

Date	Event	Presenters	Numbers of parents/carers	Key messages
16/02/23	Corsham Campus	LAB/RD	8 from Corsham and Chippenham	<ul style="list-style-type: none"> • Would want to know where to find benefits info/support with forms/cost and access childcare. • Need information in one place • Want to access information through social media and online. • If needed further support would want to see someone face to face • Want accessible, free childcare • Want activities for children in school holidays • Want to have food and drink where they access services • Would use campus for services if there was a cafe
17/02/23	Salisbury-Five Rivers Campus	LAB/RD	4 from Salisbury and Harnham	<ul style="list-style-type: none"> • 2 parents accessed HV drop-ins at Baptist Church Salisbury. Not aware of current children centre services. Would want more info online, social media. • Would prefer health services, parenting support in one place. Would be happy to access leisure and libraries and similar buildings.
17/02/23	Downton Library	LAB/RD	1 from Downton	<ul style="list-style-type: none"> • Like the idea of online and Facebook. Googles most things. Comes to library regularly so would access services if there. Used the children centre group when it was at the memorial hall. Felt that this would work well as is near the school and groups could run at school drop off and pick up times.
20/02/23	Marlborough Library	LAB/RD	0	
21/02/23	Chippenham Library	LAB/EW	1 from Chippenham	<ul style="list-style-type: none"> • 2 professionals-felt the current children centre building was important for parents. Feel parents might not access a library/council building for services. • 1 parent-Children centre too far away, did use library. Thought website so everything in one place was a good idea. Wants parking and drink/food in venue .
22/02/23	Amesbury Library	LAB/RD	1 from Amesbury	<ul style="list-style-type: none"> • Was unaware currently of where to go for help. Tried to access help via a health visitor drop-in but felt they were too busy to help her. Accesses library currently-staff extremely helpful . Would be

				<p>happy to come into library for help. Would like to find more help online but wouldn't nowhere to look- Too many places. Uses library health centre soft play in Amesbury.</p> <ul style="list-style-type: none"> • Parent used the QR code to complete survey online
23/02/23	Melksham Campus	LAB/RD	4 from Devizes and Lacock	<ul style="list-style-type: none"> • Parents choose to access library with younger children when sibling swim in the evening. • Having a café/accessing drink was important to parents. • Happy to access services in the library/campus. • 1 parent contacted HV for breastfeeding advice but didn't get a response so found her information online.
23/02/23	Bulford Childrens Centre	LAB/RD	19 military families of these (5 BAME)	<ul style="list-style-type: none"> • Feel isolated. Many parents had no transport. Walked to school – 20-30 min walk • Would look on local Facebook sites for groups/activities and help from other military parents. • Most parents would choose to access services at The Beeches • Working parents want services in evenings • Parents not working want activities/services in the day • 2 parents would go to HV for support but find they don't always get a call back • New parents want an army welfare welcome pack but didn't get one. • 3 parents accessed children's centre in past-for stay and play and health clinics
24/02/23	Bradford -on – Avon Library/Fitzmaurice School	LAB/RD	13 (BOA) 11 at Fitzmaurice school 2 at library	<ul style="list-style-type: none"> • All parents look online for services especially 'Google' • 1 parents used the wiltshire Council website • Parents would like to see more services 'under one roof'/ 'in one place' • Parents want to access help services via school • 1 parent felt a physical building is needed and mentioned childrens centre building (next door to Fitzmaurice school)had been taken away in 2016 • 1 parent wanted health visitor services but couldn't get a response from her health visitor-no call back received.

				<ul style="list-style-type: none"> • 1 parent wanted PSA support from school but PSA doesn't respond • 1 father wanted to access services through talking to teachers at school but felt they don't have enough time to speak to parents
28/02/23	Studley Green Childrens Centre	LAB/RD/PT	5 from Trowbridge	<ul style="list-style-type: none"> • All parents felt the outdoor space was important. • All parents felt the Centre had been a life-line and stopped them feeling isolated. • 1 parent thought CC was for children with special needs. • All parents thought the idea of 0-19 was important • 3 parents wanted services during school holidays. • All parents said the sensory room was important to them. • 1 parent said the support received from CC had saved her relationship. • 2 parents felt that a space like County Hall was intimidating and would not work for their children. • 1 parent suggested a 'dinner club'
02/03/23	Tisbury Campus/St Johns School	LAB/RD	14 from Tisbury	<ul style="list-style-type: none"> • 1 parent felt she had no support for her child with ADHD-didn't know where to go • Many parents accessed health visitor through Nadder centre and breastfeeding group. • Parents aware of Spurgeons groups-stay and play/breastfeeding • Parent-can health clinic be there again? Not running over covid pandemic • Parent commented her friend was accessing Triple P parenting virtually • Parents want to access things online and through school • Parents mentioned Thrive support • 2 parents had worked with social care and had a positive experience • Yes use library /leisure centre • Majority of parents would access services at school and campus.

3/03/23	Chippenham-Spring Rise Children's Centre	LAB/RD	15 from Chippenham	<ul style="list-style-type: none"> • Positive experience working with social care • Wouldn't ask school for support-don't feel supported with my child who has ADHD • Supported by The Rise-used breastfeeding and stay and play groups and Freedom course • Online only, google everything • School is good, I use school for support • Online support, like idea of one place for everything. Use school, very helpful. Read about survey in message from school. like the idea of help for school age children, what would it be? need something for children of different ages.
6/03/23	Tidworth Leisure Centre	LAB/RD	3 from Tidworth	<ul style="list-style-type: none"> • Uses the children's centre- trying to contact Health visitor for check up as baby 6 months old. No call back from HV. Had twins (now 15 years) and used Childrens centre all the time. • Warm space here at leisure centre. Thinks leisure centre ideal for a F/Hub as leisure centre already has library, café, pre-school, The Hive, community hall. • Parents access library rhyme time on wed mornings. • Library shares Spurgeons and Family Community learning Info • 1 parent has accessed children's centre for HV drop-in, Five to Thrive, Baby massage. • Parent access Homestart baby toddler group in leisure centre once a week • Good support from health visitor at 'weigh-ins' • Leisure centre is where I come for everything-no where else to go • NSPCC centre shut, use children's centre and leisure centre now
6/03/23	Westbury Community Project (WCP)	LAB/RD	10 from Westbury	<ul style="list-style-type: none"> • Parents access childrens centre services and health visitor in the building • Some used café and dance group • Parent with 12 year old, 9 year old, 5 year old needed suitable activities to take children together • Need more support from school as my child has autism

				<ul style="list-style-type: none"> • Happy to access services from at WCP • Don't access services as children's centre building taken away in 2019 • Supported by Childrens centre outreach worker to access groups. Wouldn't have come without her help.
7/03/23	Trowbridge Sports Centre	LAB/RD	0 parents	
7/03/23	Mere Town Council and School	LAB/RD	15 from Mere	<ul style="list-style-type: none"> • Child with autism at school –'school help me' • Parents would go to school for help • Parents suggested library as a place to go for family help services as' they are really helpful there' • Would welcome family services at school • 'I get help through school'- all my children have SEND • Wouldn't know where to go for help-just google it or look on .gov websites • Am on a low income and no transport so I need services in Mere. We use library-they help us • Don't need any services but would look online if I had to • I ask friends for support, I don't go online • Facebook could be good, school have a facebook page and I use that. • Health visitor was good for 2 of my children but not the other 2. For 2 I use school nurse. • EHCP really good in- transfer from Dorset. • Online is good. Found Splitz and MASH really helpful. • Used Children's Centre when it was there. • Possibly online. • SEND workers good in Mere.
09/03/23	Warminster Library		14 from Warminster	<ul style="list-style-type: none"> • Regularly use library services-rhymetime • Want to access HV but didn't know how-SPA number given • Would be good to have morre online • Good to have face to face here but if its once/twice a week is that enough? • Weren't aware of Spurgeons-childrens centres

				<ul style="list-style-type: none"> • Use Frome library also • Yes would use QR code • I use nursery for help and advice • I use schools for help • I have a community nursery nurse • I use family and friends for support and help • Think 0-19 offer is a good idea • Like idea of having anything online but would need to promote to us where it is
10/03/23	Devizes Childrens Centre		5 from Devizes	<ul style="list-style-type: none"> • Don't drive so I need to walk to services-need to be local • I have used, baby massage group, sensory room and doing five to thrive • Would access children's centre for groups and support • Would look online for support for my older children • HV and midwife both recommended groups at Childrens centres • Need groups for my two older children-15 and 8 in Devizes. • There is a gap after children turn 5 and I can't access CC services • HVs should promote services more • Didn't know anything for me until I went to HV about S and L • Online support sounds good • Groups at children centre are free-this is a good thing-more people should know about it • Moved into area and my HV told me about CC services-I use baby groups and sensory room. I don't look online for services I would come to CC's. I don't have transport I have to walk so would need to access services close to my home • Activ8 in Devizes leisure centre not running anymore, childcare provision difficult to find in school holidays • Youth bus comes to Devizes sporadically but not enough

13/03/23	Pewsey Leisure Centre		3 from Devizes, Pewsey (1 Traveller/Boater)	<ul style="list-style-type: none"> • Have recently used Devizes Childrens Centre • I would happily use a community building such as a library/leisure centre • Need somewhere to take your children-don't mind where • Use midwife services currently-planning home birth-would access support online. Will be seeing a health visitor when baby born. • Would access services in one building such as leisure centres/libraries
14/03/23	Trowbridge Library		16 from Trowbridge	<ul style="list-style-type: none"> • I have 4 children-would access services here at library but would also ask for help and any of my children's schools • Also might look for support and activities on social media • A comfy social space where you meet other parents is important. To have a drink there and park easily would be ideal • I'm a first time mum-I google everything. I don't use social media/facebook etc Am unaware of how/where to find services I need-this is my first visit to the health drop-in here • Changing facilities brilliant in library • Happy to access more services here in library and County Hall-need things in one place for people • Accessed The Rise Children centre services • Would like to access services in children's centre-don't like health drop in within library-too public • Love the idea of one website/QR codes/one branding • I use my friends for support and find out where things are • Use friend who is a nurse • Like the idea of 0-19 service • Used Children centre for groups-don't use Studley green-too far from centre of Trowbridge • No one could help me with my older child that needed support-school were good but he needed more and no one knew where I should go

				<ul style="list-style-type: none"> • Had good support when I phoned MASH and social worker helped me with my older child • I get support from my GP- she helps me with everything • Good support from Health Visitors here
14/03/23	Calne Library		11 from Calne	<ul style="list-style-type: none"> • Love library would use that • Family first for help/support • Midwife supportive, only just met HV • Public space in library bit difficult if baby cries here • Would use google for trusted sources especially when up at night with baby • Often google things to do with children • Look for local things in Calne • Lots of things like swimming are so expensive now-need more free activities like stay and play. Yes would access library • Not aware of children's centre services • Would not use a library for services • I don't have help from school-my child is likely to have ADHD but school don't agree and I don't get support • I use local social media such as Shout out Calne to find things I need or ask friend • Out of school childcare is really difficult here-I work and there is hardly anywhere for them to go. I use local nursery bt now their older they find it boring • I would use a website to find services • I feel supported by school. I would come here for any help I need
15/03/23	Malmesbury Library		5 from Malmesbury	<ul style="list-style-type: none"> • If I need any activities or support I go by 'word of mouth'. I have a support network of friends. • I wouldn't know where to look so one place online would be good. • I use the Health Visitor SPA number if I need anything • I like seeing the Health Visitor in the library although the room is full of very hot pipes-not ideal with a little one.

17/03/23	Cricklade Town Council		0	<ul style="list-style-type: none"> Local councillor dropped in regarding local services-explained youth provision, use of leisure centre, police drop-ins, hv clinics in church, good out of school provision and nurseries. They felt there is a gap for support/activities for 10, 11, 12 year olds.
17/03/23	Royal Wootton Bassett		3 Parents	<ul style="list-style-type: none"> I don't use groups, never used local children's centre, Apart from library and going swimming there's not much to do here. Never see a health visitor. They didn't help me at all. I saw one when my child was a baby and at their 2 year check but it's always a different HV so I don't bother anymore. I use the library to read books with my child-its free My wife might use the childrens centre but not sure-Hv is brilliant. My child is 2 years Online resource would be brilliant Would be good to have first aid tips on the website platform eg choking, minor burns-something easy to find. Like the idea of it being a trusted source of info on the one platform I have older children but wouldn't use 0-19 service-don't need it I want a service for older children as that would change my life, the children's centre have been fantastic.
March 2023	Salisbury library parents		22 Salisbury area, Redlynch	<ul style="list-style-type: none"> Redlynch parent – buses only every 1.5 hrs so difficult to get to sessions at Downton Library or into Salisbury on time. Great feedback from the use of Salisbury Library from families and other adults using the building “great to see children interacting with books and families reading together”. One parent has said the 5TT sessions have inspired bedtime reading with her baby and that now her 3 year old is revisiting her own books as a result. Most of the parents there had learnt about the sessions via Mums Chat Consistency-Parents know that there will be a session there every Tuesday which they can book on for, but also drop in too. Parents would like to see sessions such as Rhymetime Bookstart, Early words Together, Five to Thrive replicated across other libraries. One off events and themed sessions are their favourite.

				<ul style="list-style-type: none">• Like scrapstore/ craft activities being put on at the same time as the Children's Centre sessions in library.• Board within the children's library which promote Children's Centre services.• Libraries are generally on a main bus route which makes them accessible to those parents who do not drive and for those who want to stay longer with car parking costs so high in Salisbury. Co-ordinating services alongside community partners like the Salisbury Pantry and Community Café opening times would be good.• Naomi, the children's librarian, reports that footfall has definitely increased since the Children's Centre sessions have been delivered there.• The cohort of families at the session, included grandparents who were caring for their grandchildren.• Families attend the library as they say it is warm and welcoming and the sessions are free.