

Co-designing Glasgow's All Age Childcare

Consultation Analysis

**Ward 14 -
Drumchapel/Anniesland
& Surrounds**



The Project

We have partnered with Glasgow City Council to oversee a one-year co-design project, which supports Third Sector organisations to deliver focused co-design sessions in three Early Adopter Communities. This work will run from January 2024 to January 2025.

This will be a targeted, community-based approach to identify and inform what services priority families need to thrive all year round, including school holidays. The overall aim is toward a future all age childcare system that incorporates childcare, activities and food provision.

We are using principles of the [Scottish Approach to Service Design](#) to ensure citizens are supported and empowered to actively participate in the definition, design and delivery of services.

The first stage of this project was a place-based consultation.

The Consultation

The consultation was co-designed over two sessions by third sector organisations.

It included questions on families, their needs, the services they access, gaps in provision and their hopes for a future all-age childcare system.

A flexible topic guide was created, to be used by organisations in the way they felt was best. The majority did one-to-one interviews and there was one group interview.

The interviews were carried out by staff with existing, trusting, relationships with interviewees and were given flexibility over time and mode of interview.

This initial analysis will form the basis for the co-design work carried out by lead partners in each of the Early Adopter Communities.

Quotes may be from interviewers or interviewees. They many have been edited for brevity, clarity and anonymity. They are colour coded using a traffic light system.

Green - positive

Amber - mixed or neutral

Red - negative

Who took part?

More than 144 family members were represented by 42 interviewees who were interviewed by one of 5 partner organisations.

5
organisations



42
interviewees



144+
family
members
represented



Grants for Participation were granted to five organisations based in, or delivering services to families in, the Drumchapel/Anniesland ward and it's surrounding areas. These were;

- 3D Drumchapel
- Maryhill Mobile Children's Services
- Knightswood Early Years Centre
- On The Ball Academy Glasgow
- One Parent Families Scotland

Reward & Recognition

Interviewees were compensated for their time and expertise to the value of £10. Organisations chose how to do this. The majority provided vouchers.



79%
voucher



21%
cash

The Results

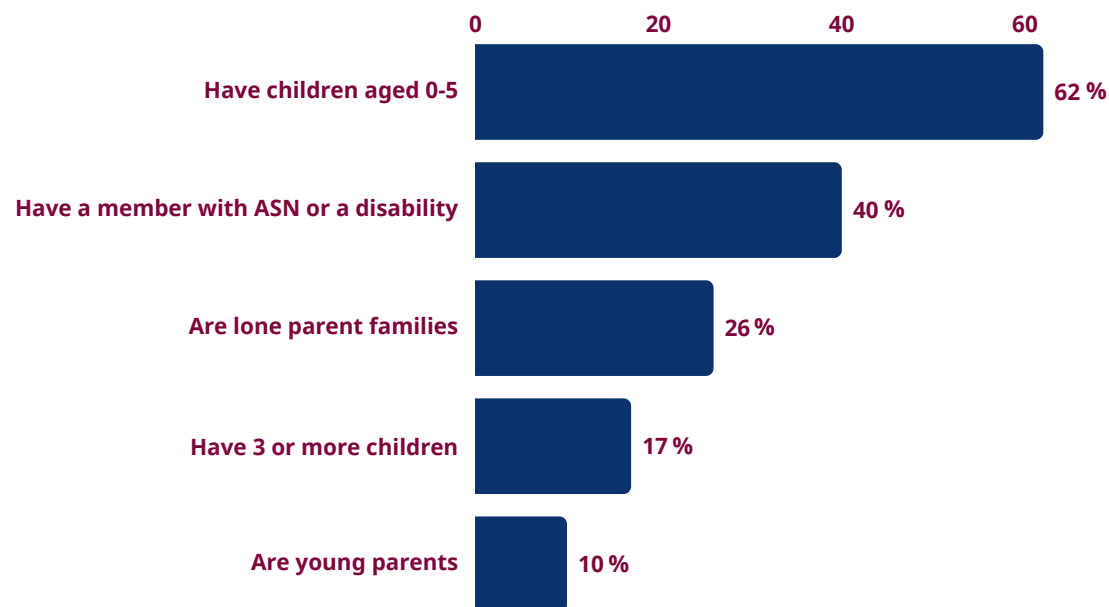
Interviewees shared information on;

- **Their Family**
- **Childcare and Activities**
- **Key Issues**
- **Hopes for the Future**
- **Bright Spots**

Their Family

Interviewees were asked about their families and what needs they have.

Common Family Characteristics by Percentage of Total



There was also representation from young carers, care experienced people, refugees, asylum seekers and young people under 18.

17% have at least one family member with additional support needs including ADHD and autism, requiring varying levels of support.

"I care for a child who suffers from Autism. I find it hard to deal with their behaviours and additional support needs."

"Eldest child has autism. Coping well."

14% talked about mental health issues including trauma.

"Parent had taken a dip in their mental health, but has been feeling more positive recently."

A small number mentioned difficulties in having English as a Second or Other Language (ESOL).

"We have language needs but my oldest child has good English and helps with us."

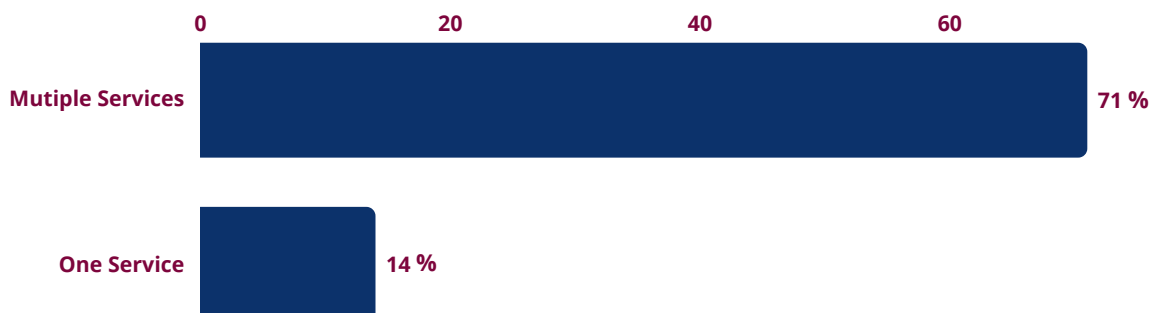
Ethnicity information was collected but has been suppressed to preserve anonymity.

12% of interviewees were from an ethnic minority background.

Childcare and Activities

Interviewees were asked about childcare and activities that they access. This includes holiday activity programmes, childminding, babysitting, family centre offerings, nurseries, after-school clubs and sports.

Childcare and Activity Breakdown by Percentage



The majority talked about using multiple services.

26% talked about family members providing childcare.

There were mixed responses to this question.

"We access any free clubs available, particularly those that help with feeding the children and I try to take them outdoors as much as I can."

"My child is very sporty and enjoys going along to clubs in the evening after school and at the weekends."

"Have used summer out of school club; breakfast clubs Tae Kwon Do and Sports clubs during summer/holidays but can be expensive."

"Has good family support during term time, but finds holiday periods harder to cover."

"Having to rely a lot on grandparents. Grandparents are also working so difficult to get support from them."

Key Issues

Interviewees were asked;

- where they thought there were gaps in services
- what was missing for them
- where they have had access issues.

Costs - 60%

The key issue raised was costs involved – mentioned by **60%** of interviewees. This included being limited by what's affordable, transport, sports uniforms and food.

"As single mum living from payslip to payslip - the cost of living has been very challenging for me."

"We need help to pay for sports and clothing for the children and help to travel to play sports – [we could get a space for] free but we did not have bus fares [to go]."

"Gets no support financially so finds it difficult. Child doesn't suffer but parent does – to ensure child doesn't miss out. "

"Affordability is a huge challenge on us as a family. Cannot afford to use out of school care - the costs are just way too high. Private childcare is too expensive. Its stressful trying to organise childcare and I struggle at times to cope."

Availability - 57%

Availability of childcare was mentioned by **57%** of interviewees. This covered a wide range of issues.

"Age appropriate groups for specific ages where parents can meet up. Centres offering drop in services. Feels gap is that there are no such services in area. "

"Availability all year round would be helpful. limited nursery places for single working parents."

"I feel older children could do with more activities which get them outdoors and away from screens."

"Struggling to cope with the Glasgow offer of 1140 [funded hours]. 9 till 3 would suit my needs but this isn't a choice."

"Just lack of childcare spaces within the area. Also, would benefit from more out of school activities."

Waiting Lists - 12%

On availability, waiting lists were specifically mentioned by **12%**, particularly for nursery spaces.

"Parent is struggling to secure a nursery place."

Working-Caring Balance - 40%

Balancing work and caring was a significant challenge – mentioned by **40%** of interviewees.

"Priority is given to those on universal credit/benefits, etc - the working families who strive to provide what they can get penalised as we cannot access childcare that suits our needs."

"Pressure from my employer - my job is unique so no one else can do the job, therefore I have been refused flexible working, this adds to the difficulties."

"My partner cut his job to part time to allow me to continue to do my training for a better job but it's so difficult for us both to be working without childcare support."

"I am a single parent with 2 children and live in relative poverty as I can only work part-time due to caring for the children."

Transport - 33%

Transport was a significant issue mentioned by **33%** of interviewees.

"Transport is another big barrier to me and my children as I don't drive and costs to travel with the children is usually out of my price range"

"Parent says they would find it difficult to get their child to clubs as parent has no mode of transport."

"Transport is a barrier and not having anything local can be frustrating at times. I think it would be better if my local schools and community centres were used better as I live in a deprived area of Glasgow and I know there are a lot of single parents who have to go to other sides of the city for the support and child care."

Multiple Locations - 21%

Related to transport, **21%** of had challenges around childcare in multiple locations, especially when they have multiple children.

"Parent would like to have a nursery attached to the school with an out of school care service available too. This would ensure their two children could be collected at the same base and stop the need for any travel during winter months. It would also be easier for grandparents to collect them and not have to walk to different areas."

"Parents have to pick their younger child up from nursery first so it would be easier if the nursery was in the same area as the out of school care."

Whole Family Services - 14%

Lack of services that support the whole family were mentioned by **14%** of interviewees.

"Parent suggested a "one stop childcare service" where both children could go at the same time would be ideal."

"Parent and child orientated sessions."

ASN Provision - 10%

Lack of provision for children with Additional Support Needs was mentioned by **10%** of interviewees.

"Parent suggests a sensory hub in the community where parents and children could meet up."

Hope for the Future

Interviewees were asked what they would include if designing an all age childcare system from scratch.

One interviewee shared their vision fully.

"I feel if the setting was in a good area, open full time with affordable prices then this would suit a lot of parents. A one stop shop where all ages of children have something to do and have the choice of outdoor play with suitable activities for all. A purpose built building offering a full range of activities allowing parents to pick all children up in the one go, knowing all children are safe within one building. I then wouldn't rely on others to look after younger children – people do not want to put their children in multiple services so one stop would be ideal."

Many of the answers addressed the key issues from the previous questions and along with additional comments, were group and summarized.

Costs

- Free trips and activities, including at weekends.
- Affordable childcare including revised financial support.
- Provision of food and free meals.

Availability

- More flexibility and wider availability including 5 days in nursery, 52 week childcare, more than 1140 funded hours, straight after school, longer hours, from 6am, evenings, weekends and holidays.
- Access to outdoor space and outdoor activities.

Work-Caring Balance

- Support for working parents.
- Ability to drop child off before work and collect after.

Transport and Multiple Locations

- Support for travel costs.
- Services for different children nearby each other.
- A 'one stop shop'.

Whole Family Services

- A single, purpose built space, for the whole family to use.
- Whole family activities and services for parents, guardians, and children of all ages including at weekends.
- Social groups for parents.

ASN Provision and Training

- More ASN training and provision including a sensory space.

Additional

- Family nurse support for more people.
- ESOL education.
- Young carer support provision.
- Holistic support including emotional support.

Bright Spots

While there were many issues, frustrations and struggles with the current childcare landscape in this area, there were many bright spots for interviewees that detail good practice from providers.

"If it wasn't for 3D I wouldn't have the support"

"Child care is a helping hand with your child."

"Only good experiences of accessing the services we do."

"Child says nothing is missing and they love the service. They love the staff team and they know they care about them and support them. They feel all their needs are being met and want to work here when they are old enough!! They have had 'no bad times at afterschool care' and said 'it is the best place I could ever go to' "

"Nursery has been everything to support my child."



For further information on the Co-Designing Glasgow's All-Age Childcare project and consultation, contact policy.engagement@gcvs.org.uk