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# Tinsley **SureStart**

## Annual Evaluation Report

January 2004

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# Tinsley Sure Start Annual Evaluation Report January 2004

## Introduction

This report summarises evaluations of activities and services which have been carried out during the year 2002-03, and the first 3 quarters (1<sup>st</sup> April-31<sup>st</sup> December) of 2004, and analyses the data recorded on Tinsley Sure Start (TSS)'s database. This data has been used to provide monthly monitoring data on the Sure Start web site, but also provides TSS with additional information about the use of services by families in the area.

Recording of data on TSS's database has gradually improved since it started to be developed in April 2002, and continues to be reviewed. At first, some services provided summary data in the form of an M3, which meant that there was some double counting in the data on the Sure Start web site until a way could be found of supplying information about individuals seen. It also meant that this information was of little value for local analysis. There were delays in receiving information from North Sheffield Primary Care Trust, who supply data on the whereabouts of all children under 4 to all the Sheffield Sure Start programmes. Comprehensive data arrived in May 2003, which was updated for about 1 month, and then ceased until November 2003, when a comprehensive update was sent, followed by regular fortnightly updates.

A draft evaluation plan was drawn up in October 2002 (available in a separate report) and discussed at the Programme Management Group. An evaluation subgroup started meeting on a regular basis in February 2003. Initially this brought together members of the different teams (Health Visitors, Midwife, Home Visitors, childcare workers, research workers and Programme Manager) within TSS. Since January 2004 parents have become more involved.

## Methodology

A variety of methodologies have been used, depending on the activity, service or process that is being evaluated. For example, trips and one-off activities are evaluated using the short questionnaires in Appendices 1a and 1b. The participants involved are those taking part on the day, and the questionnaire is normally conducted at the end of the activity. Activities, such as swimming or exercise sessions, are evaluated periodically, e.g. at the end of a series of sessions, using the short questionnaire in Appendix 1b. The participants involved are those people attending the final session. A summary of trips and activities for the period covered by this report can be found in Appendix 1c.

The Home Visiting service, an innovative approach for Tinsley, has used a series of more in-depth questionnaires and field work diaries to explore how the service is developing, from the point of view of both staff and users (Appendices 2a, b, c, d). All home visiting staff were invited to take part at the start of their employment, and again after being in post for 6 months. The Home Visitors themselves decided which families to invite to complete the users questionnaire as they came to the end of their scheduled visits. It is not known what criteria they used to decide which service users they asked to participate, and which they did not. A separate report details the findings from this preliminary evaluation.

Courses, such as the Introduction to Childminding, and the Introduction to Community Development and Health (ICDH) in Punjabi and Urdu, are being evaluated both by the staff who delivered the courses and in terms of how people develop their new skills (e.g. by becoming Registered Childminders, or going on to study at a higher level). Separate reports are (or will be) available giving more details.

Tinsley has the advantage of working closely with a local PhD student, whose main thesis will be looking into some of the effects of Sure Start in Tinsley. She has undertaken some work looking at registration of families, and at ways in which fathers might be more involved in Sure Start. These studies are on-going, but progress reports are available and have been reported to the Programme Management Group on a regular basis.

## Synthesis of findings

### Assessment of reach

It is always going to be difficult to establish exactly how many households with children aged 0-4 there are in Tinsley, as the table below illustrates.

Source	Year	Data
Census	1991	275 households
Dept of Work & Pensions	April/May 2001	277 children
Census	2001	349 children
Sheffield Health Informatics	April 2002	340 children
TSS database	April 2004	344 children in 281 households

Sheffield Health Informatics (April 2002) also recorded the number of live births in the Tinsley Sure Start area as 80 per year. The table below, therefore, uses the basis of 340 children in 280 households in order to estimate our reach.

Category	Dec-03	Sep-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03
Children-existing*	92%	97%	95%	96%	92%	93%	91%	87%
Children-new*	8%	3%	5%	4%	8%	7%	9%	13%
<b>Children-total**</b>	<b>42%</b>	<b>34%</b>	<b>27%</b>	<b>62%</b>	<b>57%</b>	<b>52%</b>	<b>48%</b>	<b>50%</b>
PregWomen-existing*	100%	67%	89%	88%	84%	89%	59%	92%
PregWomen-new*	0%	33%	11%	12%	16%	11%	41%	8%
Families-existing*	94%	93%	91%	87%	74%	68%	70%	58%
Families-new*	6%	7%	9%	13%	26%	32%	30%	42%
<b>Families-total**</b>	<b>53%</b>	<b>44%</b>	<b>36%</b>	<b>25%</b>	<b>27%</b>	<b>20%</b>	<b>12%</b>	<b>15%</b>
Parents-existing*	87%	90%	85%	86%	77%	68%	70%	64%
Parents-new*	13%	10%	15%	14%	23%	32%	30%	36%
<b>Babies-Visited2mths**</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>

Notes: \* New and Existing are analysed as a percentage of the total number seen in each category.

\*\* Total reach is analysed as a percentage of the TSS population where known (340 children aged 0-4, 280 households with children aged 0-4, and babies aged up to 2 months).

### Progress towards targets (from M5)

Target	Measure	Data/Comments
To reduce the proportion of children aged 0-3 who are re-registered within the space of 12 months on the child protection register by 20% by 2003-04	Number of children aged 0-3 re-registered on the child protection register within a 12 month period	No children have been re-registered on the child protection register during 2002-03. Aim to provide 8 breathing space places offered daily for 0-4 year olds, reviewed every 12 weeks – partially achieved by Jan 2003.
To agree and implement, in a culturally sensitive way, ways of caring for and supporting mothers with post natal depression	Per cent of mothers with post natal depression receiving appropriate care	During 2002-03, 16 mothers were identified as having PND during the first 12 months of their baby's life, and 100% were offered appropriate support
100% of families with young children contacted within 2 months of birth by TSS	Per cent of families with young children contacted within 2 months of birth by TSS	100% with the exception of February 2003, when only 80% were recorded as having been contacted
Achieve a 10% reduction in the number of women who smoke during pregnancy	Per cent of women who continue to smoke during pregnancy	During 2002-03, 5 women (5% of total pregnancies) continued to smoke during pregnancy. Smoking cessation plan implemented during 2003-04; midwife monitoring take-up
Parenting support and information available for all parents in TSS	Per cent of children aged 0-3 seen by TSS in last 12 months	During 2002-03, 65% of children aged 0-3 were seen. Full staff

Target area	Measure	Data/Comments
		team in place since then in order to support families of children with disabilities and special needs, asylum seeker and refugee families with young children. Strengthening Families Strengthening Communities parenting course completed by 15 parents.
Give guidance on breast feeding, hygiene and safety	Per cent of mothers breastfeeding at birth, at 6 weeks and at 17 weeks	During 2002-03, 48% of mothers breastfeeding at birth; 32% of mothers breastfeeding at 6 weeks; 16% of mothers breastfeeding at 17 weeks. Loan of breast pumps to be evaluated by midwife and health visitors. Local support group being set up
A 10% reduction in children aged 0-3 admitted to hospital as an emergency with gastro-enteritis, lower respiratory infection, or a severe injury by 2003-04	Number of admissions as an emergency to hospital of children aged 0-3 with gastro-enteritis, lower respiratory infection or severe injury	During 2002-03, 14 emergency admissions to hospital. Courses on food hygiene and first aid for parents delivered. Healthy eating sessions on cooking for children. Local monthly asthma clinic to be established.
By 2003-04 a reduction of 5% in the number of children with speech and language problems requiring specialist intervention by the age of 4	Per cent of children with speech and language development delay at the age of 4	During 2002-03, 9% of children with speech and language development delay at age 4. Speech and language therapy to be delivered (SLA) during 2003-04 (see Say & Play below). Speech therapy clinics held monthly and Bookstart Plus contacts made.
All children to have access to good quality play and learning opportunities, helping progress towards early learning goals when they get to school		Refurbished premises available from June 2003 to deliver additional playgroup sessions.
Increased use of libraries by families with young children	Per cent of children 0-3 with active membership of Tinsley library	During 2002-03, 20% of children aged 0-3 with active membership of Tinsley library. During 2003-04, family learning course and Story Sacks course were run. Bookstart workers and Tinsley Library Tots.
Reduce the number of 0-3 year olds living in households where no-one is working by at least 12% by 2004	Per cent of children 0-3 living in households with no adult of working age in employment	During 2002-03, 38% of children 0-3 living in households with no adult of working age in employment. 10 out of 22 workers recruited by TSS live in Tinsley.
Work with EYCDP to help close the gap between availability of accessible childcare for 0-3 year olds in SS areas and other areas	Number of FT equiv childcare places for children aged 0-3 in Tinsley funded by TSS and other sources	During 2002-03, 20 FT equiv places at Roundabout Centre. NNI bid put forward. Family Centre development with SCC.
75% of families reporting improvement in quality of services providing family support	Per cent of parents with children aged 0-4 reporting satisfaction level	Baseline survey of 129 parents in July 2001 – 45% of parents very satisfied or satisfied with local services for young children. Follow-up survey due July 2004.

<b>Target</b>	<b>Measure</b>	<b>Data/Comments</b>
Parent representation on TSS programme management group	Number of parents on PMG, and as proportion of total members	During 2002-03 4 parents (33% of total members) on PMG. Target 50%.
Develop links between TSS and Employment Service Jobcentres	Partnership with action team and centre for full employment	Local access worker 1 day/week actively working with Darnall centre for full employment.
Additional outcome measures	Per cent babies weighing less than 2500g of total live births	Data not collected by SSU; data being collected by midwife and health visitors. Midwife in post from Nov 2002, actively working on smoking cessation, healthy eating/nurturing in pregnancy.
	Per cent first time mothers-to-be contacted by TSS during pregnancy	Information not known until midwife and health visitors in post November 2002. 100% contact since then.
	Per cent of children under 16 re-registered on child protection register within 12 month measurement period	Data not known
	Per cent of children with normal speech and language development at age 2	During 2002-03, SSLM applied to only 8 children: P score – 12.5% Q score – 25% R score – 12.5% S score – 50%. During 2003-04, SSLM applied to 59 children (from 94 attempted contacts): P score – 6.78% Q score – 6.78% R score – 18.64% S score – 67.80% No.children scoring above 14 – 44
	Per cent of children aged 7 achieving level 2 or above in KS1 Test for reading	Data not known
	Per cent of sessions lost in maintained primary schools due to unauthorised absence	Data not known
	Per cent of primary school children living in Tinsley permanently excluded from school	Data not known
	Per cent of births to girls under 18	Data not known

## Service provision

### Childcare

The table below shows the anticipated growth of places in childcare and early education planned by TSS.

Description	Existing places in area	New places to be provided by TSS 2003-2006	Estimate no. new places to be provided through non-Sure Start funding 2003-06	Total no. places in Tinsley (existing plus all new) 2003-06
<b>Childcare</b>				
Day care - FT, 5days/week	4	24	32	60
Childminder - FT, 5 days/week	0	10	0	10
No. FTE childminders	0	8	0	8
<b>Early education</b>				
Nursery - half day, 5 days/week	39	13	0	52
Pre-school playgroup - half day, 5 days/week	0	0	0	0
Pre-school playgroup - half day, 2 sessions/week	20	10	0	30
<b>Other</b>				
Creche sessions per week per child	16	10	0	26
Holiday schemes - FT 5days/week	0	0	0	0
Wraparound/extended care - PT nursery or playgroup plus at least 1 hour am and 1 hour pm	8	8	0	16
Out-of-school clubs	0	0	0	0

Childcare in Tinsley is provided by the TPCC at 2 centres, the Roundabout and St Lawrence Church Hall. The following detailed list shows how those targets are being achieved:

#### Roundabout Centre

- 17 Nursery Grant places in September 2003. Each nursery grant child has 5 sessions per week. These sessions are planned so that children progress towards the Early Learning Goals. By January 2004 this had risen to 24 children and 120 sessions per week (including 2 children with special needs).
- 52 sessions for Sheffield College students in September 2003. Childcare sessions enable parents to access courses. The majority of parents are on EAL courses. Additional childcare is provided for other training providers, such as SAVTE and Sweatbus. In January 2004, 11 children were receiving 14 learning support sessions for SAVTE, and 26 children were receiving 51 learning support sessions for Sheffield College each week. 5 creche places were being provided weekly for a First Aid class.
- Family sessions (breathing spaces). 10 sessions per week for children aged 2-4 years; 10 sessions per week in the Baby Room (for children aged 0-2). The allocation of these places is reviewed every 12 weeks by a multi-disciplinary team.
- Special Needs places are allocated on the basis of an individual child's needs. These referrals come from a variety of professionals and have implications for staffing ratios and staff time outside of the sessions, e.g. case conferences and accompanying parents to reviews. In January 2004, 5 children were receiving special needs support.
- Lunch time places. These are allocated to children who are in one childcare setting in a morning and another in the afternoon. Staff escort children between sites. In January 2004, 18 children were receiving 66 lunch sessions per week.

- Neighbourhood Nursery Places. Since June 2003, local parents have been able to purchase sessions to meet their childcare needs. In January 2004, 15 local parents were buying 24 paying places per week.
- Home School Tutor post offers support to families whose children are not meeting milestones or whose behaviour is giving cause for concern. HST sees children in childcare settings and works with families in the home.
- Nursery link-up sessions. In January 2004, 6 children were receiving 30 link-up sessions per week.

#### St Lawrence Church Hall Nursery

- Playgroup. In September 2003, 3 sessions per week for a maximum of 20 children. Aimed at the 2-3 age group who are not accessing any other childcare. Parents pay £1.50 for a 2-hour session. In January 2004, there were 2 weekly playgroup sessions for 2-3 year olds.
- Creches to support TSS activities. In January 2004, crèches were provided for swimming, keep fit, healthy eating, and parenting classes on a weekly basis.
- Childcare support for Tumbling Tots provided once a week, from January 2004.
- Parent and Toddler Groups are also run by TSS's Home Visitors twice a week.

#### **Childminders**

12 people (11 women and 1 man) attended the 8-week Introduction to Childminding course organised by TPCC and Sheffield's Young Children's Service during April-June 2003. 11 of them finished the course and appeared in the local press (Sheffield Star, 14.08.04) receiving their certificates. One person left the area before the course ended. 4 registration inspections were carried out in October and November 2003, the others in 2004. One person received their registration in December 2003 and another in February 2004.

#### **Play & Say**

Tinsley is part of a city-wide initiative working with the other 7 Sure Start areas in Sheffield and Speech & Language Therapists. In the period April-December 2003, "Play & Say" workshops were run to train Sure Start workers, which have been attended by 3 members of TSS staff. At a meeting of the Evaluation Subgroup on 28<sup>th</sup> April 2004, 2 of these workers volunteered to write up their experiences for inclusion in the next annual evaluation report. The Speech & Language Therapists undertook an investigation of what local provision was available and looked at the possibility of offering a Hearing/Speech "Drop-in" locally. A drop-in service started during July-September 2003, and will be monitored by the Speech & Language Therapists. The Speech & Language Therapists ran a "Play & Say" workshop at the St Lawrence Parent Toddler Group, and will provide a training session shortly, once the topic has been chosen. They attended two meetings (in May and November) of the Special Interest Group on Sure Start Speech & Language Therapy.

During 2004-05, it is planned to continue training and supporting Sure Start workers by running city-wide workshops, as well as facilitating the sharing of good practice (a further 6 TSS workers could be trained). The drop-in service will be advertised locally, monitored and adapted as necessary to ensure access for as many people as possible. The Speech & Language therapists will continue to attend the Special Interest group, to develop skills and knowledge and to develop the service. They will link with audiology to offer joint hearing/speech drop-ins locally. They will work to increase awareness around issues of dummy and bottle use. They will continue to support the collection of data for the SSLM, and contribute to training on request from Sure Start Programme Managers.

### **Asylum Drop In Sessions**

The Asylum group started meeting in January 2003. Families from over 8 different countries met weekly. Over 12 months, the group changed significantly. At the beginning, most of the families that attended spoke some English. However, they have moved on, some having gained refugee status had to leave Tinsley, some left due to racial problems they experienced, and some, with good English and other skills, felt they no longer required intensive levels of support. Many of the current families do not speak English. Even with interpreters, communication can sometimes be difficult, as the group represents a diversity of languages. TSS is also operating under a tight budget, which makes the cost of interpreters prohibitive for every meeting.

Childcare is provided for all sessions. When interpreters have been available and a special speaker provided (through Northern Refugee Centre) the group has been well attended. TSS's Community Development Worker (CDW) has developed links with the Northern Refugee Centre and now takes families to the Women's Conversation Group in Sheffield city centre once a week, where there are family support workers from the Asylum Team and a free crèche. This group puts on activities such as jewellery making, cooking, English classes, etc. and runs until April 2004, when further funding will be sought. The evaluation carried out by Northern Refugee Centre is summarised in Appendix 3. TSS's CDW is also looking into the possibility of setting up a satellite group in Tinsley, bringing in Northern Refugee Centre workers and volunteers to help run it, depending on available funding and continuing asylum seeker needs in the area.

### **Parents in Partnership**

This is a group of local parents whose children attend TSS activities. They meet fortnightly to give comment and feedback on on-going activities and services, and make suggestions about new provisions (see Tinsley Tumbling Tots below). Parents organise one-off events, parties, open days, etc., advise on how parents might be more involved, sit on the PMG, assist with interviewing new TSS employees, and most of all make new friends. From January 2004 the group will be targeting all TSS groups, playgroups, nurseries, schoolyards, etc to encourage more parents to participate. The current parents have designed their own introductory pamphlet, and are drawing up a constitution so that they can apply for funding for training, equipment, etc. Some parents are planning to train for charring meetings, fundraising, etc.

### **Tinsley Tumbling Tots**

The idea for TTT came from the Parents in Partnership group. TSS's CDW obtained funding to purchase soft play equipment and linked up with Sheffield City Council's Sports & Community Recreation department to start weekly sessions, which have been very well attended. Parents stay for the sessions and get involved in the activities. There were initial difficulties finding a qualified coach to deliver the programme, as this is the only Tumbling Tots we are aware of in Sheffield. Currently, sessions are run by TSS's Nursery Nurse and CDW. Funding is being sought to put on training for parents and TSS workers to become qualified to run sessions themselves. A summary of the evaluation of the first sessions can be seen in Appendix 3.

### **Programme Management Group Meetings**

A local parent normally chairs these monthly meetings. During 2002-03, a total of 22 parents attended meetings, but this figure fell during 2003-04 to 2-5 parents attending on a regular basis, with many parents preferring the more informal Parents in Partnership meetings as a way of influencing the way TSS works.

**One-off events and activities** (see Appendix 3 for summary evaluation reports)

- Health Days
- Activities in local parks
- Trips (to theme parks, seaside, etc.)
- Pampering Days
- Women's International Day, Sharrow 13 March 2003 - 6 adults, 7 under 4s and 1 over 4 from registered TSS families went to this event. TSS's CDW organised a minibus to take women and children from Tinsley to Highfield Trinity Church in Sharrow for a celebration for women of all cultures, with entertainment – singing, dancing, health information, poetry, reflexology, shiatsu, hair braiding, food, and a free crèche on site.
- Halloween Party 31 October 2003 – 3 adults, 2 under 4s and 6 over 4s from registered TSS families, plus 7 unregistered families (3 from outside Tinsley) came to this event, which was part-funded by the Children's Fund for the arts and crafts materials. There were lots of fun and games, apple bobbing, mask making, monster lucky dip, colouring competitions, fancy dress competition, etc. It was enjoyed by both Asian and English families alike.

**Regular activities** (see Appendix 3 for summary evaluation reports)

- Health walks
- Swimming (women only, mother and baby)
- Keep fit
- Health Awareness Workshops
- Cook & Eat sessions
- Introduction to Community Development & Health (ICDH) in Punjabi/Urdu
- Community education on diet, nutrition, and healthy lifestyles

**Breast feeding support and loan of electric breast pumps**

The Health Visitors and Midwife were able to attend Unicef Baby Friendly Initiative training, which was excellent. Breast pumps were purchased for mothers to borrow. The use of these is being monitored by the Midwife and Health Visitors, along with the breast feeding rates in Tinsley. An informal interview with the first user of TSS's electric breast pumps was undertaken on 17 February 2003 to develop a questionnaire. The design of the questionnaire was finalised with input from the Health Visitors, Midwife and Programme Manager, and made available to the Midwife and Health Visitors, with the intention that TSS would be able to assess how effective breast pumps were in encouraging women to breast feed (see Appendix 4). No questionnaires had been completed at 31<sup>st</sup> March 2004, but a total of 22 breast pumps were loaned out during period August 2002 to December 2003, of which 18 have been returned. Informal discussions with the Midwife and Health Visitors reveal that they are likely to be using the questionnaire soon.

## **Process Evaluation**

### **Parental Involvement**

TSS's CDW has used the following methods to involve parents:

- Publicity in the community (shops, library, community centres, nurseries, schools, local businesses), Tinsley Tribune (community newsletter which reaches every household in Tinsley) and TSS newsletter (which reaches every household with a child under 4).
- Flyers given out in existing groups, crèches, nurseries, Home Visitors, Health Visitors, Midwife.
- Word of mouth – informing staff and parents of how they can get involved, and the benefits it brings.
- Encouraging parents already actively involved to encourage other parents.
- Getting a male worker to facilitate sessions.
- Questionnaires to find out what are the needs of fathers and what are the barriers that prevent them getting involved.
- Supporting parents who come to PMG meetings.
- Encouraging TSS workers to get involved in the Parents in Partnership group.
- Providing training for parents who want it, so they gain more self-confidence to get involved.
- Supporting parents who are drafting a welcome pack.

### **Fathers Involvement**

TSS's CDW has been investigating ways of getting fathers more involved in TSS, but there has been little interest shown by Tinsley fathers, and TSS lacks a male worker. A questionnaire to find out what fathers want has been developed with our PhD student. A few of these have been administered by TSS staff, when they have met fathers. 275 were sent out (with pre-paid return envelopes) with the March 2004 newsletter. As at the end of April 2004, 6 responses have been received, of which 2 were from women and therefore invalid. Further attempts will be made to get fathers' views by using the questionnaire at the nursery gates, when fathers collect their children. A focus group was organised, but cancelled due to lack of support. Working jointly with Sheffield First for Learning, a taster session is being arranged in July 2004 at Tinsley Community Centre for fathers and children with activities such as oral history, poetry, ICT, DIY, health and well-being, etc.

### **Capacity Building**

TSS's CDW works with local groups and agencies to build capacity and community involvement in local activities, such as:

- Sheffield City Council's Sports & Community Recreation department, putting on joint activities.
- On-Track (which works with families with older children in Darnall and Tinsley), putting on joint activities in school holidays.
- SNIPS (a project for disabled children), involving them in TSS's activities.
- SAVTE, who provide health and language courses in the community – we help their volunteers find placements.
- Tinsley Parents & Childrens Consortium (TSS's lead body) – jointly run training sessions.
- Tinsley library, running courses (e.g. Story Sacks), and arts and crafts sessions.
- Northern Refugee Centre, for on-going work with asylum seekers. TSS staff have been able to attend a training course to understand more about the rights of asylum seekers and the process they go through when they enter Britain.
- Tinsley Forum, to liaise with their training sessions, etc.

Other themed sessions have included a Wedding session, where families brought photographs of weddings, videos, wedding dresses and food, to learn about each others' traditions and cultures.

### **Development of activities**

- Health walks. Although quite popular, some families lack confidence in joining in these activities locally, due to very busy roads (the M1 and its access roads split the Tinsley community). It is not always easy to get a minibus and driver from Sheffield Community Transport (SCT) to go to different areas. From January 2004, power walks for women and children have been offered.
- Swimming. Sessions have had to be strictly women only as Muslim women would not come otherwise. Joint sessions with Rotherham Canklow Sure Start helped to share costs and enabled women from different communities to meet. Some children who lacked confidence in the water are now swimming. The sudden closure of the local pool in Rotherham disrupted sessions for a while in January 2004, but a new location and regular transport (with a woman driver) has since been found. Sessions include mother and baby, and antenatal swimming.
- Keep Fit (women only). These sessions were very popular, with a crèche, and run jointly with TPCC at the community centre following consultation with local women. TPCC have now employed a dedicated Sports Development Worker who runs these sessions. From January 2004, Slim & Trim sessions will be run, to include physical activity and healthy eating. Keep fit will continue to be run by TPCC.
- Health Awareness Workshops. These were funded by the SAVTE women's project, supported by a crèche, and looked at a different health issue each week: healthy eating, first aid (leading to a certificate), keep fit, mental health, massage and relaxation. The sessions were supported by French and Urdu interpreters.
- Health Days. One-off health information days have been held, providing opportunities for craft and play for children relating to health, such as oral hygiene, alternative therapies, etc. Many parents have gone on to attend more structured health training programmes offered by TSS and other agencies.
- Activities in the park. Fun activities for children, supported by the Park Rangers and the Sports Van, and part-funded by the Children's Fund, so that older children could be included.
- Day trips. Trips to the seaside and theme parks, health walks to Sherwood Forest and Cleethorpes. These have been very popular as it is hard for families to go away on day trips.
- Pampering Days. These were organised for TSS mothers who wanted to get away from Tinsley for the day and be pampered. The first of these was held at Norfolk Park where there was a crèche, and a lavish lunch was laid on. The children enjoyed the different atmosphere too.
- Cook & Eat sessions. The initial sessions led to further consultation with the support of Adult Community Learning to deliver the Community Education on Diet, Nutrition and Healthy Lifestyles, with the support of SE Sheffield PCT's dietician. The consultation highlighted issues such as knowing that halal food would be used, a crèche would be available, language support (the course was delivered in English, Punjabi and Urdu), support for women who were not literate in any language (use of Dictaphones, pictures from magazines, drawing and art). The same techniques were then used to deliver the ICHD course in Punjabi and Urdu, with funding support from SE PCT, and trainer support from SW PCT. Further sessions of Diet, Nutrition and Healthy Lifestyles are planned for 2004.

### **Feedback from Parents**

At all activities, the CDW actively seeks feedback from parents. Changes that have been requested and either implemented or planned include:

- Changing the day or time of groups, to enable more people to attend.
- Changing the name or focus of a group to make it more inclusive, e.g. two groups of antenatal classes, one of which includes fathers (one is still for women only, as many Tinsley women would not attend a class which included men).
- Setting up Tinsley Tumbling Tots.
- Setting up a Punjabi conversation class.
- Setting up a Well Woman course.
- Setting up an Asylum Seekers drop in session.
- Setting up a fathers group.
- Pampering Days.
- Visits to local parks.
- More activities in the local recreation ground.
- Simplifying information in flyers.
- Attending Women's International Day and other city-wide events.
- Story sacks sessions in Tinsley library.
- Running a Story Sacks course at a suitable time that did not clash with other activities, and providing child care for it.

### **Breast Feeding Support Group**

A drop-in support group was set up by the Health Visitors and Midwife in April 2003.

There was some interest from new mothers but there were difficulties getting the group to function as envisaged. It evolved into the Healthy Mums Healthy Babies group later in the year, with much better attendance.

### **Ante-natal Support Group**

Health Visitors and the Midwife tried to encourage pregnant mothers to attend but attendance was poor. The group was eventually amalgamated with the Healthy Mums group, but a re-launch of the ante-natal group was planned for January 2004.

### **Group sessions for 2-year olds**

The Health Visitors started inviting 2-year olds to group settings, to enable parents to share concerns and achievements in relation to their children. In particular at this age focusing on speech and referring as necessary to speech therapy and audiology (an outreach provision for Tinsley has ensured a local contact with these services for parents). These sessions varied in their attendance and parent participation.

## Analysis of monitoring data

During the last quarter (1<sup>st</sup> Oct - 31<sup>st</sup> Dec 2003) the numbers of people seen dropped slightly. This may have been due in part to Ramadan, but also because a lot of activities were offered during the school summer holidays during the previous quarter. The table below shows the numbers of people seen (Registered and Unregistered) for the first year (2002-03) that data was collected, and then quarterly for the current year. Please bear in mind that full recording of data has only been possible since November 2003.

PeopleSeen	2002-03	2003-04Q1	2003-04Q2	2003-04Q3
Aged 0-1	20R 1U	29R	38R 7U	34R 6U
Aged 1-2	18R	23R	36R 5U	41R 4U
Aged 2-3	25R	44R 6U	60R 16U	41R 4U
Aged 3-4	10R	37R 6U	49R 6U	55R 10U
<b>Total under 4s</b>	<b>73R 1U</b>	<b>133R 12U</b>	<b>183R 34U</b>	<b>171R 24U</b>
Over 4s	28R	41R	67R 2U	33R 2U
MainCarers	132R	125R	143R 4U	134R 20U
OtherAdults	12R	16R	12R	11R
<b>TotalPeople</b>	<b>245R 1U</b>	<b>315R 12U</b>	<b>405R 40U</b>	<b>349R 46U</b>
<b>TotalHouseholds</b>	<b>135</b>	<b>151</b>	<b>203</b>	<b>190</b>

## Selected Activities – total numbers of people seen

Description	2002-03	2003-04Q1	2003-04Q2	2003-04Q3
Trip/event/roadshow	133	117	244	70
Exercise/keep fit	79	40	48	20
Swimming	95	98	61	23
Health walk	46	18	42	2
Post natal visit	6	9	9	63
Escorting children to services	19	12	31	3
PMG meeting	22	5	2	4
Parents Group	11	6	22	18
Asylum Seekers Group	19	51	12	19
Health awareness workshop	0	21	7	0
Health Visitor home visit	0	67	106	38
Clinic	0	0	0	29
Group session Health Visitors	0	0	22	0
Registration	130	41	35	51
Ante natal visit	1	15	61	148
Mental health support	34	11	4	5
Breast feeding support	17	5	4	7
Circuit Training	51	34	6	0
6-8 week visit	7	1	14	9
Family support	434	134	131	88
Healthy Mum Healthy Baby	0	0	48	45
Nutritional/healthy eating support	6	54	73	34
Mums'n'Tums	0	0	0	0
Tai-Chi & over 50s exercise	4	3	2	1
Parent and Toddler/Baby Group	37	205	210	137
Tumbling Tots	0	0	0	28
	<b>1151</b>	<b>947</b>	<b>1194</b>	<b>814</b>

## Policy recommendations

TSS as a whole appears to be responding to local demands, e.g. by providing more child care facilities, by enabling local women to take part in healthy activities such as exercise, walking, swimming, etc, and by fine-tuning activities and services to suit parents' demands where possible. It is always going to be difficult to accommodate everyone, and the general feeling amongst staff is that there is always too much to do, too little time to do it in, and not enough child care capacity to be able to provide crèches to increase parental involvement. This makes it all the harder for staff to find time to reflect on what they have or have not achieved, and particularly to take stock of and put into words the process of arriving at a successful (or not) service delivery.

Recommendations on the way TSS as a programme develops, evaluates and monitors:

- Time should be set aside on a regular basis, e.g. each week to ensure monitoring information is completed and submitted for data entry; monthly to ensure services and activities are evaluated; so that the information can be fed back to inform the way services and activities develop.
- Parental involvement can be informal (e.g. talking to TSS or agency staff at a group session) as well as formal (at the Programme Management Group). However, some way of formalising this feedback should be found to ensure that it reaches the PMG and influences decisions made by TSS.
- The way services and activities are introduced, monitored and evaluated at TSS appears at times to be haphazard. This may be due to short timescales, where an opportunity has to be seized at the time, or because the timetable is being dictated by another agency (such as Sheffield City Council). However, if all new activities and services were introduced through the Project Proposal route (proposed and approved in May 2003, but never implemented), this would impose some structure about the aims and objectives of the service, and how those objectives would be monitored and evaluated, right from the start of the service or activity.
- Feedback on monitoring and evaluation should be built in to Service Level Agreements, where services are delivered by outside agencies (e.g. Speech & Language Therapy, Bookstart, etc). The format this should take, and the timing (monthly, quarterly, etc) should be clearly stated at the outset.

### Progress on evaluation

The improved flow of data from Sheffield's NHS information team has greatly facilitated the monitoring and evaluation at TSS. With the new database system to be installed in June 2004, it is hoped that the analysis of monitoring statistics will be quicker and more flexible, and thus able to provide more detailed information on services and activities quickly and effectively. Monitoring and evaluation information will continue to be reported to PMG meetings on a regular basis.

A major piece of evaluation for TSS during 2004 is the User Satisfaction Survey. This will provide employment and training opportunities for local people, and give valuable feedback on a wide range of services in Tinsley, as well as on wider issues such as quality of life in Tinsley. This will be done jointly with the East End Quality of Life Initiative, a HAZ funded project working in Tinsley and Darnall. One-off activities and trips will continue to be evaluated in the same way as previously. The evaluation sub-group will meet on a regular basis to guide the direction of any in-depth evaluation work required.

## Appendix 1a Short Questionnaire

Tell us what you think

Please tell us what you thought of today's event and what other events you would like Sure Start to provide.

Colour in how many smiley faces you think this event should get ?  
(1 is bad and 5 is brilliant)



What was your favourite bit of today's event?

What did you not like about the event?

What other events would you like us to put on in Tinsley Sure Start?

Appendix 1b

Tinsley  
*Sure Start*  
Evaluation Sheet

We'd appreciate your views on our work. Please comment on the questions below:

1. In general, did you enjoy the day?

2. Could you tell us why you did or did not enjoy it?

3. Did you find Sure Start staff approachable/friendly/helpful?

4. Were the arrangements convenient for you? (*eg child care, food, transport, etc*)

5. Did you make contacts with other parents? If so, was this useful?

6. Are there any activities you want that you cannot do at the moment?

7. Would you, or your children, like to be involved in Tinsley Sure Start's Parents Forum Group, Project Management Committee, or research and evaluation team? If so, fill in your name, address and phone number below. *(This might involve coming to meetings occasionally, being asked to take part in an interview or group discussion, taking photographs, keeping a diary, drawing pictures, etc - all information would be kept confidential)*

**Thank you very much for your help**

## Appendix 1c Summary of trips and activities to 31 December 2003

Trip	Date	No.Participants	Evaluated?	No. Evals
Growing the Sure Start Family Tree Regional Conference	19.09.03	no-one went		
Clifton Park (Asylum Group)	27.08.03 (?)	2 adults, 4 over 4s and 2 under 4s from registered families		
Cleethorpes Health Walk	27.08.03	13 adults, 10 over 4s and 12 under 4s from registered families; 4 unregistered families	Y	12
Canal ride (ADCE)	26.08.03	5 adults, 3 over 4s and 6 under 4s from registered families; 1 unregistered family; 2 TSS workers with children	Y	3
Flamingoland	18.08.03	18 adults, 21 over 4s and 12 under 4s from registered families; 14 unregistered families (of which 3 were from outside Tinsley)	Y	77
Graves Park	12.08.03	6 adults, 7 over 4s and 7 under 4s from registered families; 3 unregistered families with 2 under 4s and older children.	Y	12
Wentworth	04.08.03	9 adults, 8 over 4s and 7 under 4s from registered families	Y	14
Wet Wet Wet, High Hazels	30.07.03	2 registered families ( 4 adults, 3 over 4s and 2 under 4s)	Y	2 families
Cleethorpes	17.04.03	Over 58 people in total: 14 adults, 16 over 4s and 11 under 4s from registered families; 12 unregistered families (adults and children); and 5 TSS workers and children	Y	56
Women's International Day, Sharrow	13.03.03	6 carers, 7 under 4s and 1 over 4, all registered		
Ace Space day out, High Hazels	26.02.03	3 registered families (adults and under 4s) plus 4 SNIPS and 3 TSS workers' children		
Sherwood Forest Health Walk	28.10.02	45, but only 5 registered adults and 4 unregistered families recorded on database	Y	6
It's a Bugs Life, High Hazels	12.08.02	No register	Y	3

Event	Date	No.Participants	Evaluated?	No.Evaluations
Halloween Party	31.10.03	3 adults, 6 over 4s and 2 under 4s from registered families; 7 unregistered families (3 from outside Tinsley)		
Fun Day	26.07.03	cancelled		
St Lawrence Open Day	24.06.03	no register		
Fun Day	31.08.02	no register	Y	13
Arts & Crafts/ Information Day, Tinsley Library		no register		

<b>Activity</b>	<b>Date</b>	<b>No.Participants</b>	<b>Evaluated?</b>	<b>No.Evaluations</b>
Triple Tees (Tinsley Tumbling Tots)	11.11.03 sessions started, on-going	7 women, 15 under 4s from registered families; 10 unregistered families all from outside Tinsley	Y	4 from first session (11 Nov – 16 Dec 03)
Introduction to Community Development & Health (ICDH) in Punjabi/Urdu	sessions in 2003		Report and evaluation to be made available	
Park Activities	29.08.03	11 over 4s, 4 under 4s from registered families; 11 unregistered families (1 from outside Tinsley); 1 TSS worker and family	Y	
Cook'n'Eat	on-going from 13.06.03	12 adults, 2 over 4s and 9 under 4s from registered families; 5 unregistered families; 3 external workers	Y jointly with Health Awareness Workshops	5
Pampering Day	15.05.03	21 adults, 5 over 4s and 24 under 4s from registered families; 1 unregistered family	Y	8
Health Awareness Workshops	29.04.03 for 6 sessions	8 adults, 6 under 4s from registered families; 1 external worker	Y – jointly with Cook'n'Eat	5
Introduction to Childminding course	07.04.03 onwards	8 adults from registered families; 3 from unregistered families	1 moved from area; 1 changing address; 4 registration inspections by end 2003; 2 early in 2004; 1 Certificate of Registration 16/02/04.	Evaluation on-going by tracking how many become registered childminders.
Mothering Sunday park activities & park consultation	06.04.03	no register		
Children's health activity day	28.02.03	11 adults, 6 over 4s and 11 under 4s from registered families; 7 unregistered families (1 from outside Tinsley); and 1 external worker	Y	14
Children's activity day	29.10.02	7 adults, 7 over 4s and 8 under 4s from registered families; 3 unregistered	Y	6

<b>Activity</b>	<b>Date</b>	<b>No.Participants</b>	<b>Evaluated?</b>	<b>No.Evaluations</b>
		families from outside Tinsley		
Swimming (women only, or mother & baby/toddler)	sessions on-going since 10.09.02	26 women, 7 over 4s and 22 under 4s from registered families; 23 unregistered families	Y – joint sessions with Rotherham	3 Tinsley families
Keep Fit/Exercise	on-going from 06.09.02	23 adults, 2 over 4s from registered families; 2 unregistered women with under 4s		
Health Walks	on-going from 13.01.02	15 women, 3 over 4s, 4 under 4s; 8 unregistered families; 2 staff	Y	2 undated

## Appendix 2a Questionnaire 1 for Sure Start Home Visitors

What do you expect to be your main role as a Home Visitor?

What skills do you think you will be using in your work?

What training and support do you think you will need?

Have you got any worries or anxieties about the job? If so, what are they?

What do you think might be the needs of the families that you will be visiting?

How do you think you will be able to meet those needs?

What problems (if any) can you foresee in doing your job, and how do you think you might cope with them?

Date ..... Name .....

## Appendix 2b Questionnaire 2 for Sure Start Home Visitors

Has your role as a Home Visitor developed as you expected it would?  
If there have been any unexpected benefits or difficulties, please give examples.

How do you feel the families you have visited have benefited from the service?

Please give examples of any particularly positive or negative reactions you have had when working with families.

How have you found working with other agencies in the area? Please give details of any particularly positive or negative reactions you have encountered. *(do we need to give a list of agencies - social workers, mental health, GPs, hospitals, housing, refugees ...?)*

Has the training you have received been adequate? *(we might need to list the training they've received and ask them to rate each course on content/effectiveness etc)*

How might the training have been improved?

Do you feel you need further training, either in anything that has already been covered, or in any further areas?

Have you found the job particularly stressful on a personal level? If so, how did you cope, or how can we help you to cope with it better?

Have you found there are any particular problems or benefits because you live / do not live in Tinsley? (please delete as appropriate) Please give details.

Overall, what do we need to do to make the job better for you as a Home Visitor and answer the needs of our Sure Start families better?

Date ..... Name .....

## Appendix 2c Questionnaire for families using Home Visiting Service

**How did you originally come to see the Home Visitor?** *(tick as many as apply)*

1	advised by Health Visitor
2	advised by GP
3	advised by Practice Nurse
4	advised by Midwife
5	recommended by a friend
	other <i>(please specify)</i> :

**How did the Home Visitor help you?** *(tick as many as apply)*

1	helped me with breast feeding
2	advised me with diet and nutrition
3	advised me about safety in the home
4	helped me get safety equipment fitted
5	helped me stop smoking
6	helped me organise child care
7	went out with me (e.g. to library, child care, etc)
8	gave me confidence
9	helped me through a difficult time
10	re-assured me about my baby's development
11	explained things to me
12	made sure I/my baby followed our treatment
	other <i>(please specify)</i> :

**How did you benefit from the Home Visiting service?**

**What was particularly helpful?**

**What do you think would help to improve the service?**

**How old are you?**

years

**Are you**

male

female

**Which ethnic group do you consider yourself to be part of?**

*(please tick only one box)*

<b>(A) White</b>	<b>(B) Mixed</b>	<b>(C) Asian or Asian British</b>	<b>(D) Black or Black British</b>	<b>(E) Other Ethnic Group</b>
<b>A1</b> British	<b>B1</b> White/Black Caribbean	<b>C1</b> Indian	<b>D1</b> Caribbean	<b>E1</b> Chinese
<b>A2</b> Irish	<b>B2</b> White/Black African	<b>C2</b> Pakistani	<b>D2</b> African	<b>E2</b> Any other ethnic group
<b>A3</b> Other White	<b>B3</b> White/Asian	<b>C3</b> Bangladeshi	<b>D3</b> Any other black background	
	<b>B4</b> Any other mixed background	<b>C4</b> Any other Asian background		

**How many children do you have, and how old are they?**

<b>No.</b>	<b>Age</b>
<input style="width: 40px; height: 20px;" type="text"/>	0-5
<input style="width: 40px; height: 20px;" type="text"/>	6-10
<input style="width: 40px; height: 20px;" type="text"/>	11-15
<input style="width: 40px; height: 20px;" type="text"/>	16+

## Appendix 3 Summary Evaluations of Groups and Activities

### Tumbling Tots December 2003

4 parents completed evaluation questionnaires after the first session (11 Nov – 16 Dec 2003). The sessions were attended by up to 15 children aged under 4 regularly, and their parents, plus some from outside TSS's area.

<b>In general, did you enjoy the sessions?</b>	
Yes	3
I thought the day was excellent, the children seem to really enjoy it	

<b>What did you most enjoy?</b>	
C was very happy and gave me a chance to talk to other mums	
Because my child is well supervised and I can meet other parents	
The children used the equipment, and enjoyed it, a chance for the mums to chat	

<b>Did you find Sure Start staff approachable/friendly/helpful?</b>	
Yes	3
The Sure Start staff were very friendly and helpful	

<b>Were the arrangements convenient for you?</b>	
Yes	3
The arrangements were good	

<b>Did you make contacts with other parents?</b>	
I enjoyed talking to other parents	
As I am a regular at this centre, I already interact with other parents	
Yes	
I did	

<b>Are there any other activities you want?</b>	
No	2
To carry on with this; at the moment there is nothing else	

1 parent said she would like to be involved in TSS's research and evaluation team.

### Cleethorpes Health Walk 27 August 2003

12 questionnaires were completed. The trip was attended by 13 adults, 12 under 4s and 11 over 4s registered with TSS, plus unregistered families, and many friends and relations from outside the area.

Q1 In general, did you enjoy the sessions?
Enjoyed it
Really enjoyed the trip
We all enjoyed ourselves, we had fun at the seaside
Yes
Yes
Enjoyed
Enjoyed it
It was a great day away from home

Q2 Could you tell us why you did or did not enjoy it?
Did enjoy it because the kids enjoyed it more with rides and beach
A break for kids
Time out with child. Didn't enjoy weather
We enjoyed it because it was different from going to theme parks. It was a change going to the beach
Enjoyed it, was good
Did not enjoy it because there was no water on the beach and it was cold
Everything
Enjoyed it but the weather was a bit cold. Kids enjoyed it
Cause it was the beach!!!!
For the kids and a break
My children enjoyed the day and myself, more trips needed
A break for kids in hols

Q3 Did you find Sure Start staff approachable/friendly/helpful?
Yes very friendly and helpful
Yes, as always
They were friendly and helpful
Yes, helpful and friendly
Helpful and friendly
Yes, helpful and friendly
Yes (and no other comment)   5
Very

Q4 Were the arrangements convenient for you? (eg child care, food, transport, etc)
Yes there were facilities for children and adults
It would have been better if there were places like MacDonalds around for food. Transport was good
There were no changing facilities for babies
Yes, but there were no babies changing area
We met in the morning very early, made the day very long
Yes (and no other comment)   7

Q5 Did you make contacts with other parents? If so, was this useful?
Yes, got to know more parents
Yes, it was useful.
Yes, friendly
Yes, got very friendly and go to know them
Yes, got friendly
Not really, we did our own thing
Yes (and no other comment)   5
No

Q6 Are there any activities you want that you cannot do at the moment?	
No	4
More trips	
Yoga classes, shopping trip near Christmas	
Day trips to York - shopping, Bridlington	
Yes and more trips for parents only	
Go out more	

3 parents said they would like to get involved in evaluation.

### Canal Trip 26 August 2003

5 questionnaires were completed by parents who went on the trip (organised jointly by TSS's CDW and a local community enterprise organisation). It was attended by 5 adults, 6 under 4s and 3 over 4s registered with TSS, an unregistered family, and 2 TSS workers with their families. They spent about 2 hours cruising along the Tinsley Canal, a totally different experience for some of the children (and parents) who had never been on a boat before and did not realise that Tinsley had a canal.

<b>Q1 In general, did you enjoy the day?</b>
It was something new for us
Yes
I enjoyed the morning very much. I took my children. This was the first time we've done anything like this

<b>Q2 Could you tell us why you did or did not enjoy it?</b>
I got to see more of Tinsley
I enjoyed every bit of it
Yes
It was nice to spend time with friends and our kids
Really enjoyed being on the canal instead of walking beside it

<b>Q3 Did you find Sure Start staff approachable/friendly/helpful?</b>
Very
Yes
Yes
The staff were there when needed and very approachable
Yes very

<b>Q4 Were the arrangements convenient for you? (eg child care, food, transport, etc)</b>
Yes! Lots of food provided for the children
Been OK
Yes
Snacks were provided but I didn't expect them. The timing was great. I would like to do this again.
Very convenient

<b>Q5 Did you make contacts with other parents? If so, was this useful?</b>
Yes
Yes everyone was nice
Yes
Yes I did meet other parents. It was nice to have a chat
Already knew most if not all of the parents

<b>Q6 Are there any activities you want that you cannot do at the moment?</b>
Mother and baby swim because I have 2 young children
Yoga classes

### Trip to Flamingoland 18 August 2003

77 questionnaires were completed. The trip was attended by 18 adults, 12 under 4s and 21 over 4s from families registered with TSS, plus 14 unregistered families, some from outside Tinsley.

People were asked to score how much they enjoyed it by colouring in up to 5 smiley faces. This gave an average score of 4.49 overall.

What did you like best?					
Rides	24	Everything	6	Zoo	10
I enjoyed the rides and having a day out with the family and also joining with my community					
My favourite bit was parrot					
Watching kids enjoy themselves					
Spending time together with my family, as an outing					
Knowing my children enjoyed themselves					
Seeing my kids smile and laugh on the rides					
When M was scared when he was on the ride					
The favourite bit was on the frog					
Running around					
Fish n chips					
Cable car					

What didn't you like?					
Nothing	10	Going home	5	Waiting to leave	7
Other things					
People in canteens very badly behaved					
That we was not on the wet ride					
Long journey					
Coaches					
Seeing the pigs					
When the frog went up and down					
Not having dad on trip with me					

What other activities or trips would you like?					
Alton Towers	16	American Adventure	6	Other theme parks	7
Seaside (Skegness, Cleethorpes, Blackpool, Scarborough etc)	16	More trips	9	zoo	4
Other suggestions					
art, nature					
A day in Birmingham Show on 23rd August is not possible then a day in Bradford					
Local events, fun days, organised sports, picnics, children free evening events					
Trip to Hillsborough					
Snowboarding at Sheffield ski village					
Go to water Tweenies show					
Horse riding, swimming,					

A report from the Home Visitors is also available, detailing the problems they encountered, and lessons learned from organising the trip.

### Trip to Graves Park, 12 August 2003

12 people completed questionnaires for this trip. It was attended by 6 adults, 7 under 4s and 7 over 4s from families registered with TSS. 3 unregistered families also attended. They gave it an average score of 3.67 out of 5.

What did you like best?	Was there anything you didn't like?
It was a surprise and A loved it	The smell of the animals
The park	I did not like the rides because they babies rides
Seeing the animals	Baby rides
I like the farm	The baby rides and the pigs
Animals	The flies
The stinky animals	
All of it, especially billy goat	
The farm	

What other activities would you like?
Tumble Tots
Other short trips like this
Horse riding, swimming, more day trips for kids
Swimming with my family
Alton Towers, Flamingoland, American Adventure, rock climbing, swimming, Rother Valley
Alton Towers, American Adventure, Chester Zoo
Alton Towers, rock climbing, swimming, American Adventure, Flamingoland, Legoland
Rother Valley
Zoo
Poohland

### Trip to Wentworth, 4 August 2003

14 people completed questionnaires for this trip. It was attended by 9 adults, 7 under 4s and 8 over 4s from families registered with TSS. They gave it an average score of 4.93 out of 5.

What did you like best?	Was there anything you didn't like?
Seeing animals	Animal zoo
I like all of it	I like everything
I like it all	We didn't play much games
Playing	Liked it all
Very nice	The heat
Good again	
Looking at the flowers	
Park	
The farm	
Good again	

Other trips?	
More trips	7
Seaside	2
Drayton Manor	
Spain	

### **Wet, Wet, Wet, High Hazels Park 30 July 2003**

4 adults, 2 under 4s and 3 over 4s from 2 families registered with TSS went on this trip. As these were asylum seeker families, a written evaluation was not appropriate, but TSS's CDW collected their comments, as best she could, follows:

- The family really enjoyed the day. They said that the children always enjoyed these types of park outings and they enjoyed making the boats and pictures. They said that they were happy with the organising of the day and felt the staff to be helpful and nice. They couldn't think of anything else that we could have added, there was nothing that they did not like about the day. They said that they would like another trip to Cleethorpes, but for the Asylum Seekers only.
- The family said the day was good. I asked if it could have been better and they said no, except the weather turned bad. Mum was suffering in pain with an on-going back problem and I think this may have put a damper on her day but the children and her husband seemed to have enjoyed it. The language is a problem, as to get what I feel is a proper evaluation from this family, an interpreter should be used.

### Trip to Cleethorpes 17 April 2003

56 short evaluation questionnaires (see Appendix 1a) were completed. 14 adults, 11 under 4s and 16 over 4s attended from families registered with TSS, plus 12 unregistered families, and 4 TSS staff and families (58 people in total). They gave an average score of 4.5 (out of 5) for how much they liked it.

<b>What did you like best?</b>
In arcades and on beach
Playing with sand, sea, sun, firshair, being with very nice people.
When I was on the big wheel.
Liked everything.
Playing games with the kids on the beech.
Seaside in the sand.
The beach was nice. Kids enjoyed the play activities.
Nothing.
Playing football.
Going on the beach.
Football and voliball.
I liked the rides.
I liked to dig in the sand.
I like the sand.
I like the sand.
The rides where the best.
When I was building sandcastles.
The big wheel
Playing in the sand.
Playing on the beach.
I liked building sandcastles.
Seeing the sea, playing on the beach with daughter, niece, nephew, sister, sister-in-law. Weather cool.
Water.
All of it.
The fact that it was sunny!!!!
The sand pit.
Playing.
The weather.
Play vollyball.
Going paddling.
Seeing families having fun.
Volleyball
Volleyball game.
A day out with the kid and a nice socilazing day with other parents and children.
The beach (volleyball) and arcades.
Taking kids on rides they enjoyed.
When I was eating chips.
When I was in the sea.
I like B
Amusements.
Chips and fish.
Amusements.
Playing on the beach.
The beach.
Playing.
a above from the sunsone.
Shop.
Sitting on the beach.
Very good.
very good.
all of it.
Buying toys.
Playing on the beach.

<b>What didn't you like?</b>	
Nothing	7
Not enough time.	2
Did not like the sand (e.g. on my chips!)	5
Not seeing the sea.	5
It was cold.	6
Very good.	2
The sea is too fare to tell, or reach; too short nice time.	
When O broke my snake.	
The cold wind.	
A bit cool for seaside trip.	
That we did not go in the water.	
There was not much space.	
No water, 2 cold.	
Less space to play around.	
I did not like it when I didn't find a Bbgun.	
The water when it was all splogey.	
cold	
When I had to come back out of the water.	
I didn't not like the sea because the tide was out.	
Leaving early - couldn't see the tide come in.	
I liked everything.	
There wasn't anything horrid.	
I liked everything.	
Train ride.	
Leaving saw early.	
There was nothing about the event.	
The light wire.	
The wind!	
A bit breezy and the tide was out.	
Too much sand for my liking.	
Void/Not much place to visit, no variety.	
No rides.	
That the sea was a distance.	
I kept and slipping on the sand.	
The vollyball.	
Mum at the end of the day when she didn't let me sit next to her.	
Would have liked to see more Sure Start staff	
I think there should have been a longer time period for the activities, giving chance for people who couldn't make it early.	

<b>What other events or activities would you like to see?</b>	
Drayton Manor	5
Alton Towers	7
Theme parks	6
Flamingoland	6
American Adventure	5
Lightwater Valley	1
Pleasure Island	1
Seaside (other than Cleethorpes, e.g. Skegness, Blackpool)	6
Disneyland	3
More trips	12
This day out will be once a month to go to new places all over UK, eg historical places, "old halls".	
We would like more trips to the parks.	
Thank you for crisps and lollies and caps. Kids enjoyed their day out with you.	
Cinema	
Zoo would like to go to visit.	
Butlins.	
Some were, where there is some sea we can paddle in.	

**What other events or activities would you like to see?**

Parties - just simple play group parties.

More group events and day trips for the family, especially in the holidays.

Earth Centre.

Pets corner.

Loads more things.

Sealife centre.

More day out/ not to Cleethorpes, once is enough. More place to visit with under 4 play areas and variety.

Theme parks, canoeing, etc.

Florida and other trips.

Florida, Paris, Sherwood Forest.

Swimming, ice skating, the beach again.

July bapoz!

Farland.

Visiting areas that cater for a wider age group.

Very good.

I was a lovely day out. It would be nice to go anywhere else but not Cleethorpe. It's alright but it was a nice day out.

Very good. Thank you.

## Sherwood Forest Health Walk 28 October 2002

6 questionnaires were completed. 5 adults from families registered with TSS, and 4 unregistered families attended. Numbers of children were not recorded.

<b>What did you most enjoy about the day?</b>
Musical walk, playground 4 kids was excellent.
Sherwood pine forest.
Sherwood pine forest, 28th Oct 2002, very enjoyable, nice day all round.
Sherwood forest. It was good, very interesting.
Yes.
Yes it was OK.

<b>Why did you (or did you not) enjoy the day?</b>
The walk, fresh air, learning about the environment, following trails to various exciting parts of the forest.
Trip great, really enjoyed it, the attitude of one member of staff was appalling (will be making a complaint).
I enjoyed the fresh air and the group's company.
I enjoy it because of open space, forest walk, was very good.
I enjoyed it because I love walking and my kids loved the adventure playground.
It was cold.

<b>Did you find TSS staff friendly/helpful/approachable?</b>
Yes they were brilliant, very supportive.
Yes, all except one stated above.
Very helpful, lovely people.
Yes very much.
Yes.
Reasonable good.

<b>Were the arrangements convenient for you?</b>
Yes they were, food was money worth.
Brilliant.
Everything was great.
Everything was convenient, everyone where friendly and very helpful.
Yes.
Yes.

<b>Did you make contact with other parents? Was this useful?</b>
Yes I did, enjoyed our chit chat, sharing different experiences about the forest.
Yes, yes.
Yes, I've met all of the mums before but it was nice to see them again.
Yes I could have met quite few more people.
No. The one's I came with.
Yes they were very helpful.

<b>Are there other activities you would like to do?</b>
Bike riding.
There is no activities that I can't do.

1 Home Visitor who is also a local parent said she would like to get more involved in evaluations.

## It's a Bug's Life 12 August 2002

3 questionnaires were completed by parents who went on the trip. No register was taken.

**Q1** In general, did you enjoy the day? **No replies**

**Q2** Could you tell us why you did or did not enjoy it?

My daughter absolutely enjoyed herself and we went to a big indoor play area which was great

There was so much packed into the day - it was non-stop

Due to the weather it still wasn't cancelled, Sure Start kept their commitment and took us all to Just for Kids, which my kids loved and then we went to the park and my daughter had her picture in the Star, which was nice

**Q3** Did you find Sure Start staff approachable/friendly/helpful?

Yes

T made a great effort and was very involved in talking to everyone

I know T personally and it is great to be able to rely on someone we can trust

**Q4** Were the arrangements convenient for you? (eg child care, food, transport, etc)

Transport was provided and the activity paid for

Transport

Just for Kids was paid for and we had the minibus that J (who my kids love) driving. Great day

**Q5** Did you make contacts with other parents? If so, was this useful?

Yes

Yes, got involved with other mums

Talking about other events coming up

**Q6** Are there any activities you want that you cannot do at the moment?

Mother and toddler swimming

I work, so evenings or weekends.

Keep fit

2 parents said they would like to get involved in evaluation.

## **Swimming sessions – evaluation of joint sessions with Rotherham Summer 2003**

A group meeting (with refreshments) was held to evaluate the sessions after the last session on 27 July 2003. Unfortunately this session fitted in with Rotherham school holidays, rather than those of Sheffield, so only 3 Tinsley families were present.

What came out of the evaluation:

### **1. Are you enjoying the swimming sessions?**

- Yes, the sessions have given me the opportunity to bond with son.
- I have found that the swimming sessions have given me the chance to socialise with other mothers.

### **2. What is it you like/dislike about the sessions?**

- LIKE children enjoy it; mums get a chance to go in water;
- DISLIKE water is sometimes cold; showers are too hot sometimes.
- OTHER not being able to take more than 1 child; not having crèche facilities.

### **3. Is it accessible from where you live?**

- Yes it is walking distance from Canklow.
- Able to catch a bus from Tinsley.

### **4. Is the timing suitable for you?**

- Timing is good as we can drop children off at school and then come to the sessions.

### **5. Is the water warm enough for you?**

- It is cold sometimes which is why we don't stay in for longer.

### **6. Are the showers warm enough?**

- Sometimes showers are too cold or too warm.

### **7. Are the staff approachable?**

- Yes – we are able to speak to the staff if we require any help.
- The lifeguards are available to offer any support.

### **8. What changes would you like to see in the future?**

- Music playing while the session is running.
- Lifeguards to do activities.
- Theme days/parties.
- Promotional Health Eating
- Attendance Certificates (badges, books)
- Ice breaker – at the beginning of each session.
- Introductions to new members.

### **9. Who would like to get involved in the planning of the future swimming sessions?**

- No replies recorded.

## Health Walks - undated

2 questionnaires have so far been completed (24/05/04). Over all the sessions recorded (with the exception of special trips outside Tinsley which are shown separately) the health walks have been attended by 15 adults, 5 under 4s and 2 over 4s from families registered with TSS, plus 11 unregistered families.

**Q1** In general, did you enjoy the sessions?

Walking in the holidays and evenings

**Q2** Could you tell us why you did or did not enjoy it?

Got me and the kids out - I like to watch my weight

Cheap and social day out, time out

**Q3** Did you find Sure Start staff approachable/friendly/helpful?

Yes, T started the evening walk because I asked her to

Yes I do

**Q4** Were the arrangements convenient for you? (eg child care, food, transport, etc)

Yes

Yes

**Q5** Did you make contacts with other parents? If so, was this useful?

Yes, it's amazing how many people you meet

Yes

**Q6** Are there any activities you want that you cannot do at the moment?

Having access to a gym

1 parent said she would like to get involved in evaluation.

## **Asylum Group**

Much of the evaluation of this group has been gathered through photographs because TSS has been unable to always have interpreters available in all languages to collect detailed information verbally. However, due to the sensitive nature of the group, these photographs cannot be made widely available. They can, however, be viewed on request by contacting TSS's CDW. A written undertaking not to disclose any information would be required first.

From September 2003 (until April 2004) some women from Tinsley have been going to the Women's Group run by Northern Refugee Centre (NRC) in Sheffield city centre. NRC undertook some evaluation in April 2004, which is summarised below.

13 women took part. They came from 9 areas of Sheffield, 4 of which have Sure Start projects. Most people got there by bus, taking from 10 minutes to over an hour's journey time. Quite a few women commented on how difficult it was getting the bus with children and pushchairs. Three-quarters of the women brought children to the group. Some people had only been coming for a month, while others had come from the start of the group.

What people most liked about coming to the group (rated in order of importance):

1. Meeting new people
2. Practising English
3. Talking to my friends
4. Taking part in activities
5. Having somewhere to put the kids
6. Coming into town

Other: food, sharing love together, meeting volunteers, it brings people together, fantastic, drinks, trips.

What people said about "what difference does coming to the group make to you?":

- It's helped me put aside my stress. There is a lot of stress in my life. It helps me forget when I am at the group – it is a kind of relaxation.
- If I don't come I get bored.
- I have a lot of tension at home. I am alone there, my children are at school and I have no one to talk to.
- We forget all of our problems when we come and meet people.
- It makes me feel better. It is good to come to eat, meet, talk and enjoy.
- I feel better than before. I feel happy and I feel that I am busy in some way.
- Making friends makes you happy.
- In my house I am alone. So if I come here I am happy. I enjoy being with other people.
- I have somewhere to go.
- I meet friends and it makes me happy.

What people said about "When the group doesn't meet (for example over Easter) what difference does this make to you?":

- I feel bored at home.
- I have nowhere to go.
- It is not good. I stay at home doing nothing.
- I feel bad. The children want to play with their friends. I miss it.
- It makes a great difference – I sit in my house and I feel loneliness. When my children go to school I have no one to talk to.

- I was not busy.
- I feel anxious at home. Today I am very happy and excited to meet people again. Two weeks felt like two years.
- I was very upset. I missed the group; I have no friends nearby to talk to.
- Not really – I go to other groups to fill the time but I miss some of the people here.
- I just sit in the house. I don't know anybody here.
- I have lots of time.
- I get more bored.

The women were asked “Do you talk to or see your friends from the group outside of the group?” and “Have you made new friends at the group who you now see or talk to outside the group?” All of the women answered yes to both of these questions. Comments from the second question:

- Yes – we met here and became very good friends.
- I met some people who live in the same block of flats as me. I met them in the women's group but now we see each other in the flats as well.
- Yes – lots – and now I am supporting a woman who speaks the same language as me.
- Yes – we go to the park with our children.

The women were asked if they would still come to the group if they did not receive their bus fare. 8 said yes, 2 said no, and 3 said they would still come, but less often, maybe every other week, or when they could afford it.

Suggestions that might make the group better included trips, bigger space, party, more English, music, things to make people happy, people to welcome new people and explain what happens, more mixing of people from different countries, henna painting.

The women were asked what other things they did each week. 9 women went to English or college classes, from 1-3 times per week. 1 woman went to Conversation Club 3 times per week. 3 women went to toddlers group once a week. 7 women met up with friends, from 1-3 times per week. 11 women went shopping once or twice a week. 8 women went to the park or playground once or twice a week. 8 women came into the city centre 1-3 times per week. Also mentioned were visits to the library, post office, sewing group, community course, housework, doctors. Things that stopped the women taking part in other activities were having a small baby (3 people), childcare (2 people), language problems, bus fare.

The women were asked what they had found difficult when they first arrived in Sheffield:

- No English.
- Didn't know where anything was.
- Everything.
- I didn't have enough clothes for my children.
- I didn't know anybody.
- I didn't know where the shops were.
- I couldn't find the supermarket.
- Anxiety.
- I didn't know how to use the money.
- How to take the bus.
- No family, no friends.
- Finding places.
- Very upset – didn't know anything.

- No relationship.

And what would have helped them:

- Family support workers
- Speaking English
- Someone showing us
- Boyfriend – more social activities
- Someone to befriend me
- Friends
- Knowing how to shop
- Showing people where everything is
- Getting people into English classes
- Money

### Cook'n'Eat and Health Awareness Sessions Summer 2003

5 questionnaires were completed. The sessions were attended by 12 adults, 9 under 4s and 2 over 4s registered with TSS, plus 5 unregistered adults. Some sessions were also attended by specialists from other agencies.

<b>In general, did you enjoy the sessions?</b>
The practical aspect of cooking healthy issues.
Very good
The cook and eat sessions on a Friday morning have taught me a lot about Asian style cooking.
Health Sessions, Tuesday afternoons
I thoroughly enjoyed the (health) sessions, very formal and relaxed atmosphere.

<b>Why did you (or did you not) enjoy them?</b>
The social aspect, and working together as a team.
Very enjoyable. Got to eat lots of different foods, and meet new people. Learnt to eat healthier.
I have learnt to cook healthier, and introducing the children to this.
Really enjoyed the sessions, learnt lots of new things.
I enjoyed the sessions as they were knowledgeable and made me more aware of my health, lifestyle, and ways to improve it.

<b>Did you find Sure Start staff approachable/ friendly/helpful?</b>
Friendly and helpful, really easy going.
Very helpful and friendly
Yes, very.
Very friendly
Yes, they were very friendly and co-operative.

<b>Were the arrangements convenient for you?</b>
Yes!
Child care is excellent, food is tasty.
Yes, childcare was available which is a big issue when it comes to these courses.
Yes, the childcare was excellent, so was the food.
The childcare made it more easier as it was provided which gave us parents a chance to relax.

<b>Did you make contacts with other parents?</b>
Yes, this was useful especially speaking in English to other parents.
Already know most of the parents.
Yes, to see how other people cooked.
Yes but it seems the same parents attend the groups.
Yes

<b>Are there any activities you want that you cannot do at the moment?</b>
No.
No. Being part of the Parents Group I can talk to F about this.
If there was any in the future I am a member of the family group, so that's how I would put forward my ideas.
No
Health walks with childcare provided.

All 5 people said they would like to be involved in TSS's research and evaluation team.

### Pampering Day 15 May 2003

8 questionnaires were completed (some by TSS staff on behalf of parents with language or literacy problems). 21 adults, 24 under 4s and 5 over 4s attended from families registered with TSS, plus 1 unregistered family. All 8 people who completed the questionnaires said they enjoyed the day, and that TSS staff were friendly, helpful and approachable.

<b>Why did you (or did you not) enjoy the day?</b>
Being free of mind - I did enjoy all my treatment
You enjoyed everything, head massage, face, henna.
Very nice day
Very relaxing atmosphere
We I enjoyed it because I had back massage done and feel lot better
She enjoyed all the massages that were offered to her, henna.
Everything was nice, food, henna

<b>Did you make contact with other parents? Was this useful?</b>
Yes, it was useful to know new people.
Yes, I made friends
Already knew a lot of the parents.
Yes
We knew each other already and enjoyed the day
Yes, very friendly.
No she didn't find the other parents easy to contact, because she had language problem

<b>Are there other activities you would like to do?</b>
Cooking classes, beauty and hair and English classes
Aornatheraphy, hair, beauty
Cooking classes, hair, beauty, she does not mind what course is available, she will join in
Cooking course with interpreter available

<b>Comments were invited from parents about TSS</b>
Sure Start has benefitted me in many different ways, which include chreche places for my little boy, lots of activities, meeting different people, and the chance to do courses, that I would of never done. The support of the home visitors has been brilliant, helping in anyway they can. THANK GOD FOR SURE START!!!
I had a good experience today learning about different beauty treatments, also how comforting it is and relaxing after a hard day's work.
I go to mother and toddler swimming sessions and my daughter really enjoys herself, she's getting confidence in water and she's learning in water it's not that bad, because of my daughter I make the effort to attend every week.
The activities in the Sure Start are very nice but I want to get the benefit by providing French or Arabic interpreter.
I hope you will going - do not stop.
I want to give my husband the chance in such activities.
I think is Sure Start is perfect.
I feel I have benefited from Sure Start in many ways, they provide childcare and give mums like me a chance to involve myself in training courses, socialize through activities such as the mother and toddlers swim.
I've been involved with Sure Start for 2 years. I've benefited from many courses and I'm now a qualified tutor. As a single mum the home visitors are a great help and the courses are a good way to meet other mums. A benefits as well as she can mingle with other children in the creche. The parent participation meetings are a good way to help influence what happens in the area.
S (translation) Sure Start helped me a lot when my daughter was young. With the help and support of Sure Start I have done many courses and presently I am still attending some courses because Sure Start provides child care support. In my opinion Sure Start coming to Tinsley has been a great advantage for our community. People who could not do anything before now can with the help of Sure Start. I would like to do more courses so that I can benefit from them. I would like to see more activities for children, so my children can attend. Thankyou.
Sure Start is a very useful organisation for mothers and children under 4s I have really enjoyed all the activities organised by Sure Start It's a nice opportunity to meet people.

**Comments were invited from parents about TSS**

I enjoyed being part of Sure Start, my 3 year old daughter enjoys all the activities provided by Sure Start, and I am also looking forward to her going to nursery.

**Tinsley Recreation Ground Activities 28 August 2003**

All age groups very well attended the day, from toddlers up to teenagers, especially considering the weather, which was cold, dull and damp.

There were football games, training, cricket, swing ball, face painting and some crafts. Sheffield City Council linked in with the sports van, playing games etc.

TSS's CDW had to remove quite a lot of dog mess from the area at times, and noticed that there were no dog bins for dog owners to use.

Most of the children who came did not have parents present, and did not want to fill out evaluation forms, so she took lots of photos of the day to use as a way of evaluating the activity. The fact that the event was so well attended and that people stayed from start to finish showed that there is a need for more activities to run in the holidays for these children.

### Children's Health Activity Day 28 February 2003

14 short evaluation questionnaires (see Appendix 1a) were completed. The event was attended by 11 adults, 11 under 4s and 6 over 4s from families registered with TSS, plus 7 unregistered families (1 from outside Tinsley). They gave an average score of 4.5 (out of 5) for how much they liked it.

What did you like best?	
That it is a community event, which gives M a chance to play with other children	
The dentist and interactive teeth	
Well organised, lots of variety and lots of people from the local community attended	
Toys and making things	
All of the health was good	
The gleu making thing	
It was somewhere to take the younger children, whilst the older ones are at Avesta	
The card making	
Everything was nice for kids	
The activities for the children	
Lots of different things to do and advice and able to find out what Sure Start have coming up	
Painting, food, craft activities	
The whole lot was quite nice. My daughter being too young to do other activities enjoyed the toys most.	
The food table where I could play and taste food.	

What didn't you like?	
Nothing	6
Would have liked to see more Sure Start staff	
I think there should have been a longer time period for the activities, giving chance for people who couldn't make it early.	

What other events or activities would you like to see?	
There are a lot of events already happening, but it is difficult to take part in all of them, due to a shortage of creche facilities.	
Fitness for toddlers	
More activities like this	
More for kids	
More games	
To carry on doing the good work	
More children activities	
More events happening in the school holidays.	
Storysacks	
More information for future activities.	
More activities like this.	

## Children's Activity Day 29 October 2002

6 evaluation questionnaires (see Appendix 1b) were completed (some by TSS staff on the parent's behalf, due to literacy problems). The event was attended by 7 adults, 8 under 4s and 7 over 4s from families registered with TSS, plus 3 families from outside Tinsley. Everyone said they enjoyed the day (Q1) and that the arrangements were convenient (Q4). 5 parents said they would like to get more involved with the evaluation of TSS.

### Q2 - Why did you or did you not enjoy the day?

She enjoyed it very much because the children where very happy.

The children really found everything fun and enjoyment.

There was plenty of different activities to do for the children and the healthy snacks were lovely.

It was good because there was lots of different activities to keep the children entertained and they really enjoyed themselves.

Kept the children busy and they enjoyed it.

There was lots of different activities for my son to do. The food was lovely. The staff were really friendly.

### Q3 - Did you find Sure Start staff approachable/friendly/helpful?

The staff were alright.

Yes they were very friendly.

Yes very.

Yes I did and they encouraged the children to participate.

Yes very much.

Yes I did.

### Q6 - Are there any activities you want that you cannot do at the moment?

If there was more activities for older children.

Everything was good and friendly.

No, I thing the staff covered everything quite well.

I would have liked to see more activities for older children such as play station, etc.

It would have been nice to leave them for a little while, but it was also nice being there.

Everything was just fine and it met all the children's age needs.

### Q7 - Did you make new contacts?

No I came

Yes

No, I new most people that was there.

Yes it was useful because I had time to chat, whereas when you pick children up from school you don't have time in the playground.

Yes I did make contact. It was useful because it was nice to see other parents.

Yes, it was nice to speak to other people, parents.

### Q8 - Was there anything you did not enjoy about the day?

No | 4

My kids loved and enjoyed the activities.

Can't play twister because I'm heavily pregnant!

## Appendix 4 Questionnaire for evaluation of loan of electric breast pump

Child's name..... Date of birth.....

Weight at birth.....Kg / Lb (Delete as appropriate)

Mother's name..... Date of birth.....

Address ..... Telephone No.....

### 1. Why did you decide to try using a breast pump? (tick as many as apply)

1	I wanted to breast feed but wasn't physically able to.
2	I wanted to go back to work but continue breast feeding.
3	I had to go into hospital and wanted to continue breast feeding.
4	I didn't like the idea of breast feeding, but could see there were advantages for the baby.
5	I tried breast feeding, but it was very painful.
6	My baby didn't take to breast feeding.
	other (please specify):

### 2. Did you get help and advice from any of the following? (tick as many as apply)

1	Local Midwife
2	Hospital Midwife
3	Health Visitor
4	Tinsley Sure Start Home Visitor(s)
5	G.P.
6	Practice Nurse
7	Family
8	Friends
9	Tinsley Sure Start breast feeding support group
	other (please specify):

**3. How did you feel about breast feeding before your baby was born? (tick as many as apply)**

1	I felt very strongly I wanted to breast feed.
2	I quite liked the idea of breast feeding.
3	I wasn't too happy about the thought of breast feeding.
4	I definitely didn't want to breast feed.
5	I thought it would be better for the baby.
6	I thought it would be better for me.
7	I thought it would be too painful.
8	I thought it would be too messy.
9	I thought it would be too inconvenient.
	Other (please specify):

**4. Have you ever tried using a manual breast pump?**

Yes (go to question 5)

 <sup>1</sup>

No (go to question 6)

 <sup>2</sup>

**5. How did that compare with the electric one?**

**6. How old was your baby**

<b>when you first started breast feeding?</b>		Weeks / months (delete as appropriate)	<b>when you first started to use the breast pump?</b>		Weeks / months (delete as appropriate)
---	--	---	---	--	---

**7. How old was your baby**

<b>when you finished breast feeding?</b>		Weeks / months (delete as appropriate)	<b>when you finished using the breast pump?</b>		Weeks / months (delete as appropriate)
--	--	---	---	--	---

**8. Did using the breast pump help you continue breast feeding?**

Yes

 <sup>1</sup>

No

 <sup>2</sup>

**9. Did you consider buying your own breast pump? (tick as many as apply)**

1	Yes, but I couldn't afford one.
2	Yes, but it didn't seem worth it for just a short time.
3	No, I knew I couldn't afford one.
4	No, I was too stressed and busy to think about it.
5	I could only afford a manual pump.
	Other (please specify):

**10. What were the main advantages for you? (tick as many as apply)**

1	It took all the hassle out of breast feeding.
2	Quick.
3	Clean.
4	Adjustable speed.
5	Adjustable pressure.
6	Easy to sterilise.
7	No mess.
8	Could use batteries if no mains supply available.
	Other (please specify):

**11. Did you have any problems with the breast pump? If so, what would have helped?**

--

**12. Did you have any concerns about using a breast pump that might have been used by someone else? If so, how were you re-assured?**

--

**13. Overall, how satisfied were you with the loan of an electric breast pump?**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
1	2	3	4	5	9

**14. Would you recommend using an electric breast pump to other people?**

Yes  <sup>1</sup>      No  <sup>2</sup>      Maybe  <sup>3</sup>