# Family Hub Engagement Results

The engagement ran from 13/12/2021 to 28/01/2022. As part of this work, we wanted to find out views from local families on what support programmes should be available in our Family Hubs.

The survey was widely promoted on the Wakefield Families Together Website, Family Hubs Facebook pages, Wakefield Council Twitter, Partnership Newsletters, Service Updates, Parent and Carer Facebook pages and shared via email to the wider partnership. Alongside this, three focus groups took place: Cedar's Family Centre, Parent and Carer Forum, Voice of the Child/ Young Person Group. (A summary of these focus groups is at Appendix A)

Of the **246 responses…**

1. 44 parents and carers responded to say they currently attend a Family Hub / Children's Centre. With 202 stating they do not attend a Family Hub/ Centre. (18% of responders already go to a Family Hub, however 82% do not)

● Yes	44
● No	202
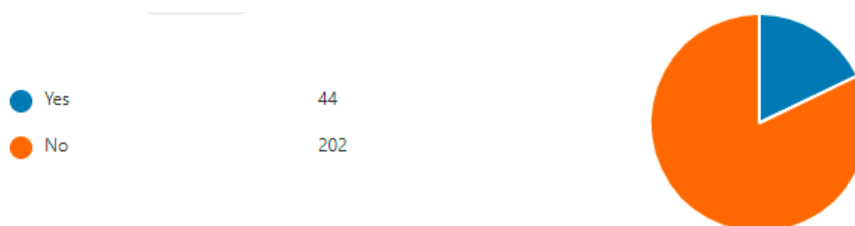
2. Of those, these were the most attended Family Hubs (results show that some parents/carers must attend more than one Centre/Hub.) Kendal Drive and Cedars are the most popular/ most attended hubs.

Family Hub	Attendance
Sunbeam	5
Stanley	4
Castle	1
Butterflies	7
Oakhill	6
Kendal Drive	12
Pomfret	5
Havercroft	1
Cedars	12
Total	**53**

3. Most parents/carers (195 / 80%) were 'not sure' how often they use the Hubs, of those that did:
   - 28 would attend once or more per week (11%)
   - 11 would attend every 2 to 3 weeks (4%)
   - And 12 would attend every 2 to 3 months (5%)

4. Ages of Children varied across the board, so a good and varied response was collated. Some parents have more than one child.

Age of Child	Number of children
Not yet born	4
0-3 years	106
4-7 years	94
8-11 years	87
12-16 years	74
17-19 years	18
19-25(SEND)	9

As a reflection, it would have been beneficial to capture those children younger than 19 with SEND.

As the majority (181) of children's ages were between 4 and 11 years, this reflects the feedback the Focus Groups, that there needs to be more services offered for those children and families aged between 5 and 10.

5. Parent/Carers fed back that the following is important to them from a Family Hub (respondents could choose up to 3)

In order of importance	Score
Location – easy to get to	153
A service where my children can play/meet other children and young people	118
A range of service in one place that could help me with my problem	114
Seeing / speaking to someone on the same day – drop-in session	88
A place where I can meet other parents	85
Short waiting lists for face-to-face practical early help courses	79
Being able to talk to someone on the phone, so I can be advised to go to the right place	75
An appointment with a healthcare professional	64
Access to health-related face to face courses	36
A range of online course	35

6. Parent/Carers report that they'd most like to see the following in the Family Hubs… (respondents could choose up to 5)

In order of importance…	Score
Parent and children's mental health	156
Support with children with SEND	114
Parent workshops e.g., health, nutrition, cooking, budgeting; children and young people's behaviour, the teenage brain	104
Supporting every new parent	88
Information and advice to help you find the right information	86
Parenting groups	81
Supporting child and family health – including ante-natal care	78
Healthy lifestyle and healthy weight	61
Youth work – to link with the Youth Hub Offer and the Youth Work Team	58
Infant feeding	50
Support for young carers and their families	49
Employment and training advice for parents and young people	49
Money management and budgeting	47
Family learning	45
Financial difficulties	43
Co-parenting support/ relationship matters	39
Parental conflict or domestic abuse	33
Bereavement	30

In order of importance…	Score
Substance misuse	18
Homelessness	17
Registrations of birth	12

7. How parents/ carers are most likely to get there

Travel method	Number
Own / Family Car	169
Walk	59
Public Transport	13
Taxi	3
Lift from friend / family	2
Bike	0

8. Days best to go to a Family Hub:
These were similar numbers across the week, showing that the Family Hubs would benefit from having activities run every day. With the least popular day as a Sunday, and the most popular day as Friday.

Day	Number
Monday	128
Tuesday	116
Wednesday	118
Thursday	116
Friday	133
Saturday	110
Sunday	88

9. Best times to go to a Family Hub
09:30 – 12:00 (173 responses)
13:00 – 15:30 (128 responses)
18:00 – 20:00 (82 responses)
Some parents voted for more than one time.

10. Digital technology used at home:

Technology Used	Number
iPhone/ tablet	236
Computer/laptop	156

Technology Used	Number
Texting	161
Watching videos online e.g., YouTube, TikTok	112
Online banking	159
Email	182
Made/ answered video calls e.g., Skype, FaceTime, Zoom	116
I can't use digital technology	1
I don't have access to digital technology	1
I have access but don't like using it	8

11. We asked: If you needed early help and support, which of these would you be happy to have/use?

Method	Definitely	Probably	Possibly	Probably Not	Definitely Not
Face to Face	70.7%	19.5%	8.5%	1.3%	
Phone	50.4%	25.2%	17.5%	4.9%	2%
Video Call	26.4%	21.5%	27.2%	16.7%	8.2%

Gender, age, and ethnicity of respondents…

Age:
- 2 respondents were under 18 years olds
- 11 respondents were 19-26 years old
- 109 respondents were 27-37 years old
- 113 respondents were 38-50 years old
- 10 respondents were 55+

Gender:
The majority of respondents were female
- Female – 227 (93%)
- Male – 13 (5%)
- Prefer not to say – 4 (2%)

Ethnicity
The majority of respondents were white British.
- White (British) – 225
- White (Irish) – 1
- White (any other white background) – 3

- Mixed (white/black Caribbean) – 1
- Mixed (any other mixed background) - 2
- Asian / Asian British (Indian) – 1
- Asian / Asian British (Pakistan) – 3
- Asian / Asian British (Chinese) – 1
- Asian / Asian British (any other Asian background) - 3
- Any other Black, African of Caribbean Background – 1
- Other - 1

Feedback from Focus Groups

Family Hubs Engagement – Summary of Feedback from Focus Groups

The Building/ Family Hub:

- Staff are so important – welcoming, approachable, and not judgmental.
- Ensure accessible and people aware of how to get to / enter the building.
- Confidentiality – a space to speak openly.
- A safe environment to relax and see friends.
- Having routine – regular days and times.
- 'Pop-up' sensory spaces; breakout /calming spaces.
- Ensure suitable for all ages.

Current gaps:

- Cost of services / cost of parking and travel to venues.
- Communication / Promotion to capture an audience - Timetable of support to be available and well promoted.
- Open access hubs / Drop-ins – rather than referrals, parents want to access early interventions to prevent escalation of issues.
- Connections with school around support and directing parents to support.
- Services and support for parents and children in the 5 – 10-age group.
- Sessions for older children i.e., Youth club provision.
- Activities and classes for SEND children / parents / sibling.
- Need more parenting classes.

Suggestions for development / Wants & Needs:

- Coffee mornings for parents - rota basis in different parts of the district for parents to attend.
- Parents / Carers to volunteer as group session leaders.
- Taster days for parents and/or children.
- Family (parent and child) Activities – such as all age groups: family play, family craft session, after school baking, cook and eat sessions.

- Donation area/lending library - donate items and then pay as you feel donations.
- Group for SEND children, more sensory, crafts, singing and dancing with other children with SEN needs – also explore combined offers.
- Clubs after school to stimulate child and offer support for parents.

Parenting classes:

- Health visitors/ midwifes for pre-natal and post-natal support.
- Support for parents with children with behavioural issues / SEN.
- Mindfulness / Mental Health support.
- Support for grandparents and wider family network.
- Healthy lifestyle, healthy eating for parent and child.
- Support for Dads - online support for those unable to attend the face-to-face classes.