

Co-Production Activities Summary Report - January 2016

1. Introduction

1.1 A number of activities have been undertaken as part of co-production to inform the service specification for the new integrated 0-19 prevention service. Focus groups were held with both parents and with young people in Districts, a countywide on-line survey for parents and on-line survey for children & young people were completed and a further set of hard copy questionnaires completed in more disadvantaged communities. The on-line surveys were available from 23rd December 2015 to 29th January 2016.

1.2 The Focus groups took place in each District during January and were targeted in either areas of deprivation or rural localities. In addition, most focus group participants also completed the on-line questionnaire in hard copy. A further set of hard copy questionnaires were completed by parents of younger children at targeted Children's Centre activities. The purpose of these activities was to gain deeper insight into the views and needs of more vulnerable communities to inform the service model and to compare and contrast the findings with the wider on-line countywide survey results.

2. Method

2.1 A total of 481 questionnaires were completed. 376 respondents completed the Parent/Carer survey, and 104 respondents the Children & Young People survey (aged 11-19). The district or postcode was not recorded, however data was separately analysed for those completed during the targeted activities which included 42 parent and 23 children & young people questionnaires.

2.2 Seven focus groups were held. Four with parents of children aged from 4 months to 18 years and three with young people with ages ranging from 11-18 years. In total the groups involved 16 parents and 27 young people. Focus groups were held at different venues across the county including schools, community centres and a community café. The groups were held in Worcester City, Tenbury Wells, Evesham and Redditch.

3. Summary Findings across all activities

3.1 All parents found both the schedule of universal health and development reviews and the targeted or additional support identified and received very helpful. In particular parents reported finding support in the ante-natal and post-natal periods the most helpful. All children & young people and most parents (90%) thought that Health Visiting and School Health should be provided universally for all families across all ages but both thought that more support should be given to families who need support the most.

3.2 Parents valued information and support around the physical health & development of their children the most whereas children & young people valued information and support regarding emotional health & wellbeing, sexual health and drugs & alcohol more highly. Parents wanted drop in facilities for themselves and their children; however children & young people reported they found these less helpful.

3.3. Parents were happy to receive parenting support from peer supporters, through targeted programmes, groups and from digital sources but expressed a preference for face to face support when required. Children & young people were happier to receive information and support through a variety of digital and interactive resources, however also reported they want face to face support when this is needed. Parents expressed a preference for targeted or additional support to be delivered in Children's Centres &

schools, whereas children & young people preferred delivery in community venues & schools

4. Focus Group Findings

4.1 Parent focus groups:

4.1.1 Support and services for Under 5s - There was variation in the knowledge expressed by parents of the support they received for under 5s. Some parents of young children 0-5 years said they had regular appointments and received a very good service that was easily accessible, others, including those with premature babies said they struggled to get support. Most parents were aware of early developmental checks and had accessed them, but didn't have a clear view on what other services Health Visitors provided. Parents of children with special needs said that their child's needs were not fully met by the Health Visiting service and they had to access more specialist services.

4.1.2 Support and services for 5-19 year olds - Most parents said they had little knowledge of what services were available for their children, other than height and weight measurements. Parents who home educate their children were concerned that they had to buy in help as they do not receive any child health services.

4.1.3 Parenting support - Peer support and parent support groups, were valued by parents with younger children, and they felt the new service should encourage this. Some young people and parents of older children said that parents would benefit from support and training in how to understand and help their children in difficult times.

4.1.4 Information and advice - Parents said they were aware that there was help 'out there', but would welcome more information on what was available and how to access it. Most would use texting, interactive websites or Apps. to access advice and information if this was available, but stated that it was important to have a variety of approaches.

4.2. Young People focus groups:

4.2.1 Support and services for 5-19 year olds - Young people expressed concern over the inconsistency of the services provided for children of school age. Many thought the school nurse was there for medical reasons only. Some said the nurse was very helpful, others were unhappy with the quality of support and understanding from the service, particularly regarding mental health issues. There were issues raised about confidentiality, including the location of the nurse in public areas of schools and the calling out of names for appointments, both of which put people off accessing the nurse. Young people in Tenbury Wells said that in rural areas the service should remain within the school setting, as many students lived out of the main town.

4.2.2 Lack of support for mental health and wellbeing issues was a key concern for young people; they felt that the school nurse service should be available to everyone but extra support should be available for those with specific needs and conditions such as Autism Spectrum Disorder and ADHD. Stress and bullying were also issues young people said they would like more support with.

4.2.3 Access to parental support, information and advice - Young people said they were aware that there was help available but would welcome more information on what was on offer and how to access it. Most would use texting, interactive websites or Apps. to access advice and information if this was available, but stated that it was important to

have a variety of approaches for those who preferred other ways such as face to face contact.

4.2.4 Young people said that a 'drop in' service for all aspects of health and wellbeing would be useful but it had to be based in the right setting.

5. On-line Survey Findings

5.1 Services for preschool children & their families:

Parents value all the health & development reviews but particularly around time of birth and early days. Parents feel Health Visitor support for post natal depression and for additional health needs is the most important. Parents said everyone should receive a Health Visiting service but those parents with greater needs should receive most support. Over 85% of parents thought a drop in facility was important. Parents said they are more likely to use one to one, face to face meetings and "Walk in" drop in facilities to access support and advice in relation to younger children. They are less likely to use social media or SMS / Text advice.

5.2 Services for children age 5 to 19 & their families:

Over half of parents and 80% of children & young people had not had contact with their school health service. Over 80% of parents said the three reviews across the school ages would be helpful and 40% very helpful, whereas 60% of children & young people said they would be helpful. Over 90% of parents and young people thought all families should receive a service but 98% thought those families or young people in greater need should receive more. All of the support provided by the school health service was viewed as helpful by both parents and children & young people. Parents were particularly positive about hearing and vision screening, drugs and alcohol, sexual health and emotional health and wellbeing support and advice. Children & young people also valued support around emotional health and wellbeing, sexual health and drug and alcohol but were less interested in physical health issues. Parents and children & young people thought drop in facilities were helpful for both parents and children & young people themselves, however children & young people thought they were less helpful than parents.

5.3 Parenting support and Information & advice:

Almost 80% of parents stated they would be happy with receiving parenting support provided by peer supporters. Parents would prefer face to face information and advice but were happy to access on line resources. Children & young people were happy to receive all types of digital and interactive support but wanted to be able to access face to face when really needed. Parents preferred targeted or additional support to be delivered in Children's Centres & schools. Children & young people preferred targeted or additional support or services to be delivered in community venues & schools. Both parents and children & young people said that parenting should be universal provision but with more support for those that need it most.

5.4 Results by question:

5.4.1 In total 481 responses were received. 376 respondents filled in the Parent/Carer survey, and 104 respondents filled in the Children & Young People survey (aged 11-19)

5.4.2 Parents of children of all ages answered the survey although proportions of parents with children aged 17-19 were rather lower than other age groups. 60% of respondents answering the Children & Young People's survey were aged 11 to 16, whilst 40% of CYP respondents were aged 17 to 19.

5.4.3 Over 94% of parents/carers have had contact with a health visitor. Respondents in general tend to find all of the health and development reviews helpful.

5.4.4 In general parents were most positive about the Health Visitor antenatal and new born visit (by 14 days) than the visits received as the infant gets older, (6-8 weeks, 1 year, 2.5 year). However the majority still found these useful with two thirds finding the 2.5 year review helpful.

5.4.5 Most information support and advice offered by Health Visitors were rated as being helpful by parents. Over half thought that support on post natal depression was very helpful, & almost half rated support for families with additional needs as very helpful.

5.4.6 92% of parents felt that health visitors should support all families. Over 92% felt that health visitors should give more support to those families that need it most.

5.4.7 Over 85% of parents felt that a "drop in" facility provided by the health visiting service was important & over 60% said it was very important. Parents said they are more likely to use one to one, face to face meetings and "Walk in" drop in locations to access support and advice in relation to younger children. They are less likely to use social media or SMS / Text advice.

5.4.8 Over half of parents with children aged 6-19 had not had contact with the school health service. Almost 80% of children & young people had not had contact with the school health service. Proportions of children & young people that had contact were similar for 11 to 16 and for 17 to 19 year olds.

5.4.9 A similar proportion (around 40%) of parents felt that the proposed reviews at each of the suggested stages (school entry, transition and mid-teen) would be very helpful. The proportion of children and young people who felt the reviews were or would be very helpful was lower, although they still felt each of the reviews were generally helpful.

5.4.10 All of the support offered by the school health service was viewed as generally helpful by both parents and children & young people. Parents were particularly positive about hearing and vision screening, drugs and alcohol, sexual health and emotional health and wellbeing support and advice. Children & young people most valued support about emotional health and wellbeing, sexual health and drug and alcohol and were less interested about child measurements and advice on healthy weight.

5.4.11 All children and young people and over 90% of parents felt the school health and wellbeing service should support all families. 96% of children & young people and 98% of parent carers indicated that the school health service should give more support for those children and young people that need it most.

5.4.12 Almost half of parents said that a "drop in" facility for parents of children aged 5-19 years in respect of health, development and wellbeing would be very important. Only

20% of children and young people said this was very important although most of the respondents did rate it as important.

5.4.13 In general both children and young people and parents indicated that they are more likely to use one to one, face to face meetings and drop in facilities for support and advice rather than other methods. Children & young people are least likely to use face to face or group sessions whilst parents are least likely to use social media and text / SMS messaging.

5.4.14 Children's Centres were the most popular location for additional or targeted activities among parents, with schools and GP surgeries also popular. Children and young people stated they preferred to go to community centres or buildings or to schools for additional or targeted activities. Libraries were less popular venues among both parents and young people.

5.4.15 Parents expressed a preference to attend these activities in the morning, with weekends the least popular. Children and young people stated they would prefer to attend in the afternoon in general, with mornings being the least popular.

5.4.16 Almost 90% of parents said that parenting advice and support should be available to everyone. Many respondents were concerned about how it would be decided who needs the service most.

5.4.17 Parents indicated they were more likely to use online resources for parenting advice and information, a one to one parenting course or a group parenting course, and less likely to use an interactive online chat or use text or SMS for parenting advice. Children & young people felt their parents would be most likely to use an online resource for parenting advice and information or one to one parenting courses.

5.4.18 Almost 78% of parents said they would like to receive support from other experienced parents in addition to professional help at least some of the time, with only 23% stating they would not want this kind of support at all.

5.4.19 Almost three quarters of parents said they would want to access information and advice relating to children, young people & families online from a website and via schools or colleges. Less than half wanted to access using interactive and social media facilities. Children & young people also said they would want to access information and advice from websites and through schools but also indicated they would access using social media and interactive facilities.

5.4.20 Information and advice about growth and development, physical health issues, stress, anxiety and mental health were the most popular topics that parents wanted to access. Children & young people wanted to access information & advice on stress, mental health, family issues and anxiety.

6. Targeted Survey Findings:

6.1 The responses from questionnaires completed in targeted more disadvantaged localities and settings were very similar to the main survey analyses apart from a couple of points. However it must be recognised that the numbers of identifiable targeted questionnaires were small in number

6.2 Parents

A higher proportion of parents from targeted areas felt the antenatal and birth/new born visits were useful (68% targeted /54% general). Parents from targeted areas appear more likely to access one to one and group parenting (58% / 37%). Parents from targeted areas were more interested in advice about growth and development, advice on stress or emotional wellbeing was ranked much lower for targeted areas

6.3 Children & Young People

Children & young people from targeted areas were less likely to find advice and support from the school health service useful, although all groups were positive about the service. Schools and GP surgeries came out much higher as preferred places to go for targeted advice.