

Northampton Sure Start Local Evaluation Report 2003-04

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Northampton Sure Start

Local Evaluation Report 2003-04: First Draft February 2004.

1. Introduction

etc was appointed as the local evaluator for Northampton Sure Start in March 2003. This report summarises our work since appointment, and makes recommendations to help inform planning in the future.

We have gathered a very great deal of information since working on this project, and a major challenge has been to summarise the key issues in a way that is useful and accessible. In doing so much material has been omitted from this report, but can be retrieved to support future developments.

In compiling this report we have spoken to many stakeholders, including members of the management board, all of whom have been willing to make time to see us in spite of intense demands from other areas of their work.

Finally we wish to acknowledge the contribution of the parent evaluators who have worked with us throughout most of the project. They have contributed enormously and brought a fresh, reality based view to our discussions, and while always challenging have supported the aims of Sure Start enthusiastically throughout.

2. Methodology

Following our appointment as local evaluators, the first step was to facilitate a workshop with key stakeholders. This agreed the following issues to focus the evaluation:

- Awareness of and access to services
- Parental involvement and capacity building
- Management arrangements
- Detailed evaluation of prioritised services:
 - Breast feeding support
 - The assessment tool
 - The St James family centre
 - The Home Safety Equipment Scheme

During the evaluation we have sought to involve local parents from the outset, and have recruited a group of parents who were not previously involved in the management of Sure Start. We have met regularly with this group of parents (parent evaluators), held focus groups on a range of issues and involved them in visits of observation to projects.

We have also conducted postal questionnaires, analysed statistical information, interviewed service users, representatives of other stakeholder organisations and members of the management board.

In compiling this report we have sought to keep it free from jargon, accessible to both local parents and professionals, and contain sufficient information to make it a useful reference document for future planning.

3. Awareness of and access to services

To be effective in delivering services to eligible children and families in the Sure Start area, families need to be aware of the programme and the services on offer. This is addressed in two main ways:

- Direct contact with eligible families
- Public information raising awareness of services.

We have assessed the impact of awareness-raising by discussions on visits of observation to projects, examining available publicity material, and by means of a focus group with parent evaluators.

Direct contact

There are 3 main ways parents are contacted by the Sure Start team:

1. Direct registration by parents
2. Notification via health services, with a covering letter asking parents for permission to be contacted
3. Notification of new births to Sure Start Health Visitors and Midwife who will make the initial contact as members of the Health Service.

The processes and procedures used for contact will ensure that most families are reached appropriately, and avoid 'cold calling' which can deter some families from registering. Some families will be missed by this process, and we have suggested that other health professionals working in the area be given information about Sure Start to help cover any gaps.

Some suspicion and resistance has been expressed by some local parents as to the mechanisms used by Sure Start to make initial contact, which they feel may breach confidentiality. It is important that these procedures are fully transparent and outlined in the Sure Start public information, together with mechanisms for local people to express their reservations if they have concerns.

Public information and publicity materials

Sure Start is also promoted by publicity material and public information about services in a variety of ways, including leaflets, press releases and media interest. We appraised this material and its impact on our visits to projects, discussions with staff, and in a focus group with parent evaluators.

The main issues arising from this appraisal were:

- Poor quality leaflets and posters. Some are not clear what they are publicising, what the service is about, when and where the service is to be provided. Some need maps or at least local landmarks. Contact information; phone, person to contact is essential and sometimes missing. The printing can be poor and difficult to read, and wording may be seen as patronising.

- Location of advertising materials: posters and leaflets can be found at Sure Start centres and projects, medical centre, post offices and some other locations in the area. Publicity did not extend beyond the Sure Start area. Information can become out of date, and taken off display. Frequent replacement is necessary to ensure that the information is available.
- No records at Sure Start of media campaigns or events, although both the local and national press had reported on the issue.
- Some information is available in Bengali and other languages. Other means of communication with minority communities such as audio tapes may be more effective due to high illiteracy levels in these communities.
- Little use has been made of alternative materials such as audio and video tapes and websites.
- Welcomes and barriers: staff are normally welcoming when contact is made. However there can be some off-putting barriers, such as signs saying 'Sure start meeting in progress'. Providers of some Sure Start courses may approach the people they know to fill up places, and don't use external publicity. This can exclude people who might benefit but don't know about the service. Illiteracy may be a hidden problem and barrier to access. Lack of reading skills is not immediately obvious.

Conclusion

Good publicity, public information and contact mechanisms are essential to ensure that all eligible families are aware of Sure Start services, and can help break down suspicion and other barriers to access.

The issues listed above, particularly the quality of publicity materials, has been raised with Sure Start management who have started to address them through a publicity group. Some new publicity and leaflets have been created which were a significant improvement.

Despite this publicity has not featured highly in management board agendas. There is no overall communications strategy within which to place this issue. As this is a key factor for successful implementation of the programme it should be given more priority within future planning.

Recommendations

- Ensure that the mechanisms, procedures and safeguards for initial contact with eligible families are made clear in public information about the service, including a leaflet for new families, partner organisations and other professionals.
- Collaborate with other services, including health visitors and midwives, in distributing information about Sure Start
- Training in designing publicity materials should be made available to relevant Sure Start staff.
- Posters and introductory information about Sure Start, clearly identifying the target area and age range should be placed in a range of commercial and service delivery outlets (eg. Toys R Us & Benefits Office.)
- Sure Start frontline staff, and those answering telephone enquires, should have access to up to date information about all Sure Start services and programmes operating within the target areas, to enable them to answer queries from potential service users.
- The management board should establish a communications strategy to address the above issues and commission a group of staff and other stakeholders to implement a revised programme of public information.

- Sure Start should keep a file of all public information including press cuttings, recordings of radio and TV interviews, and ensure regular liaison with the local press and media
- Providers of services should advertise widely throughout the area and not restrict access to those who are already known to them.
- Develop alternative means of communication, including video and audio tapes, and a website

5. Parental Involvement and Capacity Building

Parents are involved in the Sure Start programme in a number of ways:

- As members of the Sure Start Management Board, Task groups or Operations Group
- As service users, who can express their views through 'Post code views' and other feedback mechanisms
- Through their involvement in assessment for services where their needs and aspirations are recorded
- Through postal and telephone surveys conducted by Sure Start or by the local evaluators
- As Parent Evaluators

Many of these mechanisms are covered in detail elsewhere in this report. Despite their existence, there is little evidence that parental views currently have influence on the planning and delivery of services, or on the budget and decision making processes of the overall Sure Start programme.

The Sure Start parent support workers have been active in working with local parents and have had a significant impact in introducing parents to services, and increasing awareness of Sure Start provision.

While all of the above activities and means of involvement have relevance to capacity building in the community, there is little focused activity to support this aim. Parents need to have confidence that their views are heard and that the community can influence the pattern of services. Without this feedback, motivation will rapidly decline. This issue needs to be given more prominence on the Sure Start agenda, particularly within the transition to Children's Centres.

Recommendations

- Parents views, from whatever source, questionnaires, assessment of needs, post code views, through local evaluation need to be formally considered on management and task group agendas, and feedback given through personal contact, letters or newsletters
- Capacity building within the community needs to be adopted as part of the sustainment strategy and again formally considered on the management group agenda

6. Management and Partnership arrangements

This section considers the work of the management board and its subsidiary groups and asks a number of questions about the functioning of partnership arrangements.

Membership and Terms of Reference

The Management Board comprises 18 voting members: 6 parent representatives, 6 voluntary sector representatives and 6 representatives of statutory partner organisations. The work of the board is underpinned by an Operational group and Task Groups.

Terms of reference have been drawn up for the Management Board, Operational and Task Groups.

Is it the right partnership?

The Management Board contains representatives of the key statutory partner agencies at a sufficient level of seniority. The basis for selection of the voluntary sector representatives is unclear, which reflects the lack of strategic organisation for the sector in the county. Some service providers are included in the voluntary sector group, which may give rise to some conflicts of interest when budget decisions need to be made. There is a good level of parent representation, but with a number of changes since the Board became operational. The original chair of the Board was a parent, but this task has now been devolved to an independent chair.

There is no direct representation on the Board from Borough or County Councillors; this is an omission, which may hamper progress in sustaining services and in ensuring that Sure Start has a place on the wider political agenda.

The Board appears to operate in isolation from any overarching strategic structure. It would normally relate directly to the Children and Young Person's Strategic Partnership, but this structure is not currently functioning adequately in the county. This is a major impediment to focused interagency working and the development of future plans to sustain services through the development of Children's Centres. Without such a point of reference the Board lacks power to influence significant change.

Recommendations

- Consider co-option of a Borough and County Councillor on to the Management Board to ensure links with the political agenda
- Statutory and voluntary sector Board members to make representations through their parent agencies to implement the required Children and Young Persons Strategy and Preventative strategy to provide a point of reference for the programme

An equal partnership?

There is a good balance of influence between the statutory and voluntary sectors at Board meetings, but the real power is seen to remain with the statutory agencies who hold the key budgets and resources. Parents are seen as equal partners, but the newly recruited parents are yet to establish real influence on decision making. There is little representation from the Black and Minority Ethnic communities.

Recommendations

- Commission a workshop to develop the confidence and capacity of parent board members to understand the Sure Start agenda and make more informed contributions
- Increase representation from black and minority ethnic communities on the management board

Does it have full representation?

Attendance by most agencies at board meetings has been incomplete and erratic. The only person to attend all 7 meetings in 2003 was a parent representative. Sure Start management staff have attended most meetings, as have Parent Representatives, Social Care and Health and Early Years Partnership and the Northampton General Hospital. Voluntary agencies have averaged around 50% attendance, and the PCT and Borough Council somewhat less.

Management Board members have commented that missing a meeting can seriously hamper understanding of subsequent agendas, and full, or virtually full attendance is needed for representatives to be effective in the management board task. This can be particularly difficult for County Council representatives who have to service up to 4 Sure Start Boards in addition to their main work.

Parent representation has been good and the commitment high. Recent changes in parent representation has meant that new members have needed to get to understand the issues and processes before they can effectively contribute.

Voluntary sector representation has been hampered by the lack of an effective organisational structure for voluntary organisations throughout the borough or county, and a consequent lack of an external reference point.

Recommendations

- Keep a record of attendance by board members and seek to achieve a target of 80% attendance. This will help ensure understanding of the issues and continuity of decision making.
- Lobby to improve the county and borough wide organisation of the voluntary sector to improve representation processes.

Are local voices heard?

In order that relevant sections of the local community can have a real voice on the partnership, community and faith groups, local parents and children should be represented either directly or through other arrangements.

In practice these voices are seen to have little influence on the management board or its decision making process. There is not much involvement from faith groups; better links are needed and more efforts to communicate in other languages. Other community groups similarly lack links into the Sure Start management processes. Black and minority ethnic groups have little formal representation, apart from the Bangladeshi Association representative. The main formal channel for parent views, Post Code Views, has little space on the agenda and little influence on decision making. The voices of children, sought through a variety of means including play and drawing, discussed formally.

Recommendations:

- Commit formal agenda time for 'post code views'
- Promote stronger links with faith and local community groups
- Clarify the role of the voluntary sector representatives in representing the interests of community groups

Is it supported by the Local Authority?

Being a two tier authority, Northamptonshire's governance arrangements are particularly complex. The accountable body is Northamptonshire County Council, but the operation of Sure Start is directly relevant to the agendas of the Northampton Borough Council and the Regeneration partnerships.

The County Council have demonstrated high levels of commitment to the programme, through regular attendance at meetings and in terms of extra budget support. The Borough Council has been less committed, and its beaurocratic procedures and processes have been at times counterproductive and unhelpful, particularly in terms of provision of buildings to support the programme's operation. There is no formal involvement from either Borough or County Councillors.

Despite the above, all statutory representatives on the management board are seen as committed to the ideals of Sure Start and its agendas. However due to the weaknesses of countywide interagency planning structures for children, their parent agencies are not as committed, and Sure Start board members appear to have little influence on their agendas.

More sympathetic input from the borough will be needed to enable the project's services to be sustained into the development of Children's Centres.

Recommendation

- Lobby through board members to promote Sure Start on the Borough and County Council mainstream agendas to ensure understanding of its role in community development

Is it linked to other initiatives?

The County's Children's Services Strategic Planning and Preventative strategies are not well developed, leaving a developmental policy vacuum. Links to other initiatives (e.g. Children's Fund, Community Safety, Regeneration Programmes) are maintained informally by the fact that many of the management board members also serve on the committees of other initiatives or are involved with them in some other way. This can help build bridges and reduce duplication, but more formal arrangements are needed in the path to the establishment of Children's Centres.

Recommendation

- Sure Start needs to ensure that it is formally linked to County and Borough wide strategic planning initiatives to support future developments. Statutory agency representatives should influence this development through their parent agencies.

Accountability

The management board is accountable to the County Council, through the Early Years partnership. Task groups and the Operations group work to the Management Board, but formal accountability structures are not well developed. Accountability of the Sure Start Finance Manager to County Council structures is not clearly defined.

The County's Children's Services Strategic Planning structures are not adequately in place, leaving an accountability vacuum, which is filled by the Early Years Partnership board member.

This lack of an overall accountability structure has led to lack of clarity as to the management board's role in financial and budget management, and about the limitations of the board in making policy decisions.

Recommendation

- Clarify the accountability structure of the management board, and its capacity to make both policy and financial decisions
- Clarify the accountability of the Sure Start Finance Manager to the County Council
- Review the operation of the accountability structures detailed in the Management Group terms of reference

Communications

A communications strategy for Sure Start would be a useful developmental tool, particularly in terms of sustainability, which could cover:

- Public information to promote the Sure Start programme to its users and to other stakeholders
- How stakeholders, including local parents and groups, could get involved in the design and delivery of services.
- How information will be shared within the Sure Start programme to ensure that services are not duplicated and to promote joint working between projects. This could be done through the existing Task Teams.

Although there has been some recent attention to the quality of public information we are not aware of a formal communications strategy for the management board.

Recommendation

- The management board should develop and implement a formal communications strategy

Management Board structures, function and operations

This is a large management board, set up to give equal status to each of the main stakeholder groups; parents, voluntary organisations and statutory organisations.

Group meetings are well attended and have large, diverse agendas. Substantial difficulties with the Sure Start building programme and the discovery of asbestos have distorted the agenda, and a lot of management group time has been spent on practical operational issues, which have large resource implications.

Due to the impact of the operational problems associated with building work and budgets, many substantial decisions have had to be taken by the Sure Start manager on a day to day basis without prior discussion with the management board. While the board have been fully

supportive of these decisions it has lessened the sense of corporate responsibility and ownership by board members. Over the past year the role of the board in directing the work of the programme has thus been minimised.

The view of most members is that the Management Board should have a primarily strategic function, overseeing the progress of the programme from the original plan and in planning future developments. In practice, much of the work of the meetings has been consumed in operational detail, leaving the strategic function underdeveloped.

A number of strategic and control issues need urgent development:

- Commissioning, monitoring and quality control of services: there is little time on the management group agenda for performance management and the monitoring and evaluation of the service quality of commissioned projects. Statistical monitoring information is similarly not evaluated. Management group members will have little oversight of the progress of the Sure Start programme. As a key role for the board identified by board members was to maintain this oversight and direct correctional measures, this is a priority for development. This will include the need to address the tension between formal quality control structures and autonomy of projects in the development and delivery of services.
- The views of service users are not formally addressed in the management group agenda, apart from the contributions of parent representatives on the board. The main channel for service user views, the 'postcode views' group, is not given a high priority on the agenda. Another potential source of information about the needs of local families is the Assessment tool, which gathers a great deal of information from families during the registration process. This information could be aggregated for use in planning and developing services. Steps should be taken to ensure that the views of local stakeholders is given priority on the strategic agenda.
- The Terms of Reference for the Management Board and Operations Group are very clear, and focus on the strategic agenda and overseeing implementation of services. Despite this the management group structures are not working well. The task groups have nowhere to report, which reduces the impact of their work on the strategic agenda. The operational group is not well attended, particularly by representatives of statutory organisations, and is unable to complete its work adequately. This has resulted in operational issues dominating the management board agenda, and insufficient attention to strategic issues.

Recommendations:

- Attention should be given to the redesign of management group structures, to ensure that sufficient attention is given to strategic issues at the Management Board, and to deal adequately with operational issues. A scheme of delegation of authority may be needed.
- The main management group should meet less frequently, focus on strategic development, an overview of the programme and take into account the views stakeholders.
- The independent chair should be given additional powers develop the influence of parent board members, to tightly manage meetings and to refer inappropriate items to other forums

The appointment of an independent chair will be essential in tightly focusing the agenda and moving the strategy for sustainment forward.

Sustainability and the development of Children's Centres

The management board must be able to address the strategic and developmental issues associated with the development of Children's Centres. It must take into account the views of local stakeholders, and have evidence to support good practice and the need to sustain effective services into the new structure. It will need to consider the required governance arrangements and be in a good position to influence developments. Not to do so will fail the interests of its current stakeholders and service users.

7. Evaluation of specific services

7.1 Breastfeeding Support

Brief Description

Aim

1. To encourage and offer support to women who are breastfeeding and who wish to continue to do so for as long as they can.
2. To meet the needs of women who are breastfeeding who have been failed by other services.

Services

1. For pregnant women to meet peer counselors, to promote and have access to a 24 hour mobile phone rota Counselling service
2. The Breastfeeding Support Scheme offers a drop-in session at St. James Drop In Centre, twice weekly, on Monday 1-3; Wednesday 10-12
3. 9 peer counselors are able to provide support and if advice or guidance is needed, they are able to liaise with Fran Billingham, the co-ordinator of the scheme.
4. Peer counselors meet monthly (Saturday) to offer each other support and network ideas.

Why was the project supported by Northampton Surestart?

The encouragement of breastfeeding support is one of Surestart's national objectives. EU statistics indicate that the number of breastfed babies in the UK compares poorly with its European counterparts. UNICEF and the UK government are also supporting this objective.

How well is the project progressing?

Statistics are collated at 6 weeks, 12 weeks, 6 months and 9 months after birth from the onset of the project suggest a good response. 50 women from the project recently attended a Sure Start Breastfeeding support picnic.

The project has been extended to become part of an Integrated Care Pathway. The group will be given a lump sum of £500- £600 and will be used in the teenage pregnancy programme.

Funding has been created for Admin post —7 hrs per week x 1 year as from 1.2.04
Extending to monthly Monday drop in session at Kings Heath

There is currently some tension between the service providers for the project and Sure Start

management focused on the type of service provided, how it is delivered and its impact monitored. This tension requires resolution if necessary by the management board.

Does the project seem to be reaching the target group/area?

Statistics suggest that mothers from St. James and Spencer are more likely to breastfeed. There are fewer parents from Kings Heath attending the scheme. It has been supporting breastfeeding mothers via home visits from the midwife; telephone and face to face counselling by the volunteer breastfeeding counsellors; drop in sessions at the St James Centre on Wednesday mornings alongside Musicana and Baby Massage sessions

Does the project seem to be offering a good standard of service?

Yes. Due to the success of the project, Alan Burns, from the Health Scrutiny Committee has approached Fran and asked her to write a paper about the service with the intention of sharing best practice. This has now been completed.

The training was conducted by the La Leche League, who offer a nationally accredited level of training of 12 weeks duration (1 morning per week) providing in-depth training on anatomy and physiology of breastfeeding, cross-cultural issues, barriers in breastfeeding and listening skills. The training pack also comes with two-year follow up support and the ability to train three other counselors.

Does the project seem to be offering good value for money?

Yes, the benefits of breastfeeding have been documented as better long-term health, healthier emotional attachment. The funding has paid for the training of a team of 9 volunteer peer counselors as health professionals. They are in themselves a training resource. The La Leche League offer two years subsequent support and an agreement to train other three people.

The project has been cost effective — the project cost £9970 to set up and run

- leaflets £440
- breast pumps —2 sets (24) £250
- training £5600
- monthly running —£1200 including volunteer payment for travel costs
- at present advertising and venue for meetings is free as it is covered by Sure Start

Is the project integrated into local preventative services?

Interagency working with health services and the teenage pregnancy programme as described above.

The project has been presented to the Health Scrutiny Committee at the Borough council — they have adopted the framework to pass out to other areas of Northampton —impacts on initiatives preventing clinical, stroke and obesity in children.

The PCT have given the La Leche League £17K to replicate the service in the East of Northampton. The Northampton Hospital Trust has now given permission for Breast Feeding supporters to visit new parents from the Sure Start area on the wards.

Is the project impacting on national Surestart objectives?

Sure Start national objective	Is the project likely to have an impact?
Improving social and emotional	Yes: key aim of the scheme

development: <i>in particular by supporting bonding between parents and children, helping families to function and through early identification and support of children</i>	
Improving health: <i>in particular by supporting parents in caring for their children to promote health development before and after birth</i>	Yes: further key aim linked to research showing positive health impacts of breastfeeding
Improving the ability to learn: <i>in particular by encouraging high quality environments and childcare that promote early learning, provide stimulating and enjoyable play. Improve language skills and ensure early identification and support of children with special needs.</i>	Yes: secondary impact as a result of improved bonding
Strengthening families and communities: <i>in particular by involving families in building the community's capacity to sustain the programme and thereby create pathways out of poverty.</i>	No specific links, but peer support may help create ongoing networks in the community

Is the project impacting on Northamptonshire's Preventative Strategy?

No formal links to preventative strategy.

Are local parents involved in the service design, delivery and evaluation?

Even though the decision to use the La Leche League was the co-ordinator's decision, all other decisions are made in consultation with parents and peer counselors. The initiative was developed via baby massage and antenatal and post natal groups. The La Leche League was selected due to its level of organisation and quality of its materials. It is for this reason that they have also been chosen by 40 other Sure Start areas. The project produces an annual report, which is available to all parents.

What would help the programme to work better?

- Long term funding, which would make it sustainable.
- Financial support for the volunteers
- An evaluation system
- A stronger organizational structure
- More positive relationship with Sure Start management

Is the project sustainable beyond March 2006 without Sure Start support?

The project will either have to integrate with the new Children's Centre development and /or to seek sponsorship from a charitable source. Both routes will require a clear structure and good evidence of outcomes. Links to a major Sure Start target will help sustainability

The project is currently trying to get sponsorship from a local printing firm.

Conclusions

The need for breastfeeding support was clearly identified in the initial consultation. It is also linked to government agendas to prevent obesity in adulthood. The service is being delivered through local parents who have been trained as peer supporters. We have as yet been unable to attend sessions to observe and cannot comment directly on service quality as perceived by participants. The tension between the service and Sure Start needs resolution.

Key areas for development

Addressing the current disagreements on how the project should be delivered and monitored
Agree an approach to sustainability

Recommendations

- Develop clear and agreed plans for sustainability
- Establish clear outcome monitoring arrangements

7.2 The Assessment Tool

Brief description

The assessment tool is designed to support the first home visit by Sure Start Family Support Team, and it is seen as important that it is acceptable to families. The aim is to actively engage families and not rely on referrals.

Families can directly access Sure Start services if they meet the criteria, or may be referred by professional staff from health and other organisations. Initial visits to families are allocated to Sure Start workers, and letters are sent to families proposing dates and times of planned visits.

Sure Start also asked the local Primary Care Trust to write to families seeking permission to visit. New births are referred from the Barratt maternity hospital via the Sure Start midwife. Families with new babies should be visited by midwives within 2 months of birth.

The function of the Sure Start home visit is to:

- Give information about Sure Start services to parents
- To obtain parent's views
- To agree with parents if there are ways in which Sure Start can help support them.
- To assess any risk or danger to the child

The assessment tool has been designed to support this process

The assessment tool

The pilot version of the tool comprises a section to record personal details, a description of Sure Start services and sections on:

- Parenting skills
- Employment, training and volunteering
- Health and pregnancy
- Play and activities
- Housing benefits and finance
- Crime and community safety
- Social and emotional support

It can be completed by:

- Giving parents a form to complete by themselves
- The interviewer helps them to complete it
- The interviewer completing the form

The direct approach, calling at family homes is designed to increase the involvement of 'hard to reach' groups of people who for a range of reasons it has been hard to engage with Sure Start. The assessment tool is designed to replace the existing initial contact form.

The form used

The form was developed to both provide information to parents, and to gather information in a systematic way to improve consistency between the assessment workers. It is in a user friendly format, using a mixture of text and images. The objectives are to:

- Provide an efficient record of parent and family needs in the area to help plan services
- To have a reliable means of deciding support packages within the overall budget
- To improve the home visit / information exchange process
- To engage as many eligible families as possible in the Sure Start programme

Why was the project supported by Northampton Sure Start?

To support the pro-active engagement of families, and to provide an ongoing assessment of the needs of the local communities.

How well is the project progressing?

The assessment tool had a lengthy period of development and has been formally used with new families for the last four months. A very wide range of issues is covered, greatly in excess of the basic requirements of the Sure Start programme. Some issues, such as fear of crime, community safety and housing issues were identified as priorities in the initial Sure Start consultation exercises, and have been included in the assessment.

Consistency in completing the assessment between the members of the family support team is important, and team meetings are used to develop a consistent approach.

The key personal information required by Sure Start nationally is entered into the programme database. Other information gathered is currently kept in paper form on file, and it is planned to use this for an ongoing assessment of community needs, and to provide reports to the management group. This should be the next stage of development.

At this time some 75 families have been assessed through the new process.

As part of future evaluation, evaluators will be following up families who have undertaken the new form of assessment to assess how they experienced the process.

Does the project appear to be reaching the target groups / area?

The assessment tool is used in the assessment of all new family referrals and as such will cover the full geographical area and most target groups. Some of the more excluded groups, including those declining involvement, will not be reached by the process. Interpreters are used when assessing the needs of non English speaking families.

Does the project appear to be offering a good standard of service?

The development of the assessment tool has been a thorough process and has responded to issues arising from consultation with the community. The use as an ongoing research tool and

source of management information has not yet been put into place, but has the potential for development as an example of good practice not used elsewhere.

Parent evaluators working as part of the evaluation team, using a standard interview format, will evaluate how the process feels to families who have been assessed.

Does the project appear to be offering good value for money?

The development time for the assessment tool has not been quantified. The time taken to individually visit new families, and to undertake assessment of a wide range of needs will be an additional cost, but one which should result in a greater engagement with families and a greater understanding of their needs. Provided that this information is used to develop services, and to inform the development of the new Children’s Centre, it is likely to represent good value for the resources invested. Unit cost information is not available at present.

Is the project integrated into local preventative services?

This project has major potential for integration with other services. Some early examples given include liaison and advocacy with housing services, focusing on unsuitable housing and maintenance issues. This is an aspect which could be greatly developed using the information gathered.

Is the project impacting on national Sure Start objectives?

Sure Start national objective	Is the project likely to have an impact?
Improving social and emotional development: <i>in particular by supporting bonding between parents and children, helping families to function and through early identification and support of children</i>	Indirectly through identifying a wide range of needs. If appropriate services can be provided to meet these needs this could have a major impact.
Improving health: <i>in particular by supporting parents in caring for their children to promote health development before and after birth</i>	Indirectly as above
Improving the ability to learn: <i>in particular by encouraging high quality environments and childcare that promote early learning, provide stimulating and enjoyable play. Improve language skills and ensure early identification and support of children with special needs.</i>	Yes. The project is well placed to ensure early identification and support of children with special needs.
Strengthening families and communities: <i>in particular by involving families in building the community’s capacity to sustain the programme and thereby create pathways out of poverty.</i>	Yes. The programme has the potential to help engage families in community activity, and to build networks between families.

Is the project impacting on Northamptonshire’s preventative strategy?

No formal links to the preventative strategy.

Are local parents involved in service design, delivery and evaluation?

We understand that the assessment tool was piloted with local families prior to full implementation.

The use of the assessment tool was also the subject of a parent evaluator focus group held in October 2003. This meeting was attended by Trevor Marshall, who took the group through the tool and the process of assessment. The comments and issues raised by this group are summarised below:

In a very lively discussion, the approach of the assessment tool was generally welcomed, if used in the positive way Trevor described. It should help to spread information about Sure Start and to engage with people who would not normally wish to use such services.

The following specific comments were made:

- Child protection was agreed to be an important issue which should be addressed directly and not swept under the carpet. However it should not be the first item in the 'parenting skills' section as it gives the wrong impression about the focus of the assessment.
- Interpreters used need to be someone trusted by the local community. The name of any interpreter should be given to families before the assessment visit so that this can be refused if inappropriate.
- It should be recognised that employment of parents is not always in the best interests of the child.
- In the view of many of the group, existing publicity about Sure Start, and the Initial Contact Form gives the impression that it is just a service for young single mothers – the assessment process should help in understanding
- Post natal depression can also apply to males living in the household
- Domestic violence is a key issue

As stated earlier, parent evaluators will be involved in the future in appraising the experience of families who have been through the assessment process.

What would help the project work better?

- Formal use of the information gathered to inform Sure Start programme development
- Address the issues raised by parent evaluators as summarised above.
- When sufficient information and evidence has been gathered and analysed to promote through the region as an example of good practice.

Is the project sustainable beyond March 2006 without Sure Start Support?

This project is an integral part of the Sure Start programme, but the approach could be developed into the assessment processes used by the forthcoming Children's Centres. It could also link to the development of a common assessment process and Information Sharing protocols.

Conclusion

This is a project with great potential value. At present it can help provide more focused services for individual families. It has the potential, using aggregated data, to inform the development not only of the Sure Start and Children's Centre strategies, but also of wider developments within interagency children's services planning.

It also has potential to engage hard to reach families, and stimulate the development of networks within the community, laying the foundations for capacity building initiatives.

If it delivers on this potential, it should be promoted as an example of good practice at a regional level.

Key areas for development

- Develop the use of aggregated information for service planning
- Continue to seek the views of local parents to further refine the tool

Recommendations

- The management group should formally review the outputs of the assessment process to date and specify its role in providing information for service development and building capacity in the community.

7.3 The St James Drop In Centre

Brief description

The St James Centre provides a range of Sure Start sponsored and other services for the local community. **etc** evaluators and parent evaluators have visited the following projects which operate from the centre:

- Musicana
- Speech and language therapy sessions
- Food for thought
- Baby massage
- Somali parents and young children's group
- Coffee morning
- Ma Moni – Bangladeshi mums and tots group

The centre has been open since October 2002. Its aims are:

1. To encourage parents to enjoy play activities with their children
2. To offer an opportunity for children to play together and be with each other
3. To provide the opportunity for parents and carers to meet new parents, make friends and gain support
4. To supply parents and carers with a range of information about other services offered by Surestart.

Why was the project supported by Sure Start?

Needs identified by local parents during the consultation phase. Sure Start's aim was to have a drop in centre in each of the 3 estates, Kings Heath, Spencer and St James to provide local services.

How well is the project progressing?

Most planned services are now in place and attracting support. There is good attendance from members of ethnic minority communities, mainly to specifically targeted services. In addition to the services above, the centre runs a Bookstart initiative through the Library, the Health Centre and also with the Toy Library.

Does the project seem to be reaching the target group/area?

As well as providing general services to the local community, the centre specifically wanted to target ethnic minorities and has successfully reached the Somali, Bangladeshi and Albanian communities.

Does the project seem to be offering a good standard of service?

Each of the St James Centre projects was visited by evaluators working to a fixed observation schedule (See appendix). Aspects of the service were scored against a 7 point scale (7 excellent; 1 very poor). Full details of the observation findings are shown in the appendix and the main findings summarised below:

Ma-Moni Bangladeshi Mums and Tots group

The aim is for children to become familiar with a nursery environment; for parents/carers to observe and interact; for parents to have an opportunity to meet outside the home. This is not a directly funded Sure Start project.

The observed session was attended by 8 parents and 12 children.

This was seen to be a well run session with a good welcoming atmosphere.

Interaction between parents and children could be improved as well as encouragement of children to use the unfamiliar equipment on offer. More structure was needed from staff to familiarise children with norms & structure of the pre-school environment.

Mean score 5.3

Coffee Morning

The aim is to provide an unstructured drop-in session with parents to interact with their children; to meet other parents; to offer refreshments for parents and children; to offer lunch for children at a subsidised price.

The observed session was attended by 12 parents and 9 children.

This was seen to be a well run session benefiting parents by enabling them to get informal support and children from play activity.

Mean score 5.8

Somali parents and young children's group

The aim is for children to become familiar with a nursery environment; for parents/carers to observe and interact; for parents to get input from statutory bodies eg. Welfare rights.

The observed session was attended by 3 parents and 4 children.

This was seen to be a well run session which could be extended to meet the specific needs of these children by introducing more guided activities. More structure was needed from staff required to familiarise children with norms & structure of pre-school

Mean score 5.3

Baby Massage

Aims and objectives not confirmed at the time of the observation visit.

The observed session was attended by 3 parents and 3 children.
Parents were seen to be fully engaged in the programme, and babies appeared to enjoy it. Very good interaction from between staff and participants.
Other evaluator comments: Posters and literature about baby massage might have been useful. More mats should be purchased. As all babies were undressed for about 20 minutes the temperature in the room could have been warmer.
Mean score: 6.5

Food for thought: basic nutrition and cookery course

Funded by New Opportunities fund. A series of four courses to encourage healthy eating.

Observed course attended by 2 parents and 1 child

Both parents fully engaged in the activity

Creche staff provided child care

Mean score: 6.7

SALT (Speech and Language Therapy): Drop in play session

Aims: to increase speech and language skills in young children

The observed session was attended by 10 parents and 10 children

The session offers free play, a book corner, a pre planned themed activity, snack time, singing / circle time and chatterbags – a book and activity pack for home use operated by a free loan out system.

This was a highly structured session which enabled all the children to be observed in an objective and standardised manner. Good interaction between staff and participants.

Mean score: 6.5

Musicana

Aims: introduction to music and instruments

The observed session was attended by 7 parents and 7 children

Children were fully involved. Each child selects a musical instrument and in turn selects a laminated card with the lyrics of a song or nursery rhyme and sings the lyrics with the group whilst playing their instrument. Highly structured activity.

Parents say it helps them to meet new people – children really enjoy the music.

Mean score 6.3

Does the project seem to be offering good value for money?

Insufficient cost information at present. The centre appears to be well used and children and families benefiting from the individual projects.

Is the project integrated into local preventative services?

To some extent: there are links with the Sunflower domestic violence centre, Homestart and some health services.

Is the project impacting on the national Sure Start objectives?

Sure Start national objective	Is the project likely to have an impact?
Improving social and emotional development: <i>in particular by supporting bonding between parents and children, helping families to function and through early identification and support of children</i>	Yes: several of the projects – in particular baby massage, supports this objective
Improving health: <i>in particular by supporting parents in caring for their children to promote health development before and after birth</i>	Yes: mums and tots groups support this objective
Improving the ability to learn: <i>in particular by encouraging high quality environments and childcare that promote early learning, provide stimulating and enjoyable play. Improve language skills and ensure early identification and support of children with special needs.</i>	Yes: several of the projects listed above promote involvement in imaginative play and in preparation for the school environment.
Strengthening families and communities: <i>in particular by involving families in building the community's capacity to sustain the programme and thereby create pathways out of poverty.</i>	Potentially yes: the presence of a local Sure Start centre should give opportunities to meet, learn and contribute.

Is the project impacting Northamptonshire's Preventative Strategy?

No formal links with the preventative strategy

Are local parents involved in service design, delivery and evaluation?

Local parents were involved in the consultations prior to Sure Start establishment, identifying the need for such a centre.

There is a User Group which is planned at monthly intervals, but meets irregularly. Small attendance – mostly service providers.

Postcode views is held at rotating venues including the St James Centre

Parent evaluators have helped evaluate a number of the services being run from the centre, and their views are incorporated into the overall programme evaluation.

What would help the project work better?

- 3 people to be on duty at all times rather than two. This would enable Surestart workers to better network with parents and offer informal support to less confident parents, those who do not know other parents or those who are new to the area. Sometimes parents can be cliquish and some mothers can feel ignored.
- The St. James Centre is poorly advertised. The Jigsaw Pocket Parents Guide makes Surestart sound very negative.

Is the project sustainable beyond March 2006 without Sure Start support?

Sustainability of the centre and its services would require integration with the developing Children's Centre.

Conclusion

The St James Centre provides a base for Sure Start in one of its key geographical areas. The services it provides appear to be welcomed by local people, and it has proved particularly accessible for ethnic minority communities. It is an important resource to facilitate the involvement of the local community, and to stimulate capacity building within the population. Its future presence is closely linked to the development of the new Children's centre and it needs to be recognised as an important resource in this development.

Key areas for development

- Improved publicity and public information
- Promote increased participation in the user group, in particular from local parents and ethnic minority communities.

Recommendations

- Improve the quality of public information and advertising of the centre's services
- Maintain a high profile for the centre in planning the implementation of the new Children's Centre

7.4 The Home Safety Equipment Scheme

Brief description

This scheme has been in operation since September 2002. Its aim is to provide free packs of basic home safety equipment to prevent injuries from domestic accidents. Packs of equipment are offered to all registered Sure Start users through an arrangement with the probation service.

Each pack comprises:

- 1 fireguard
- 1 smoke alarm
- 1 stairgate
- 1 pack sharp corners guards
- 1 pack of cupboard locks
- 1 door jamb protector
- 1 large bathmat
- 1 bath thermometer

Benefits from the scheme are planned to be:

- A reduction in the immediate and long term damage caused to children by domestic accidents
- A reduction in the costs to health, education and social care services
- A cultural change in the local community to prioritise domestic safety and increase safety awareness
- To provide an incentive for more local people to register for Sure Start and to access other services
- To improve partnership working with other services and agencies

Why was the project supported by Sure Start?

The project was seen as useful in its main aim of reducing domestic accidents to children, prevalent in the Sure Start area. It was also seen as beneficial in providing an additional incentive to register for Sure Start. It also is a good example of interagency cooperation in providing good value for money services.

How well is the project progressing?

This is a good example of interagency working and prior planning. The Home Safety Equipment packs are made up by Workbridge – an employment programme for people with special needs – at minimal cost. Fitting of equipment is provided free by supervised low key offenders sentenced to a Community Punishment Order.

Currently approximately 265 packs have been supplied.

Does the project seem to be reaching the target group / area?

The 265 packs delivered represent approximately 40% of families living in the Sure Start area. This represents a reasonable level of 'reach', and new families continue to be offered the service. We have no information about the distribution over the three estates.

In the future, packs will be offered to any new first birth, and to eligible families moving in to the area. There are expected to be approximately 55 of these in the Sure Start area every year.

There may be a lack of uptake by families from ethnic minority communities due to communication issues; many Bangladeshi adults are not literate in their own language, and will need to build trust in the source of delivery.

There is also evidence of a cultural change in the local community to prioritise domestic safety and increase safety awareness

A recent postal survey showed

- 78% said that HSE scheme had raised awareness of safety in the home
- 80% said that they had made changes to everyday safety tasks when young children were in the house
- 76% said that they had discussed an escape plan in the event of a fire
- 62% said that they would like further information on safety in the home

The telephone survey held in July 03 collected some anecdotal evidence of a change in the safety awareness 'mind set' including purchase of additional safety equipment and examples of awareness raising. Much praise was also given to the probation service volunteers. This survey was repeated in September showing similar results.

Health professionals working in the area, particularly Health Visitors, are very positive about the service and its impact on domestic safety and attitudes. They would like to see the scheme extend throughout the borough.

Does the project appear to be offering a good standard of service?

There is a very high satisfaction rating from users of the service who responded to a postal survey. There was a 41% response to this survey.

- 99% were satisfied or very satisfied with the arrangements for delivery
- 100% were satisfied or very satisfied with the service from probation staff
- 100% were satisfied or very satisfied with the behaviour of the worker
- 99% were satisfied or very satisfied with the standard of the work
- 61% said that the place of work had been left clean and tidy

Additional telephone surveys similarly indicate an ongoing high level of satisfaction with the quality of the service provided.

Does the project appear to be offering good value for money?

There are a number of headline features which indicate good value for money:

- Burns treatment can cost over £50,000 per child, whereas the project has cost £15,000 for the 3 target areas.
- Workbridge, a charity providing training and employment for people with disabilities, charges £1 to assemble each pack. Surestart is shortly increasing this fee to £2 as it is still highly cost effective and they wish to acknowledge the cost of labour and the excellent working partnership with Workbridge
- There is no charge for the work provided via the Probation Service. Participants involved on this scheme have found it to be highly rewarding.
- The pack provided would cost £120.00 to purchase each item individually. The scheme buys the pack for £38.00.

A detailed cost / benefit appraisal conducted as part of the evaluation process concluded that:

- The packaging and delivery service is efficient and effective, promotes partnership working and surveys indicate a high rate of user satisfaction. It offers additional benefits to both the community in promoting their understanding of the needs of those on probation, and to probation service users who are putting something back in to the community
- Information about the short term costs of treatment, and the rate of hospital admission is very limited. Requests have been made to relevant health trusts to improve this information, which will be essential to monitor progress on cost effectiveness. It is however likely that the short and longer term costs to service providers for serious burns or injuries is very high, as is the impact on the long term well being of individual children and their families. At a unit cost of under £50 per pack, and an overall annual cost of £12,835, the scheme is cost effective if only one serious burn is prevented.
- Professional staff in partner agencies have been very supportive of the project and further work is to be undertaken to ascertain the views of service users. From postal surveys and telephone follow up it seems that there has been a significant impact on safety awareness within the home.
- The evaluation of the cost – benefit equation requires full quantitative and qualitative information. The qualitative information received has been very positive about service impact but insufficient information is currently available to assess the impact on short and long term hospital admissions. The cost benefit assessment also needs awareness of alternative uses of the funding and will need wider discussion in

management and stakeholder groups. Financial savings would impact more on health, education and social care agencies rather than Sure Start, for whom the physical and emotional well being of children and families is a more relevant issue.

Is the project integrated into local preventative services?

There are good relationships with local health visitors, the probation service and the Workbridge project. This is a good example of interagency collaboration at a practice level.

Is the project impacting the national Sure Start objectives?

Sure Start national objective	Is the project likely to have an impact?
Improving social and emotional development: <i>in particular by supporting bonding between parents and children, helping families to function and through early identification and support of children</i>	Yes: the project raises issues of safety awareness necessary to protect children. It also provides an incentive to access Sure Start services
Improving health: <i>in particular by supporting parents in caring for their children to promote health development before and after birth</i>	Yes: direct impact on health care and attitudes to child safety
Improving the ability to learn: <i>in particular by encouraging high quality environments and childcare that promote early learning, provide stimulating and enjoyable play. Improve language skills and ensure early identification and support of children with special needs.</i>	Indirectly by helping to ensure safe places to play, and care for children's development.
Strengthening families and communities: <i>in particular by involving families in building the community's capacity to sustain the programme and thereby create pathways out of poverty.</i>	No direct impact.

Is the project impacting Northamptonshire's Preventative Strategy?

No direct links with the preventative strategy.

Are local parents being involved in service design, delivery and evaluation?

Yes. Parents from the Post code Views group were consulted at all stages. Parents decided on the contents of the pack and were involved in giving feedback and providing evaluation of the scheme.

Regular postal and telephone surveys to people who had received the packs show high levels of satisfaction.

Two focus groups were also held with Sure Start Parent Evaluators, one attended by Fran Billingham from Sure Start, and one attended by the Community Punishment coordinator from the Probation Service, Jo Daft, together with an equipment fitter serving a community sentence. The details of these focus groups have already been reported to Sure Start management, but the key issues to emerge were:

- Clarification that the packs remained the property of families who could do with them what they wished when the need for them was over. Sure start could assist in recycling the packs
- Agreement that this was a valuable scheme, which raised awareness of safety issues, and encouraged families to register with Sure Start
- Concern about the use of offenders in fitting the equipment was addressed through the discussion with the Probation Worker and fitter. Parents were satisfied that sufficient safeguards were in place to assess risk and supervise the offenders. They felt that the use of vetted offenders should be made clear in the publicity about the scheme.

What would help the project work better?

Issues emerging from the parent evaluators and from discussions with Sure Start service providers and management:

- To also include accidents occurring outside the home. ie children falling down the stairwells outside the flats. Sure Start has liaised with Housing and they will look into this.
- The operation of the scheme, and the close supervision of fitters, should be more clearly described in the leaflets which are sent to households.
- The fitters should carry clear ID from the probation service
- Interpreters should be made available for fitting in Bangladeshi and Somali households, and leaflets should be available in appropriate languages. CALS (Community Access and Language Service) should be able to assist.
- A recycling project to be managed by the community. Surestart can have no involvement with second hand goods. Funding could be accessed to develop this initiative.
- Expanding stairgates could be used to deal with fitting problems and reduce the need for unsightly wooden blocks.

Is the project sustainable beyond March 2006 without Surestart support?

This project is currently an integral part of the Sure Start service. It has considerable interagency support, from health visitors, the Probation Service, the Fire Service, and Stoke Mandeville Hospital. With commitment from these agencies it should be possible to extend the scheme into the new Children's Centre programmes.

Conclusion

This is a flagship project for Sure Start, having a wide reach, potentially to all families in the area, providing a 'front door' for the service and involving interagency collaboration. It is important that the project continues to address the issues raised by service users to improve services at the user interface.

Robust monitoring and evaluation will be required to help prove the case for sustainability and health partners should continue to be pressed for information, if necessary through children's services partnership arrangements.

Key areas for development

- Raise profile of the scheme with partner agencies to promote further development into the new Children's Centre areas
- Improve routine outcome monitoring in collaboration with the local health centre, Northampton General Hospital and with the Fire Service

That the partners in the scheme hold a meeting to review the findings of this section of the report

Recommendations

- To also include accidents occurring outside the home. ie children falling down the stairwells outside the flats.
- The operation of the scheme, and the close supervision of fitters, should be more clearly described in the leaflets which are sent to households.
- The fitters should carry clear ID from the probation service
- Interpreters should be made available for fitting in Bangladeshi and Somali households, and leaflets should be available in appropriate languages. CALS (Community Access and Language Service) should be able to assist.
- Raise profile of the scheme with partner agencies to promote further development into the new Children's Centre areas
- Improve routine outcome monitoring in collaboration with the local health centre, Northampton General Hospital and with the Fire Service, to assess the success of the scheme in preventing accidents and to ensure sustainability

8. Summary of recommendations for consideration by the Management Board

Awareness of and access to services

- Ensure that the mechanisms, procedures and safeguards for initial contact with eligible families are made clear in public information about the service, including a leaflet for new families, partner organisations and other professionals.
- Collaborate with other services, including health visitors and midwives, in distributing information about Sure Start
- Make training in designing publicity materials available to relevant Sure Start staff.
- Posters and introductory information about Sure Start, clearly identifying the target area and age range should be placed in a range of commercial and service delivery outlets (eg.Toys R Us & Benefits Office.)
- Sure Start frontline staff, and those answering telephone enquires, should have access to up to date information about all Sure Start services and programmes operating within the target areas, to enable them to answer queries from potential service users.
- Sure Start should keep a file of all public information including press cuttings, recordings of radio and TV interviews, and ensure regular liaison with the local press and media
- Providers of services should advertise widely throughout the area and not restrict access to those who are already known to them.
- Develop alternative means of communication, including video and audio tapes, and a website
- The management board should establish a communications strategy to address the above issues and commission a group of staff and other stakeholders to implement a revised programme of public information.

Parental involvement and Capacity Building

- Parents views, from whatever source, questionnaires, assessment of needs, post code views, through local evaluation need to be formally considered on management and task group agendas, and feedback given through personal contact, letters or newsletters
- Capacity building within the community needs to be adopted as part of the sustainment strategy and again formally considered on the management group agenda

Partnership and Management arrangements

- Consider co-option of a Borough and County Councillor on to the Management Board to ensure links with the political agenda
- Statutory and voluntary sector Board members to make representations through their parent agencies to implement the required Children and Young Persons Strategy and Preventative strategy to provide a point of reference for the programme
- Commission a workshop to develop the confidence and capacity of parent board members to understand the Sure Start agenda and make more informed contributions
- Increase representation from black and minority ethnic communities on the management board
- Keep a record of attendance by board members and seek to achieve a target of 80% attendance. This will help ensure understanding of the issues and continuity of decision making.
- Lobby to improve the county and borough wide organisation of the voluntary sector to improve representation processes.
- Commit formal agenda time for 'post code views'
- Promote stronger links with faith and local community groups
- Clarify the role of the voluntary sector representatives in representing the interests of community groups

- Sure Start needs to ensure that it is formally linked to County and Borough wide strategic planning initiatives to support future developments. Statutory agency representatives should influence this development through their parent agencies.
- Clarify the accountability structure of the management board, and its capacity to make both policy and financial decisions
- Clarify the accountability of the Sure Start Finance Manager to the County Council
- Review the operation of the accountability structures detailed in the Management Group terms of reference
- The management board should develop and implement a formal communications strategy
- Attention should be given to the redesign of management group structures, to ensure that sufficient attention is given to strategic issues at the Management Board, and to deal adequately with operational issues. A scheme of delegation of authority may be needed.
- The main management group should meet less frequently, focus on strategic development, an overview of the programme and take into account the views stakeholders.
- The independent chair should be given additional powers develop the influence of parent board members, to tightly manage meetings and to refer inappropriate items to other forums

Breast feeding service

- Develop clear and agreed plans for sustainability
- Establish clear outcome monitoring arrangements

The Assessment Tool

- The management group should formally review the outputs of the assessment process to date and specify its role in providing information for service development and building capacity in the community.

The St James Drop In centre

- Improve the quality of public information and advertising of the centre's services
- Maintain a high profile for the centre in planning the implementation of the new Children's Centre

The Home Safety Equipment Scheme

- Raise profile of the scheme with partner agencies to promote further development into the new Children's Centre areas
- Improve routine outcome monitoring in collaboration with the local health centre, Northampton General Hospital and with the Fire Service
- That the partners in the scheme hold a meeting to review the findings of this section of the report

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