



Cwm Taf Morgannwg Early Years Service User Engagement Feedback (Families Aged 0-7 Years)



THANK YOU

For the past few months, there have been several engagement events where parent/carers have shared their views on early years services within Merthyr Tydfil (MTCBC), Rhondda Cynon Taf (RCT) and Bridgend (BCBC).

We aimed to identify the barriers that prevent families from accessing the services they need and sharing their experiences.

Information has been sourced from

- 4 events in RCT**
- 1 event in MTCBC & 2 focus groups**
- 1 event in BCBC & 1 focus group**



Here's what you said...

Lack of activities for families to join in

You want affordable local activities/services which fit around family life.

You want mixed-aged classes/groups which siblings can attend.



You want better availability of services for single parents

"Not many places to go where kids can play and parents can have a coffee & chat."

"No groups for under 5 - sports or play"

"You can Google for information but often a lot of it is really out of date"

You would like more opportunities for dads to be involved in groups and services.

Service Provision for Children and Families with Additional/Health Needs

You want services to be responsive and available for support when required.

You want more support and guidance during diagnosis.



"You want all services/provisions to accommodate children with ALN"

ALN waiting list, lack of support & school"

"More support needed for ALN (don't know how to find it)"

"You want consistency of support"

"When they leave preschool, they are left into the big bad world"

School transition and admission process

You found it difficult to find information on school admissions and the process.

During the transition, you felt there was a lack of partnership working between services.



During transition to school, you likely felt that the main sources of support and information were preschool.

"Problems start more when they start education and leave preschool"

"Not allowed to look around school unless the child has registered to attend."

"The preschool girls are a brilliant point of care, point of support for everything"

The value of community-based services and being involved

You felt there needed to be more presence in local communities.

You would like more consistent and reliable contact with professionals.



You want to feel empowered and be given the opportunity to share your thoughts and feelings.

You are not aware of where to look for information and advice.

“Being engaged with something like this is good and it feels like you are involved.”

“I don’t drive, there is nothing local, and things are hard to get to.”

“I would like a support group for dietary needs – felt alone and would have liked tips and advice”

Communication with health professionals

You want more communication/contact with health professionals.

You want better relationships with health professionals.



You would like contact/visits to be conducted face to face.

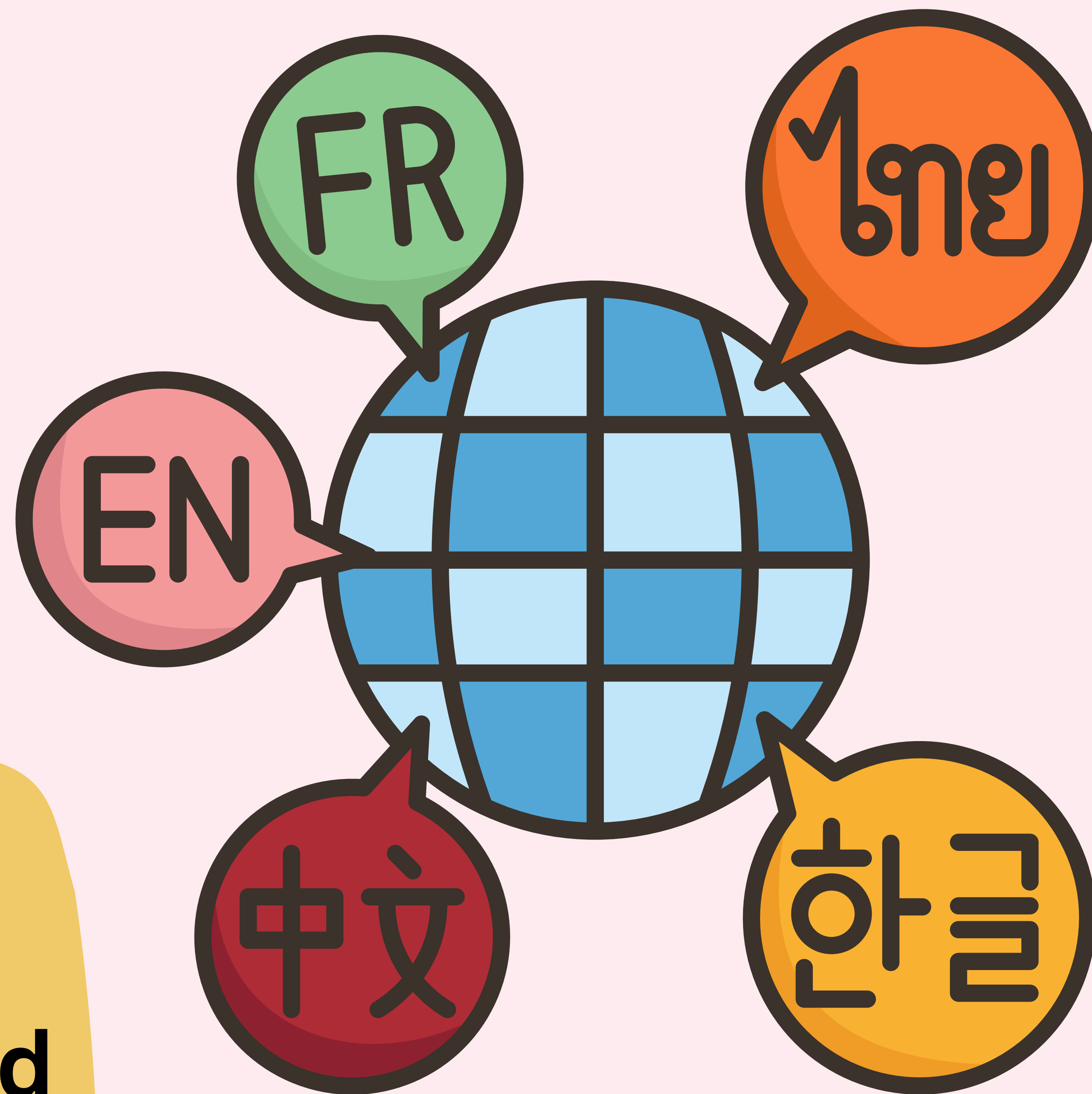
“Didn’t see Health Visitor for quite a while- know because not much staff but they didn’t tell me that, it would have been nice”

"Unless you pick up the phone, you don't get help or advice."

Experience of families and children who have English as a second language

You rely on colleagues and friends to find out information on 'what's on' in your local area.

Schools play a crucial role in providing access to advice, support, and signposting for students.



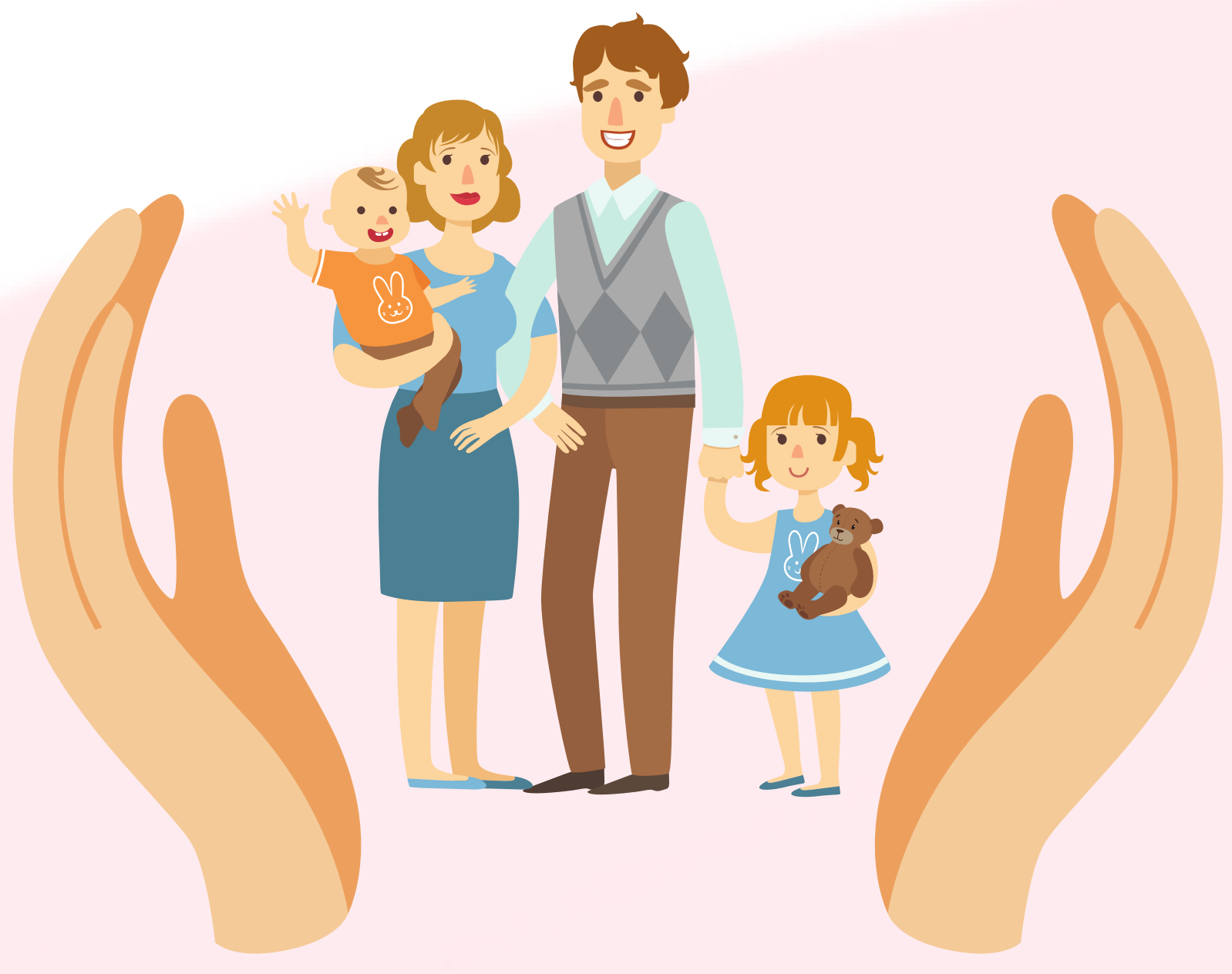
Social media and websites are the best means of gathering information as there is a translation option.

"Services are not well advertised, things not well promoted."

"We are not aware of the family groups in our local area"

"Regarding possibilities for children, we take suggestions from colleagues at work."

What's next?



Information is being shared with Early Years professionals who are developing a Regional Communication Model.

Parents will be invited to a workshop where they will have the chance to shape the Regional Communication Model.

The regional communication model will guide Early Years teams in ways to involve parents in service design and delivery.

