Advice

🎶 **62%** - Rhyme Time

Need support? You know where to find it!

👤 **71%** say they seek health support at our Centres.

👶 **87%** turn to us for parenting skills.

👤 **35%** seek assistance with employment and training.

## The impact to you ↘

The following are direct quotes from carers and parents who responded to the consultation survey, explaining how important the support that Children Centres provide is to them, all of which has been used to create the programme for the Family Hub at the White House.

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.

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!!!

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.

The benefit is huge for all 3 of my children and the offering is so enriching and engaging for them.

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.

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.

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!!

Children's centres make such a positive impact on our lives

I have made an amazing group of mummy friends who have been a huge support to me over the last year.

My son has been able to play and interact with other babies which is important as he is an only child

# What you're concerned about



You said...	We will...
<p><i>"I have concerns about the distance to travel to The White House"</i></p>	<ul style="list-style-type: none"> <li>● Map out alternative activities in local areas including libraries</li> <li>● Continue outreach activities at The SunFlower Centre - current offer is 1.5 days per week at SunFlower Centre + 1 day outreach session into local church</li> <li>● Promote offer at The Sunflower Centre during transition and after relocation</li> </ul>
<p><i>"What activities will there be for 0-11 year olds?"</i></p>	<ul style="list-style-type: none"> <li>● commit to retaining the stay and play sessions and most popular sessions for early years and looking at after school provision</li> <li>● Promote junior sessions at Youth Service</li> <li>● Set up new sessions for young mums between Children's Centre and Youth Service staff</li> <li>● Create a holiday programme with Family sessions / activities / events</li> <li>● Introduce FUEL at the site from Summer 2024</li> <li>● Collaborate with local schools for the Youth Service School offer</li> </ul>
<p><i>"How will the Family Hub provide more what the Children Centres and Youth Centres currently offer?"</i></p>	<ul style="list-style-type: none"> <li>● Use this survey feedback on what services you want to see at the hub to shape the offer</li> <li>● Provide ability for young people and families to regularly feedback on future sessions they would want to see once the hub is up and running</li> <li>● Ask internal teams to run sessions in the hub - focussing on SEN, School Nurses, Parenting</li> <li>● Work with senior leaders and our external partners to expand our offer to support parents with finance advice, activities for teenagers with disabilities and more</li> </ul>
<p><i>"I don't really understand what a Family Hub is and don't think others will know the benefits of it either"</i></p>	<ul style="list-style-type: none"> <li>● Implement clear branding for Family Hub at The White House, including consulting on the new logo</li> <li>● Agree on communications with all partners, including schools and service users, to promote the new offer.</li> <li>● Develop a website for young people and families to get information and book onto sessions easily</li> </ul>

# What does this all mean?



## The move

- Services currently being offered in Tangle Park Children's Centre, Norman Jackson Children's Centre and Hampton Youth Project will be moving to The White House
- There is currently work being done to make The White House safe and ready for children, young people, families and the community to use in a collaborative way.
- This move is planned to take place in **May 2024**.
- Further details of the move to The White House will become available in the **Spring 2024**.

## The name

- We have taken into account the views of many community members through this survey and other informal consultation.
- The name of the new Family Hub will be: **The White House Family Hub**

## The offer

- AfC are working closely with partners, including internal teams and the voluntary and community sector, to ensure the programme on offer meets the needs of the local community and families.
- Details of what will be on offer at The White House Family Hub are still being worked through and the programme will be shared in the **Spring 2024**