



## Hampshire Children and Families Forum

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[www.hcff.org.uk](http://www.hcff.org.uk)

### Report on

## Children's Information Service (CIS)

(July - September 2004)

- Consultation with Hampshire parents on awareness and use of the Children's Information Service (CIS)
- On behalf of the Early Years Development and Childcare Partnership

The Hampshire Children's Information Service is a free service for parents and carers which can be contacted for information on choosing childcare, reducing childcare costs, and to find out about organisations that provide health and family support services. It can be accessed via:

- A local rate phoneline 0845 601 1125
- A website

[www.hants.gov.uk/childcare](http://www.hants.gov.uk/childcare)

**Early Years Development**



**& Childcare Partnership**

Early Years Development  
  
& Childcare Partnership

Supported by the Early  
Education and Childcare  
Partnership and Hampshire  
County Council

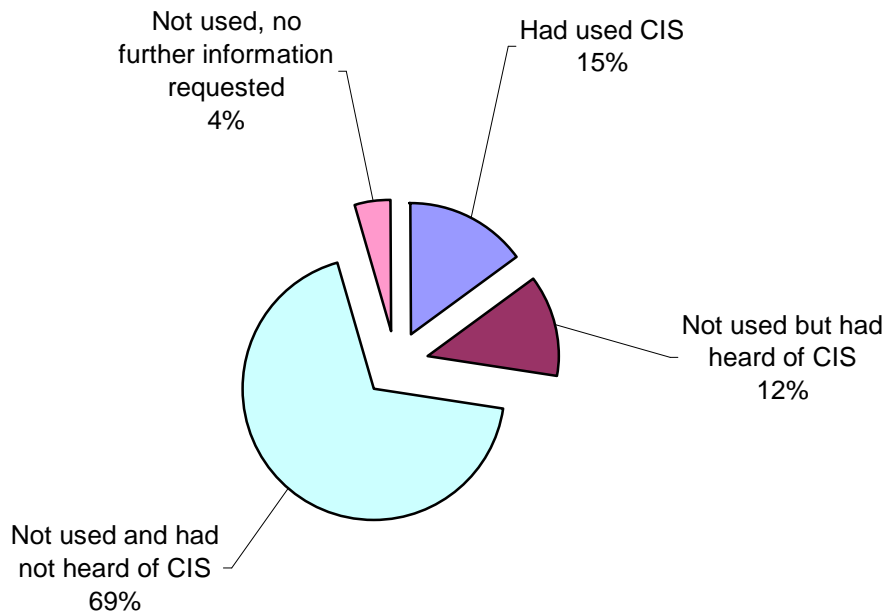
 Hampshire  
County Council

Between July and Sept 2004 Hampshire Children & Families Forum 20 local coordinators visited a variety of venues and events and consulted with parents and carers on their awareness and use of the Children's Information Services (CIS). Those unaware of this service were asked what alternatives were used. If parents/carers were unaware, coordinators were able to explain about the service and provide contact details.

In total 588 questionnaires were completed; 318 in the South and 270 in the North of the County. Parents were consulted at the following venues:

Aldershot Early Years Centre	16 <sup>th</sup> July	14
Alive and Kicking Event in Gosport	24 <sup>th</sup> July	14
Ark Parent & Toddlers (Fareham Area)	AM 10 <sup>th</sup> Sept	19
Basingstoke Play Council	24 <sup>th</sup> July	30
Bishops Waltham Library	7 <sup>th</sup> September	4
Bordon School	September	8
Fleet Toddler Groups	September	11
Forest Centre, Bordon	August	12
Greenery Preschool (Meon Valley area)	9-13 <sup>th</sup> Sept	15
Haven Early Years Centre, Gosport	14 <sup>th</sup> September	4
Headley Down	September	10
Horndean Infants	16 <sup>th</sup> September	15
Kingsley Steam Rally	26 <sup>th</sup> June	13
Leigh Park Carnival	11 <sup>th</sup> September	22
Melrose Hall	July – September	1
New Forest Show	Daytime End of July	55
North Camp Summer Fair	17 <sup>th</sup> July	21
Oak Meadow P&T (Fareham Area)	AM 8 <sup>th</sup> Sept	4
Oak Meadow PACT (Parents and Children Together) (Fareham area)	AM 8 <sup>th</sup> Sept	14
Petersfield Infants	September	16
Playaway Trosnant	July	2
Playaway Waterlooville	AM 12 <sup>th</sup> July	6
Portage Picnic, Alton	30 <sup>th</sup> July	3
Prospect Centre open day, Farnborough	11 <sup>th</sup> August	5
Rushmoor parents	July – September	13
School in Hythe and Totton	September	15
Stepping Stones Toddler Group, Alton	July	9
Testbourne Community School	30 <sup>th</sup> September	9
Trinity Tots P&T (Fareham Area)	AM 7 <sup>th</sup> Sept	12
Under 5s Fun Day Eastleigh	AM 22 <sup>nd</sup> June	32
Under 5s Fun Day Hedge End	AM 8 <sup>th</sup> June	44
Various venues in and around Romsey	Various dates	22
Various venues in South West Forest	Various dates	34
Westfield Infants	8 <sup>th</sup> July	19
Whitchurch T-pot	20 <sup>th</sup> September	21
Winchester parents	July – September	40
Total parents / carers consulted		588

Of the total number of parents/carers completing questionnaires usage/awareness of the CIS was as follows.



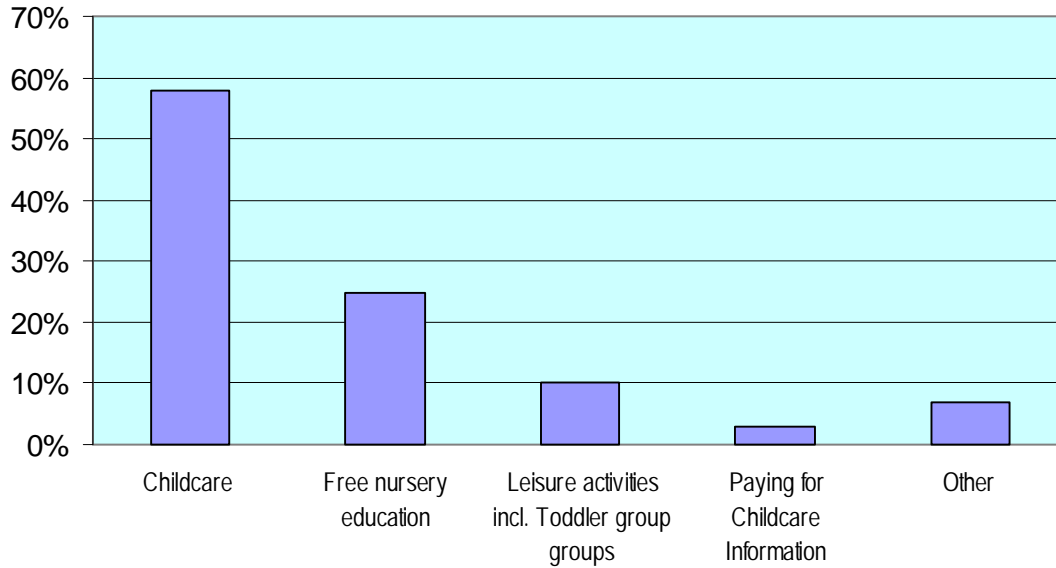
Those who had used the service had become aware of the service via the following resources

Internet	12
Health Visitor / Midwife	9
Childminding / NCMA	9
HCFF	7
Library	6
PLA / Pre-school / Nursery	6
Friend	5
No answer given	5
EECU / HCC / CIS pencil	3
Providers	3
CIS Advertisements	3
School	2
Example in another County	2
National Childbirth Trust	1
Mill Hill EYC	1
Yellow pages	1
Teaching	1
Youth Service	1
Total	77

## CIS Users

Those who had used the service gave the following additional information (NB some responded with more than 1 answer for each question):

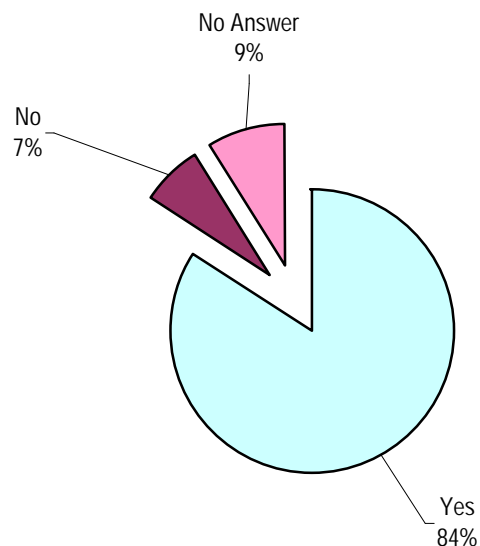
### Information Requested



### Other

- § Sun Protection Information Recruitment
- § Training
- § New schools
- § Looking for Student Placement
- § Check details of provision
- § Find local courses to support childminders

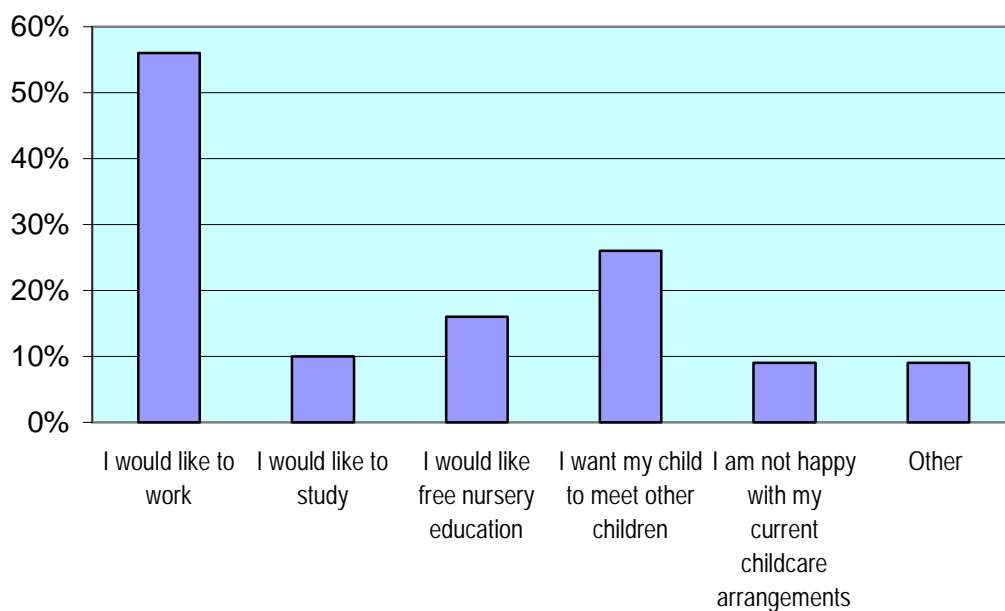
### Did you receive the information you needed?



**If you found the information unhelpful please explain why:**

- § Found it not very specific (information requested on Free nursery education and Paying for Childcare.)
- § Childminder information not up to date
- § Not enough information
- § Required general information regarding courses
- § Information was out of date
- § Information was incomplete
- § Childminder areas very sketchy
- § Only gave three choices

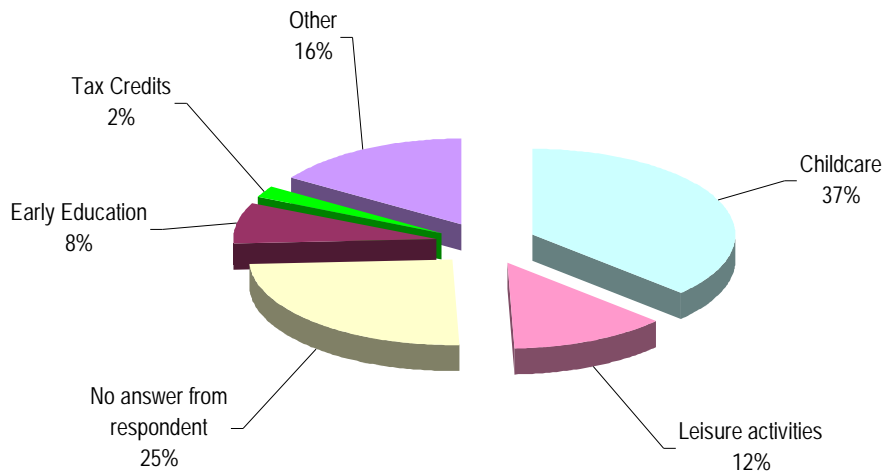
**Why did you need the information?**



**Other**

- § To include my details (Childminder)
- § Parent and Toddler groups
- § Play-schemes
- § As a parent
- § Activities to share time with children
- § Gain employment in childcare industry
- § To place students
- § To support current role with PLA

## The information received from CIS directly resulted in:



### Other

- § No, stayed at home
- § Youth work
- § Chose a nursery
- § No but passed information onto a friend
- § Very efficient and good
- § No but found childminder via local childminding network
- § Moving to the area, in a small flat, needed to get out to do activities, child was of pre-school age, wanted to know of all local facilities, need to keep the kids entertained.
- § Got a school job, so childcare not required
- § Was interested in free nursery education but chose a private nursery due to recommendation
- § Got a Nanny

### Positive Comments



- § Good website
- § Have telephone number now for more information
- § Very very helpful – found what I needed
- § Helpful, when you phone the number they give you a list of different things in the area
- § Would use if I need a nursery or childminder in the future
- § Really useful, helpful and came quickly
- § Very useful service
- § Brilliant service, very helpful
- § I am a single parent and the staff were very kind and helpful
- § I loved the fridge magnet – I still have it!
- § Impressed, very quick
- § Web was really good
- § Really good and quick
- § Registered on CIS it's brilliant (am a childminder)
- § Find it useful being registered there (am a childminder)
- § Website helpful & easy to use
- § Very useful
  
- § Happy with service, used e-mail service successfully

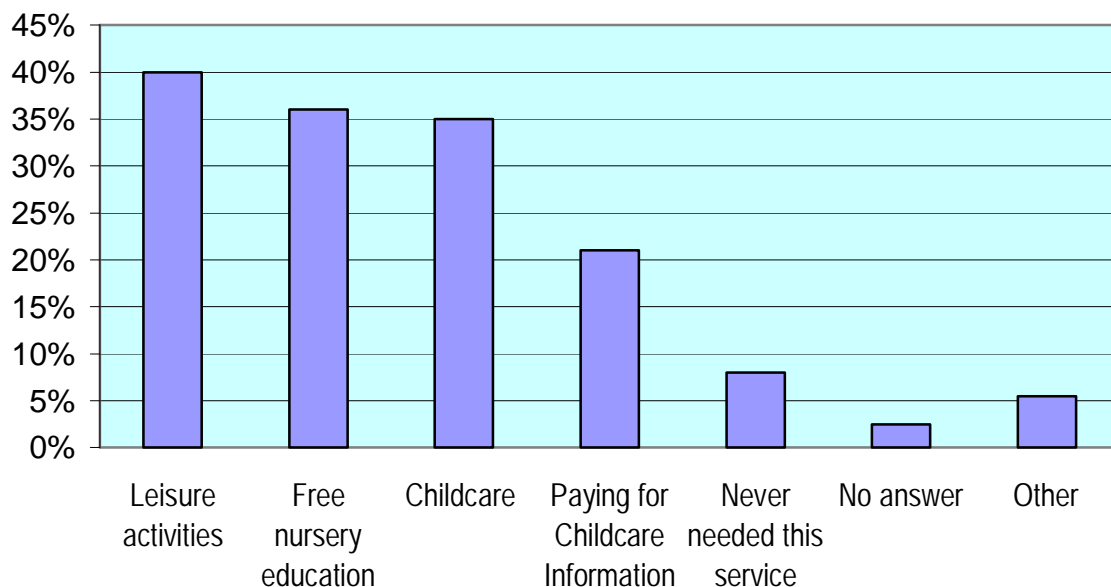
Negative Comments: 😞

- § Needs more info on youth work
- § Should be a free number
- § Should be more advertised to new parents
- § It was easier to talk to HCFF coordinator face to face than an unknown through the telephone
- § Needs to have a higher profile as not many people know about the service
- § Not very well advertised
- § Needs higher profile / advertising
- § The info I received was not up to date
- § Although it is advertised the advert didn't feel enticing enough
- § Even though I work in childcare in Hampshire I was not aware of the service until I did an internet search
- § List of childminders was out of date
- § Please arrange for more local courses to support childminders. As a non-driver it is impossible to get to many of the courses. Please can we have some in Bordon area
- § Not most helpful of services
- § Good in principle but needs better promotion
- § Don't know how to register (am a childminder)
- § How to register--not on there (am a childminder)
- § Only 1 family came through there but probably 'cos i haven't got time to send off monthly form--too busy /has 3 children of own (am a childminder)
- § Needs to be updated more frequently

**NON-CIS USERS**

Those who had not used the CIS gave the following additional information (NB some responded with more than 1 answer for each question):

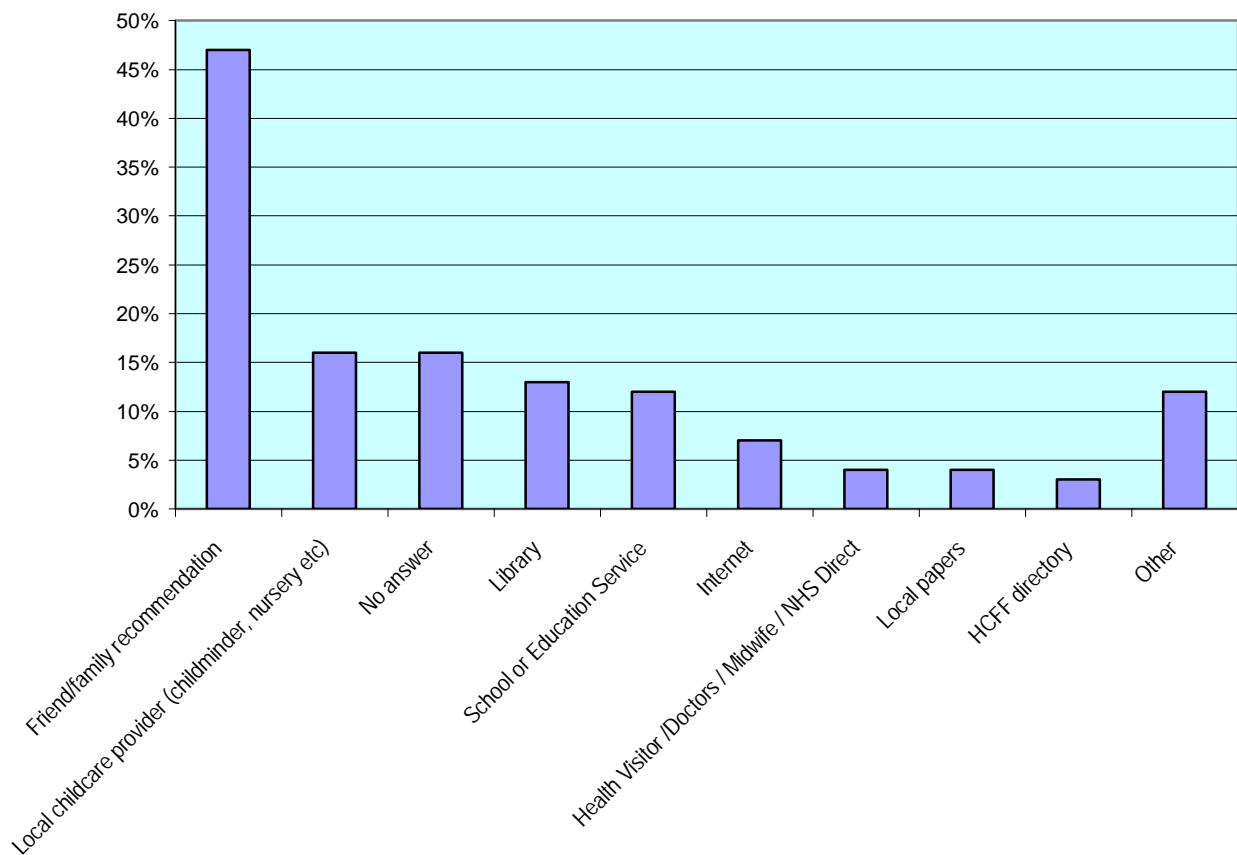
Information sought



**Other:**

- § After School Clubs and activities
- § Health Visitor/Health info
- § Play-schemes / Pre-school
- § Toddler Groups
- § Becoming a childminder
- § Mainstream schools
- § SureStart
- § Groups for fathers
- § Home help
- § Special needs care
- § Private nursery
- § Work

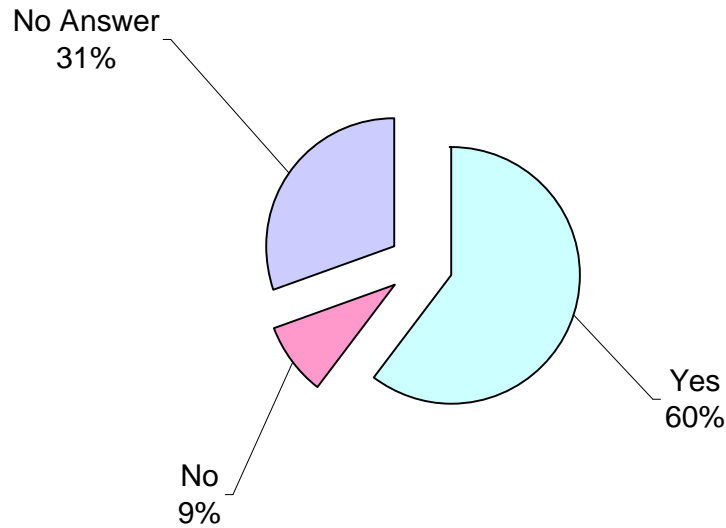
**How did you find out about the services you required?**



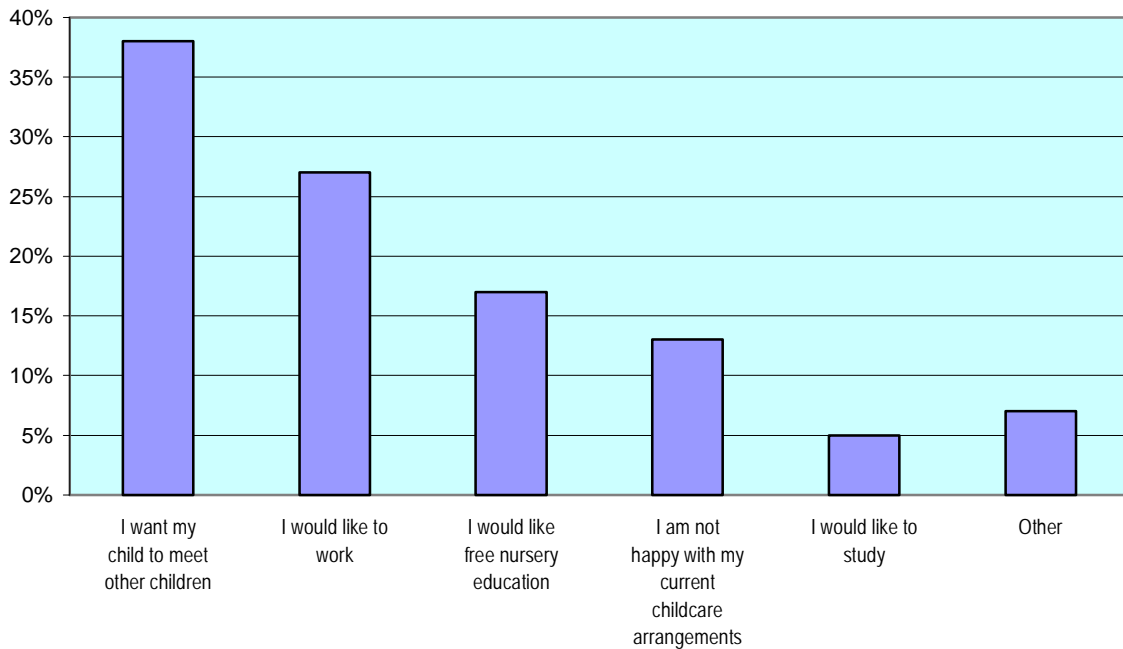
**Other:**

- |   |                            |
|---|----------------------------|
| § Advert / leaflets / Poster              | § Through work             |
| § Nursery / Surestart /Early Years Centre | § Phoning around           |
| § Social Services                         | § Word of mouth            |
| § Telephone directory                     | § TV                       |
| § Tax Office                              | § New Forest Show          |
| § Recreation Centre                       | § Army Hive Centre         |
| § Local Council Office                    | § Still haven't got info   |
| § Parent & Toddlers                       | § CHAT                     |
| § CAB                                     | § Romsey Area Info Network |

## Did you manage to get the information you needed?



## Why did you need the information?



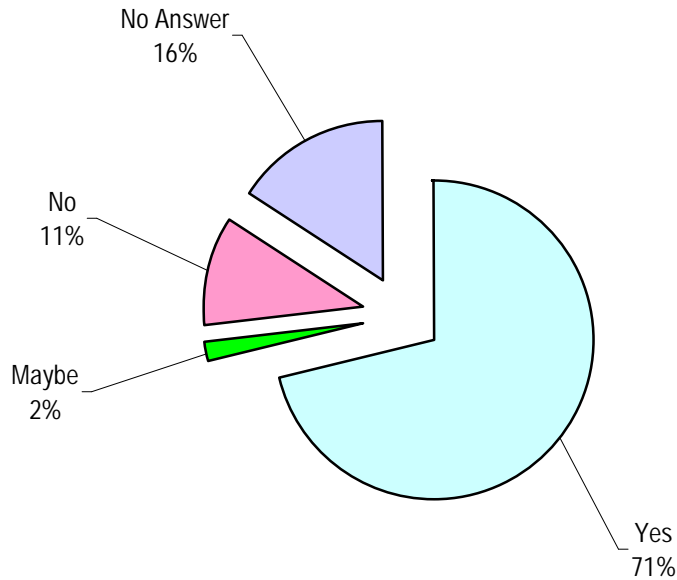
### Other:

- § Leisure / Places to go
- § Financial information
- § Relationship breakdown
- § Things to do
- § Moved into area
- § To assist with the health / welfare of child
- § Possibly become childminder
- § Interest
- § Profession
- § Jobs in Childcare
- § Tax Credits
- § Parent & Toddler groups

**Extra comments:**

Childcare to suit work arrangements.  
To know when they get funded at pre-school, for mum and child to get out and about.  
To keep fit, variety of activities for us to do, I like to find activities to do with my toddler during the week and classes with crèche, wanted child to learn to swim in conjunction with play, I wanted to extend the variety of activities for her.

**Now you have heard about the CIS would you use this service or recommend it to others?**



**Positive Comments:**



- § Sounds helpful
- § One place for all childcare info necessity
- § Useful information service
- § Approachable friendly service
- § Just the phone number
- § Excellent
- § Never heard of it before but what a good idea
- § Now I know the service is available I will pass it on
- § Advertise through Health Visitors and baby clinics
- § I will shortly be returning to use and will definitely contact CIS
- § It would have been really useful to know about the CIS. I have 3 children under 3 and need info on Nursery Education. I am also looking for Part Time work.
- § I would have found this service very useful if I had known it was there.
- § Would like to be given an overview of what is on offer from CIS, especially info on Special Needs
- § Thought CIS was just for childcare information
- § This type of information would have been useful at the time I returned to work from Maternity leave, please advertise through Health Visitors etc
- § Sounds great but why isn't it in childcare packs?

Negative Comments: 

- § Need to make self more known!
- § CIS should advertise in adult education centres/colleges
- § Need to make self more known!
- § I have never seen it advertised & don't know anyone who has used them
- § Need more information to parents, through pre-schools, schools
- § Perhaps they should advertise themselves on radio or TV
- § Where do you go to get the information on the above
- § Needs to be known about more
- § Ensure more people know about this service, tell Midwives and Health Visitors
- § Tell more people about this service
- § Perhaps the CIS should advertise in GP's surgery or provide leaflet to new mothers in pack from hospital.
- § More on leisure activities for under 5s
- § When few teething problems are sorted (places for childminders put to zero end of each month & not always practical for c/m to send card in, so info for parents not accurate)
- § More info required:
- § Pre-schools and nurseries/clubs
- § More info about CIS
- § Paying for childcare
- § Childcare whilst studying
- § Support for first time mums
- § General info
- § Should be advertised more
- § If the info was in the Library I may noticed it whilst children were choosing books