

Facebook responses.

The hope centre provides vital walk in, in person support for children and families. Bromyard is a lot further away from Hereford than other market towns in the county. The poor public transport provision can mean it's really hard for families to access support in the city if they don't have access to a car. A great shame the council is wanting to take this vital provision away from families in and around Bromyard.

Hi I'd like to make a comment about the proposed changes. I have used hope in the past for preschool and a place to let my hyper child have fun in the cafe. I think hope is so well run I would never want it to change!

As a disabled parent, The Hope Centre has been invaluable to me and I would not have been able to access as many of its services had it been based in Hereford. I was under a consultant through my pregnancy as I had cholestasis which needed close monitoring. A lot of my midwife appointments were at The Hope Centre which was easier to access than the doctors. I wear hearing aids so telephone calls to stay in touch are not appropriate. The Hope Centre is close enough to access in person and sort out problems face to face. This meant that when my son was admitted to hospital with an allergy I could visit the health visitor face to face to put an action plan in place. Being local meant that liaising with the local doctors surgery was also easier. The centre has also made telephone calls on my behalf. I suffer from severe mental health problems and The Hope centre cafe became a safe, friendly place I could go to when feeling low to ensure that I and my child remained safe. I would not have been able to get to Hereford. At one point there was heavy snow and our house had no heating or water as the pipes froze. The Hope Centre was somewhere warm where my child could play and I could get a hot drink. The baby classes allowed me to meet up with other mums in the local area to access weigh ins with the health visitor and information on raising my child. Here I made friends with other mums and my child made friends with other children. This was great for my morale and really helped my mental health, knowing that I had friends locally who I could meet up with and share stories. Hereford would have been too far to travel as there is a limited bus service from Bromyard (once a day) and would have meant friends would have been too far away to meet up with. During the first lockdown, The Hope Centre shut. My mental and physical health declined and social services had to be contacted to help me look after my son. There was only 1 childminder this side of Hereford available. Hereford does not have the resources to look after the children of Bromyard.

I have used The Hope Centre cafe and soft play area for socialisation and learning through child centred play. Lovely space to allow a young child to interact and have opportunities in a semi remote area. I feel without this vital service there wouldn't be an indoor facility like this for the families to use when in need. It's social and provides much needed support.

I love meeting my mum friends at the cafe the staff are so helpful. Being able to let our little ones play and interact independently while we get a long awaited hot drink. There are no playgroups around Bromyard for socialising for mum and dad, this is the only place that is available.

I love the special event days they have in the holidays for the little ones, my children have enjoyed so many, Easter egg hunts, exotic animal, beach morning, special vehicles, with so many lovely activities.

When younger my children loved the nursery and staff which run it.

The **Hope FamSup** is a vital service to our community as we are in a semi remote area. It also provides so much for families in need. This centre needs support for its amazing work not taking away.

Don't let Herefordshire council get there hands on anything...they will surely balls it up big time.

Hi Heidi,

we have used your services in the past with our foster children and will do so again if we have age-appropriate children placed with us again. The service you provide is invaluable to us and the foster children we care for. We do not think the Council could maintain your high standards and work for the benefit of the community . The foster children that have attended The Hope Centre have benefitted enormously from the fantastic work you do with them that would not be done if it was Council run.

Hope is at the heart of Bromyard. The services offered are invaluable to the local community and beyond. I know many families who rely of the services Hope offer, those who come in to the area specifically to access the wonderful services Hope provides, benefiting the local economy and the county as a whole.

I feel extremely fortunate to be a part of such a special Community; part of 'The Hope family'. You'd be hard pressed to find an individual in the area who has not benefitted from the service, and their incredible staff team. A team of staff who have worked tirelessly to develop those essential links, to maintain the hope 'family' and ensure those in need never feel they can't ask for help when required.

Without the service as it is currently operated, with the staff team currently employed, I would fear for the wellbeing of the families in the local area as well as those further afield. Those who rely on the services provided, those who are assured that there is always someone to seek advice from, not just on matters related to children and families but for job seeking and financial issues also.

Hope is at the heart of this small town. Please let us, as a family, know what we can do to ensure this special service remains as it is.

Hi Heidi,

I saw your note on Facebook about the proposals so I thought I would share my comments in support of the services remaining at HOPE. If any of this requires further discussion or comment from me please do let me know.

I am a parent to 2 young boys both of whom have attended the early years setting at HOPE but the centre is so much more than that. It was the only place when we moved to the area who welcomed us as a family and was able to involve us in a multitude of activities which transcended the basic services. Because of the multitude of services being delivered HOPE became an integral part of our family over the years and to centralise the services would remove a huge part of the community from Bromyard.

I have spent my career identifying opportunities to streamline operations within commercial organisations, so I understand the desire to centralise and govern in a standardised way. However I would very much urge you to truly understand the impact to individuals and the community. What is being stated as 'in-house services which is centrally governed and managed' translates to families in the community as a service which is further away, less accessible, less able to understand their needs and removes a huge local network which provides holistic support to anyone and everyone in the community.

I would strongly urge anyone making this decision to think seriously about the ultimate decision. Centralisation is an answer but it is not necessarily the one which will deliver what people need or even the cost savings you are seeking (which I have no doubt are at least a consideration if not the primary reasoning for the proposal).

Kind Regards

I believe that Hope should be given another contract to continue. I'm a parent that has mild learning difficulties (autism) and I have a child that is 2 I have always had ongoing support from hope. I have full trust in the Hope staff not just knowing I have their support for myself but especially the full on support they give my child. If the council decide to change it to council based I would wish that at least they are to keep on the staff that are working as hope because I truly believe they can not get any other amazing staff as them. It will be my pleasure to support Hope and always will. I struggle with change as so does many others. There is too many parents and children that love the hope centre and staff for the council to change that. X

I truly hope that the council decide against changing it to a council thing. 😊 I honestly have so much support for the Hope centre. If ever you need anybody to talk to the council I will happily participate x

Tried to email but failed to deliver As a disabled parent, The Hope Centre has been invaluable to me and I would not have been able to access as many of its services had it been based in Hereford. I was under a consultant through my pregnancy as I had cholestasis which needed close monitoring. A lot of my midwife appointments were at The Hope Centre which was easier to access than the doctors. I wear hearing aids so telephone calls to stay in touch are not appropriate. The Hope Centre is close enough to access in person and sort out problems face to face. This meant that when my son was admitted to hospital with an allergy I could visit the health visitor face to face to put an action plan in place. Being local meant that liaising with the local doctors surgery was also easier. The centre has also made telephone calls on my behalf. I suffer from severe mental health problems and The Hope centre cafe became a safe, friendly place I could go to when feeling low to ensure that I and my child remained safe. I would not have been able to get to Hereford. At one point there was heavy snow and our house had no heating or water as the pipes froze. The Hope Centre was somewhere warm where my child could play and I could get a hot drink. The baby classes allowed me to meet up with other mums in the local area to access weigh ins with the health visitor and information on raising my child. Here I made friends with other mums and my child made friends with other children. This was great for my morale and really helped my mental health, knowing that I had friends locally who I could meet up with and share stories. Hereford would have been too far to travel as there is a limited bus service from Bromyard (once a day) and would have meant friends would have been too far away to meet up with. During the first lockdown, The Hope Centre shut. My mental and physical health declined and social services had to be contacted to help me look after my son. There was only 1 childminder this side of Hereford available. Hereford does not have the resources to look after the children of Bromyard. Hope this helps Vicky Sent from my iPhone

I'm so p*** off at the possible changes afoot!

The Hope centre has been very helpful for me and the family it's supported us a lot, we have been having the meals on a Thursday night that's been so helpful when we was on lockdown at our home address the Hope centre sent out food package for all parents who had children, at the home address. The support they give family and other stuff is amazing 😊

I am believer in if it isn't broken don't fix it. A great team/great service/they know us, they know the community/people. I read the reasons why taking it away and it doesn't make sense. What works for Hereford doesn't work for us here in Bromyard. Let HOPE carry on as they are we are happy with the services. If anything they need more to deliver.

We don't want things to change hope is fab just the way it is. Its on the doorstep, we like what they do, they help us. DO not change it, we would be lost without them doing what they do now. Leave things as they are

The hope centre is by far the best centre I've ever used lovely facilities. A lovely cafe soft play where parents can meet and find support, enjoy a coffee knowing your children can play safely. They also run courses which provides parents with young children a wide range of skills that can be used for a return to work or to better your own skills. Friendly approachable staff that will always find time to talk through whats troubling you without judgement. A lovely nursery, chrece facilities. Hope have been my saving grace for the last 4.5 years

Would like to say how hope centre have helped me a lot over the year and helped with nursery placement and even after my daughter moved on to another school I've had so much. Help and support Heidi has been amazing and supported em thru lockdown wit chats and with my mental Heath she not my Support worker but still there when ever I need and they all would if needed anyone up there they run great classes and all so warm and kind 😊

have had connections with the hope centre, as an ex member of staff and as a parent, for the past 5 years. The support and provisions they offer to the local community is second to none. The staff work tirelessly to get to know the specific needs of the local community and after 20 years of doing so, know Bromyard and it's families so well. I fear that if Hereford council ended their contract all of this would be lost. I have seen first hand how mothers and children have been able to create new friendship, attend groups, get parenting support, use the food banks and much much more; all through the Hope Centre! These families would have otherwise been very isolated, lonely and struggling! The Hope centre is a vital part of Bromyard, the rural town needs this provision and the personalised support it offers! Hereford Council just would not match it!

I feel that after the birth of my second after a big age gap I felt helped... And made a lot of friends both staff and other parents... Although it has been a difficult time I still feel as though I can communicate with them if needed and my second born had gone into there nursery and is thoroughly enjoying it there and is thriving-

I would like to say a big thankyou. The hope centre has been a huge help throught these hard times since being put in lockdown back in March last year for me and my

two children. Its not easy being a single parent and the meals I have received each week has been such a huge help. I get a call most Tuesdays also to check in and make sure I am ok and is there anything I need. Massive Thankyou to all the staff at hope and the nursery 🙌👍👏

Hi there, just to add my support - I strongly believe there is a huge benefit to HOPE centre running family support. They understand local community issues. The relationship with the rest of the Hope centre services is vital. In my mind family services is such a natural extension with other family services and support. This destigmatizes accessing, requesting or being referred family support. I used the family support and I didn't think anything of it assist from grateful there was someone to help support me in a challenging time with an unhappy young baby. But I think I might have felt really different if it was a council service. I think I would have been worried. It wild have felt like one step towards a social services intervention. The association of being part of the Hope offering for local people is hugely important. Seeing staff in and around the centre and other staff knowing them and being able to recommend contacting them is brilliant and the way these things should work.

Closing down our Hope centre would be devastating. We're a small rural town, and the bus service is quite poor. Many parents, like myself don't drive. I have been using the centre since expecting my daughter, that was over 4 years ago. It's walking distance from town centre, I could have my midwife/health visitor appointments there, we went to baby groups, like bounce and rhyme, held at the local library. Was a brilliant group we attended every Friday for 2 years. It helped so much with my daughter's development and for me to meet other parents. Then my girl went to nursery in the Caterpillar room and the preschool group after. That allowed me to go back to work. She loved it there, the staff is wonderful, so kind and helpful. The Hope centre also runs courses, trainings, there's lots of help for families. The community hub provides children's lunches during lockdown and also cooked meals for those in need. Please don't take our centre away! It is essential for the locals.

I just wanted to say how thankful I am for everything you've done for us with the nursery placement, the meals, the lunch boxes, the messages & phone calls of support. It's all really helped to pull me through and without the support I don't know what I'd have done. Hope is at the heart of Bromyard 🍷xx

Hi Heidi, Just a quick message in response to the post asking about centre access. I used the centre for the Baby Let's Play and health visitor weigh in from when my son was about 4 weeks old until he turned 1. It was an invaluable group that I was able to attend and was something I looked forward to as I found maternity leave quite lonely as my job was very busy and going from a busy job to being at home with a newborn was quite a shock to the system! I found the group was very helpful for new parents

to all share their experiences and generally support each other and it was also important for our babies to socialise as well. It was very helpful having access to the health visitor every week. I have also used the cafe and soft play on site which is a great facility for families. My son has been attending the early years department since he was 11 months old and is about to turn 3 next month and is now transitioning into Pre School. The staff have been brilliant and he is thoroughly enjoying his time at the Hope Centre. I really do hope that the Hope Centre will still be able to offer the support groups for parents as they are really important in providing good support to families.