

Family Hubs Consultation
Autumn 2023
Data Analysis

Respondent characteristics – (Family Hubs Consultation – Autumn 2023 Power BI report)¹

494 survey responses were received. The vast majority of these 80.6% were completed by a female.

The largest age group to complete the survey is 30–44 making up 48.6% of responses. The smallest age group was 75+ 0.8% and 5.1% of respondents preferred not to answer.

87.9% of responses received, identified as White with 2.4% as BME. The ethnicity make-up closely resembles the ethnicity breakdown at the most recent Barnsley’s ‘Our Borough Profile’, taken from the 2019 Census, the ethnic breakdown at 2019 was 96.1% White and 3.9% BME.

Christian is the prominent religion making up 33.8% of responses, while a larger number of the group 44.7% do not have a religion.

81.8% of the group identified their sexual orientation as heterosexual or straight. 3.9% identified as LGBTQ+ and 10.3% preferred not to answer.

40.1% of respondents indicated they are coping on current income, while 23.3% indicated they are finding it difficult to cope on current income. This gives a gap of 16.8%

39.5% of respondents indicated they are in full time work, while 2% are unemployed and available for work. Out of the 39.5% that are in full time work 18.2% indicated they are coping on current income, a further 10.1% indicated they are living comfortably on their current income.

Question 1 - Are you sharing your views as an individual or on behalf of an organisation?

95.3% of respondents indicated they are sharing their views as an individual. 4.5% are sharing their views on behalf of an organisation.

Question 2 - If you are responding as an organisation, please tell us your organisation, here are some of the organisations that responded

BMBC EARLY HELP
Barnsley Council - Healthier Communities team
BMBC - Sport & Physical Activity Team
Community Midwifery (NHS)
Palliative care (NHS)
Primary school (not specified)
The Renaissance community Centre in Bolton
Compass
Birkwood Primary School
LMC Barnsley
Romero Communities
Family hub

¹ <https://bmbcpowerbitst0/reports/powerbi/DEV/Family%20Hubs%20Consultation%20Autumn%202023> Barnsley
MBC Power BI Report – Family Hubs Consultation – Tab: Respondents 1 and Tab: Respondents 2

Question 3 - What is your postcode? (Family Hubs Consultation – Autumn 2023 Power BI report)²

34.8% of responses are located within the South Barnsley Area Council, with much of this group, 85 responses (17.2%) being from Hoyland Milton.

Dearne Area Council and North East Area Council each have over 15% of the response. 34 (6.9%) of the North East Barnsley Area Council are from Monk Bretton.

Dearne Area Council is made up of two Wards:-

- Dearne North – 15 (3%) survey respondents
- Dearne South – 62 (12.6%) survey respondents

The Ward with the least survey responses is Penistone Area having 4.5% of the total responses.

There is a heat map on the dashboard showing the areas with most respondents.

Question 4- If you are sharing your views as an individual, what is your connection to Barnsley? Please select all that apply (Family Hubs Consultation – Autumn 2023 Power BI report)³

Please note the respondents can select more than one option for this question so the figures are shown as a percentage/number of the survey respondents.

92.1% (443) of respondents indicated that they live in Barnsley, only 1.5% (7) are a visitor to Barnsley.

Question 5 - Which of the following best describes your interest in this consultation? Select all that apply (Family Hubs Consultation – Autumn 2023 Power BI report)⁴

As with Question 4 again the respondents can select more than one option. The figures are shown as a percentage/number of the survey respondents.

The descriptor *“I am a current parent/carer/guardian of a child(ren) under 6, who use family centres”* has the highest number of respondents 156 (32%) of respondents, closely followed by the descriptor *“I am a parent/carer/guardian and I have used family centres when my children were younger”* with 140 (28.7%) this is (3.3%) fewer respondents.

The following descriptors are both at the bottom of the chart with only 1 respondent and 0.2% of respondents each:

“A member of a community early help delivery group”

“I am a young person aged 13 – 19 years of age”

Question 6 - If you have children, would you describe any of your children as having health or development needs that require additional support? (Family Hubs Consultation – Autumn 2023 Power BI report)⁵

61% of respondents answered No to this question while 26% answered Yes.

No, is the answer with the highest response amongst all ward areas except for one. North Barnsley Area Council had a higher proportion of responses to Yes, Yes 50% - 16 respondents and No 44% - 14 respondents.

² Family Hubs Consultation – Autumn 2023 Power BI report -tab: Respondents 3

³ Family Hubs Consultation – Autumn 2023 Power BI report – tab: Q4

⁴ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q5

⁵ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q6

Question 7 - What services do you think need to be provided for children and families in your local area? Please answer for all services - yes, no, don't mind or don't know (Family Hubs Consultation – Autumn 2023 Power BI report)⁶

“Mental health and emotional wellbeing support for children” has the highest need with (92%) 424 respondents selecting this as a need to be provided for children and families in their local area. This is closely followed by *“Family support and advice”* (90.5%) 420 respondents selected this as need.

Two services come in jointly at the bottom of the list with the least need and achieving a need of 84% by respondents, these are: *“Activities for children aged 11-19 (SEND)”* and *“Understanding finances and access to welfare support”*

If you look at the BI report and by clicking on each Area Council you can see how respondents have prioritised them for their local area.

Question 8 - Of the services you said yes to in last question, which do you think are the ones needed most? Please rank their importance 1-5 where 1 is most needed - please leave any others blank please (Family Hubs Consultation – Autumn 2023 Power BI report)⁷

Please note: The results for Question 8 are skewed, the respondents have answered this in different ways. This could be because the respondents are able to rank 1-5 for all services, and not just the services they entered a yes against in question 7. Respondents can and have been able to enter multiple 1s, 2s, 3s, 4s, and 5s for as many of the services as they wish in question 8. Whilst others have done as the question asked and rank ordered their Services of importance to them in 1-5 and left the remaining blank.

Recommendations for improvement - digital form, amend the online form so that only the services respondents identified in Question 7 are available to choose to rank, then cap the answers in Question 8 to 5 answers to enable respondents to rank order the 5 services that are the most important to them.

The services that respondents selected most across the borough are:-

- Rank 1 - *“Activities for children 0-5 including play and stay”* 311 respondents
- Rank 2 - *“Early Learning”* 289 respondents
- Rank 3 - *“Mental health and emotional support for children”* 285 respondents
- Rank 4 - *“Activities for children aged 6-10”* 265 respondents
- Rank 5 - *“Mental health and emotional support for adults”* 262 respondents

If you look at the BI report and by clicking on each Area Council you can see how respondents have prioritised them for their local area.

Question 9 - Please tell us how much you agree or disagree with the idea of creating Family Hubs - one in each area council area? Please select one option (Family Hubs Consultation – Autumn 2023 Power BI report)⁸

47.8% of the respondents either agree or strongly agree with the proposal while 40.2% either disagree or strongly disagree with the idea of creating Family Hubs one in each council area, 12.1% neither agreed or disagreed.

⁶ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q7

⁷ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q8

⁸ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q9

Respondents from the South Barnsley Area Committee 53.6% either disagree or strongly disagree with the proposal, with 36.9% either agree or strongly agree.

Respondents from the Dearne Area Committee 62.6% either disagree or strongly disagree with the proposal, with 26.7% either agree or strongly agree.

The biggest reason stated by those Disagreeing/Strongly Disagreeing was the location of centres, particularly from those in the Jump area and Bolton-upon-Deerne area.

Travel times and options was also a concern for many.

The impact on current centres and the future plans for them was also cited as a reason.

Some respondents felt that there should be more centres in the programme to deal with demand.

Below are a range of comments from those who agree and disagree with the proposals.

Respondent's comments – strongly agree/ agree

- "Provided centres have good IT and connectivity, hand washing and clinical rooms fit for purpose and flexible opening 7 days a week."
- "Ensure they are all easily commutable with public transportation."
- "Having worked in the North Area for many years this opportunity will require 100 % effort to ensure joined up teams from all sectors relevant to this programme are involved. New and existing families need face to face contact initially to introduce them to the programme. Their involvement can be harnessed if introduced by trusted and accessible services. It is vital that the earlier a family can be contacted the better. Prevention is better than treatment. Home Visiting is key to engagement if families are reluctant to visit the hubs."
- "Having a central building is brilliant focus, it would also be good to see how the services can be delivered as a hub and spoke approach to engage people in a range of settings and environments."

Comment – Strongly disagree

- "Bolton upon Dearne have very little facilities and the large community centre in Bolton upon Dearne along with the £1m makeover means that Bolton Upon Dearne is the village with the most available space to accommodate the Dearne valley needs. We as a centre are committed to working with all areas of the community to ensure that as many needs as possible will be met. The centre will house a tea room so there will always be somewhere for the community to meet and facilities available for projects. The original hall can also accommodate workshops and large scale events. We have outdoor space and parking."
- "Transport issues, being able to afford the transport to get there. The emotional and social well being of parents and children if they cannot attend these. I did not drive when I had my child and found the only time of the week I left the house was to walk to the centre to go get my son weighed at a centre. I would speak to other adults etc. And as he grew baby classes. Taking that away will impact so much in parent and children unable to attend other centres"
- "Not happy that Jump Family Centre is no longer going to be a family centre/hub. Use this to collect rose vouchers and vitamins. I don't drive so wombwell will be too far. There is no groups in this area for children during the school holidays."
- "Family may not access centres that are not local too them. With the cost of living crisis and some poor transport links between villages this will prevent families accessing the centres."
- "Deerne family centre is always full of service users, midwife's, council employees and is a hub in the community. Welcoming spaces were extremely popular in this centre which clearly highlights the need for this centre within the community."

- "Bolton on dearne have a very good family centre, which my grandchildren have used for baby clinics, for visits to midwives for mum, early yrs group, baby massage groups, why is it always the ppl in Bolton that have to suffer"

Question 10 - Services could be delivered from a number of sites such as libraries or other community buildings. Which of these places do you currently access services for children and families at? Please choose all that apply. (Family Hubs Consultation – Autumn 2023 Power BI report)⁹

GP Practices are the popular choice among the Barnsley Borough, where the respondents currently access services for children and families. In this consultation 311 respondents chose GP Practices this was followed by Hospitals which received 281 responses, followed by Family Centres 276.

Which would you feel comfortable accessing services for children and families at in the future?

Respondents were comfortable accessing services in a wide range of settings, the highest was 298 respondents indicating family centres. The least popular choice by some way was halls/rooms connected to Faith buildings these had 151 respondents indicating Yes.

Question 11 - Please tell us how much you Agree or disagree with the following statements - please choose one answer per row (Family Hubs Consultation – Autumn 2023 Power BI report)¹⁰

90.2% of respondents agree or strongly agree *"Delivering services for children and families close to my home is essential to me"*

64.5% of respondents agree or strongly agree *"I would be happy to access services somewhere other than family hubs"*

34.9% of respondents agree or strongly agree *"I currently access services/support (such as parent/toddler group or an informal network of friends) which are delivered by a local voluntary or community group"*

35.7% of respondents agree or strongly agree *"I am aware of the opportunities available to volunteer my time to support the delivery of services in my local area"*

65.4% of respondents agree or strongly agree *"I would find it more convenient if services were all in one place"*

51.3% of respondents agree or strongly agree *"I am aware of the range of services that are delivered by voluntary and community organisations in my local area"*

Question 12 - Which of the following services are most important to provide locally at outreach sites? Please tick up to 10 services

The services that had the most responses for this question are – Stay and play with 64%, Early Learning 61%, Family Support and advice 61%, Access to mental health and emotional wellbeing for children 56.7%, Parenting Courses 50%

The service that received the most responses for Area Council are as shown below:-

Central Area Council – Early learning

Dearne Area Council – Family support and advice

North Barnsley Area Council – Family support and advice

North East Barnsley Area Council – Stay and play

Penistone Area Council – Stay and play

South Barnsley Area Council – Stay and play

⁹ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q10

¹⁰ Family Hubs Consultation – Autumn 2023 Power BI report – tab Q11

Question 13 - What else could be done to minimise any negative impacts of this proposal, if adopted? Please write your answer in the box below

Please find below a selection of the responses received:-

“Better public transport”

“Closing some of smaller family centre, Jump and Lundwood could negatively impact if no alternative place to deliver services in locality are offered.”

“Continue to provide the services already provided by the current centres, in the same village, not a neighbouring village which would require transport to get too. Any advice on money matters, in which you must spend money to access, is a waste of time in my opinion.”

“Ensure the buildings are fit for purpose and have adequate facilities for disabled parents and children especially to include parking. Flexibility of times for working parents not just 9 to 5 access.”

“Ensure there is enough notification and advertising most of the time people are unaware of what services are available and where they are located.”

The full list of responses for this question can be found (Family Hubs Consultation – Autumn 2023 Power BI report)¹¹

Question 14 - What could be done to make it successful? Please write your answer in the box below

“Advertise it better and speak to health visitors to pass on information”

“Avoid duplication of offer. Draw in other services to work from the family hubs. Do not try to do everything. Get buy in from the third and voluntary sector.”

“Communication - good communication, partnership working and identifying gaps that are then looked at and challenged.”

“Engage the public as much as possible as they will be the users. Engage with referrers like the school/HV device/0-19 Service/GP etc”

“Ensuring the staff resources are increased to ensure no family goes without the support needed.

Have professionals in each hub and extended into the community for each area (SEND, 6-11, 0-5, health visitors etc.)”

The full list of responses for this question can be found (Family Hubs Consultation – Autumn 2023 Power BI report)¹²

Question 15 - Do you have any other comments or suggestions in relation to this proposal and how we can continue to provide services for those aged 0-19 (25 SEND) and their families? Please write your answer in the box below

Please find below a selection of the responses received:-

“send out invites to correct people as I wasn’t aware of these and I have a send child”

“All services knowing what's going on and a consistent approach from professionals and services”

“Better training for people and businesses supporting young people with send

Opportunities for social enterprise to give young adults with send the skills for employment (eg see initiatives from Leeds like smile cafe 21)”

“From personal experience I find it really useful when groups and advice are given and delivered by people that have lived experience not from people that have just had it taught to them. Also when delivering training on very specialist subjects to people that are really struggling and experiencing very difficult circumstances to be mindful of their approach and comments and again deliver it from lived experience.”

¹¹ Family Hubs Consultation – Autumn 2023 Power BI report – tab select a question – choose question 13 from the drop down list

¹² Family Hubs Consultation – Autumn 2023 Power BI report – tab select a question – choose question 14 from the drop down list

“I feel the working hours of the centres / hubs hugely restricts working parents accessing groups / courses etc. with their children. During maternity leave I accessed a variety of groups / classes but since going back to work I am unable to attend anything due to them only being run throughout the week during peak working hours.”

“Increase Emotional and Mental Wellbeing support for children with SEND and parents, practical support to help them deal with daily stresses and challenges. Develop Peer support groups for parents of children with SEND needs.”

The full list of responses for this question can be found (Family Hubs Consultation – Autumn 2023 Power BI report)¹³

¹³ Family Hubs Consultation – Autumn 2023 Power BI report – tab select a question – choose question 15 from the drop down list