

The Early Years, Children's Centres and Family Support Review

Report from the Engagement Sub-Group on the online surveys for Parents, Carers and Professionals

May 2014

The Early Years, Children's Centres and Family Support Review wanted to hear about the views of Parents/Carers and Professionals. There are several strands of engagement being used in the review.

- In-depth engagement work being carried out by the Innovation Unit in 2 localities of Birmingham
- The voice of the child work being led by The Children's Society
- Online surveys to allow all parents/carers and professionals to have their voice heard.

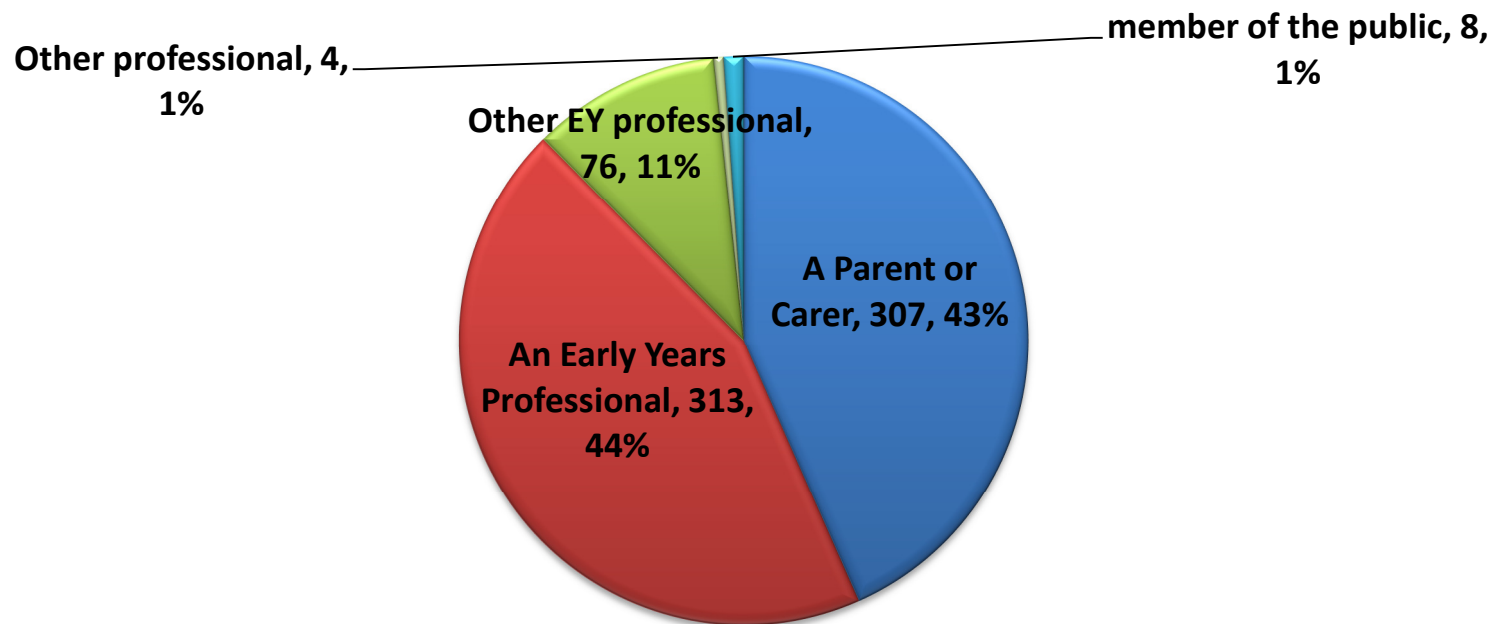
The survey was distributed through local forums and networks, services; this should have reached all early years settings, schools, children's centres but may not have captured all private and voluntary groups that are not contracted to work with children and their families. The survey was sent out through health commissioners who in turn cascaded this to Health Visitors and Midwives.

Settings were asked to actively promote the survey with parents and carers that they knew. Where parents and carers did not have computer access, centres allowed them to use their computers and some settings printed off surveys and inputted them or sent in the printed copies for the project team to enter.

It can be said that the parents that completed this survey are already engaged with early years services, this survey will not give the views of those families that are harder to reach.

- 714 responses were received to the survey

Getting started... Are you answering this survey as:



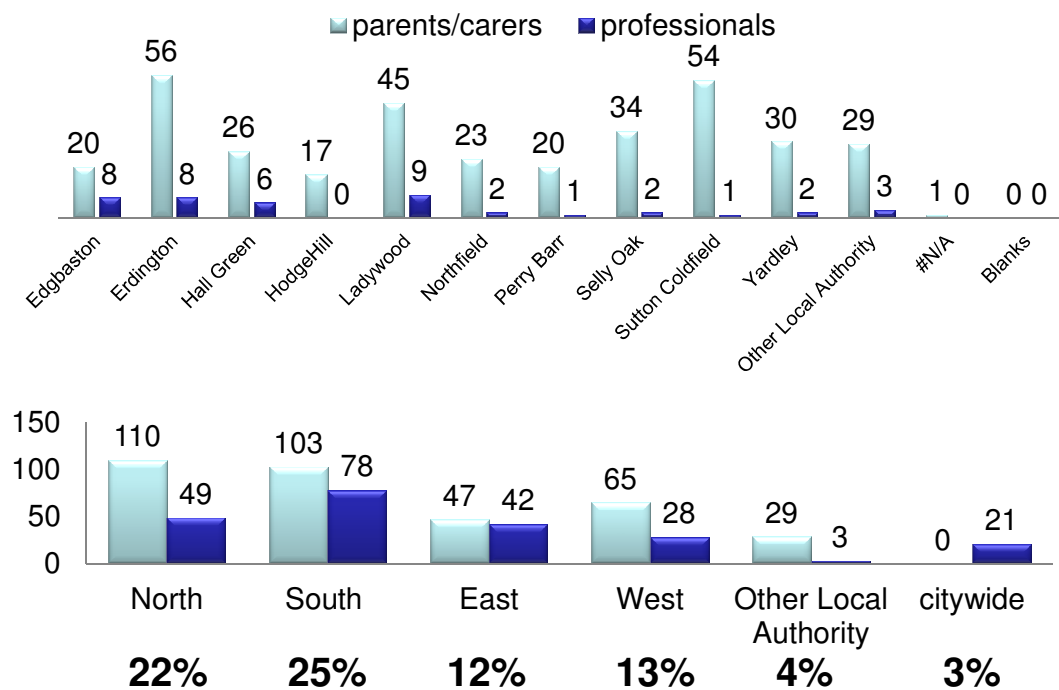
Details of people answering the OTHER category

Showing 17 most important words and phrases

Administrator Children's Centre Community
Concerned Early Years
Family Support Worker Governor
Head Teacher Health Manager Parent Peer
Provider Public School Service Voluntary Sector

- People answering from a professional view, have been re-categorised within the practitioner survey
- People answering as grandparents have been categorised within the parents/carers survey
- Leaving 8 remaining within the other category

Location of Respondents



Parents and Carers were asked to leave their home postcode, in order for us to look at what they were saying about services local to them.

Knowing that professionals had the choice of one location or segment or citywide – therefore the constituency areas of professionals are lacking compared to parents/carers who were only asked to put in their home postcode. This still does not describe where they access services or to say that the services they access are not in a variety of locations including the area they live in.

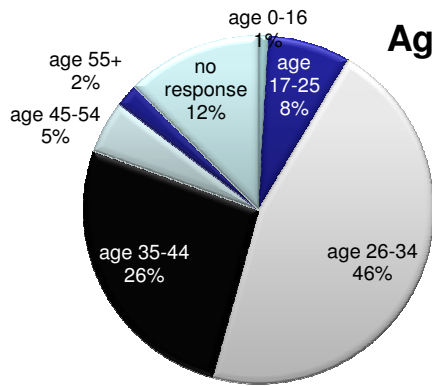
Professionals were given the choice of leaving a postcode if they worked in one location, or to select a larger area in which they worked (North, South, East, West or Citywide) This will explain the low numbers of professional respondents in the district chart.

Split of Districts

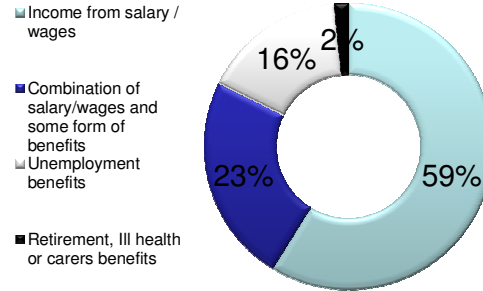
- North – Sutton Coldfield and Erdington Districts
- East – Hodge Hill and Yardley Districts
- South – Edgbaston, Hall Green, Selly Oak and Northfield
- West – Ladywood and Perry Barr

Information about Parents and Carers

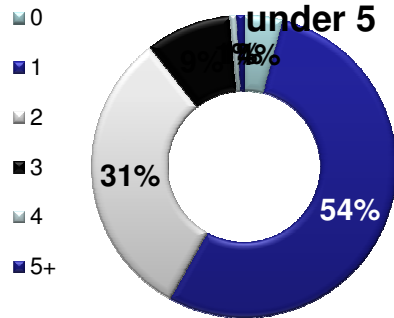
Age



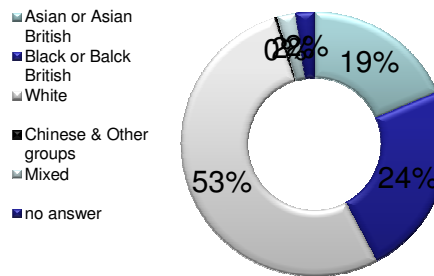
Income



Number of Children under 5

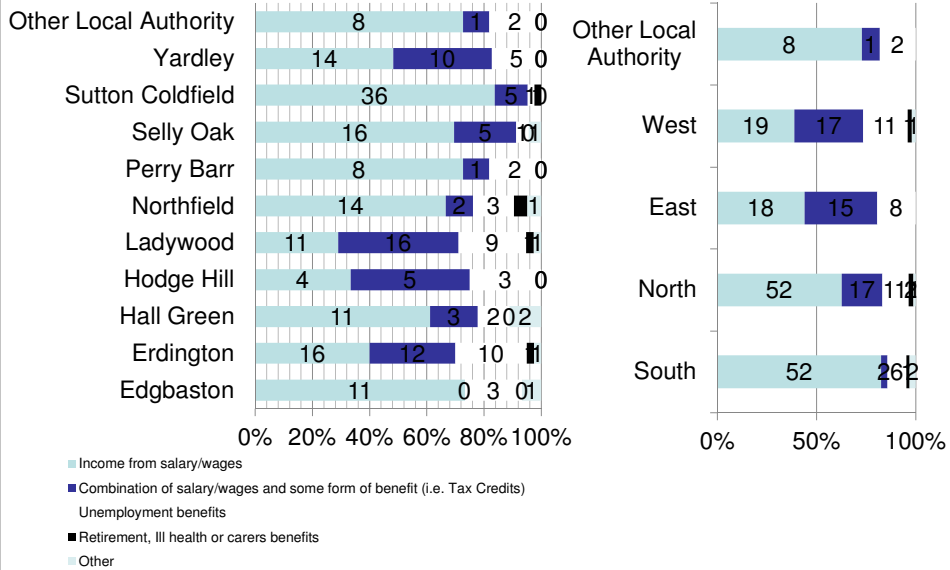


ethnicity

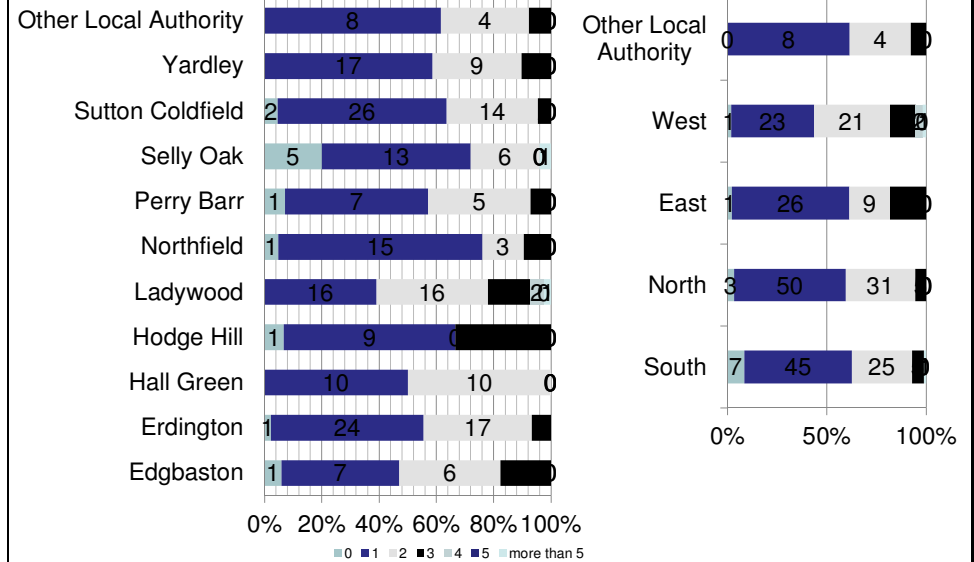


This demographic information will help align the survey to the general demographic data collated in the data workstream of the review. As stated previously, most respondents are already engaged in services and the high percentage of respondents stating that their income is from salary/wages or a combination of salary/wages and benefits is attributed to this. This question was only asked of parents and carers, although some respondents answering other also answered, these on the whole have been filtered out.

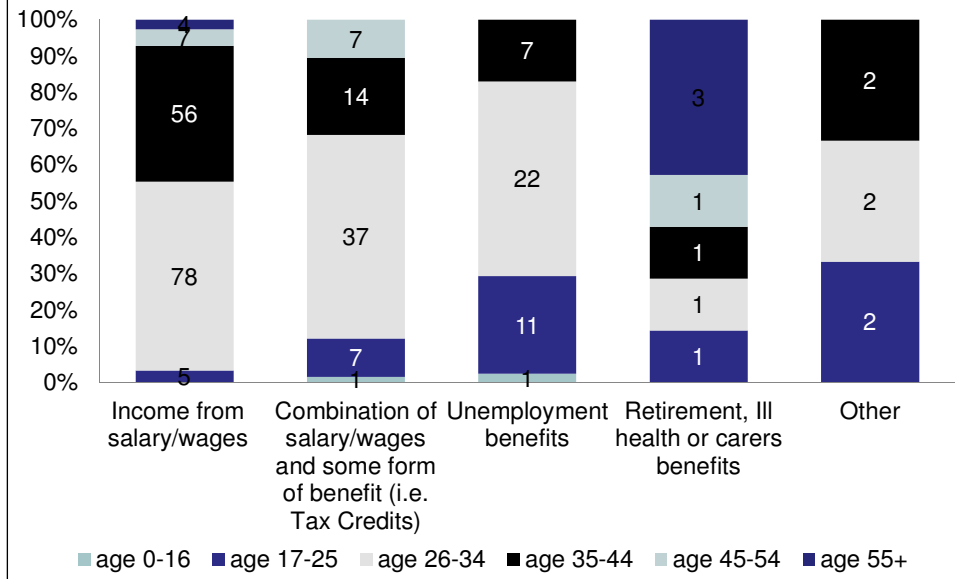
Income type by area



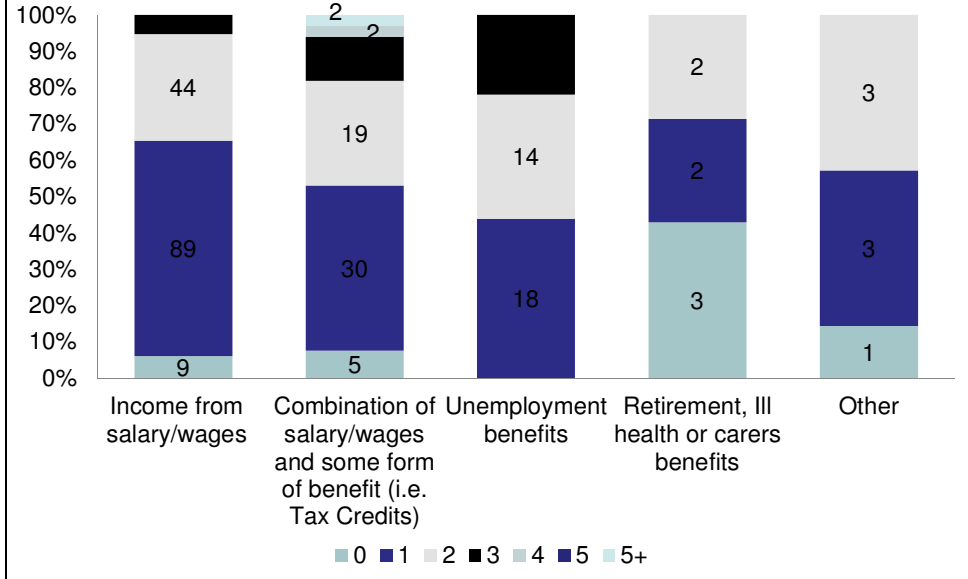
Number of children by area



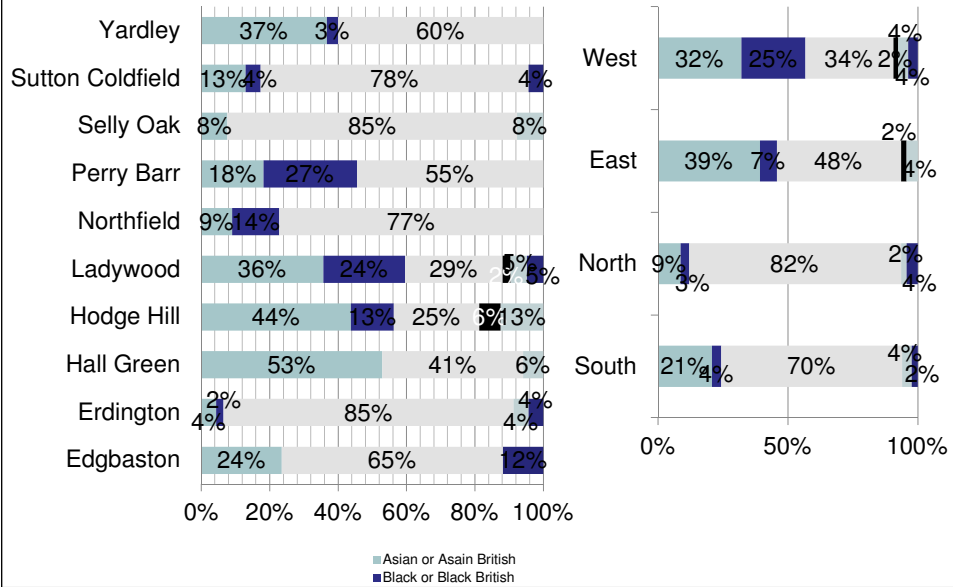
Income source compared with age



Income source compared with number of children



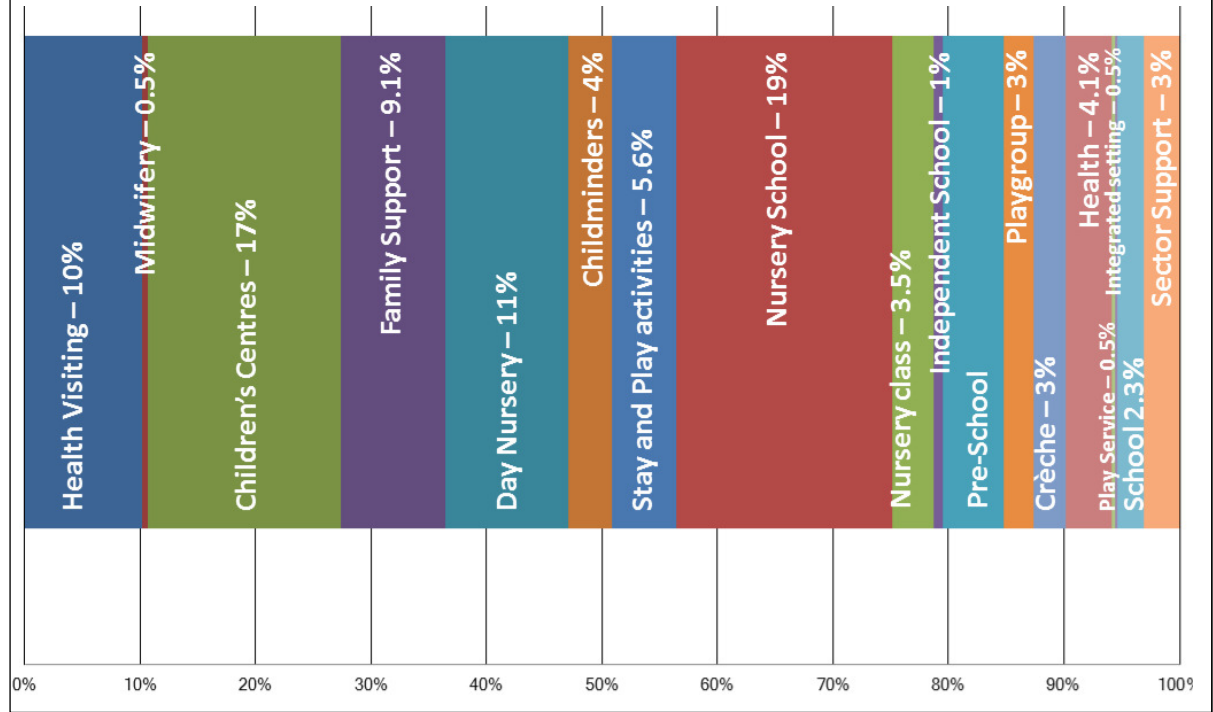
Ethnicity by area



Practitioners

INFORMATION ABOUT RESPONDENTS

Professionals work background



People that answered other and then gave an answer that is practitioner rather than a parent was re-categorised into the professional category. Where a category did not fit their area, it was added to the list.

Parents / Carers and the Professional View

THE SERVICES PEOPLE USE

The top 3 services used by Parents and Carers in the past 4 years are:

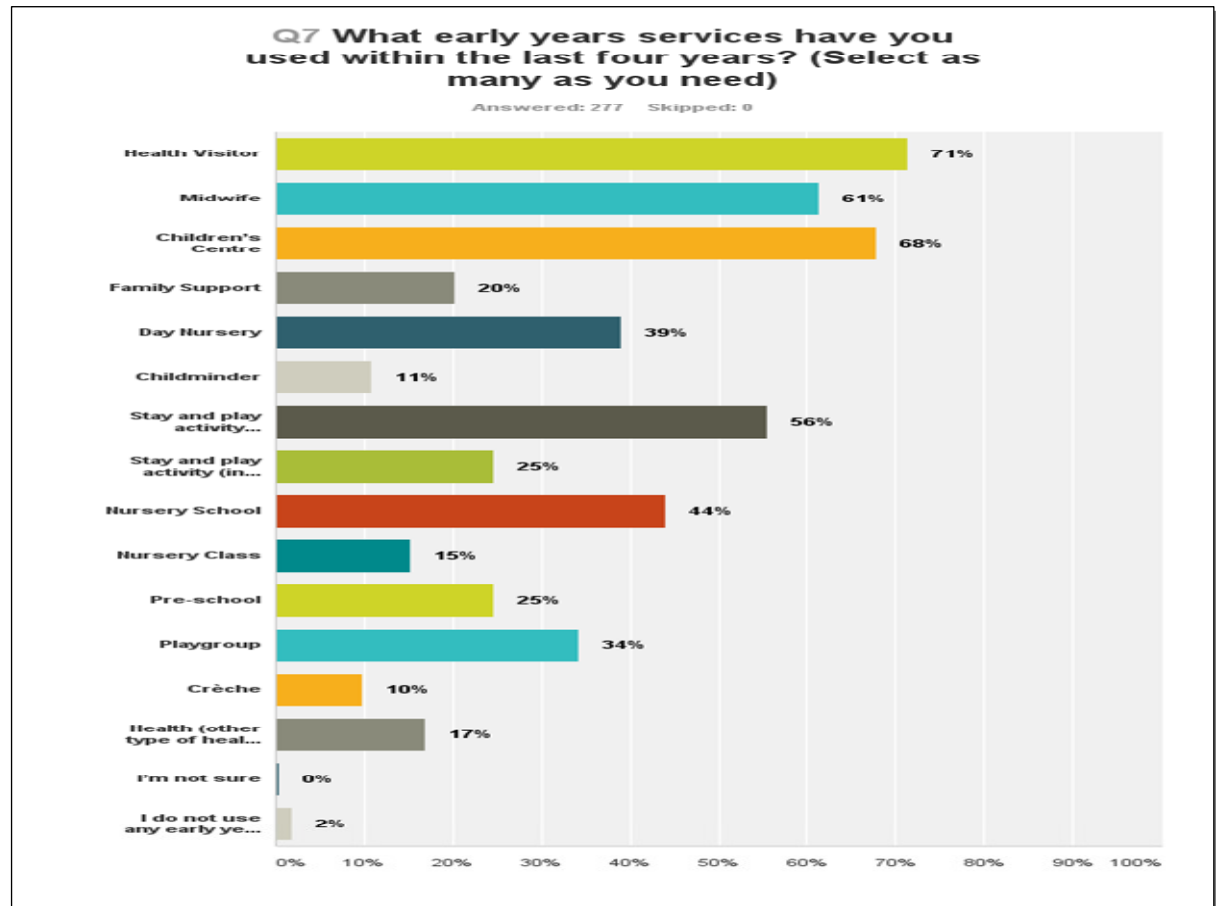
- Health Visiting
- Midwifery
- Children's Centres

It is important to note that it can be reasonably presumed that the parents and carers that responded to this survey are already involved in services.

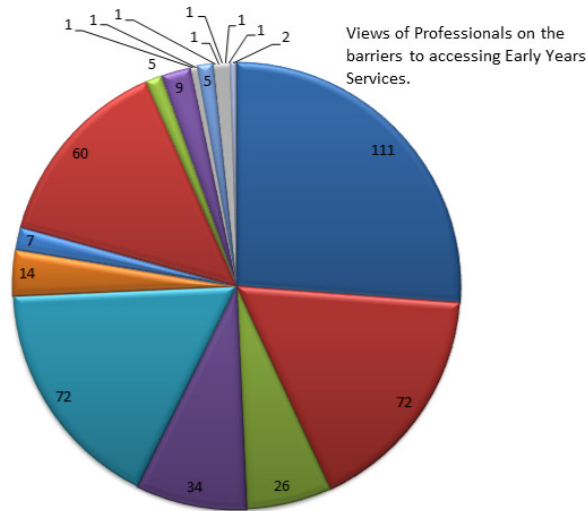
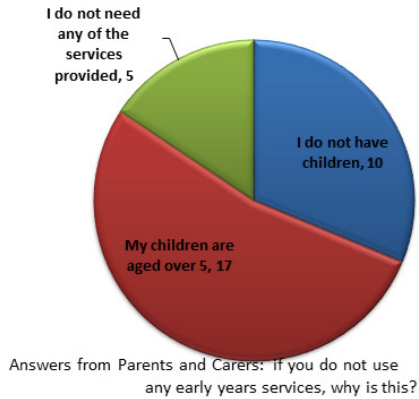
Settings were asked to encourage their parents and carers to take the survey and this can be seen in the high number of respondents answering that they used services, giving a higher than city-wide capacity.

Area headings were chosen so that parents and carers could easily identify with the services and support they use. However it must be noted that this survey does not account for where they access the service, in integrated settings, many of these services are available in one place and people may have ticked once or a number of times for the types of services.

It is worth pointing out that stay and play activities were split into 2 locations, if this had been one category then this would have been the largest group.



Barriers to using Services



- Lack of information about what services are available
- Too far away
- Too many forms to complete
- Unsuitable first experiences
- Quality of Services
- We encourage a dependency culture, rather than help yourself
- boundries change and relationships break
- mental health issues
- not joined up
- no barriers

- Lack of information about where services are provided
- Unable to communicate with the service
- The services are unsuitable for the child's needs
- Cost of Services
- lack of all resources / demand outweighs resources
- Buildings are too big
- Parents choose not to use services
- Stigma of attending
- not sure

If parents and carers did not use any services then they were asked why this was. 2 % of respondents did not use services, from this we have looked at the data and those that did not have children, or children under 5 were either members of the public interested in early years or grandparents. The remainder did not need the services offered, however we can offer no further details on this. This is a difficult conundrum as we already know that we promoted the survey through early years services.

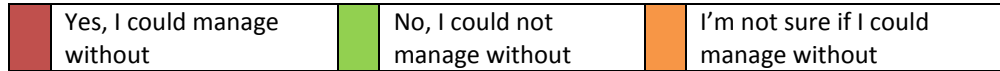
Value of the service

looking at the rating of the service compared against if parents and carers could manage without the service

Parents were asked to rate the services they use



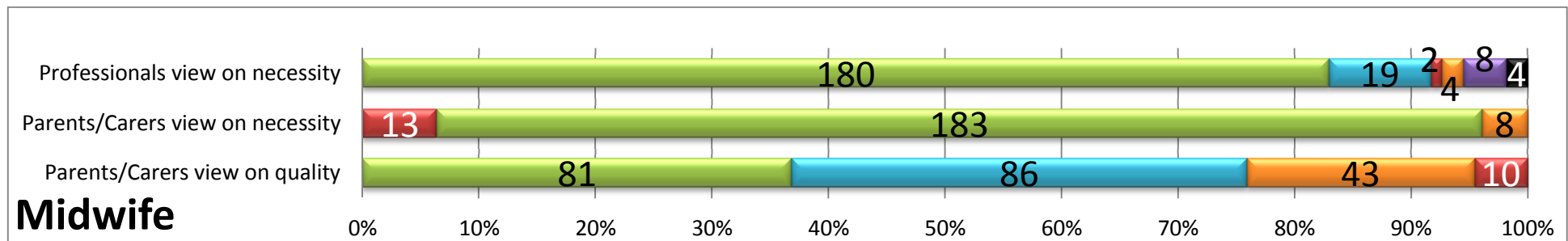
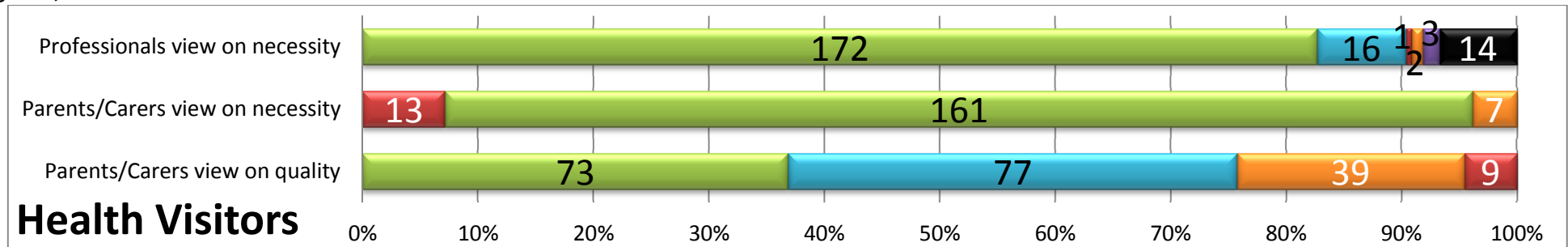
Parents were asked if they could manage without this service

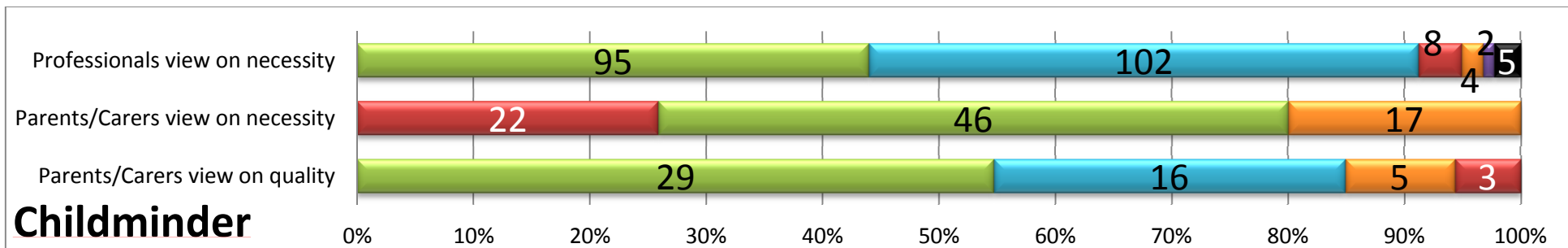
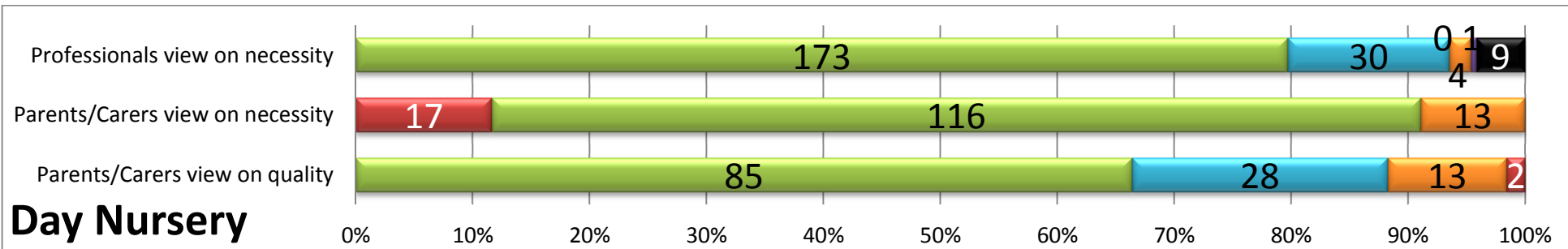
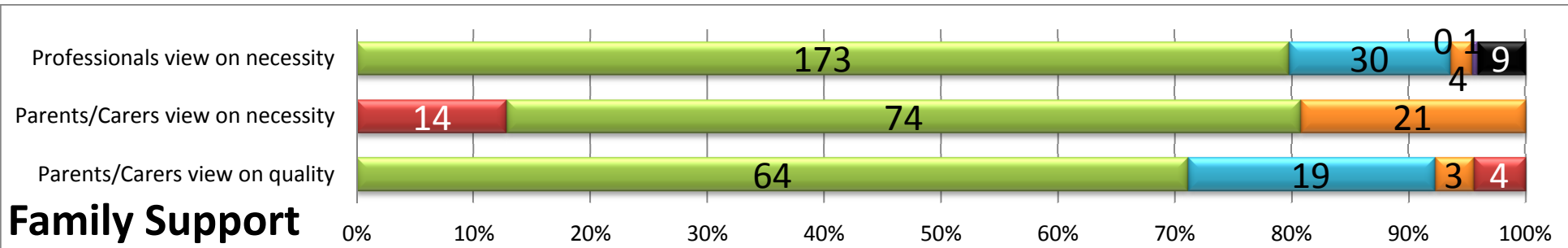
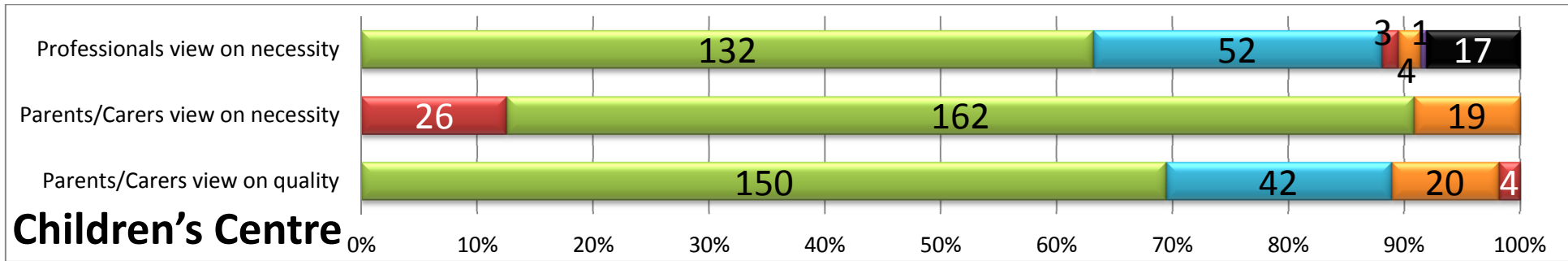


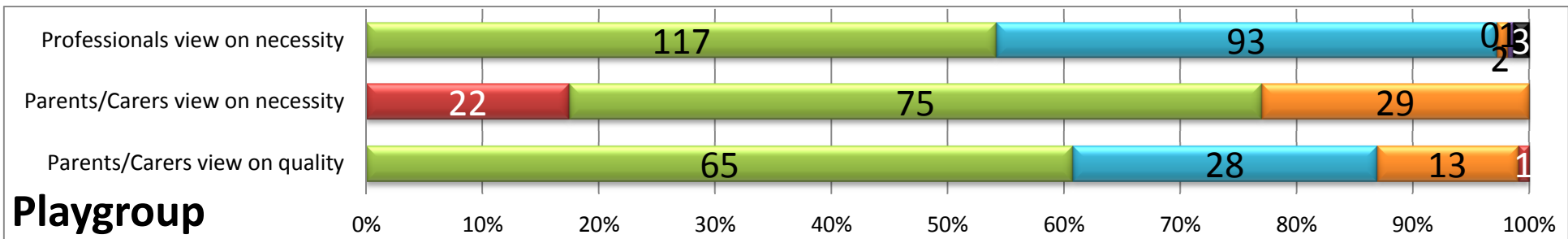
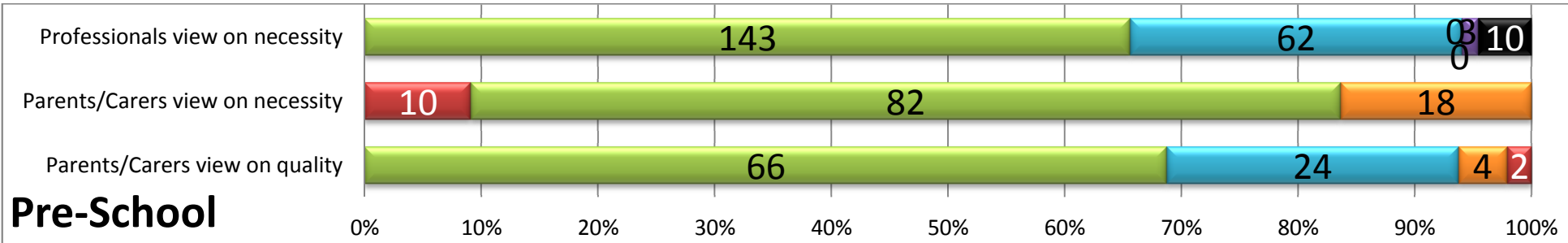
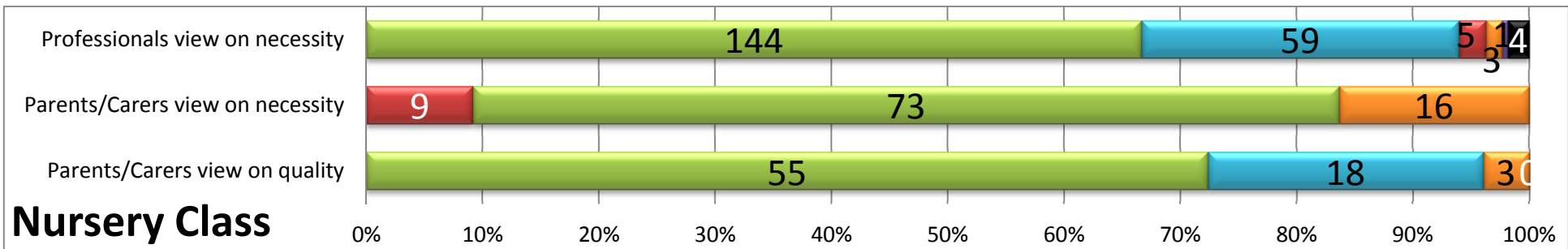
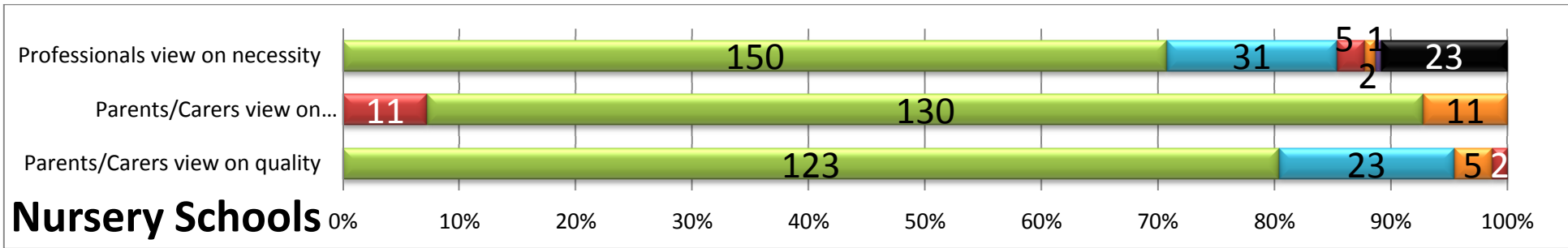
Professionals were asked to rate the services in their areas as:

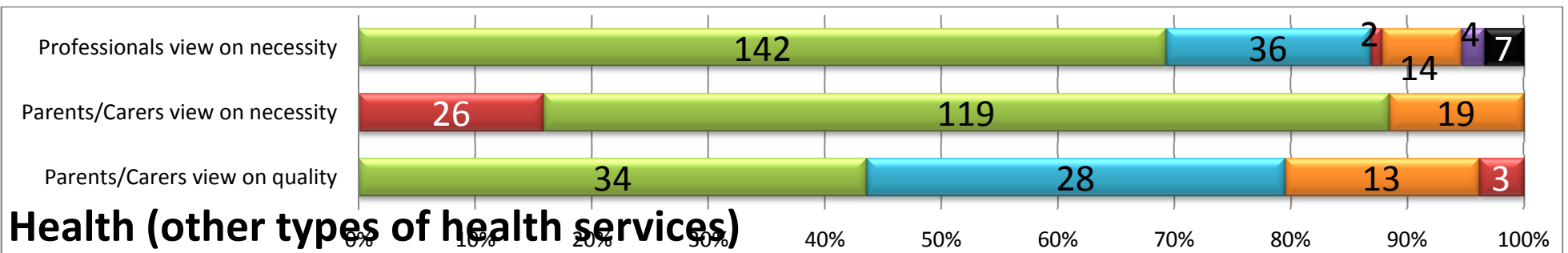
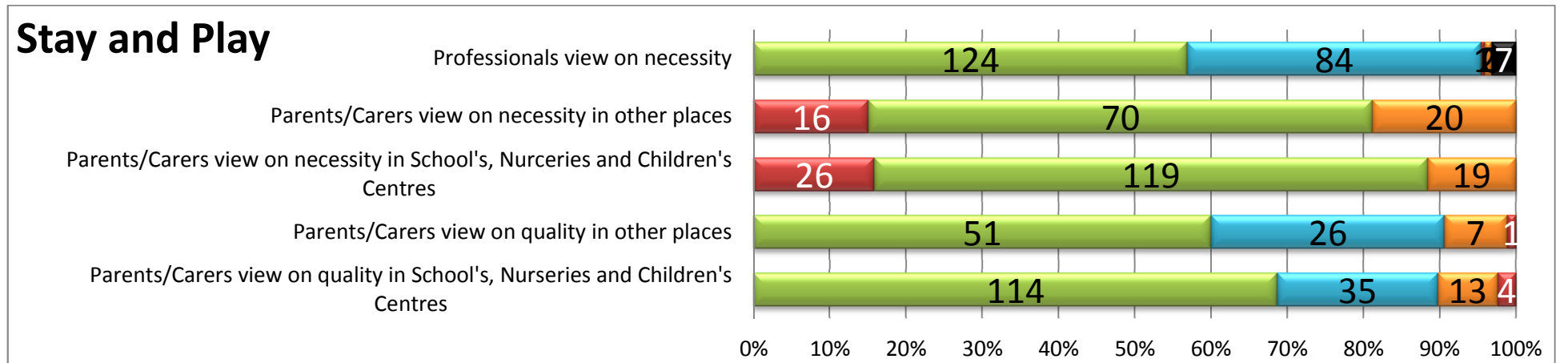
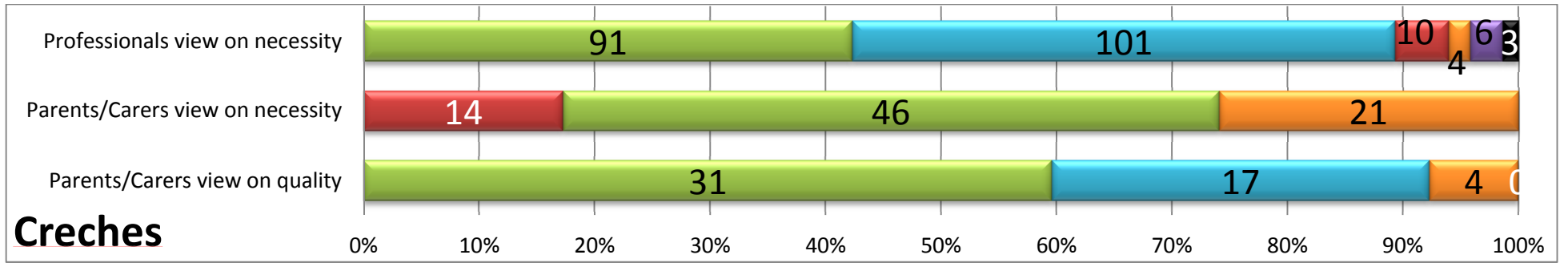


This means that services with larger green areas are the most valued services, it is also useful to link in the services that parents rated as good, blue.

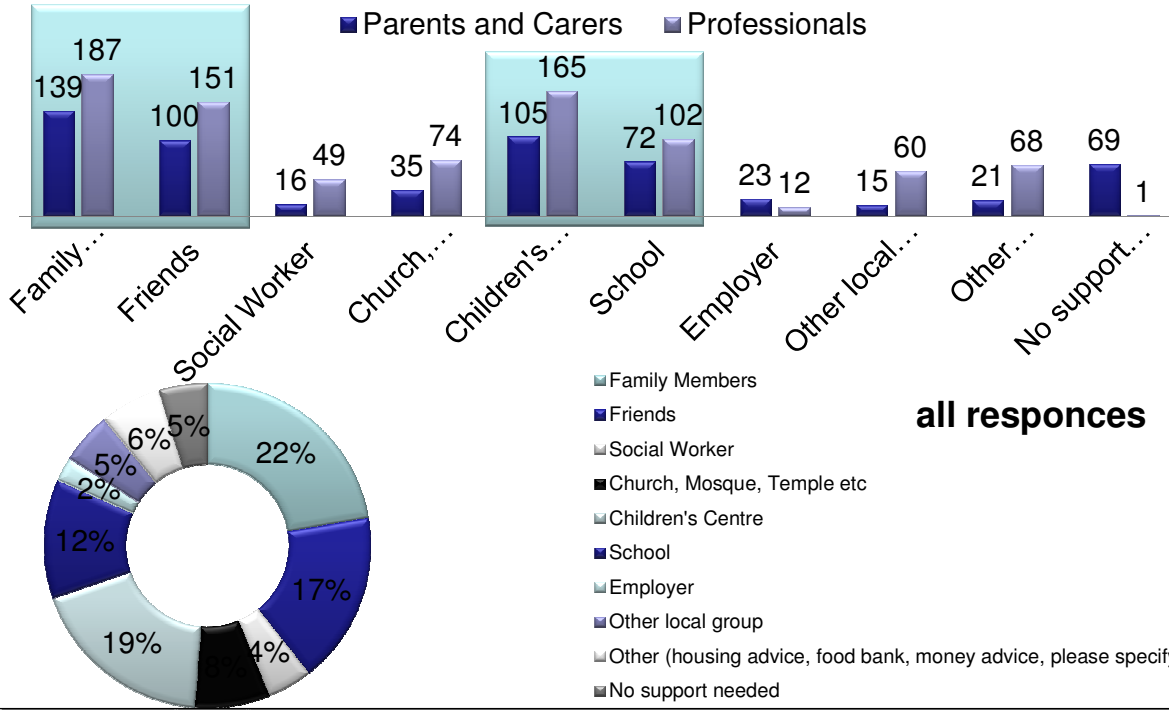








Other support families receive



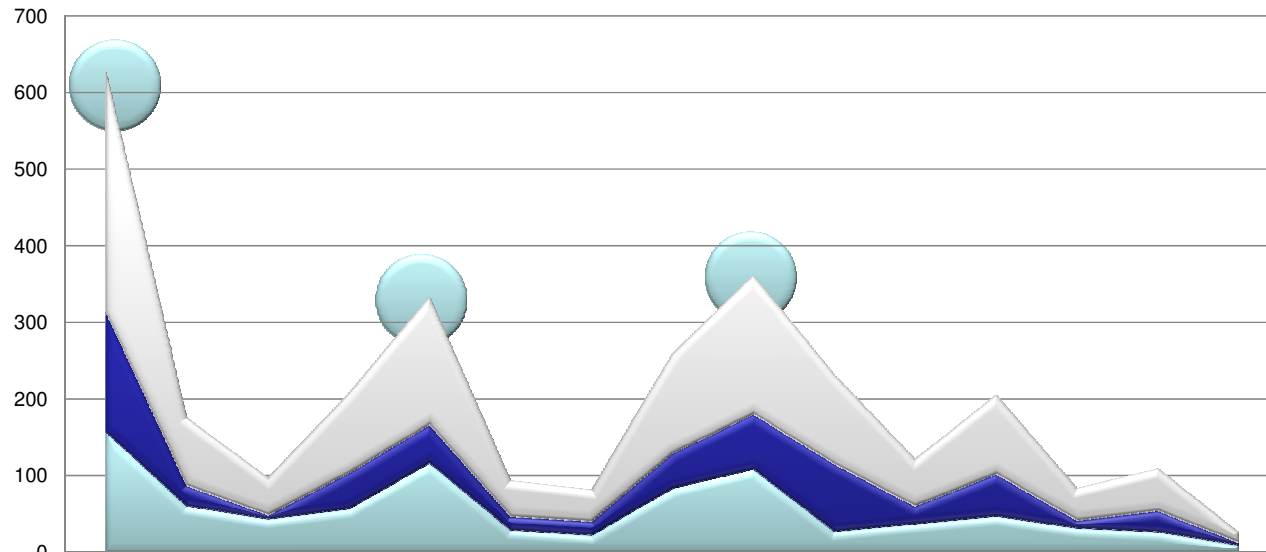
Both Parents/Carers and Professionals highlight the level of support they receive from their families and friends at 22% and 17% of all the responses.

Out of the comments given from the Other category, there were a whole range of support services and mechanisms listed, parents and carers listed services like benefits and debt advice, Professionals, reaching more people than this survey, were able to bring a wider perspective to the support people that they work with access. This ranges from advice on money, debt, housing to counselling and the use of social/peer groups (such as coffee mornings rather than friends) and social media forums.

It was also pointed out that some of the support parents and carers do receive, is not always reliable or helpful and how difficult it can be for families to recognise when they need support and ask for it.



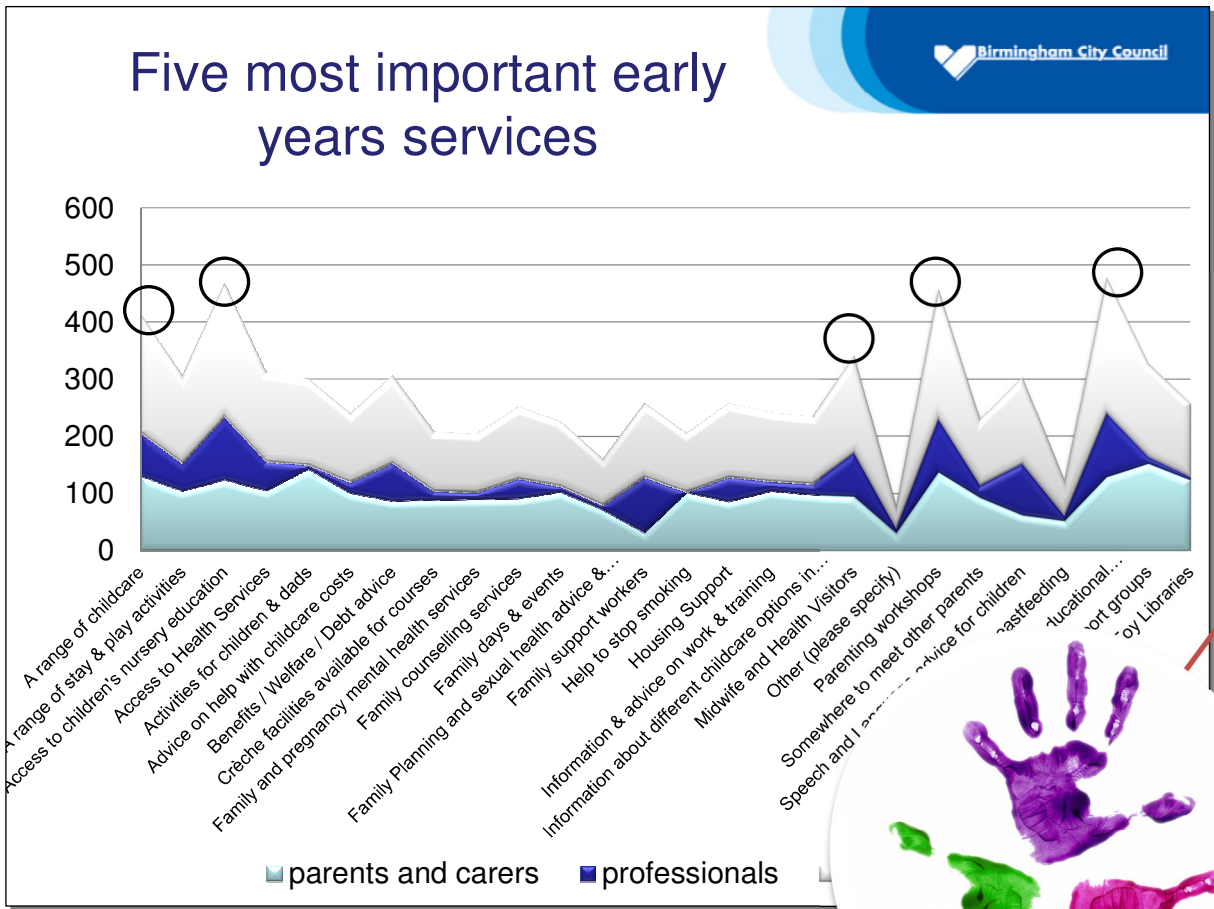
What are the 3 most important things when receiving early years support?



	Meets the child's needs	Easy to get to	Lots of activities to do in the area	Somewhere to get help and support	A good place for children to play and learn	Open at times the public need	Somewhere easy to get information and advice	Welcoming and friendly	Somewhere the child receives good nursery education	Meets the family's needs	Affordable	Staff are knowledgeable	Has a good reputation	All in one place	Other (please specify)
all respondents	315	88	49	104	167	47	41	130	181	116	61	103	42	55	13
Professionals	157	27	5	47	50	17	18	46	72	88	23	55	10	28	3
Parents / Carers	158	61	44	57	117	30	23	84	109	28	38	48	32	27	10

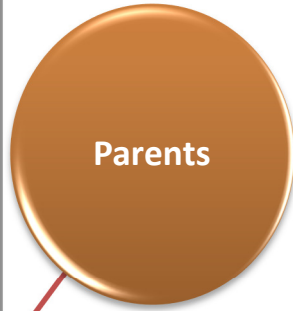
When asked what was important about receiving a service, the combined views of parents, carers and professionals highlighted the following areas:

- Services that meets the child's needs
- Services that offer children a good place to play and learn
- Receiving good nursery education



People were asked to say what they thought early years should provide in the future.

- There were different views from parents/carers to professionals as illustrated in the picture below.



- Support groups - 152
- Activities for children & dads - 143
- Parenting workshops - 137
- A range of childcare - 131
- Support for children with special educational needs and disabilities - 129



- Support for children with special educational needs and disabilities - 110
- Access to children's nursery education – 110
- Family support workers - 97
- Parenting workshops - 92
- Speech and Language advice for children - 89



- Support for children with special educational needs and disabilities - 239
- Access to children's nursery education - 234
- Parenting workshops - 229
- A range of childcare - 207
- Midwife and Health Visitors - 171

Members of the Engagement Sub-group

- Lindsey Trivett / Clare Nankivell – Birmingham City Council
- Marian Webb – Banardo's
- Valarie Daniel – Washwood Heath Nursery School and Children's Centre
- Lynn Evans – Health Visitor Implementation Programme
- Sarah Presswood - George Perkins Day Nursery
- Jo Jones - Storywood School
- Jonny Mallinson - Innovation Unit
- Simon Cottingham – The Children's Society

Meetings: 19th March 2014 – Storywood School
8th April 2014 – Storywood School
14th May 2014 – Washwood Heath Nursery School and Children's Centre
28th May 2014 - Washwood Heath Nursery School and Children's Centre