

**NE Lincs**  
**Grange Western and Central Sure Start**  
**Annual Evaluation Report**  
**2003 / 2004**

Grange Western and Central Sure Start is a 6<sup>th</sup> Wave Programme, based in Grimsby, North East Lincolnshire.

Funding formally commenced for the Programme on 1<sup>st</sup> April 2003.

Initial consultation with the community occurred in September and October 2002, in preparation for the delivery plan being written.

The Programme has completed / negotiation the following forms of consultation:

**Community Satisfaction Data (Start Point Data)**

This piece of work was undertaken in September / October 2002 by the author of the delivery plan report.

Approximately 150 questions were completed across the two geographical areas of Sure Start.

**Customer Satisfaction Survey**

During August / September 2003, Grange Western and Central Sure Start undertook a total evaluation of all the activities over to the parents from January 2003 to August 2003. A detailed questionnaire was prepared with questions relating to activities / parents training days and the structure and development of the Sure Start Programme.

The questionnaires were filled in by a member of staff at a pre-arranged home visit. An attempt was made to contact all registered parents with the Programme at the time of the survey.

Out of a total of **122** families, a total of **33** questionnaires were completed. This was despite numerous attempts by staff members to engage parents with the process of evaluation, time consuming and labour intensive, occurring in a short, rigid time frame.

Reasons for the questionnaires not being completed were that many parents were not available for appointments, despite these being pre-arranged.

### **Customer Satisfaction – Activities**

All the activities run by the Programme have either been, or are, in the process of being individually evaluated. This has been completed by the use of questionnaires.

### **Suggestion / Moan and Groan Boxes**

At each activity the Programme has recently adopted the use of Suggestion / Moan and Groan boxes. This allows for each session of an activity to receive immediate feedback rather than waiting for a series of sessions to be completed.

### **Hull University Research / Evaluation**

Grange Western and Central Sure Start have commissioned jointly with other Sure Starts in Grimsby and Scunthorpe, a piece of research undertaken by Hull University. This will provide a detailed description of change in Midwifery and Health Visiting provision within each Sure Start Programme. The objectives of the research are:

- To monitor the outputs and outcomes of Midwifery and Health Visiting provision with the Programmes.
- To monitor user and provider views on Midwifery and Health Visiting.
- To provide regular feedback on Community Health.

The research will occur over a 2 / 3 year period.

### **Independent Consultation**

A piece of consultation is being completed by a Sure Start parent, who is completing her degree. Her research will be focusing upon what skills parents have (a skills audit) and how they could use them within the Programme.

### **Business Planning Day**

The whole team will be completing a Business Planning Day in March 2004, to be lead by an independent facilitator. This will enable the team to evaluate their own performance throughout the year and plan ahead for next year.

### **Action-Learning / Positive Outcomes Model**

The Programme Manager has agreed to participate in a pilot study implementing an evaluation model based upon the Positive Outcomes Approach.

The training will commence in February 2004, through to September 2004, and it will be expected the programme implements the model throughout this time period.

### **Forums for receiving and disseminating information from evaluation and consultation**

There a numerous forums for the receiving and dissemination of information to and from parents and consumers of services. These are both formal and informal and range from day to day contact with parents through staff activities, Parents Forums, Management Board meetings, Parent Voice and Sure Start Voice meetings.

### **Common Themes**

Common themes arising from general discussion and activities and Parents Training days relate mainly to fear of services not being equally developed and delivered across the two geographical areas, and the poor transport infrastructure across and between the areas.

The need to break down parochial attitudes across the Programme is an aspect of the work which all staff is aware of.

Evaluation of events has raised the themes of:

- a) The need to keep activities locally based and very accessible.
- b) Activities to be publicised and promoted consistently and widely, to encourage usage.
- c) That through Parent Training days, the parents who have attended have a good understanding of the Sure Start process and Management structure.
- d) Families like immediate practical services and activities, such as shopper's crèche.
- e) The fact that some families are very isolated and that Sure Start is offering a valued service.

### **Conclusion**

All these themes have been fed back into the Programme and acted on via team meetings.