



**North Yorkshire County Council**

**Sure Start Scarborough**

**Three Year Evaluation Profile**

**February 2005**

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## Evaluation Summary

The following conclusions are drawn arising from the quantitative and qualitative evaluation that has taken place:

- 1. Scarborough Sure Start has consistently been successful in registering a large percentage of its target families.**
2. Scarborough Sure Start has regular monthly attendances amounting to approximately 20% of its membership.
3. In the summer of 2004 Sure Start became aware that the amount of additional support some families required was having a detrimental effect on its ability to deliver preventative work with all families. This led to a staffing restructure to establish core and extended workstreams to meet the needs of all its families in the most appropriate way.
4. The quality of data gathering has improved significantly as the programme has developed. However, this also means that data on early programme delivery is not always available.
- 5. Since 2001 Sure Start Scarborough has provided 200 different activities generating over 24 thousand family contacts.**
6. The most well-attended Sure Start programme activities have been Babbling Babies, Active Kids, the Health Visitor Drop-in, Fun Music, Parent Craft and Soft Play.
7. Most people have been contacted through home visiting, Fun Music, Soft Play and Babbling Babies.

8. The highest attendance for any activity was for the People's Carnival 2003 where around 5,000 people attended. This activity also took place in 2004 with an even higher attendance but was then organised by the Sure Start Parent's Network.
9. The vast majority (63%) learned about Sure Start activities from the programme mail-outs. 21% of contacts were by word of mouth from friends.
- 10. 99% of parents attending activities felt that they were helpful to their parenting.**
- 11. 100% of parents said their children had enjoyed Sure Start sessions.**
- 12. 100% of parents said Sure Start information was easy to understand.**
13. Whilst the vast majority of all respondents were happy with the rooms used by Sure Start for programme delivery, **17% felt the baby changing facilities were unsatisfactory.**
14. Most parents preferred sessions on weekday mornings or afternoons; 13% would be interested in early evening activities **and 26% were interested in Saturday activities.**
15. Parental feedback reports a very high satisfaction rate with Sure Start services.
- 16. Families living outside Sure Start wards register a high rate of dissatisfaction at not being able to access Sure Start services.**
17. From a review of over 50 case notes it emerged that:
  - 17.1. To establish contact, there were a similar number of self-referrals and referrals from other agencies.
  - 17.2. Out of 30 cases where additional support was needed over 10 of them involved mental health problems and/or domestic violence.
  - 17.3. Sure Start assisted over 20% of the case note families with nutrition advice, homelessness, benefits advice, speech and language therapy and by providing them with resources.
  - 17.4. Many families receiving support did not attend mainstream Sure Start programme activities.
  - 17.5. 20% of the case note review families were known to Social Services, although the case notes document difficulties in getting Social Services support in some cases.
  - 17.6. 20% of the case notes contained a lack of information about the outcomes of Sure Start's work, or in some cases documented that our intervention work had ceased.
  - 17.7. Two parents who had received significant support from Sure Start went on to become Board members.

17.8. Sure Start staff felt that this organisation had shared information with other agencies well on all but 3 occasions out of 53.

17.9. Sure Start staff felt that other agencies had shared information well with us on 26 times out of 53, but on 10 occasions it was unsatisfactory.

18. Sure Start Scarborough has had difficulty collecting the data required for annual monitoring against national targets.

Difficulties have included:

18.1 identifying data from external agencies where work is shared

18.2 the lack of a clear baseline from which to start monitoring for several targets

18.3 database software has developed alongside programmes, rather than exist at the beginning

18.4 recognising that monitoring and evaluation are a key responsibility for all staff, rather than just a few with the responsibility for reporting against these issues

19. Sure Start Scarborough struggled at times to maintain its programme of family visits because of pressure to deal with families in crisis. This led to a restructure of its staffing in November 2004.

20. Sure Start staff need to ensure that file notes contain outcomes information for every family that has received support, even if the outcomes have not been successful.

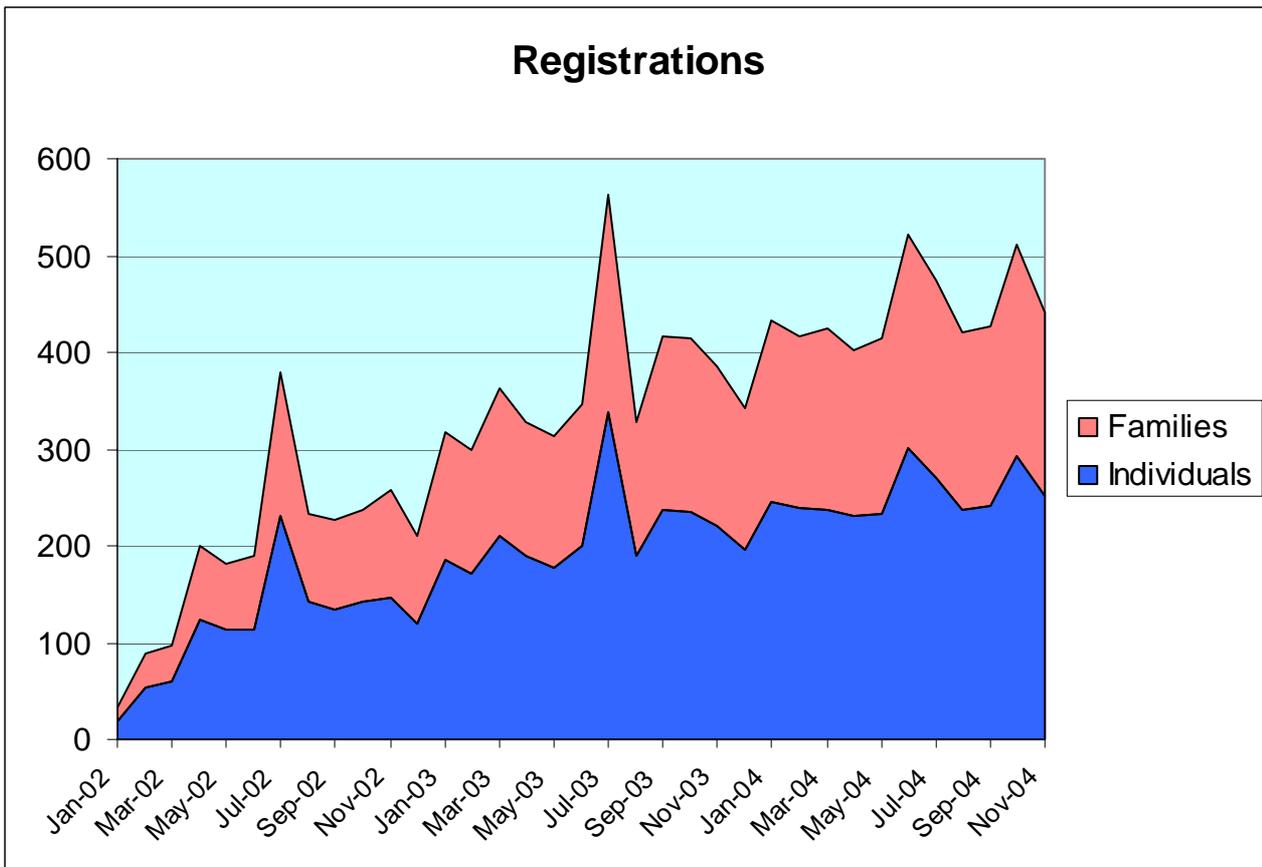
21. The need to undertake evaluation has led to parents being trained as evaluators.

## 1. Target Number of Families/ Children

Sure Start Scarborough held its inaugural Partnership Board Meeting in May 2001. An original target number of 890 families in the Castle, Falsgrave, Woodlands and Central wards was identified, which has fluctuated over a period of 3 years between 890 and 760.

Work with families commenced in September 2001 with 39 children seen that month. In 2005 Sure Start Scarborough registers work with in excess of 180 children per month.

1.1 During 2004 and 2005 Sure Start has managed to register over 85% of target families onto the programme. The following graph shows how that registration profile has been achieved by 2004



The data relating to our target families and children can be found in Appendix 1.

1.2 Many families and professionals supporting them have complained that the Sure Start service has only been made available to families in the most deprived wards, yet deprivation exists elsewhere in Scarborough. The programme has now defined a wider category of Sure Start membership which enables families resident outside the target wards to access some of Sure Start’s programme activities, in particular any of the learning opportunities offered in partnership with local providers.

Data relating to this additional service delivery is now being collected.

## 2. Sure Start Delivery

Sure Start has three methods of delivering its services:

2.1 Visits to families

2.2 Programme Activities

2.3 Drop-in services for families

Monitoring data has been collected about visits and programme activities. Data relating to service provided through drop-in has largely not been collected in the past, other than by entries on case note files. This omission has now been rectified.

With regard to the visits to families (2.1) an external review by Acton Shapiro took place in 2004. This evaluation identified that Sure Start Scarborough was falling behind in its visits schedule because of an increasing amount of crisis intervention work that was taking priority.

In November 2004 Sure Start Scarborough restructured the way in which its staff teams operate, establishing two new workstreams focussing on core (universal) delivery and an extended (mainly crisis – response) service.

At the time of finalising this report it is pleasing to note that the programme of visits to families is currently ahead of schedule.

## 3. Quality of Data

In common with other Sure Start local programmes the quality of our data gathering has developed in tandem with our programme delivery. Consequently it is difficult to provide a consistent narrative charting the development of our service delivery.

Sure Start uses national Sure Start monitoring database software to collect data on programme attendance. Sadly, the original software has been troublesome and in late 2004 we have changed our software provider.

Since the inauguration of the Sure Steps visiting programme we have developed database software in house to capture data. The Sure Steps programme has been evaluated separately by Acton Shapiro and a report produced in February 2005.

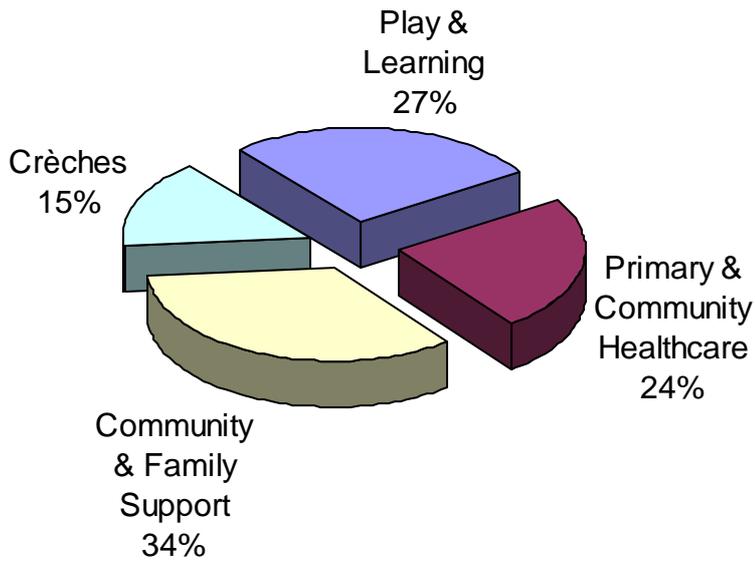
## 4. Sure Start Scarborough Programme Delivery

Since its inception in mid 2001, Sure Start Scarborough has offered over 200 different activities (see Appendix 1), with thousands of attendees.

Between Jan 2002 and Dec 2004 Sure Start Scarborough had offered 200 different activities.

An activity is a time-tabled session, activity, drop-in or planned visit.

Sessions	Number
Total	200
Play & Learning	57
Primary & Community Healthcare	50
Community & Family Support	71
Crèches	32

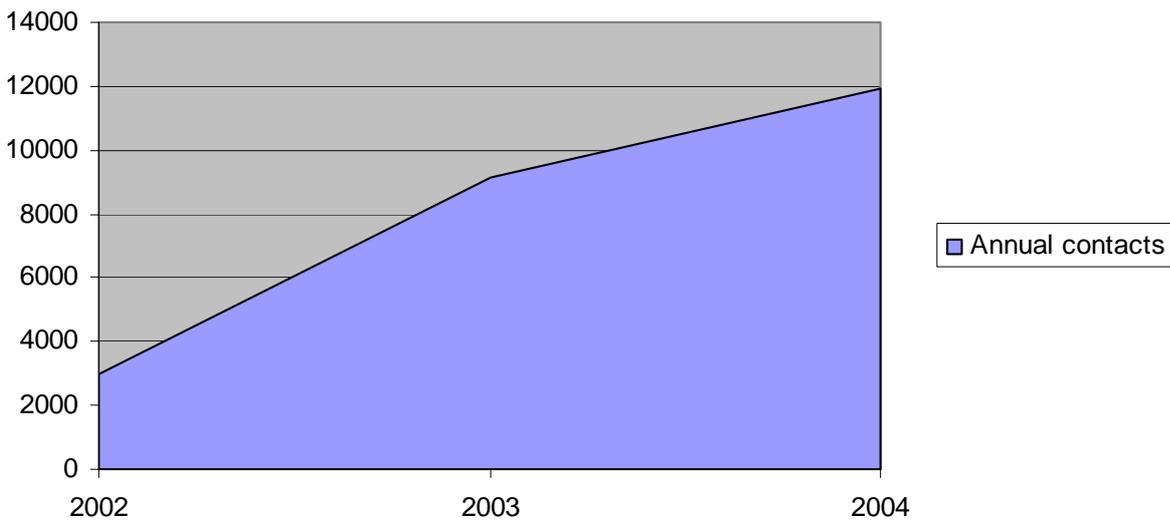


The total number of contacts made through activities during this timescale = 24,023

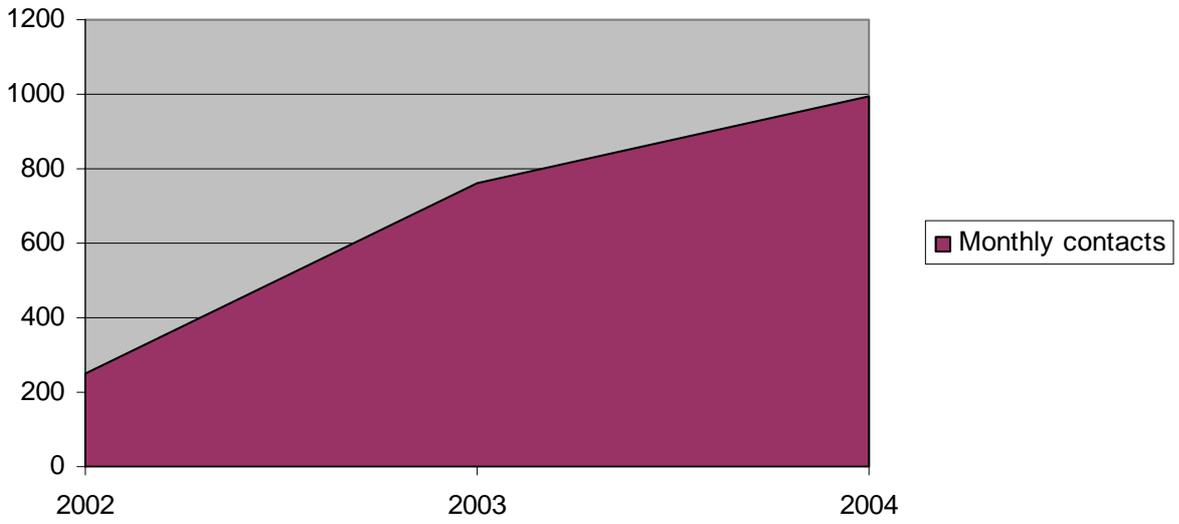
A contact is either an attendance at an activity, a home visit or attendance at a drop-in.

	2002	2003	2004	Average
<b>Annual contacts</b>	3,005	9,108	11,910	8,008
<b>Monthly contacts</b>	250	759	993	667
<b>Daily contacts</b>	11	34	45	30
<b>Registered Families</b>	243	320	433	
<b>Registered Individuals</b>	439	541	749	

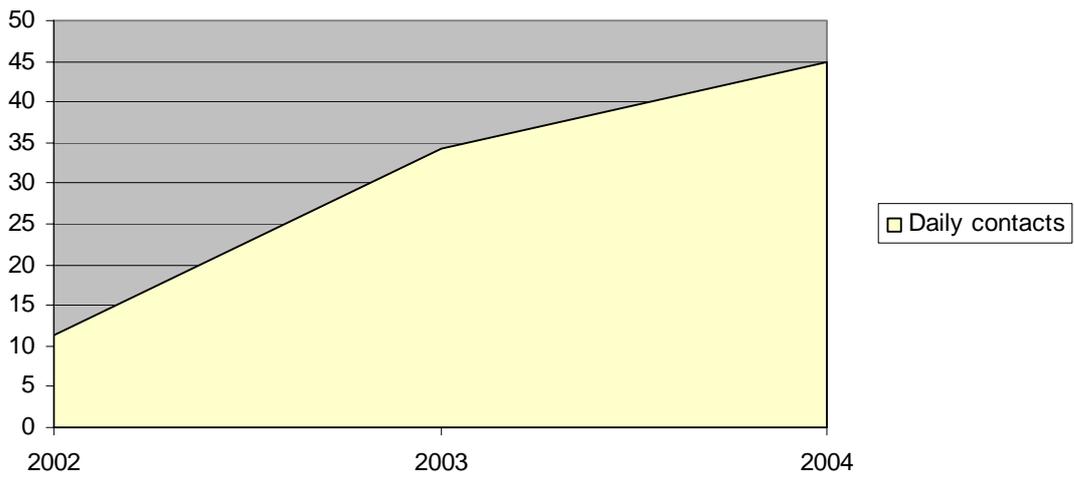
Annual contacts



Monthly contacts



Daily contacts

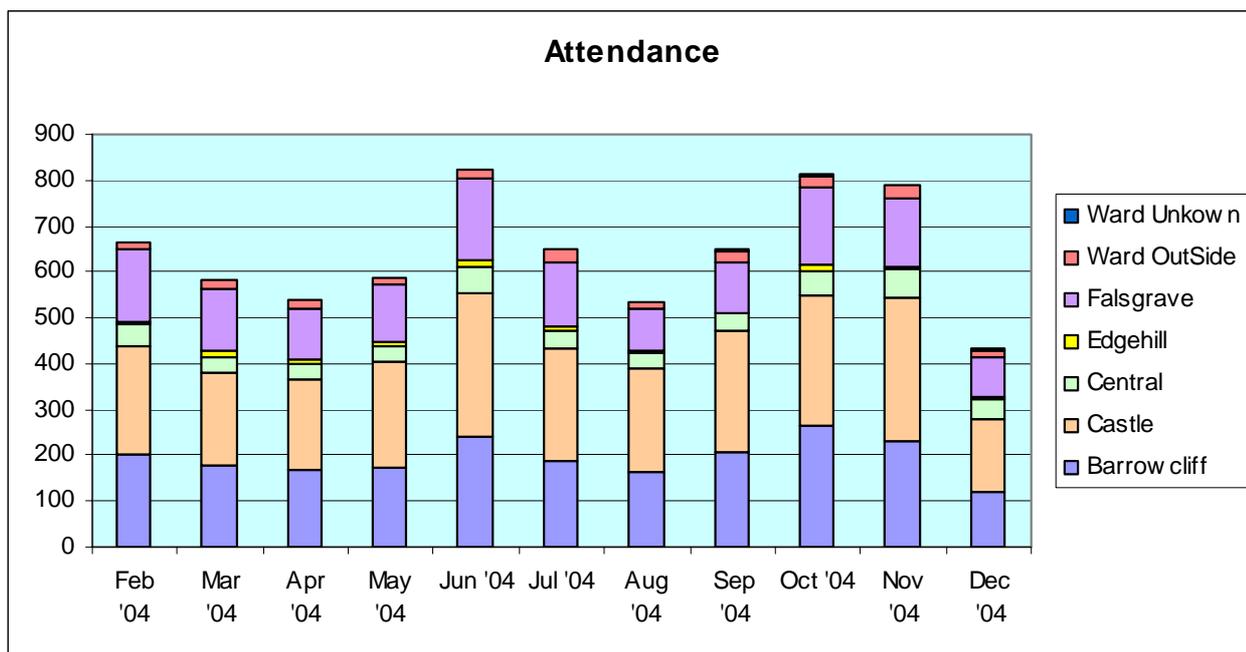


## 5. Attendances

An analysis of family attendance at programmed activities (not visits or crèches) based on the ward in which they live has been undertaken for the year of 2004.

Expr1	Barrowcliff	Castle	Central	Edgehill	Falsgrave	Ward OutSide	Ward Unkown
Feb-04	203	238	49	4	160	14	0
Mar-04	179	202	33	13	136	19	0
Apr-04	166	196	39	7	114	18	0
May-04	174	224	40	8	124	19	0
Jun-04	243	304	63	12	181	20	0
Jul-04	188	241	44	6	143	27	0
Aug-04	161	224	37	8	92	12	0
Sep-04	206	258	44	4	108	23	7
Oct-04	263	285	55	11	170	26	3
Nov-04	235	312	75	4	158	33	3
Dec-04	156	201	66	6	114	23	5
Jan-05	169	304	100	33	217	26	5
Totals	2343	2989	645	116	1717	260	23

Total  
Attendances 8093



Top ten **longest** running activities:

	Activity Name	Months running
1	BABBLING BABIES	34
2	ACTIVE KIDS	27
3	HEALTH VISITOR DROP IN	25
4	FUN MUSIC	23
5	PARENT CRAFT	23

6	SOFT PLAY	21
7	HOME VISITING	19
8	SENSORY PLAY	19
9	EXPLORE	16
10	CREATIVE STORIES	15

Top ten **most** people contacted through a particular session  
These are the best attended sessions.

	Activity Name	Total contacts
1	HOME VISITING	3315
2	FUN MUSIC	2725
3	SOFT PLAY	2025
4	BABBLING BABIES	1957
5	ALL DAY PLAY	953
6	HEALTH VISITOR DROP IN	939
7	ACTIVE KIDS	933
8	EXPLORE	596
9	SENSORY PLAY	593
10	TIME FOR TODDLERS	580

Top ten **best** average per month (These exclude one off events such as parties etc, which are shown below)

	Activity Name	Average/month
1	HOME VISITING	135
2	SOFT PLAY	96
3	FUN MUSIC	83
4	ALL DAY PLAY	73
5	BABBLING BABIES	58
6	TIME FOR TODDLERS	53
7	DANCE & MOVEMENT	49
8	STAY & PLAY	49
9	HEALTH VISITOR DROP-IN	38
10	EXPLORE	37

The following table records attendances at special events organised through Sure Start since January 2002.

Special events, single activities, parties etc top ten.

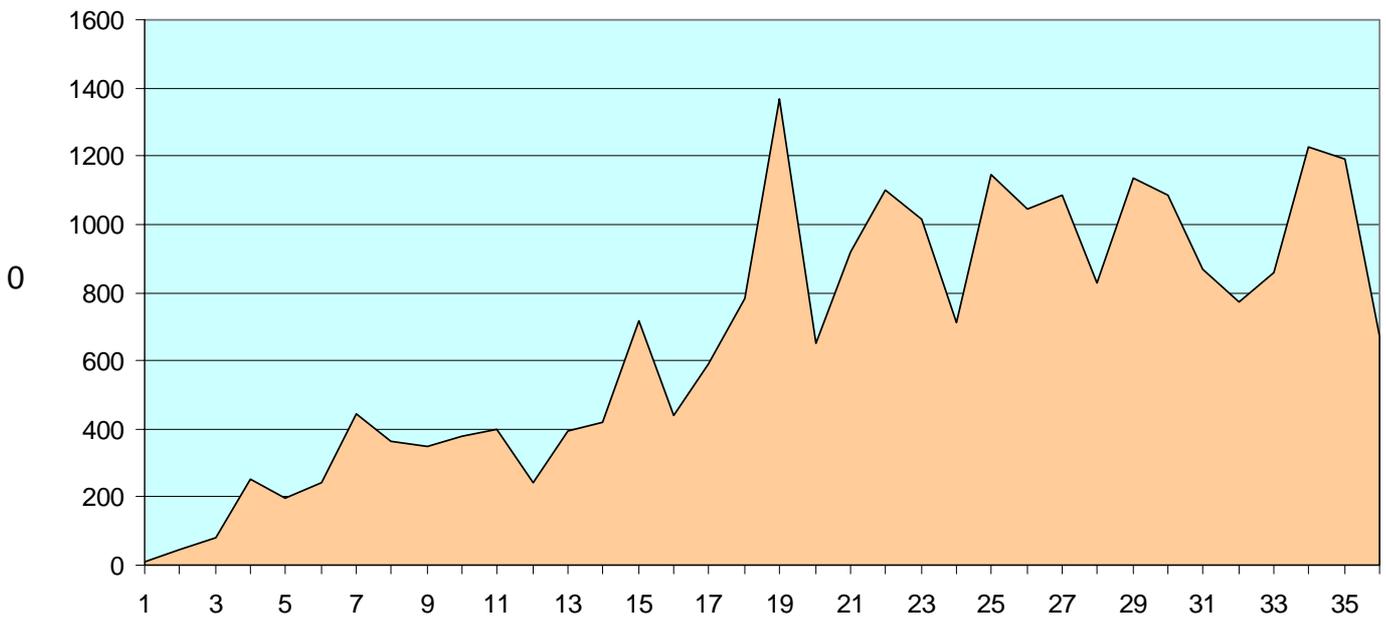
	Activity Name	Attendance
1	PEOPLES CARNIVAL '03	345 <sup>1</sup>
2	FIRST CONTACT REGISTRATION EVENT '02	140
3	CRUCKLEY FARM TRIP	59
4	DAY AT KINDERLAND	58

<sup>1</sup> The Carnival attracted an attendance of over 5,000 but this figure refers to the attendance of our registered families.

5	FUN MUSIC AT THE SPA	53
6	CHRISTMAS PARTY	52
7	REGISTRATION EVENT	49
8	SURE STEPS EVALUATION	30
9	MUSIC MAKERS PLAY SESSION	27
10	RHYME TIME	27

A people’s carnival was also held in 2004 with an increased attendance over 2003. The attendance figures are not included here as it was organised as a Parent Network event, with the assistance of Sure Start.

Graph overview (although one-offs etc distort average by showing peaks at key times)



1-36 shows weeks since 1<sup>st</sup> Jan 2002  
 0-1600 shows contact total for week shown

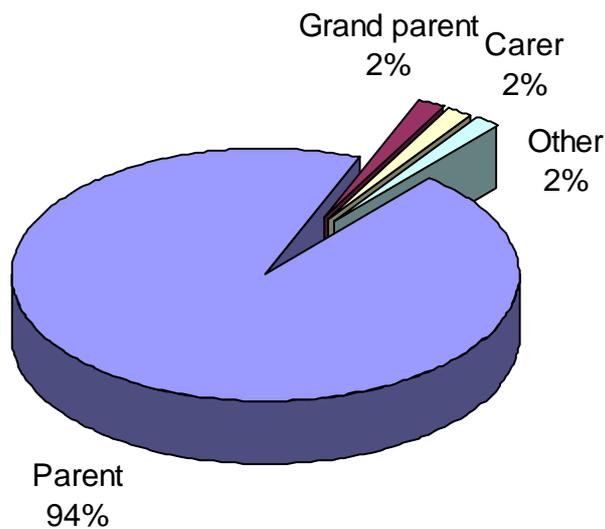
## 6. Qualitative Evaluation of Activities and Services by Family Members

During the period from 2002 to November 2004 no formal session evaluation was undertaken with parents. A procedure was implemented at that time and the early results are as follows.

Eight sessions have been evaluated by those attending the results are shown below:

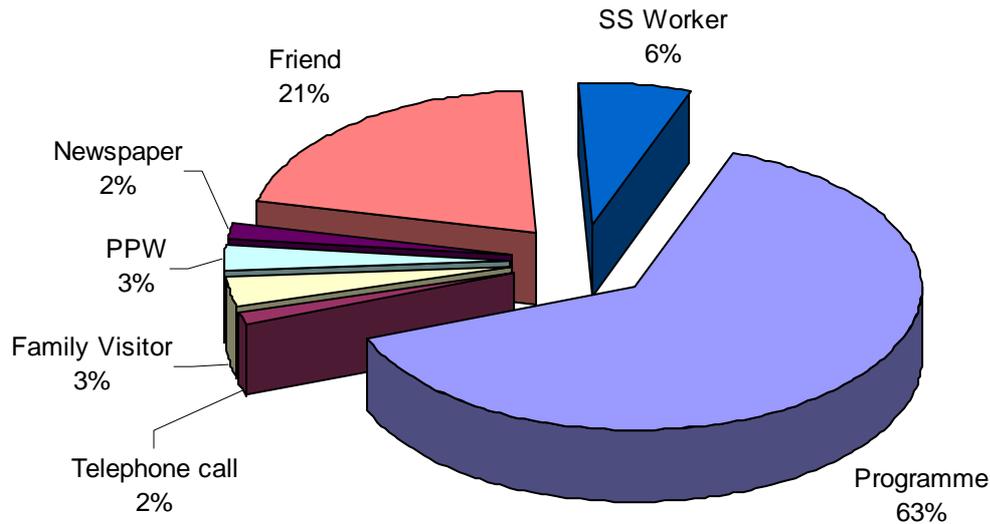
Those attending were attending as:

	Parent	Grand parent	Carer	Other
% attending as	94%	2%	2%	2%



How those attending first learned about the activity.

	% how they learned about the session
From the programme	63 %
Telephone call	2 %
Family visitor	3 %
Parent participation worker	3 %
Newspaper	2 %
A friend	21 %
Other Sure Start worker	6 %



What they thought of the activity	% agree strongly	% agree	% disagree	% strongly disagree
1.1 It has/will really help me with my child/ren	43 %	56 %	2 %	0 %
1.2 I knew what to expect before I came	21 %	57 %	21 %	0 %
1.3 My child really enjoyed the time here	78 %	22 %	0 %	0 %
1.4 Everything said was easy to understand	59 %	41 %	0 %	0 %
1.5 The information/handouts were useful	47 %	53 %	0 %	0 %

#### 1.9 Comments given on activities

Abbie really enjoys her visits here, and every week different activities keep her occupied.

All brilliant

Amy loved painting and playing with soft dough.

Excellent

Enjoyed a lot

Fun

Good for baby and meeting other adults.

Good to be able to use a variety of toys that are provided.

Great space for the older ones to run around & let off steam.

I find them really good

It was brilliant, id love to do it again.

It's a really relaxed atmosphere. George gets really excited as soon as we go into the room. It's a different sort of play to what you can do at home and we both really enjoy coming.

Kathy and Natalie are always enthusiastic and friendly. The children clearly enjoy the group

More space to run around would be good.

My child really enjoys the craft activities and the chances to play outdoors.
None
Not happy about special needs children sharing activity because of hair pulling, my children only 7 months & 2 yrs.
Oliver loves all day play, he's so much happier, mixing with other children and playing , everyone is so friendly and helpful, mummy likes coming to
Oliver loves Fun Music and is always keen to get involved. We both love it.
Plenty of play equipment for all ages as have 2 children of different ages
Really nice session
Smashing.
St John's Church is easy to get to, and the time fits in well for school pick up. Very Friendly session, and social side as important for me as for my daughter
The activity are really good, and different every week. The children always enjoy themselves.
The music group is a wonderful opportunity for children to explore music using all their senses. The range of instruments available is amazing and the variety of activities, songs, instumental involvement keeps my child interested
The venue is great as there is enough room for all the kids to run around.
Very enjoyable & good to have a large hall to run around in.
Very enjoyable Wide range of well organised activities lots of paint and messy stuff
Very good all the staff.
Very good and interesting for baby.
Very good and relaxing for both me and my baby.
Very good group for baby and nice to have creche attached for older child.
Very good. Kathy makes all adults and children feel very welcome.
Very well presented and healthy snack appreciated.
We love this & all surestart activities
We only have one session a week at Falsgrave Community Centre.
Wonderful for parents And Children.

<b>What they thought of the venue</b>	<b>% agree strongly</b>	<b>% agree</b>	<b>% disagree</b>	<b>% strongly disagree</b>
2.1 The room was comfortable	47 %	48 %	5 %	0 %
2.2 The staff made me feel welcome	82 %	18 %	0 %	0 %
2.3 The baby changing facilities were good	44 %	39 %	17 %	0 %
2.7 It was easy to get in and out with a buggy	37 %	50 %	13 %	0 %

<b>2.9 Comments on what they thought could improve sessions</b>
Baby change facilities could be improved.
Bean Bags for adults to sit on. It is hard to breastfeed, sat on floor and other chairs were a bit high and formal
Changing mat etc made available. Better choice of toy library stuff.
Coffee, PLEASE!!
If there were adult sized chairs or an adults seating area it would be more comfortable.
Larger room to hot and cramped x 4
Maybe play music sometimes to run & shout with
Maybe some music

More sessions at St John's
Nicer for adults ie drinks and adult seats
No, session well equipped & organised
None x 7
Not really alls very good.
Soft Music
Step into Centre
Step into Creche is a pain
Steps are a little difficult with a pushchair x 4
Would be a bit better if there were more toys provided for babies

	% Yes	% No	% No answer
3.1 Would you book for another session?	92 %	2 %	7 %
3.2 Would you encourage others to come to Sure Start	98 %	0 %	2 %
3.3 Do you prefer sessions on a weekday morning?	69 %	7 %	25 %
Weekday afternoon?	69 %	0 %	31 %
Early evening?	13 %	16 %	70 %
Saturday?	26 %	8 %	66 %

<b>4.1 Any other activities suggested to be provided by Sure Start?</b>
"Baby Sitting" I'd pay for someone I knew I could trust to mind my baby.
Baby Sitting Service ?
Dance Classes, Drama, Stories/ books
Dancing continuation of Yoga Children / Adults keep fit children / adults.
Dancing on Saturdays to resume.
Dancing/wiggle & jiggle. Yoga for children
First Aid x 2
I think you do all that is required.
I.T. Course
Keep fit
Messy play in town or Falsgrave. More dancing as it is finished now. Swimming lessons.
More activities at Falsgrave centre.
More crafts and creative sessions for the children with the adults helping them if it may be a bit difficult for the children (aged 2+)
More sessions, anything!!
More singing & dancing
More soft play/activities for older children. Activities suitable for both young & older children together
More stimulating courses for parents. Sewing courses
More tumbling tots etc
Pilates
Soft play
Support groups for breastfeeding / difficult births
Wide Variety already provided
Yoga

4.2 Any other comments about Sure Start services?
As a lone parent I am very disappointed that I can't be registered. I live in Caledonia Street. That is one street away from the area, and I feel I would benefit from the visits.
Brilliant!
Each session I've attended has been well run, and good fun
Excellent broad range of well organised and supervised activities.
Excellent
Fantastic Be nice to have more Wednesday activities - only at Barrowcliff
Fantastic! The staff are brilliant & we always feel included.
Great! But as a long time surestart user, sometimes feel left out/or maybe not important.
I find everything is really good for my daughters
I like them. I think they are great for me and baby
I think it is really good that carers are welcomed as well as parents
It might be helpful if a counsellor / emotional support worker was around to allow parents /carers the opportunity to experience Therapy, speaking one to one with someone if needed.
None
Only one comment and that is not being able to register when I am only one street out. Other than that I think that Sure Start is Excellent
Perhaps describe all sessions in more detail on programme eg the craft / art activities in all day play appeal but aren't mentioned on the programme
Prompt reply to enquiries, staff very good, responsive to children, positive feedback on our participation.
Surestart has really helped me and my family. Staff friendly helpful and encouraging.
There is a positive, welcoming attitude from all the staff I have met
Very friendly staff
Very good. X 2
Whatever I have ever come to has always been very well organised and set up. I have always been made very welcome and if I have needed any help it has always been given readily. I think the provision is excellent.
Would like to register and strongly disagree that is unfair we cannot be registered because of out of area. I think people who want to dedicate there time to surestart should be registered

Evaluation has taken place of other key events in Sure Start Scarborough's development but it has tended to be of a 'one-off' nature and therefore it cannot be easily used for comparative purposes. However evaluation undertaken by the then chair of the Parent Network reports the amazing achievement of the carnival organisers who hoped for a good attendance and achieved around 5,000!

A comments book was available and below are some extracts:

- *Thanks for a lovely day! Great activities! Great for adults and kids*
- *Brilliant! Well organised*
- *Should be more things like this in Scarborough*
- *Great idea, lots of interesting things for children to do*
- *Good community atmosphere, lots of fun*
- *Brilliant, everyone should be congratulated, can't wait till the next one*
- *Great idea, should be more of them, pity the queues were so long for some of the places*
- *Fabulous, every minute of organisation has been worthwhile to see so many people*
- *Mixing together and enjoying themselves*

- *With the fantastic support from the Sure Start team, voluntary and community organisations, and the parents, the day*

*was exceptional. Following a team debriefing, a date shall be set for the 2004 event in the near future.*

Evaluation of all activities now takes place at least every 6 weeks. Management meetings now review activity attendances every week.

## 7. Qualitative Evaluation - Case Notes Review

In order to assess the impact of Sure Start's work a case note review was undertaken during December 2004.

Two categories of research were undertaken. The first was based on a random selection of files. The second tracked the progress made by families who fall into Sure Start's extended service category i.e. those with single or multiple difficulties. Sure Start categorises these as its C list.

The cases were reviewed using the following criteria:

1. 23 cases were targeted for review; 30 further cases were chosen at random.
2. How did initial contact occur? Self-referral, referral by other agency, via Sure Steps family visiting or other?
3. What was the background to the case?
4. What was the outcome for the family?
5. Judgements about the effectiveness of Sure Start's support.
6. What future support needs were needed?
7. How well did Sure Start share information with other agencies? Good, satisfactory or poor?
8. How well did other agencies share information with Sure Start? Good, satisfactory or poor?
9. Reasons for poor scores in 7 or 8 if applicable.

### 7.1. Coverage of Case Notes Review

During December 2004 a case notes review was undertaken involving many Sure Start Scarborough staff. In total 53 cases were reviewed.

### 7.2 Source of Referral

In the cases of the 23 targeted case notes reviewed

	Source of Referral		Targeted Families Case Notes Review
A	Referred in by another agency	7	
B	Self-referral	11	
C	Referral by Sure Steps family visitor	3	
D	Other	2	Both referrals were by other practitioners working for Sure Start
Total		23	

In the cases of the 30 randomly selected case notes reviewed

	Source of Referral		Targeted Families Case Notes Review
A	Referred in by another agency	15	
B	Self-referral	10	

C	Referral by Sure Steps family visitor	3	
D	Other	2	1 referral was from another Sure Start; the other was by a SS member of staff who met the family in town
Total		30	

### 7.3 Background to cases – reasons why Sure Start became involved at an extended level of service

An analysis of the underpinning issues for all 23 cases showed the following elements to be present.

Mental Health	11
Domestic Violence	10
Homelessness	5
Behaviour Problems	5
Benefits	5
Drugs	4
Child Protection	3
Alcohol	2
Post Natal Depression	2

There were often multiple problems experienced by individuals, e.g. where mental health problems were identified there was always at least one other issue, such as drugs, alcohol, domestic violence.

### 7.4 Outcomes for the Family arising from Sure Start's intervention

The table below shows the incidence of the kind of support that was put in place for the 30 families highlighted as being in additional need in the case notes review:

For some families or individuals, especially where they had been referred from other agencies, some specialist support was already being provided.

#### 7.4.1 Targeted Families

The following outcomes were listed for the 23 targeted families:

	Number of instances	Notes
Nutrition Advice	13	
Housing Problems Addressed	12	
Request Support from or Referral to Social Services	10	The case notes often indicate that this help was not always easy to obtain.
Speech & Language Therapy Support	10	
Resources Provided	10	Where specific items of equipment were given e.g fire guards
Support for Domestic Violence Issues Arranged	8	
Arranged for/ delivered	7	

Benefits Advice		
Family/Parent attending Sure Start programme activities	7	It is likely that not all reviewers identified this and therefore the number may in fact be higher.
Arranged for Mental Health Support	6	
Children on the Child Protection Register	5	
Behaviour Management Support	4	
Support with childcare	3	
Membership of the Toy Library	3	This was often identified where speech & language deficiencies were being addressed.
Involvement in Cookery classes	3	Sure Start put on its own popular classes.
Involvement of Environmental Health	3	Where visits raised concerns with staff about cleanliness or poor housing.
Arranged support with Drugs/ alcohol problem	3	

#### 7.4.2 Random Case Study Families

The following outcomes were listed in the case notes of the 30 families selected at random:

	Number of instances	Notes
Family/Parent attending Sure Start programme activities	11	
No further contact after registration noted in the files	10	This has identified a need for staff to provide this information.
Files show information only provided	10	
Request Support from or Referral to Social Services	6	The case notes often indicate that this help was not always easy to obtain.
Housing Problems Addressed	6	
Arranged support with Drugs/ alcohol problem	6	
Smoking cessation support	6	
Breastfeeding advice / ante natal support	6	
Resources Provided	4	Where specific items of equipment were given e.g fire guards
Children on the Child Protection Register	4	
Work with family now	4	

agreed to be ended		
Registration with GP	3	
Arranged for/ delivered Benefits Advice	3	

Other assistance provided included nutrition advice (2), support for domestic violence (2), childcare or crèche support (2), involvement in courses (2), access to a dentist (2), referral to the Fire Service (1), use of parents help desk (1), loan parent adviser (1).

From the case notes reviewed there were two parents who were supported and went on to become Board members.

### 7.5 Judgements about the Success of Sure Start's involvement

Staff undertaking the case notes review were asked to make a judgement. These are the only entries:

- Very Successful.
- Yes - Specialist Support, NSPCC Dinosaur School, Intervention from Social Services to complete piece of work on Inappropriate Sexualised behaviour between brother and sister.
- Father may/will eventually need anger management and help with violence. Domestic violence still needs addressing.

### 7.6 Future Support Needs Identified through the Case Notes Review

The following were identified. We have highlighted some of the interventions that had an impact extending beyond Sure Start's original intervention:

- Client had extensive needs beyond core services into extended support (as detailed).
  - Mother may need further help dealing with her own emotional state/possible depression and low self-esteem. Referral has been made to Health Visitor for individual counselling.
  - Continued SALT monitoring via mainstream.
  - Mum aware that if Sure Start support is not enough then a social services referral maybe required for child in need.
  - Yes needs a mental health worker.
  - Difficulties for family in terms of accessing Sure Start services.
  - Social worker or family support worker currently trying to be allocated.
  - Mental health support worker regarding low self-esteem and poor body image.
  - As a single parent with 6 children of different ages, she probably finds it hard to engage with Sure Start.
- Our health visitor initiated and co-ordinated a rescue plan to save 6 children from living in a completely unacceptable situation. He spent many hours chasing other agencies and supporting the family to reach an acceptable outcome. Has this identified a loophole in the service provision for families in Scarborough or does this sort of action fall into our extended services remit?
- Yes, family need very intensive support to address health, hygiene, budgeting, housing - parenting family needing got claim benefits all together as at moment claiming separately. Although family will now not access Sure Start at the time I feel intervention from Sure Start was crucial to get the family support that was much needed. Social Services to continue to encourage Mum to attend Sure Start. I have offered another staff member to work with family as I was the referrer.

- On-going practical support to Dad and baby. Will work with Dad on parenting issues if and when needed. No Social Services intervention needed.

- They are living in the poorest conditions I have seen. They have worked so hard to turn their lives around and due to people living in B+B they are still waiting to be housed. This is an extremely stressful situation for ex-addicts to be in!! They have just gone to Laurie Quinn's (M.P.) office for support!

- Sure Start have been working with this family. It is still fairly early days. Both parents are on a methadone programme but really interested in Sure Start activities. We need to continue to work closely with other agencies to support his family, to keep them moving forward. When the Children's Centre is built this family will benefit enormously from the services available.
- Marital problems, immigration issues.
- Health & Safety - Scarborough Borough Council for smoke alarms and legality of no fire escape.
- The family needs extended support in all areas as the family has a long history of problems and their relationship appears to be under strain.
- Mother was given a contact phone number to use if she might need extra support in sessions. No future support needs identified for the family that is beyond Sure Starts current remit.
- This case has not identified any future support needs for this family that is beyond Sure Start's current remit.
- Will be a new mum in January 2005 so will require support from health visitors. midwife, etc, but Sure Start would be aware of this.
- No, just to keep family informed of Sure Start activities.
- No, because needs have not been identified and no follow-up visits have been made.
- No further referrals have been made or are necessary at this point. Sure Start continue to offer support through visits and sessions.
- No future support needs. Referred her to community midwife and made appointment at the job centre. Referred internally to discuss Sure Start grant.
- Mum-to-be told staff member on visit that her partner has psychiatrist history which his psychiatrist has expressed concerns as to the unborn - no further information given, documented in folder.
- Disclosures were made about domestic/sexual abuse by both the young women and young man. After 3 months Social Services contacted Sure Start to see if there had been any contact.
- Current needs unclear, though clearly a family in vulnerable circumstances.

- In my humble opinion<sup>2</sup> I think more calls or visits should have been made to keep in contact with this person

- Perhaps, visits could be made at weekends or evenings?

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<sup>2</sup> Comment recorded by a member of Sure Start staff.

### 7.7 How well Sure Start shared information with other agencies?

Staff undertaking the case notes review were asked to make a judgement about this to assist us in reviewing service.quality:

Quality of Information Sharing with Other Agencies	(53 cases reviewed)
Good	32
Satisfactory	5
Poor	3

Reasons given for poor information sharing by Sure Start include:

- No follow up information. No notes made. Not outcome can be made.
- This case study illustrates how Sure Start has not engaged with the family since the initial registration.
- No further referrals necessary.
- Nothing recorded
- On the last visit it looks as though the staff member had gone for a specific reason although when you read the notes it is not clear as to why they had visited even though information sharing had been documented and telephone calls from the ante-natal clinic

### 7.8 How well did other agencies share information with Sure Start?

Staff undertaking the case notes review were asked to make a judgement about this to assist us in reviewing service.quality:

Quality of Information Sharing by Other Agencies	(53 cases reviewed)
Good	18
Satisfactory	8
Poor	10

### 7.9 Reasons given for poor information sharing by other agencies

Opinions given by staff for review purposes<sup>3</sup> only include:

- Initial referral to social services said 'no need!' Then sent a letter stating we had made referral, considering domestic abuse was main concern and partner was able to read letter. Made contact and links very hard.
- In file there are several letters to social services, asking them to share information and keep us updated on circumstances.
- There were three different social workers who worked with this family. When phoning I had problems contacting social workers and getting a social worker when mum was having difficulties.
- Extremely poor response although eventually resulted in several agencies putting together the bond deposit for a house.
- I feel that the referral I received from the Health Visitor was inappropriate due the complex needs of the family. I did not have any information regarding the state of living conditions from the Health Visitor, as the Health Visitor did not visit the family home. I am concerned that if Sure Start did not visit when they did, the outcome for the family would have been disastrous.

<sup>3</sup> It is emphasised that these are personal responses to situations that have not at this stage been formally reviewed.

- Some agencies liaised well. Unfortunately this family came to Scarborough on a methadone programme and were told there were no drug agencies in Scarborough by their doctor. We had lots of successful information sharing.
- Social Services meeting were disorganised and at the beginning it was unclear who was working with the family. Our health visitor contacted SSD, Compass, ABS and HV.

## 8. National Targets for Sure Start Local Programmes

The Sure Start unit asks local programmes to complete an M7 form annually to provide data mapped to the following national targets.

This data collection has always been difficult because it requires other agencies to collect and share data with Sure Start.

1	Reduce the proportion of children aged 0-3 re-registered on the child protection register
2	Contact with families within 2 months of birth
3	Culturally sensitive support for mothers with post-natal depression
4	Improve children's social and emotional development so that by 2008 50% of children reach a good level of development at the end of the Foundation stage
5	10% reduction in number of women who smoke in pregnancy
6	Provide guidance on breastfeeding, hygiene and safety
7	10% reduction in children aged 0-3 admitted to hospital with gastro-enteritis, lower respiratory infection or severe injury
8	Ante-natal advice given to all pregnant women and families living in Sure Start Area
9	Parenting support and information available for all parents
10	Percentage of low birth-weight babies
11	Percentage of children with normal speech and language development at age 2 (Sure Start Language Measure)
12	Reduction of 5 percentage points in the number of children with speech and language problems requiring specialist intervention aged 4
13	% of children aged 7 achieving level 2 or above in KS1 tests for reading, writing, spelling, mathematics
14	% of primary school children permanently excluded for school
15	% of births to girls under 18
16	75% of families reporting improvement in services providing family support
17	Reduce the number of 0-3 year old children in Sure Start areas living in households where no-one is working by 12%
18	Work with the EYDCP to help close the gap between the availability of accessible childcare for 0-3 year olds in sure Start areas and other areas
19	Representation of parents on Sure Start management board
20	% of children under 16s re-registered on child-protection register

## 9. Performance Against National Targets

Annual monitoring forms were returned to the Sure Start unit for the three year period 2001 to 2004. For the first two years these were M5 forms and for the third year this was changed nationally to an M7 form.

<b>1</b>	<b>Reduce the proportion of children aged 0-3 re-registered on the child protection register</b>
<b>2001 - 2002</b>	Only one child was re-registered. However, multi-agency data gathering not recognised as sufficiently robust.
<b>2002 – 2003</b>	Data not available
<b>2003 - 2004</b>	Re-registering data not being collected

Social Services have now agreed to assist Sure Start with the collection of this data.

<b>2</b>	<b>Contact with families within 2 months of birth</b>
<b>2001 - 2002</b>	19%.
<b>2002 – 2003</b>	96.7%
<b>2003 - 2004</b>	62%

At present details of all new births in the Scarborough Sure Start areas are collated and passed to Sure Start by the PCT's Child Health Department in the form of a **birth notification** sheet. These sheets are collected on a weekly basis from Northway Clinic.

<b>3</b>	<b>To have implemented culturally sensitive support for mothers with post-natal depression</b>
<b>2001 - 2002</b>	All women identified were offered support.
<b>2002 – 2003</b>	All women identified were offered support, but agreements sought with other agencies to improve data gathering to prevent some women not being offered a service.
<b>2003 - 2004</b>	PCT Health Visitors currently provide this but discussions are taking place to develop targeted programmes within Sure Start.

At present the PCT's Health Visitors are responsible for detecting PND by formally screening mothers at approximately five weeks after a baby is born and at five months. The Health Visitors are advised to utilize the Edinburgh Post-Natal Depression Assessment Tool. This is of course only the minimum intervention that is recommended by the PCT. Health Visitors, GP's and Primary Mental Health Workers etc will also identify mothers with PND at other times. This data will be stored in a variety of places such as Medical Records (EMIS) and some Health Visitors 'Birth Books'.

Sure Start staff are working with a Primary Mental Health Worker to develop a support group for women with/at risk of PND.

<b>4</b>	<b>Improve children's social and emotional development so that by 2008 50% of children reach a good level of development at the end of the Foundation stage</b>
<b>2001 - 2002</b>	National Target not identified at this stage
<b>2002 – 2003</b>	National Target not identified at this stage
<b>2003 - 2004</b>	National Target not identified at this stage

This data is not available.

<b>4</b>	<b>10% reduction in number of women who smoke in pregnancy</b>
<b>2001 - 2002</b>	Data cannot be identified
<b>2002 – 2003</b>	PCT now collecting figures for all of Scarborough but data for Sure Start registrations cannot be separated out.

<b>2003 - 2004</b>	National target amended to reduce by 6% by 2005/2006. Data recording started in June 2004.
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Via Sure Steps visits our team will collect the number of mothers who smoked during pregnancy. This will be entered on the 'Sure Steps' data collection programme.

Via Sure Steps visits our team will collect the number of mothers who stopped smoking completely at any time prior to or during pregnancy until the baby was born. This will be entered on the 'Sure Steps' data collection programme.

<b>6</b>	<b>Provide guidance on breastfeeding, hygiene and safety</b>
<b>2001 - 2002</b>	Volunteers for bosom buddies programme identified. Negotiations taking place to identify and collect data.
<b>2002 - 2003</b>	Bosom Buddies not yet implemented but volunteers and key staff recruited and deployed
<b>2003 - 2004</b>	Mechanism for collecting the required data implemented in October 2004. Sure Steps programme delivering this service and has been evaluated separately.

Although it appears at present 'breastfeeding data' is gleaned from Sure Start registration forms it is proposed that this data is exclusively collected from the 'Sure Steps' data programme in the future. This change is proposed because some families are already registered who have a new / additional child. Sure Steps derived data will be more accurate and only omit the small percentage of families that choose not to have Sure Start input.

<b>7</b>	<b>10% reduction in children aged 0-3 admitted to hospital with gastro-enteritis, lower respiratory infection or severe injury</b>
<b>2001 - 2002</b>	No data able to be collected.
<b>2002 - 2003</b>	Number of children admitted: 45 – child safety booklet produced and circulated
<b>2003 - 2004</b>	Data cannot be identified.

This data can collated at Northway clinic. At present all pre-school children who attend Accident and Emergency or are discharged from hospital have a copy of their details and relevant data sent to Northway. This information is then simply dispersed to individual Health Visitors or School Nurses. It has been agreed between the PCT and Sure Start to identify a designated person to undertake this regular data collection.

<b>8</b>	<b>Ante-natal advice given to all pregnant women and families living in Sure Start Area</b>
<b>2001 - 2002</b>	New target for 2003 – 2004 only
<b>2002 - 2003</b>	New target for 2003 – 2004 only
<b>2003 - 2004</b>	181 live births in SSLP area; 36 women registered with Sure Start (20%). Improvements implemented in notifying Sure Start of births.

Data now being collated.

<b>9</b>	<b>Parenting support and information available for all parents</b>
<b>2001 - 2002</b>	353 families registered; 50 children seen by the end of year 1.
<b>2002 - 2003</b>	564 families registered; 399 children seen by the end of year 2.
<b>2003 - 2004</b>	464 children seen.

<b>10</b>	<b>Percentage of low birth-weight babies</b>
<b>2001 - 2002</b>	Sure Start Unit collect this information centrally.
<b>2002 - 2003</b>	Sure Start Unit collect this information centrally.
<b>2003 - 2004</b>	Data being collected locally from March 2004.

The birth weight is provided on the birth notification forms that the Sure Start health visitors collect weekly.

<b>11</b>	<b>Percentage of children with normal speech and language development at age 2 (Sure Start Language Measure)</b>
<b>2001 - 2002</b>	Unable to appoint a therapist – no data collection
<b>2002 - 2003</b>	80 children: 8% P; 8% Q; 6% R; 78% S.
<b>2003 - 2004</b>	60 children: 7% P; 5% Q; 12% R; 76% S.

<b>12</b>	<b>Reduction of 5 percentage points in the number of children with speech and language problems requiring specialist intervention aged 4 – annual target to reduce by 1% - complete by 2003 – 2004</b>
<b>2001 - 2002</b>	17% - yet to appoint a Speech and Language therapist
<b>2002 - 2003</b>	11.5%
<b>2003 - 2004</b>	Already achieved

<b>13</b>	<b>% of children aged 7 achieving level 2 or above in KS1 tests for reading, writing, spelling, mathematics</b>
<b>2001 - 2002</b>	Sure Start Unit collect this information centrally.
<b>2002 - 2003</b>	Sure Start Unit collect this information centrally.
<b>2003 - 2004</b>	Sure Start Unit collect this information centrally.

<b>14</b>	<b>% of primary school children permanently excluded for school</b>
<b>2001 - 2002</b>	Sure Start Unit collect this information centrally.
<b>2002 - 2003</b>	Sure Start Unit collect this information centrally.
<b>2003 - 2004</b>	Sure Start Unit collect this information centrally.

<b>15</b>	<b>% of births to girls under 18</b>
<b>2001 - 2002</b>	Sure Start Unit collect this information centrally.
<b>2002 - 2003</b>	Sure Start Unit collect this information centrally.
<b>2003 - 2004</b>	Sure Start Unit collect this information centrally.

<b>16</b>	<b>75% of families reporting improvement in services providing family support</b>
<b>2001 - 2002</b>	34% (Annual milestone 50%)
<b>2002 - 2003</b>	Accurate evaluator mechanism not in place.
<b>2003 - 2004</b>	99% user evaluations report high level of satisfaction

<b>17</b>	<b>Reduce the number of 0-3 year old children in Sure Start areas living in households where no-one is working by 12%</b>
<b>2001 - 2002</b>	No data collected
<b>2002 - 2003</b>	403 households where no-one is working – 44%.(2001 census)

<b>2003 - 2004</b>	403 households where no-one is working – 44%.(2001 census)
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<b>18</b>	<b>Work with the EYDCP to help close the gap between the availability of accessible childcare for 0-3 year olds in sure Start areas and other areas</b>
<b>2001 - 2002</b>	220 equivalent full-time childcare places available
<b>2002 – 2003</b>	220 equivalent full-time childcare places available
<b>2003 - 2004</b>	118 equivalent full-time childcare places available

<b>19</b>	<b>Representation of parents on Sure Start management board</b>
<b>2001 - 2002</b>	9 parents from a membership of 18 (50%)
<b>2002 – 2003</b>	9 parents from a membership of 18 (50%)
<b>2003 - 2004</b>	4 parents from a membership of 24 (17%)

This representation has now increased back up to 50% (February 2005).

<b>20</b>	<b>% of children under 16s re-registered on child-protection register</b>
<b>2001 - 2002</b>	No data
<b>2002 – 2003</b>	No data available
<b>2003 - 2004</b>	No data available

## 10. Evaluation of the Sure Steps Home Visiting Scheme

### Acton Shapiro Consultancy & Research

February 2005

#### Executive Summary and Sure Start Scarborough commentary on findings

### 1. Introduction and Approach

This report summarises the external evaluation of *Sure Steps*, the universal home visiting scheme of Sure Start Scarborough which began as a pilot scheme in January 2004. The scheme seeks to reach all families in the Sure Start Scarborough through a programme of seven scheduled visits, starting antenatally and completing when a child is 3 years 6 months old. Four visits are carried out before the child's first birthday.

The aims of *Sure Steps* are to identify each family's needs and provide support to ensure that children are in good health, happy, enjoy mixing with others and get the best start in school, and to foster a stronger and closer family and community.

**Comment by Sure Start:**  
Sure Steps delivery commenced in January 2004 as a pilot scheme. It was identified that as the evaluation began only 5 months into the pilot is was not the ideal period to evaluate this piece of work.

The evaluation was undertaken by an independent consultancy, Acton Shapiro, and incorporated both a quantitative and qualitative approach. Quantitative data were analysed from the 190 visits carried out from May to October 2004 inclusive. Qualitative data were sought via individual interviews from 26 parents, 6 key staff and 7 local partner agencies, who gave us their views on the scheme. The interviews with parents were carried out by six local parents, after receiving training from Acton Shapiro.

### 2. Findings from *Sure Steps* Visit Data

The evaluation provided an early opportunity to interrogate the visit data in its computerised format. The analysis was able to quantify much of the work being done in *Sure Steps*, such as the number of visits during the evaluation period (190 from a planned total of 836); issues discussed during visits (advice on Sure Start sessions was discussed most often, followed by courses and housing) and referrals, both external (a wide range, of which benefits, Health Visitor and housing were the most common) and internal (primarily to Sure Start sessions).

**Comment by Sure Start:**  
Re the comparison of expectation of visits against actual visits completed it has been previously identified in board reports that the large amount of drop-in crisis work undertaken by the family visitors was impacting on their ability to undertake routine visits. the total of completed Sure Steps visits fall far below the expected.

At the time of the evaluation, the usefulness of the quantitative data for measuring the success of *Sure Steps* was limited.

In part this was due to unreliability caused by coding errors, which should reduce over time, as staff become more accustomed to coding and any inconsistencies are identified and tackled. Some categories of data (for example, internal referrals) had recently been created and so were yet to yield much information. There was also a need for clearer links between the aims of *Sure Steps*

**Comment by Sure Start:**  
There were six coding errors. The bigger problem is the need to plan well in advance the data that needs to be collected. A database has been designed and implemented to collect all of the identified data linked to the aims, objectives of the local and national programme. A national data base is not currently available for this.

(including their fit with Sure Start's objectives and targets) and information in the visits database, so that the data can be stored and interrogated most appropriately.

### 3. Findings from Parents

Parents felt very positive about *Sure Steps*. The purpose of the visits was seen as helping to support and reassure them about their child's development and their parenting, and offering advice about wider family problems. Visits were thought particularly useful for parents who were new to the area and/or felt isolated and lacking in confidence. Aspects of the visits which parents valued the most were the free gifts, being put in touch with other Sure Start activities, advice on specific topics and a chance to talk about how their child was developing. The impact of the visits mentioned most often by parents was feeling that someone cared about their family. Also important were social impacts (meeting other parents of young children and getting more involved in Sure Start), finding out about services and feeling more confident as a parent. Parents suggested a number of improvements to the scheme, focusing on ensuring that all parents were offered visits, with follow-up checks as appropriate, and ideas for written information to leave with parents.

<p><b>Comment by Sure Start:</b> The findings from parents, key staff and partner agencies are welcomed in their entirety.</p>
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### 4. Findings from Key Staff

Staff were very positive about *Sure Steps*. The visit programme was seen as a useful part of the Family Visitor role as a non-stigmatising way to get to know families and their needs. Staff thought it fitted well with the overall work of Sure Start and complemented other local services for families with young children, with whom referrals were generally working well. Staff made a number of suggestions for improvement, to both the organisation of visits and the visits themselves. A key underlying issue for Family Visitors was their struggle to keep up with the schedule of *Sure Steps* visits alongside the rest of their role, in which they needed to prioritise more intensive support for a smaller caseload of families. At the time of the evaluation, the possibility was being considered of having separate staff to carry out the *Sure Steps* visit programme, referring on to Family Visitors where more intensive support was required.

### 5. Findings from Partner Agencies

Partners were also very positive about *Sure Steps*, valuing the work and their relationships with Family Visitors. However, partners were not always certain whether their comments referred to *Sure Steps* in particular or the work of Family Visitors more generally.

It was difficult for partners to gauge the impact of *Sure Steps*, whether on families or their own work. Although partners generated several ideas about long-term measures of the scheme's success, there were just a few suggestions about data which their agency might contribute. Looking to the future, the suggestion was made that health visiting and family visiting might be better delivered as a merged service.

### 6. Conclusions and Recommendations

The findings of the evaluation show that those affected by *Sure Steps* - parents, staff and partners - feel positive about its contribution to date in addressing child development and

other family issues, initiating referrals to the local network of partner agencies and reducing social isolation through encouraging parents to engage with Sure Start. During the course of the evaluation, the visit data were in the process of being computerised. Findings from these data, while providing some useful information, are currently somewhat limited for judging in quantitative terms the success of the scheme in meeting its aims.

During the evaluation a number of suggestions emerged for further development of *Sure Steps*. These are collated here as recommendations under two broad headings: improvements to the organisation and delivery of the scheme and improvements to the evidence collected.

## ***Improvements to the Organisation and Delivery of Sure Steps***

### ***Family Visitor workload pressures***

- Consider separate staff carrying out the *Sure Steps* visit programme, to enable the number of programmed visits to be achieved and free up Family Visitor time for more intensive family support.

#### **Comment by Sure Start:**

- (a) Visit data now computerised, as are the birth books ensuring identification of visits needed.
- (b) Workload pressures; The core/extended work streams were implemented in January 2005 which ensures that crisis work no longer encroaches on time allocated for *Sure Steps* visits. Family visitors each have identified targets for numbers of visits.

### ***Identifying Visits Due and Managing the Visit Programme***

- Use the computer system to flag up visits due.
- Use this information to compare with actual visits carried out as a monitoring tool.
- Where there is pressure on workload, develop guidance for Family Visitors to prioritise visits.
- Keep increasing awareness among midwives to achieve maximum notifications, while also considering how the capacity to carry out the additional visits will be achieved.

### ***Timing of Visits***

- Consider the case for replacing the 8-10 month visit with a visit between 6-8 months (it was suggested that more weaning and play advice should be given before a child reaches 8 months).

#### **Comment by Sure Start:**

- (c) Need to continue communication with midwifery service to ensure *Sure Start* receive notifications from all community midwives.
- (d) The visits programme was developed in close consultation with partner agencies and was designed to match the work other agencies undertook with families as well as ourselves. We would welcome further discussion with agencies to determine if there is a need to restructure the timing of visits.
- (e) Ineffective visits; Family visitors currently inform the community Health Visitor if they are unable to access families for visits. Further investigation will take place to ensure families are not missed.

### ***Ineffective Visits***

- Develop a policy on how to proceed in the case of 'refusals' (including when the family is not at home at the time of the visit).

### ***Computer Equipment***

- Consider acquiring additional computer equipment to improve access by Family Visitors to family notes and for writing up visits.

**Improvements to Visits**

- Review the policy on gifts and the types of gift offered, making a link between any gifts offered and the content of the visit.
- Consider providing more leaflets to (a) leave with families to help them and (b) for Family Visitors to know they are being consistent (for example with weaning advice).
- Consider a regular newsletter for families based on advice-giving.
- Consider how families can obtain information in leaflets and/or newsletters who find reading English difficult.
- Consider mapping local services available so that parents could be asked what they want.
- Consider more follow-up visits/phone calls to check on progress.

**Comment by Sure Start:**

- (g) Computer equipment; Additional equipment now purchased and in use.
- (h) The gifts currently provided were purchased 2 years ago. We are currently reviewing the gifts and identifying resources needed for future delivery.
- (i) Sure Start Has now created a number of high quality leaflets. These are available to all families in reception areas.
- (j) A welcome pack is now distributed to all families which contains a wide range of useful information.
- (k) Sure Start subscribes to a translation service, available on request. Leaflets are designed to be user friendly using illustrations where appropriate.
- (l) A group pf parents are currently mapping local services. Service information is also available in the welcome pack

**Relationship with Health Visiting**

- In the short term, consider sharing with health visitors (a) a list of families recently visited; (b) information about the issues discussed; and (c) any personal safety issues for visiting individual homes (for example a violent partner).
- il the longer term, consider the case for merging health visiting and family visiting services.

**Comment by Sure Start:**

- (m) All families are now contacted by telephone once a new programme arrives with them.
- (n) Sharing of information needs to be addressed with other agencies using the new protocols being developed across North Yorkshire,
- (o) Sure Start's proposals for the future development of children's centre delivery include establishing integrated family visiting services.

**Improvements to the Evidence Collected about *Sure Steps***

- Review the data currently collected against the aims of *Sure Steps* and the objectives/targets of Sure Start to ensure that progress towards these milestones can be measured. One way forward could be to work with partners to agree data which could be collected reciprocally to support each others' aims, objectives and targets.
- Identify the different ways in which the data set will need to be analysed (for example, in what ways will individual cases be tracked over time? How and when will data be aggregated for monitoring purposes?) and ensure that the data can be interrogated in ways which will enable valid and reliable analysis.
- Check the consistency between staff at the points of (a) data collection on the visit forms and (b) data entry to the computer system.

**Comment by Sure Start:**

- (p) All Sure Start staff are now involved in ongoing evaluation analysis on a regular basis.
- (q) All staff are now aware of the importance of accuracy of data inputting.

## Appendix 1

Demographic data relating to our target population.

Table 2.1 Scarborough District population (2001) Proportions for each age range

	0-4 %	5-9 %	10-14 %	15-19 %	20-39 %	40-64 %	65+ %	Totals
Scarborough	4.76	5.62	6.6	5.74	28.68	27.19	21.42	106243
Castle	3.75	4.28	4.62	5.76	36.5	26.39	18.7	4112
Central	7.32	7.49	7.64	5.89	40.14	20.44	11.08	4697
Falsgrave Park	5.33	5.93	6.82	6	31.76	23.87	20.3	4031
Woodlands	7.05	8.44	9.4	6.36	30.49	22.72	15.54	4595

Table 2.2 Numbers of children in the target age ranges in each of the Sure Start Scarborough wards

	Under 1	1	2	3	4	Aged 0-4
Scarborough	940	1001	948	1066	1103	5,058
Castle	41	29	25	26	33	154
Central	63	80	63	75	63	344
Falsgrave Park	44	45	40	39	47	215
Woodlands	65	61	57	72	69	324

Table 2.3 The proportion of ethnic minorities in the Sure Start Scarborough wards is very small

	White ethnic group	Other ethnic group
Scarborough	99.34	0.66
Castle	98.84	1.16
Central	99.18	0.82
Falsgrave Park	99	1
Woodlands	98	2

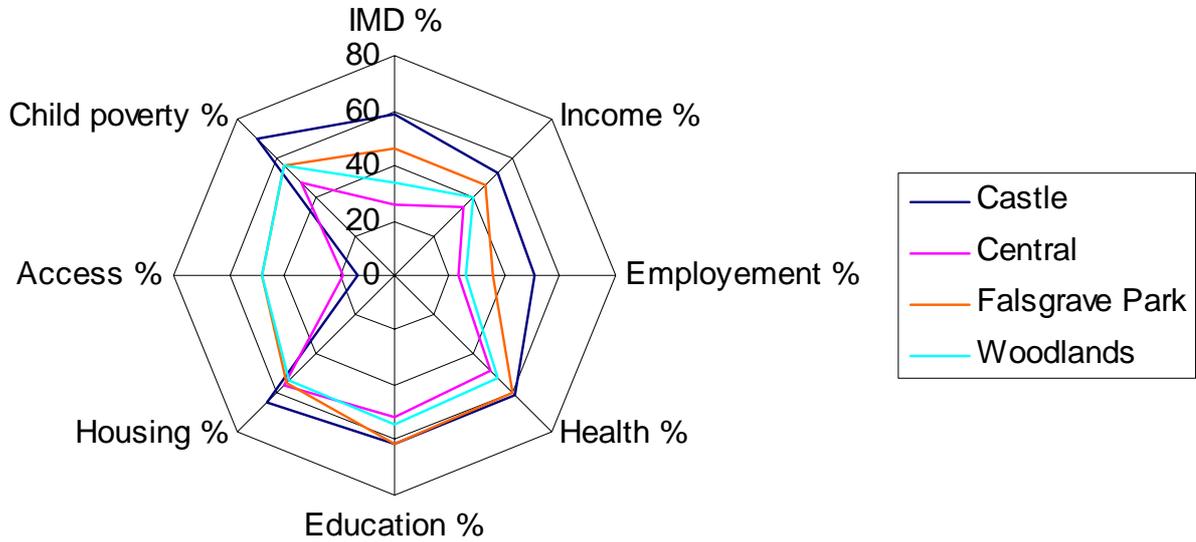
Table 2.4 Jarman scores from the Indices of Deprivation 2000 (NB a higher score is more deprived)

	Jarman Scores
Castle	31.18
Central	12.8
Falsgrave Park	21.83
Woodlands	11.56

Graph 2.1 DETR Indices of Deprivation 2000  
100% = England's most deprived ward  
(IMD = Index of Multiple Deprivation)

	IMD %	Income %	Employment %	Health %	Education %	Housing %	Access %	Child poverty %
Castle	58.36	52.11	50.31	62.25	61.28	65.66	13.09	70.42
Central	25.87	35.42	23.3	48.89	51.35	56.17	18.67	47.64

Falsgrave Park	45.85	46.11	35.71	60.53	61.11	55.27	47.64	56.63
Woodlands	33.79	39.72	25.46	53.62	54.38	54.07	48.34	57.12



100% = England's most deprived ward (nearest the outside of the web chart)  
(IMD = Index of Multiple Deprivation)

Table 2.5 Population and home ownership in each ward (2001 census)

	Persons resident		Home ownership				
	Private	Communal	Home owner %	LA renting %	Housing association %	Private rent %	Rented other %
	Scarborough	103429	230	36.69	9.64	3.7	12.15
Castle	4008	49	19.5	11.26	8.24	34.97	5.1
Central	4692	6	25.03	0.8	3.11	19.51	3.61
Falsgrave Park	4005	14	26.22	19.49	5.36	8.87	4.16
Woodlands	4555	0	20.29	31.81	8.29	4.57	3.98

Table 2.6 School profile from NYCC Policy & Development Stats. January 2004  
SEN = Special Educational Need

	Role No	S.E.N.	Statemented	Free Meals
Barrowcliff Infants	172	39	2	51
Friarage	366	116	12	130
Gladstone Road	256	39	3	68
Hinderwell	258	72	10	70

Under 18 conceptions in Scarborough

V5

	Conceptions	Rate per 1000	% leading to abortion
1997-1999	300	54.7	35%
2000-2002	294	50.0	42%

## Appendix 2

The following activities appear on our database as having been offered through Sure Start Scarborough between September 2001 and February 2005.

CRECHE BY TITLE
CRECHE
CRECHE - ACTIVE KIDS
CRECHE - ANTE-NATAL EXERCISE
CRECHE - BABBLING BABIES
CRECHE - CHILD SAFETY
CRECHE - CONFIDENCE BUILDING
CRECHE - CREATIVE STORIES
CRECHE - FIGURING IT OUT
CRECHE - GINGERBREAD GROUP
CRECHE - HANDY ADULTS
CRECHE - LANGUAGE GROUP
CRECHE - LETS REALLY TALK
CRECHE - PARENT CRAFT
CRECHE - PARENT NETWORK
CRECHE - POST NATAL GROUP
CRECHE - POST-NATAL EXERCISE
CRECHE - READING & WRITING COURSE
CRECHE - STORY BOXES
CRECHE - SUPPORT
CRECHE - SURE START CLUB
CRECHE - TIME FOR TODDLERS
CRECHE - VOLUNTEERS
CRECHE - VOLUNTEERS COURSE
CRECHE - ASIAN GROUP
CRECHE - BOARD MEETINGS
CRECHE - CEATIVE FUN
CRECHE - ESOL
CRECHE - FEMALE FOCUS
CRECHE - HANDY ADULTS
CRECHE - INSENTIVE
CRECHE - PARENTCRAFT
CRECHE - TWINS

PLAY AND LEARNING ACTIVITIES
ACTIVE KIDS
ACTIVE KIDS PLUS
ALL DAY PLAY
ALL DAY PLAY /CRECHE
BABBLING BABIES
BABBLING BABIES BARROWCLIFF
BABBLING BABIES CRECHE ST JOHNS
BABBLING BABIES ST JOHNS
BABY DAY (LIBRARY)
BAGS OF FUN

BEACH CHALET
BEACH DAYS
CHRISTMAS PARTY
CRAFTY KIDS
CREATIVE KIDDIES - PLAY SESSION
CREATIVE STORIES
CREATIVEFUN FOR TINY TOTS
DANCE & MOVEMENT
ENJOY LIVING WITH YOUR TODDLER
EXPLORE
FUN FOR FRIENDS & FAMILY
FUN MUSIC (1pm)
FUN MUSIC (2.30pm)
FUN MUSIC @ BARROWCLIFF
FUN MUSIC @ FALSGRAVE
FUN MUSIC AT THE SPA
FUN MUSIC FCC
FUN MUSIC@WREYFIELD
GREAT OUTDOORS
IN-OUT DOOR PLAY
LIBRARY SESSIONS
MASK MAKING
MESSY PLAY
MUSIC MAKERS - PLAY SESSION
PAINT & PLAY
PARENT & TODDLER GROUP
PLAY SESSION
PLAYGROUP VISIT
SATURDAY PLAY
SENSORY PLAY
SOCATOTS
SOFT PLAY- FALSGRAVE
SOFT PLAY SESSION
SOFT PLAY SESSION (1)
SOFT PLAY TZ OUTREACH
SOFT PLAY-YMCA
SPIRIT OF THE WIND
STAY & PLAY TOY ZONE
STORY BOXES
STORY CHEST
STORYTELLING
TEDDY BEARS PICNIC
TIME FOR PLAY
TIME FOR TODDLERS
TODDLER GROUP
TWINS GROUP

PRIMARY & COMMUNITY HEALTH ACTIVITIES
BABBLING BABIES
BABBLING BABIES BARROWCLIFF
BABBLING BABIES CRECHE ST JOHNS
BABBLING BABIES ST JOHNS
ENJOY LIVING WITH YOUR TODDLER
SENSORY PLAY
ANTE NATAL/POST NATAL
ANTENATAL ADVICE
ANTE-NATAL EXERCISE
BABY & YOU
BABY & YOU AT BARROWCLIFF
BABY MASSAGE
BABY YOGA
CHILD HEALTH ADVICE
CHILD SAFETY & FIRST AID
EARLY LANGUAGE GROUP
FIRST AID & SAFETY
HEALTH & SAFETY
HEALTH EDUCATION
HEALTH PROMOTION
HEALTH VISITOR DROP IN
HEALTHY LUNCH
HOME VISIT/ANTE/POSTNATAL
HOME VISITING (NUTRITION)
HOSPITAL VISITS
LANGUAGE GROUPS
LETS REALLY TALK
LETS TALK TOGETHER
MANAGING CHILDRENS BEHAVIOUR
MIDWIFE DROP IN
NEW MUMS @ BARROWCLIFF
NEW MUMS GET TOGETHER
NEW MUMS MEETING
PARENT CRAFT
PARENT CRAFT @ BARROWCLIFF
PARENTCRAFT & PHYSIO
PARENTING SUPPORT
PARENTS TO BE - DROP IN
PHYSICAL ACTIVITY FOCUS GROUP
POST NATAL SUPPORT GROUP
POST-NATAL EXERCISE
RHYME TIME
SAFETY & FIRST AID
SEXUAL HEALTH DROP IN
SPEECH AND LANGUAGE
SURE STEPS CLUB
SURE STEPS EVALUATION
SURE STEPS LANGUAGE GROUP
SWIMMING SESSIONS
YOUNG MUMS & MUMS TO BE

COMMUNITY AND FAMILY SUPPORT ACTIVITIES
ENJOY LIVING WITH YOUR TODDLER
FIRST AID & SAFETY
HEALTHY LUNCH
MANAGING CHILDRENS BEHAVIOUR
NEW MUMS @ BARROWCLIFF
NEW MUMS GET TOGETHER
NEW MUMS MEETING
BAGS OF FUN
BAGS OF FUN STORY SACKS
CHRISTMAS PARTY
FUN FOR FRIENDS & FAMILY
MASK MAKING
TEDDY BEARS PICNIC
TODDLER GROUP
TWINS GROUP
ADULT CRAFTS
ASIAN GROUP
ASSERTIVENESS
BASIC SKILLS
BENGALI WOMENS GROUP
BRUSH UP YOUR WRITING SKILLS
BUDGETING COURSE
BUILDING CONFIDENCE
CAREERS DROP IN
CHRISTMAS CRAFTS
CHUCKIE BEAR CLOTHES PARTY
COFFEE MORNING - MUMS TO BE
COMPUTER TRAINING
COMPUTING FOR DADS
CONFIDENCE BUILDING
CRAFT AND BUY
CRUCKLEY FARM TRIP
DADS COUNT
DAY AT KINDERLAND
DAY IN THE PARK
DAY TIP TO FILEY(2)
DAY TRIP TO FILEY
ESOL
FAMILY GROUP
FAMILY TIME AT FRIARAGE
FEMALE FOCUS
FIGURING IT OUT
FORM FILLING
GINGERBREAD
HANDY GROWN UP'S & HAPPY KIDS
HOUSING SUPPORT
INTERPERSONAL SKILLS
JOB CENTRE PLUS
KEEPING UP WITH YOUR CHILDREN
LONE PARENT ADVICE
LONE PARENTS DROP IN
MAKING NUMBER PACKS

MANAGING YOUR BUDGET
ONE PARENT FAMILIES DROP IN
PARENT NETWORK CARNIVAL MEETINGS
PARENT NETWORK LAUNCH
PEOPLES CARNIVAL
PINS & NEEDLES
PRE CARNIVAL WORKSHOP
PUPPET MAKING
READING & WRITING COURSE
SKILLS FOR VOLUNTEERS
SUPPORT ADVICE
TODDLE WADDLE
VOLINTEERS COURSE
VOLUNTEER PRESENTATION
VOLUNTEER SUPPORT SESSION
VOLUNTEERS
WELCOME GROUP
WOMENS AID - DROP IN
WRITING SKILLS