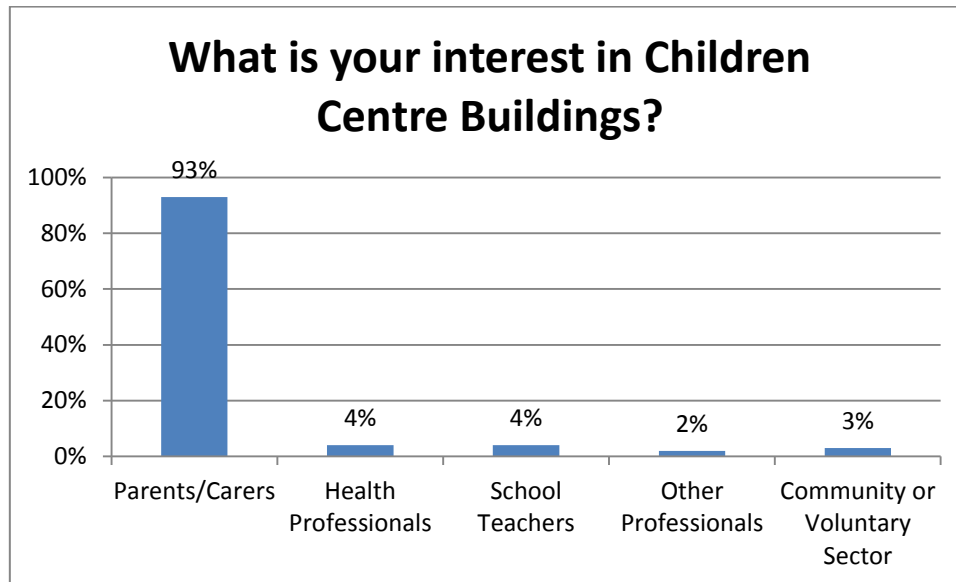


Survey Results

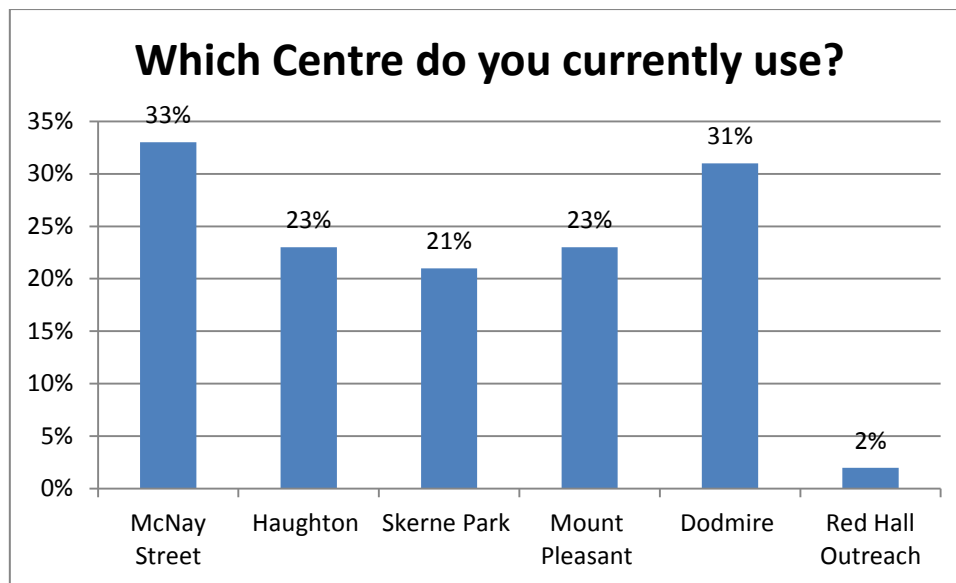
1. What is your interest in Children Centre Buildings?

183 responses were received. It should be noted that 6.5% responded both with the role of a parent and a/n. other.



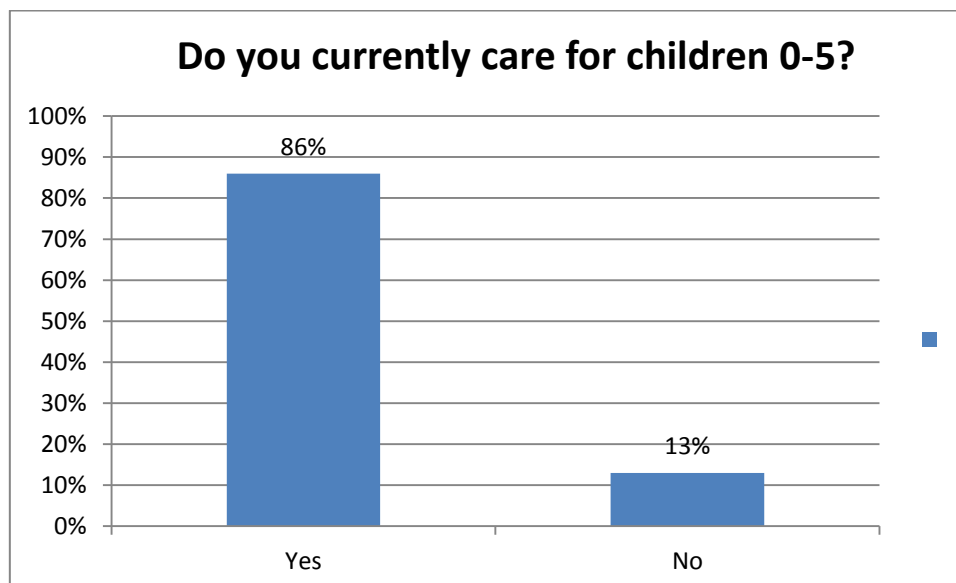
2. Which Children's Centre do you currently use?

In total 182 answered this question and 1 respondent did not answer this question. There were 48% of people who declared they used more than one centre. The number of people using outreach points is 12%. The proposed Centre Hub received the highest percentage of responses and the outreach at Red Hall the lowest.



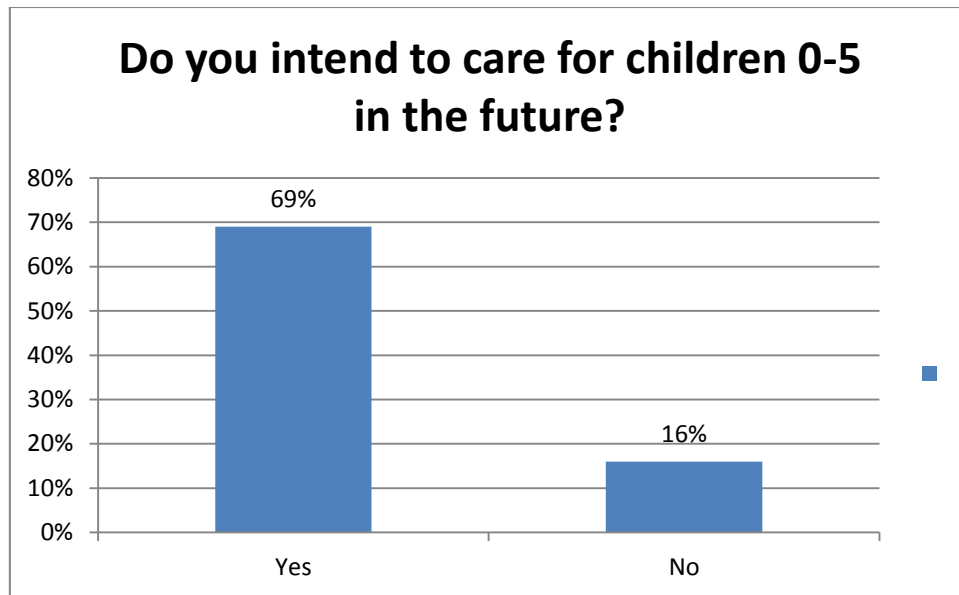
3. Do you currently care for children 0-5?

In total 180 respondents answered this question and 3 did not respond (1%).



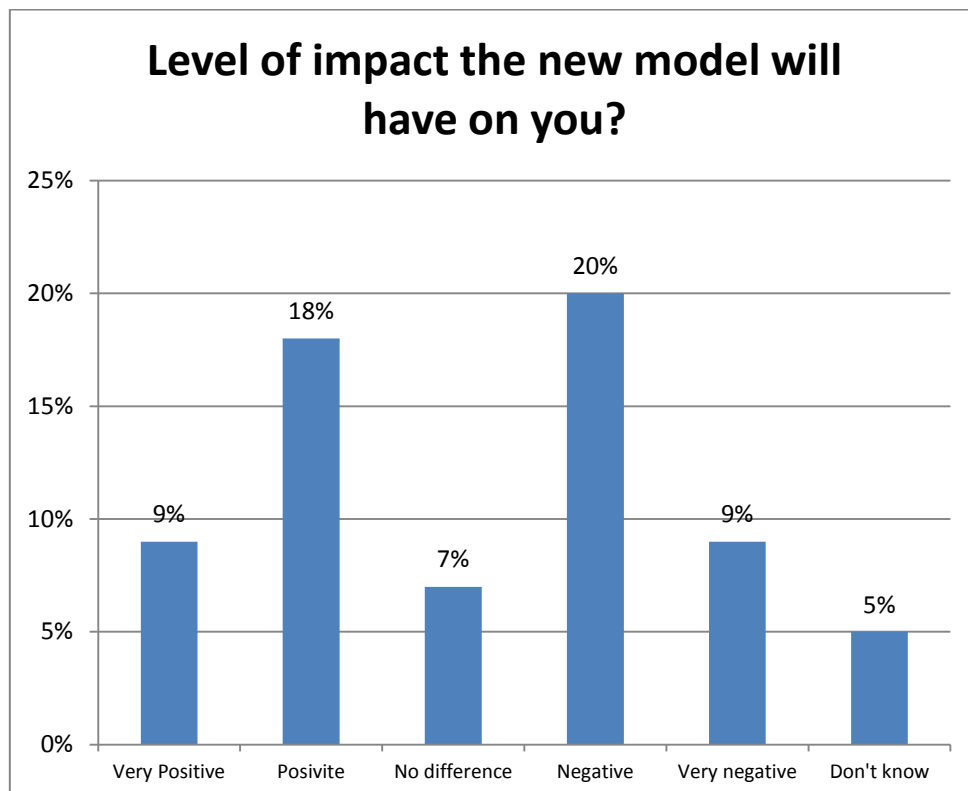
4. Do you intend to care for children in the future?

In total 156 answered this question and 27 did not answer (15%).



5. What level of impact do you think there would be?

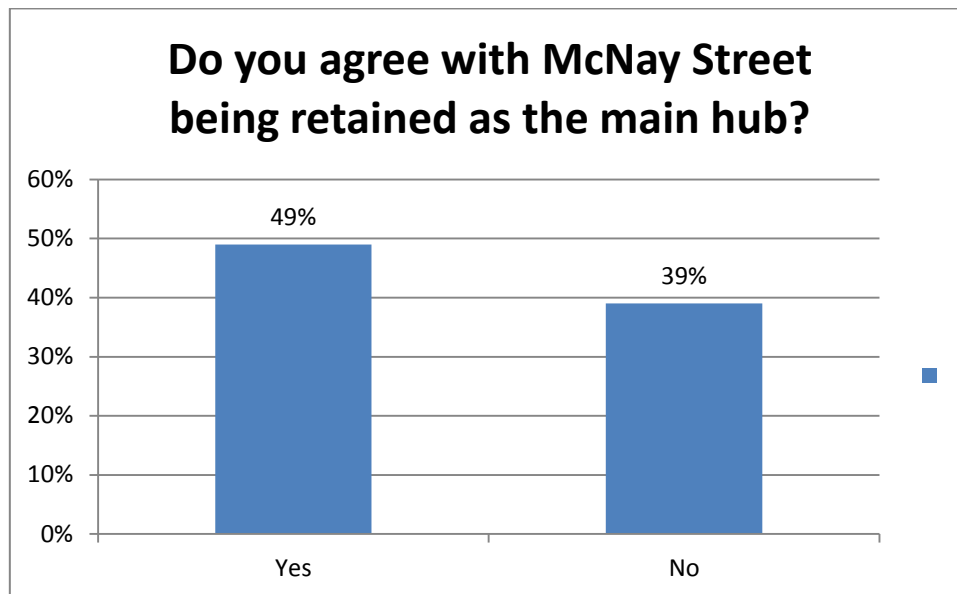
In total 177 answered this question and 6 did not respond (3%). 34% percent of respondents stated that the impact was either unknown or positive whereas 29% believed it would have a negative impact. 5% declared they did not know if it would have an impact.



6. Do you agree with McNay Street being retained as the main hub?

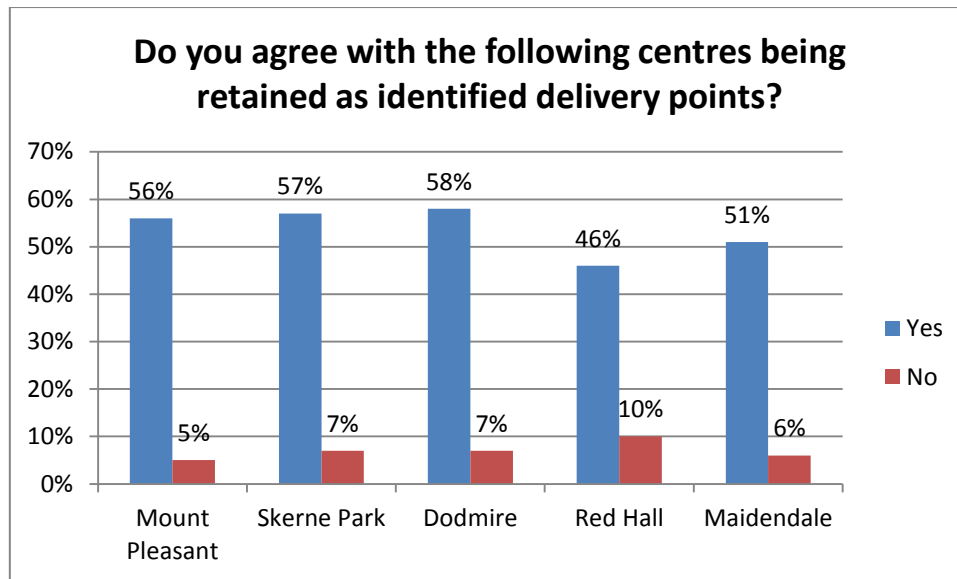
In total 162 responded to this question and 21 did not answer (11%).

The support for McNay as a main hub is positive with 49% agreeing to this however, 11% failed to answer this question.



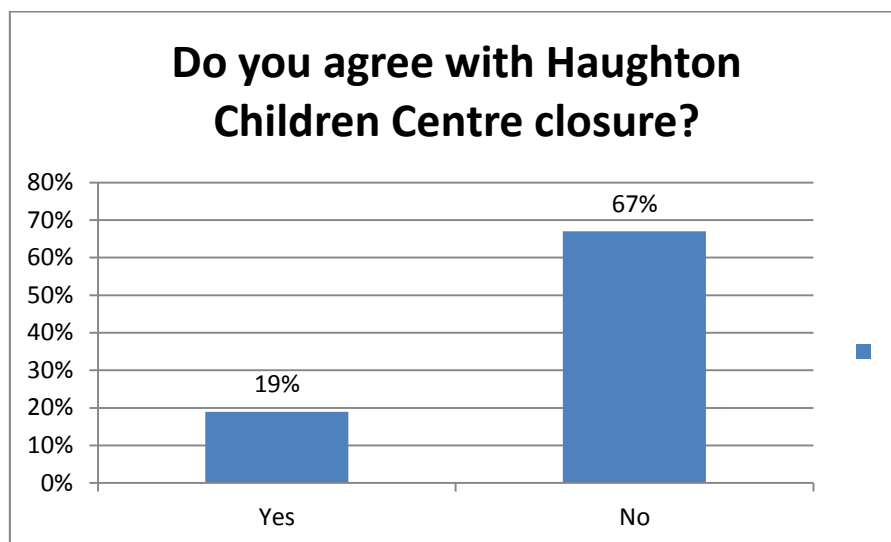
7. Do you agree with the following centres being retained as identified delivery points?

In total 145 responded to this question and 38 did not answer (21%). The data identifies that the maintaining the proposed centres as delivery points was supported at each of the proposed centres.



8. Do you agree with Haughton Children Centre Closure?

This question 158 responded to this question and 25 did not answer (14%), although there is a high percentage who disagrees with the closure of Haughton it should be noted that only 23% of the total of 183 returned questionnaires was from direct users of Haughton Centre.

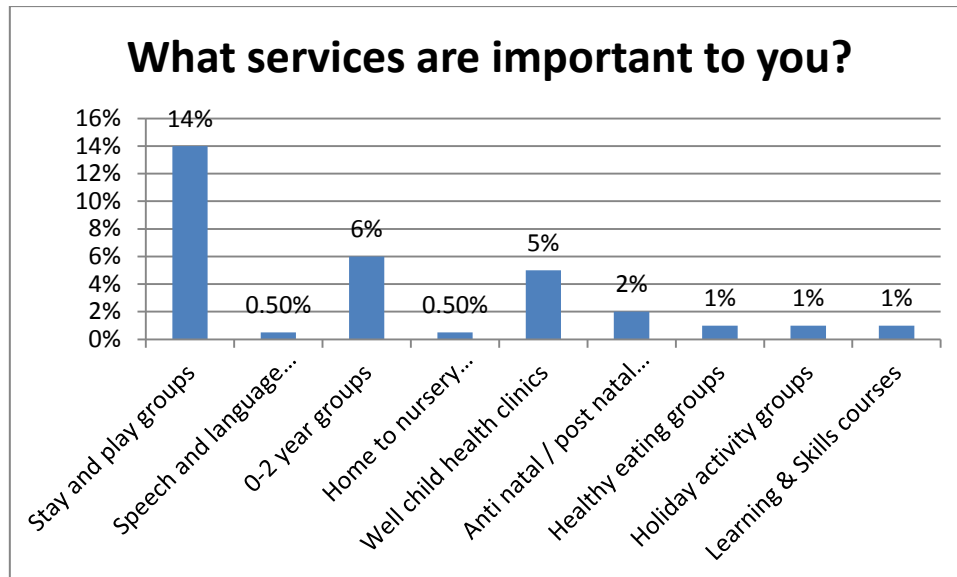


Additional questions within the questionnaire relate to services that are and may continue to be delivered from the main Hub and delivery points if the proposal is approved. When considering a proposed change to the Children Centre Delivery model it is important to understand the services that users of the centres value.

The following information informs Cabinet on the services that people value.

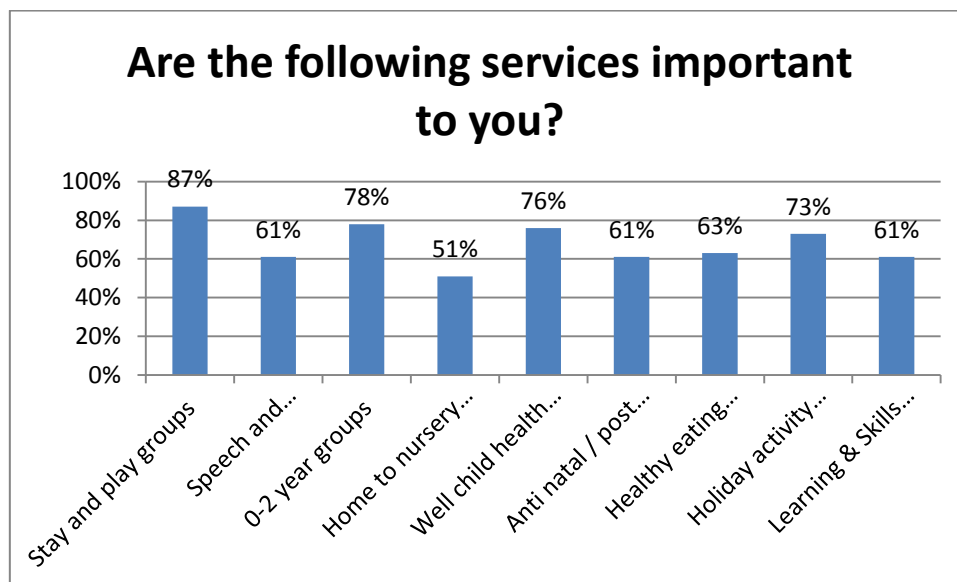
9. What services are important to you?

This question was only responded to by 57 and 126 (69%) did not respond.



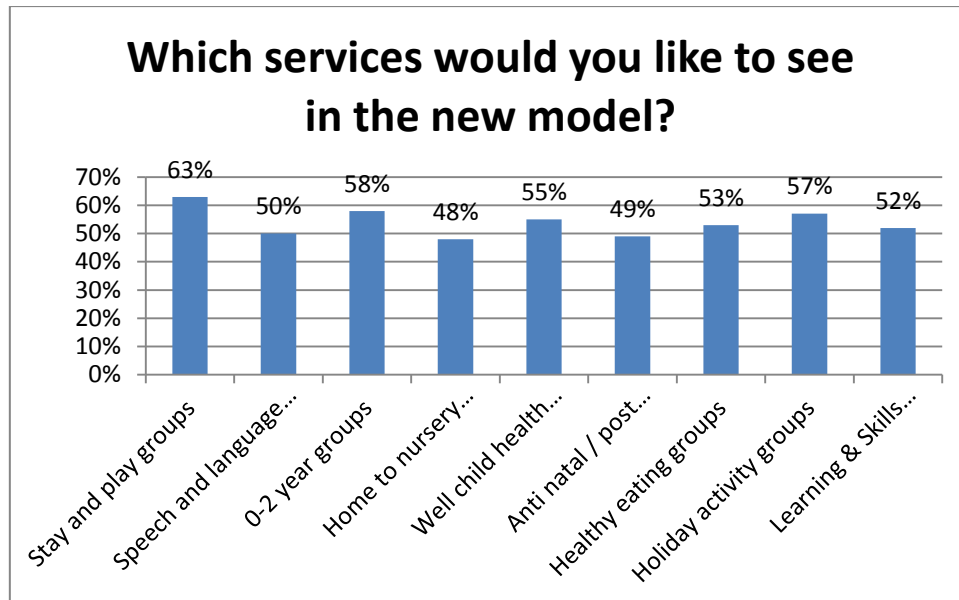
10. Are the following Services important to you?

This question was responded to by 173 people and 10 (5%) did not respond.



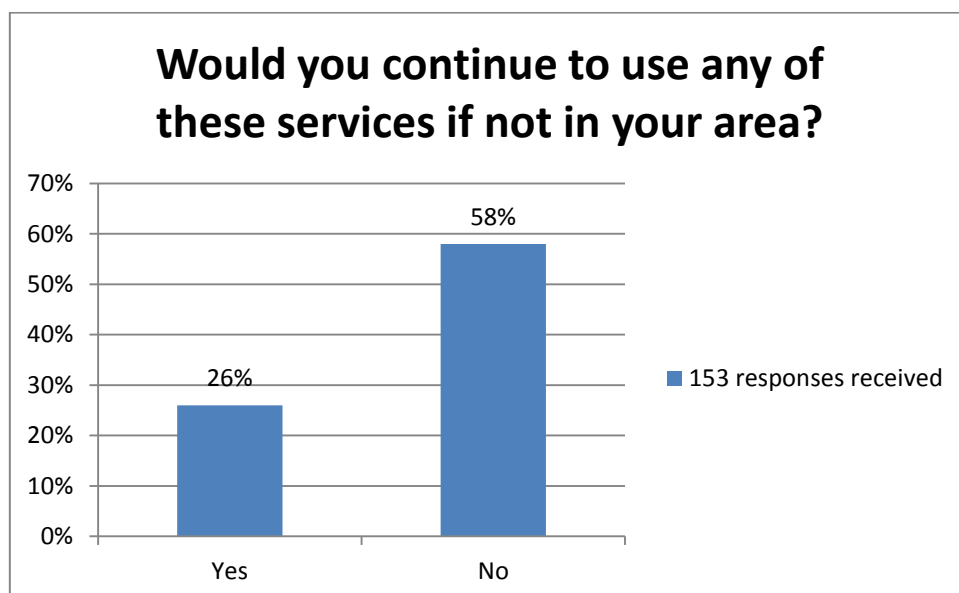
11. Which services would you like to see in the new model?

In total 123 responded to this question and 60 did not respond (33%).



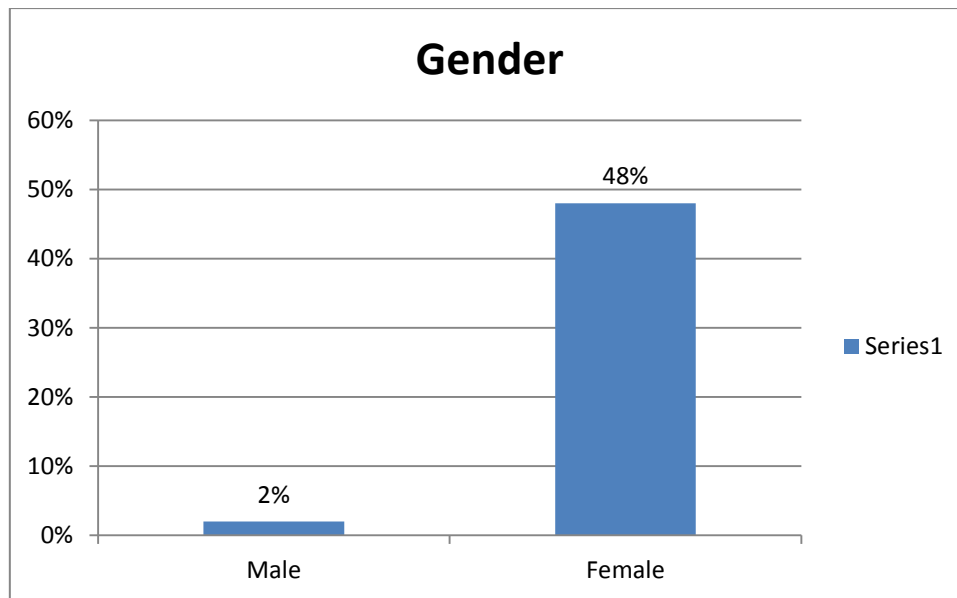
12. Would you continue to use any of these services if not in your area?

154 responded to this question and 29 (16%) did not respond.



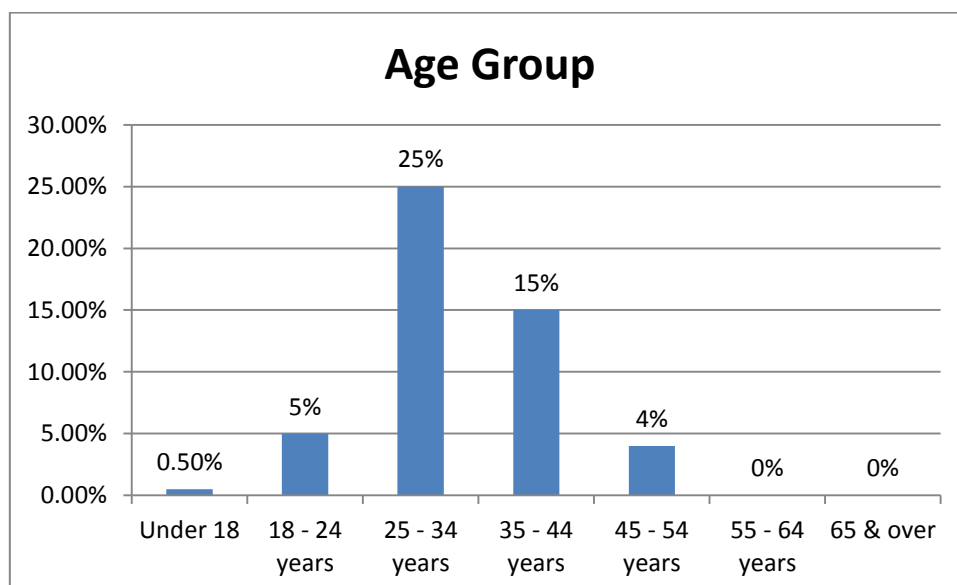
13. Gender

In total 91 responded to this question, and 92 (50%) chose not to respond.



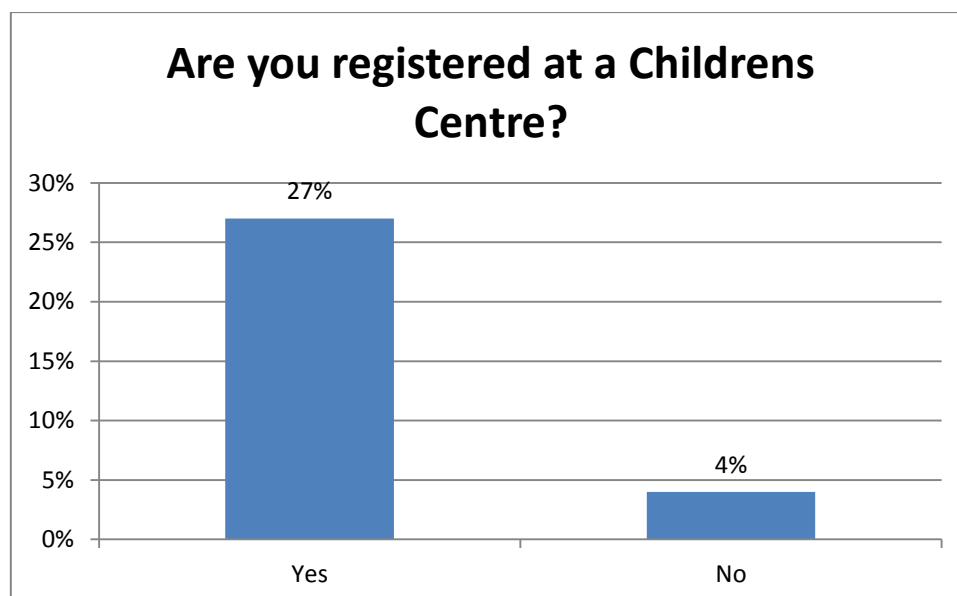
14. Age Group

In total 90 responded to this question and 93 (50%) chose not to respond.



15. Are you registered at a Children's Centre?

56 responded to this question and 127 (69%) did not respond.



16. Outcomes from forums

Public forums were held across the centres, which were promoted directly through the centres, via the centre's Facebook pages and through Darlington Borough Council's main website. The forums were held at different times including early evening to ensure opportunity to attend was maximised.

Dodmire 9th May 2017. Number of attendees 0

Haughton 10th May 2017. Number of attendees 5 (however these were families attending a group activity). **Examples of comments raised by parents** - parent expressing her concerns regarding transport to other centres and getting her buggy on a bus was advised Red Hall would still be available. Two parents said they would use Red Hall. Another parent advised she lived in the west end of town but enjoyed coming to this centre, as it was quieter than the others.

Dodmire 11th May 2017. Number of attendees from the Polish community 5

Comments received from the Polish group included;

- Keep the Polish group running at Dodmire.
- Would volunteers still be able to run the group from Dodmire?
- Would there be access to outdoor play?
- Could the group be remarketed in the new model?
- Would they still get support?

The group were reassured that the proposals would see the continuation of Dodmire as an identified delivery point with continued commitment to support volunteers.

A mother and father attended the drop in session after the group had finished. They both felt very strongly that some services should still be delivered from Dodmire Childrens Centre. The father said he worked long hours and was rarely at home and both parents said that the centre had been a lifeline and they really appreciated the support they had been given. They were very keen that a group for children aged 0-2 years should still be provided.

Mount Pleasant 12th May 2017. Number of attendees 5. They all confirmed they had made their views known via the questionnaire. They were very keen that some services should still be delivered from Mount Pleasant Childrens Centre but felt it was a shame about Haughton.

McNay Street 17th May 2017. Number of attendees 0

Skerne Park 18th May 2017. Number of attendees 7. 2 parents stayed to ask further questions. One parent worked four days and attended this group on her day off. She loved attending however knew we needed to target those in greatest need of support but she felt the groups should be for everyone especially as they were free. They both felt it was shame about Haughton Childrens Centre.

17. Advisory Board feedback

The Childrens Centre Advisory Board which includes representatives from parents, health, housing, schools, PVI, Childrens Centre staff, volunteers and learning and skills have been fully informed throughout the process and support the proposed new model. They are pleased that a service is being maintained and will be fully involved in any next steps.

18. Summary of overall comments (via surveys)

There were a total of 80 additional general comments. The majority related to transport and accessibility. Service users commented on the fact they would be happy if there was still something delivered in their local area as identified in the proposed model for the identified delivery points.

Examples of comments received

“I think there should be outreach points across the town to make it easy for parents to access”

“Skerne Park is on my doorstep I would struggle to go anywhere else”

“McNay is central but I would struggle to get there on a bad day”

“My daughter attended a home to nursery transition group which was so valuable would these still run across the town?”

“Having support from professional is vital”

“I think every area should have its own centre”

“McNay may become overcrowded”

“Worried that you won’t deliver as many diverse bespoke groups”

“If sessions continue as normal with staff available in bespoke points that would be ok”

“Size of McNay suitable for the hub but not necessarily for the needs of families”

“Some sessions should be available to all centres”

“Most vulnerable caught in cuts that will be ok”

19. **Comments received in relation to the proposed closure of Haughton Childrens centre**

A total of 68 comments received however as stated only 23% of the total responses from questionnaire were from Haughton Childrens centre users.

Example of comments

“May be difficult for families from Haughton area to access services”

“There should be enough Childrens centres”

“Would be a loss to the community”

“Local services are vital”

“Not a centre I use but would be shame to lose it”

“Shame to lose baby clinic facility”

“Free accessible services benefit families”

“It has excellent facilities”

“People who live close by will suffer”

“Many parents do not drive and parents living up near Whinfield it’s too far for baby weigh days”

Overall there has been quite a low key response re the proposed closure of Haughton Childrens Centre. This could be a reflection in that it is one of the quieter Childrens Centres situated in the lowest area of deprivation in comparison to other centres, and currently delivers one well child health clinic per week and a stay and play group one session per week. This level of activity meets the demands of the community. It is worth noting there are currently weekly activities delivered from Red Hall that are meeting local needs.