

**Eastbourne Sure Start
Annual Research and Evaluation Report 2005**

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Introduction - Eastbourne Sure Start

Areas Covered

Eastbourne Sure Start is a fifth wave programme covering three distinct areas of Eastbourne. It targets the Devonshire Area, which is in the heart of the town centre, and two satellite estates, Willingdon Trees and Shinewater. The Eastbourne Downs Primary Care Trust is the accountable and lead body providing leadership and taking responsibility for all internal financial, management and administrative controls.

Eastbourne is the largest conurbation in East Sussex. It is ranked among the 20% most disadvantaged districts in the region by the index of Multiple Deprivation. Much of this deprivation is concentrated in the town centre, however residents on the outlying estates of Shinewater and Willingdon Trees also face similar problems as a result of poverty, crime and social exclusion. This is exacerbated by physical isolation.

Town Centre, Devonshire Ward

The Devonshire Sure Start patch is in the heart of Eastbourne Town Centre. This is an area of mostly terraced housing and older, larger houses that have been converted into flats. There is also much residential accommodation over shops and offices. Therefore, although it is quite a small area geographically, it has a high-density population. The area is quite close to the main shopping parts of the town, so it is convenient for daily living.

There is one small primary school with a nursery class (The Bourne School) in the middle of the patch, and a selection of private nurseries providing care for pre-school aged children. There are no places offering education to secondary school children.

There is a Salvation Army Centre, offering the usual help to vulnerable adults as well as a parent and toddler session. There are a few local churches offering various community activities such as lunch clubs, coffee shop and a pre-school group a couple of mornings a week.

Playlink has been offering a service in the area for about 18 months and has recently moved into a recently revamped building (Mencap) to provide a play session twice a week.

Eastbourne Sure Start has been providing a weekly play session at a local church hall. They also offer a weekly Baby Club for local new parents.

There is a young people's centre (Charles Jewel Centre) in the area, which is a base for all young people (16 – 25) to access advice, support and help, as well as various educational and fun drop-in sessions.

This is an area with a very transient population and also a high number of those living in temporary and unsuitable accommodation. Though there are many privately owned houses these are mostly rented out to tenants. There are a number of landlords who do not maintain their properties to a good standard, which only adds to the problems of people living in unsuitable and temporary accommodation. There is a new Health Visitor recently appointed to specifically help those living on the streets or in unsuitable accommodation, who would not otherwise access health provision.

Shinewater Estate, Langney Ward

The Shinewater Sure Start patch is quite easily defined as it covers all the roads included in between the left side of Friday Street and Larkspur Drive. It is made up of mostly houses and maisonettes built over the last 20 years. They are mostly social housing, although some are privately bought. There are very few 5-bedroom properties, as well as a few 4-bedroom ones, but the majority are 2-3 bedroom.

There is one primary school (Shinewater Primary School) in the heart of the estate, as well as a small special needs primary school (Hazel Court). On the outskirts of the area is a large new modern senior school (Causeway School), which has only opened in the last 5 years. Within this school there is the facility to take senior aged children with special needs. Within the primary school there is a nursery class and there has recently been a neighbourhood nursery offering full day care for children aged 3 months to 5 years opened on the road that acts as a boundary.

In the middle of the estate there is a Community Centre, which offers many different activities and rooms to rent out for functions / groups etc. There is also one small convenience shop, which sells mostly newspapers, sweets, alcohol and tinned food. There is a doctors' practice and a small health clinic where the health visitors, community dentists and other health providers offer various clinics.

The area is quite well served by a bus service (although the special low-level buses used by those with poor mobility or buggies do not use this route).

Within a 5 / 10 minute walk is a small shopping centre, which has quite a good selection of shops including a supermarket, post office, library and bank etc. A market comes to this centre twice a week and on Bank Holidays, offering the usual variety of stalls.

Shinewater has long been recognized as an area of Eastbourne with many problems including being high on the tables for deprivation, teenage pregnancy rates, poor health and the numbers of children seen as being vulnerable. A Forum was established many years ago, as a way of different agencies coming together to work in a joined up way to improve the health and lives of the local residents. This Forum has been held up as an excellent model of Partnership working and has been very successful in many projects, including getting a children's play area and skateboard ramp built, various health projects and a small grant scheme established.

The local Community Church is well established within the area and not only provides regular services on a Sunday at the Community Centre but also many different after-school clubs and children's activities.

Eastbourne Borough Council (EBC) run a very popular Play-scheme every school holiday, held in the Community Centre.

The Shaftsbury Society has been working in the area for many years and currently offers outreach work as well as a small advice centre. This centre is opened to the general public, where they can access advice on debt management, what is happening locally etc. Other agencies such as the CAB and EBC offer various Drop-In sessions.

There is a Toy Library that operates at The Community Centre twice a week. It not only offers the opportunity to borrow a selection of toys but also a Drop-In session where families can stay and play for a couple of hours.

Eastbourne Sure Start have been working in the area for about a year, offering a variety of services, including a monthly Lunch Club and more recently a weekly play session.

Willingdon Trees

The Eastbourne Sure Start area for Willingdon Trees is easily defined as all the roads within the circular road of Hazelwood Avenue. The estate covers quite a large area and though there are a large number of houses, there seems to be more space around and it is not as densely built as in other similar large estates. There are a few bungalows on the very outskirts of the area, which may have been built just post war, but the rest of the properties have been built much more recently. There is a real mixture of houses, maisonettes and small blocks of flats, all with different sizes of accommodation. Again there is a mixture of ownership, some being privately owned, some Housing Associations and the rest social housing or Sheltered Accommodation.

In the heart of the patch is a primary school (Oakwood School). This has a nursery class for 3 year olds. Other than that there is no other provision for preschool aged children or for those over 11 years of age.

The area has one small shop, selling mostly newspapers, sweets, alcohol and tinned food. Very rarely, there are fruit and vegetables for sale, but these are neither fresh or value for money.

There is also a Community Centre recently rebuilt after the previous centre was burned down after an arson attack. This new centre offers a range of activities, including a lunch club for the elderly, a venue for various classes provided by the local college, a youth club and a base for Playlink, Sure Start and Tumble Tots to provide their services for the local community.

There is also a Family Centre, run by the local Social Services. This centre is not opened to the public but is a base for contact visits and those workers working with vulnerable families where help and supervision is needed.

Traditionally this area has not received as much attention or financial help as perhaps such a large area of mostly social housing may require. Because there is more space around, including a large green play area (mostly frequented by young people who appear to be bored) there is more of a feeling of isolation and desolation here.

Playlink have been working with local families with young children for many years now. They have a house on the estate, which is their office base, and they provide a play session at the Community Centre twice a week.

Eastbourne Sure Start have been offering a service to the area for just over a year, and offer a weekly play session as well as a monthly session on a Saturday.

The Roll Out the Barrow stall was launched last October and offers a good selection of fresh fruit and vegetables for sale on a weekly basis at very reasonable prices.

Current Eastbourne Sure Start Research and Evaluation Strategy

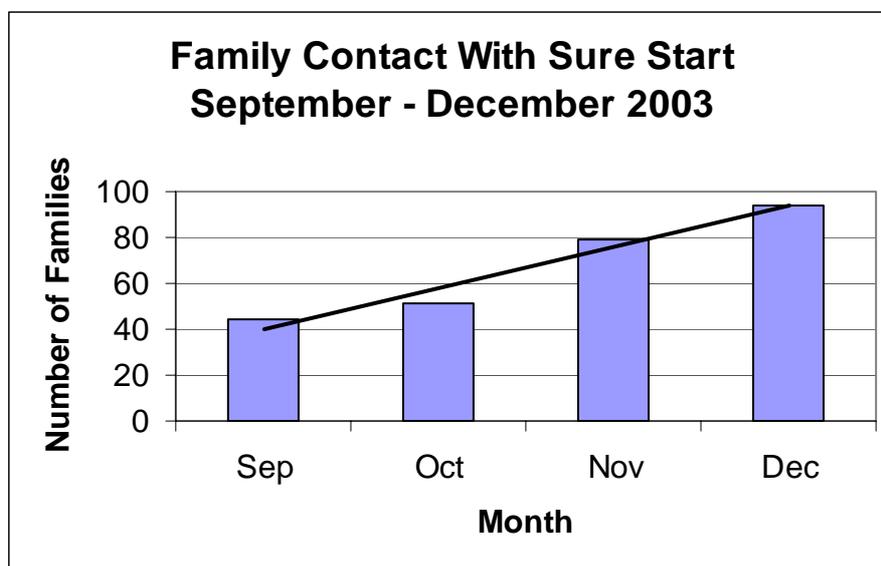
Up until now the research and evaluation of Eastbourne Sure Start has been carried out by practitioners in a bid to review and develop their services. Monitoring data has also been collected, collated and reported upon as an ongoing process. There is now a move to develop a more comprehensive research and evaluation strategy beginning with the appointment of an internal Researcher / Evaluator in December 2004. (See Future Evaluation Plans P.29). This report is written by the Researcher / Evaluator based on information provided by the practitioners.

Changes Implemented as a Result of Research and Evaluation in 2003

Parental Evaluation September – December 2003

The information for this section is taken from Croft “Parental Evaluation” which describes the evaluation that took place together with the results.

This evaluation took place at the beginning of the programme so there were not many events for parents to attend. Various members of staff were just coming into post and needed to complete induction and get to know the area before interacting with current families or signing up new families. The number of families registered was quite small although increasing all the time. The number of families who attended an Eastbourne Sure Start service or funded service was also small but increasing as can be seen in the graph below.



The aims of the evaluation were to find out from parents:

- What they already knew about the Eastbourne Sure Start programme
- What they would like to see delivered differently
- What, if anything, they would like to see available to them in the future

The evaluation was split into two parts.

General Parental Evaluation

Parents were approached during coffee mornings held in all three areas about their views of the programme and their thoughts for the future. Views were gathered by:

- general questionnaires to complete which consisted of a mixture of closed and open questions
- graffiti sheets, which were large pieces of paper containing open questions, pinned to the wall on which people were asked to write their thoughts
- verbal questioning. See Appendix 1 for the questions and the results.

23 questionnaires were returned.

At this early stage of delivery of the programme with the number of families questioned and the number of events taking place being small, the main conclusion that was drawn was that those parents who had engaged in the programme in whatever way were, on the whole, very positive and happy with the ideas behind the programme and were keen to come along to anything that the team provided.

At the time it was not possible to set up the courses that parents asked for during the evaluation as crèche facilities were not available until April 2004. However, since then, some of the courses suggested by the parents – First Aid and Keep Fit – have taken place.

Dads' Group Questionnaires

These were sent to fathers registered with the programme asking their thoughts on starting a Dads' Group. 13 questionnaires were returned. The questions and the responses can be seen in Appendix 2

As a result of the questionnaire three separate Dads' Groups were arranged in each of the three areas. However, the response was quite poor so, since then, a Family Group has been set up at Willingdon Trees meeting on Saturday mornings on a monthly basis. This is open to all parents and has been well attended.

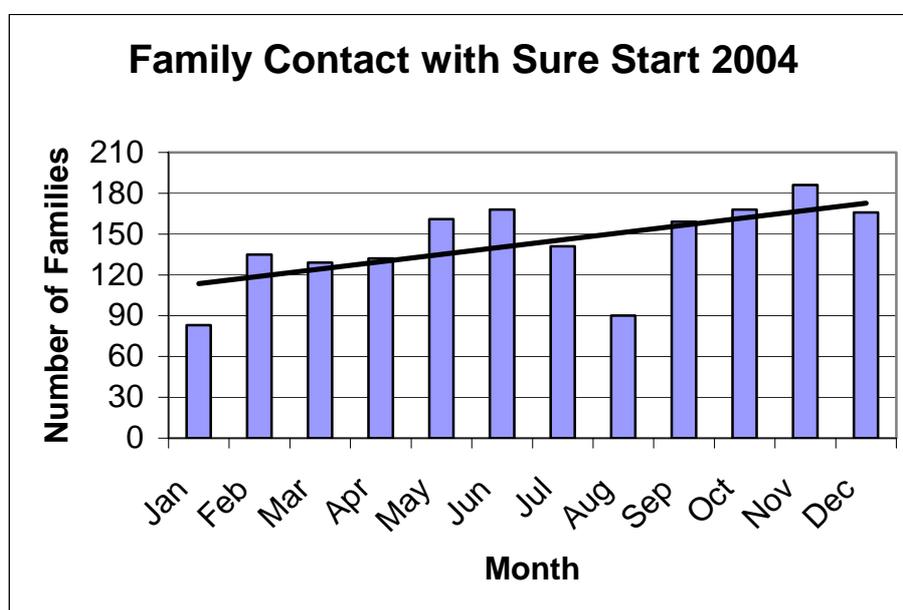
Monitoring Information 2004

NB In the graphs below the number of families, parents or children are shown. The family, child or parent is only counted once for the month for each service regardless of the number of times they attended.

Overall

According to GP figures, the three Sure Start areas have a total of 719 children under 4 living in them. 510 children under 4 are registered as at January 2005.

484 families are registered as at January 2004. Of these 390 were in some sort of contact with Eastbourne Sure Start or Eastbourne Sure Start supported services in 2004. The trend line on the graph below shows a steady overall rise.



Community Groups

The Community Group Worker offers a support role to various local groups including Diddies Toy Library in Shinewater, the North Langney Community Forum, the Children and Families Forum, the Community Workers Forum etc. This role also provides an excellent opportunity to network with other agencies, help identify gaps in services as well as help to prevent too much duplication of services available to families living in the Eastbourne area

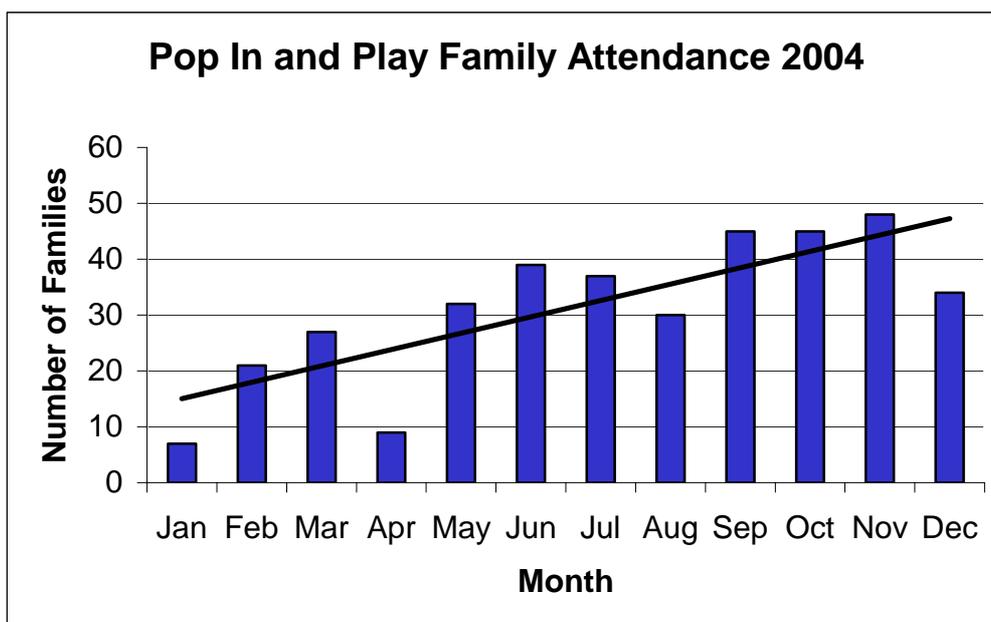
Pop In and Play Sessions

These are Informal Play sessions, held on a weekly basis in each of the 3 Sure Start areas. Each session offers an opportunity for families to “Pop In” for as long as they like during the 2-hour session. Refreshments in the form of hot drinks for the adults and milk or water and a healthy snack for the children are available free of charge during the session.

During the session various members of the Sure Start team regularly attend, such as the Midwife, Speech Therapist, Psychologist and Home Visitors. They offer an opportunity to offer informal advice and support to parents.

The figures for Pop In and Play cover those held in all three areas. The trend line on the graph below shows that the figures have risen steadily. The 'dips' coincide with school holiday times – April (Easter), August (Summer holidays) and December (Christmas).

119 families attended a Pop In and Play Session at least once in 2004.



Family Group

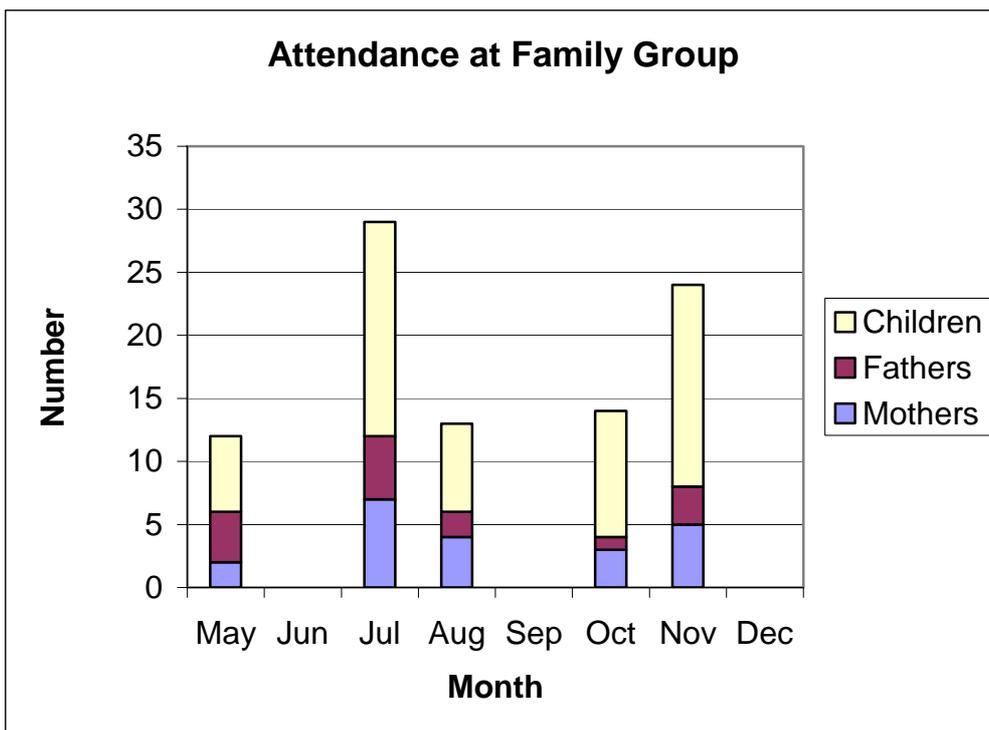
This group is offered to all the Sure Start families on the first Saturday of the month. The session runs 11.00-1.00 and is held at the Willingdon Trees Community Centre.

The idea is to offer other members of the family who are not normally able to attend a session during the week, an opportunity to bring their children along to enjoy an informal play session. Lunch is provided at a cost of £1 per family. The menu is not extensive but varies from baked potatoes, toasted sandwiches, ploughmans, soup\ bread etc.

The group is based at Willingdon Trees Community Centre, but is open to all families in the Sure Start areas and is becoming more popular each month.

The Family Group began as a Dad's group but was changed to a Family Group. At first it was held bi-monthly but is now held monthly on a Saturday morning. It was not run in December as the Community Group Worker was on leave.

13 mothers, 8 fathers and 30 children attended at least one of the Family Groups in 2004.



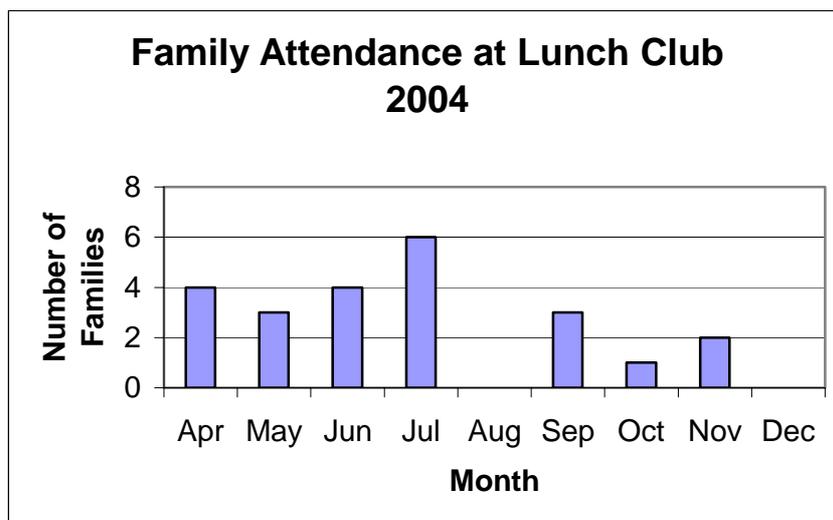
Lunch Club

This club meets on a monthly basis in Shinewater, running from 12.00-1.15. The menu is limited but provides a hot snack meal such as toasted sandwiches, baked potatoes, soup etc.

This group has been running since April 2004 and has never been hugely well attended, although those that do attend do enjoy the opportunity to make and meet friends as well as tuck into a healthy hot meal at a reasonable price.

Lunch clubs were not held in August and December.

11 families (27 individuals) attended the lunch club at least once in 2004.

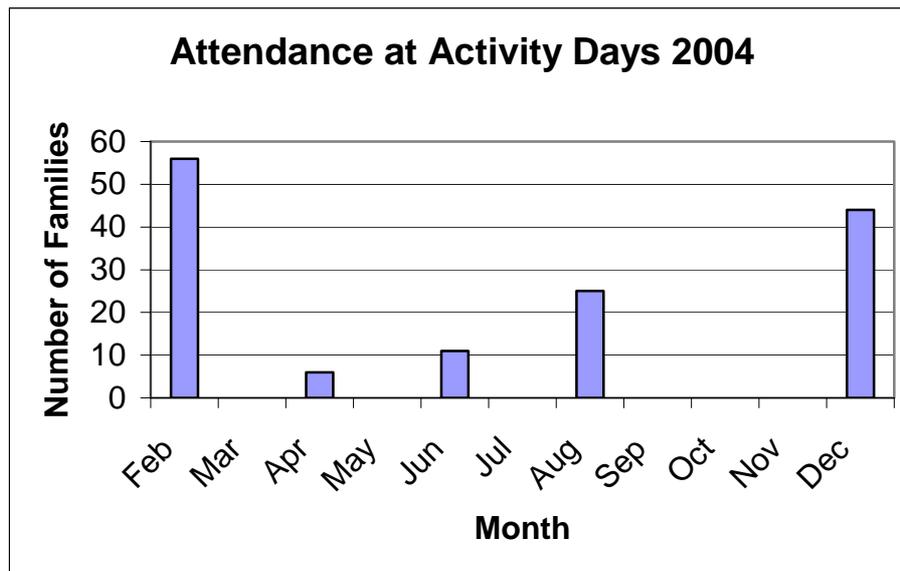


Outings / Fun Days etc

Throughout the year as well as the regular services provided by the staff team such as Pop In and Play sessions there are various outings, Fun Days and one off events planned. These are often run in partnership, with other local agencies such as Playlink, Toys In Motions, Diddies Toy Library and Tumble Tots etc.

The major event in February was the launch of the real nappy scheme. In August there was a Fun Day. In December there were Christmas parties held in each area.

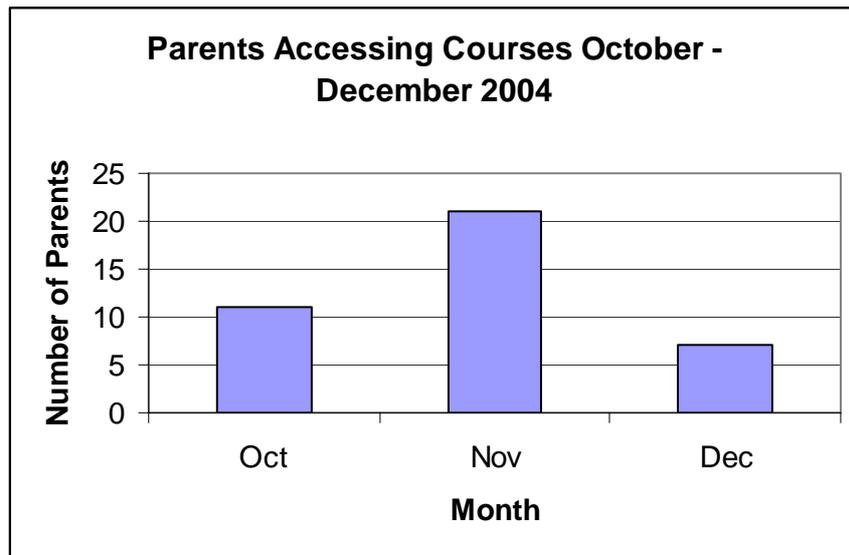
It is thought that more families attended the Fun Day in August than actually registered.

***Courses***

Courses and other educational opportunities are made available to parents living within all 3 Eastbourne Sure Start areas. These are provided by various providers including Sussex Downs College, Town Art Gallery and private providers.

Subjects and courses are all as a result of parental consultation. So far courses have included First Aid, Healthier Lifestyle, Keep Fit and most recently a course exploring self-confidence using art. The mobile crèche provides childcare.

Figures have been kept since October 2004.



Parents Forum

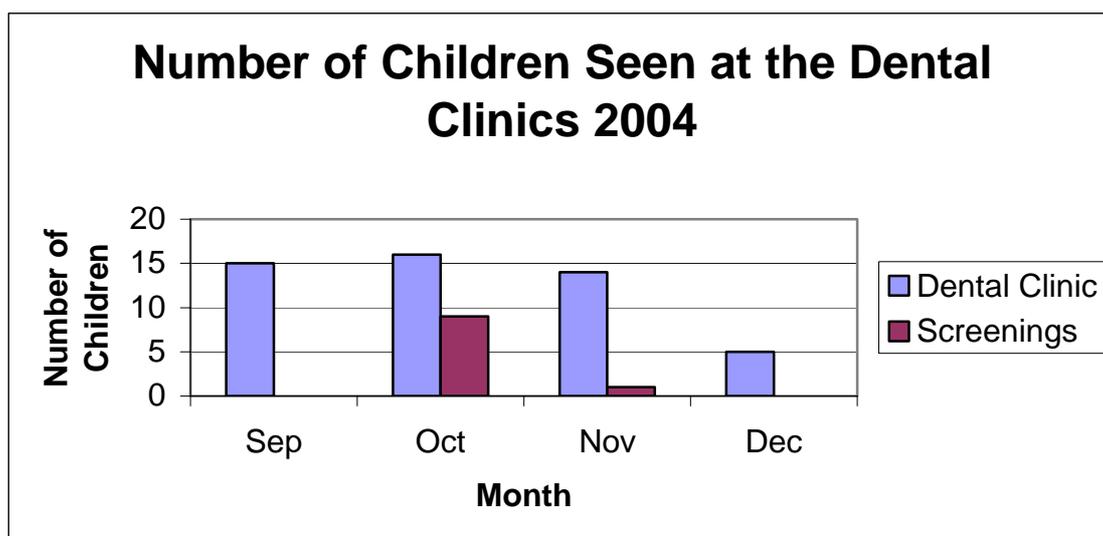
Membership to the Parent Forum is open to all parents living within the Sure Start area, though in reality there are about 6-8 parents who have shown an interest and attend any of the meetings. The forum meet about every 8-12 weeks and give the parents an opportunity to find out and understand more about how the Eastbourne Sure Start Programme is delivered and how this can evolve over time. Representatives from the Parent Forum are then encouraged and supported to attend the main Eastbourne Sure Start management group where they are able to give opinions from a parent's prospective.

The Community Group Worker is planning to do some work to encourage more parental participation early in 2005.

Dental Service

A dental service is provided for children under the age of 4 living in the Sure Start areas. This includes treatment and advice at clinics in Shinewater and Hampden Park. The Dental Team also aims to provide advice on a more informal basis at occasional drop-ins to Pop In and Play Sessions.

47 children from 35 families were seen at the Dental Clinics in 2004.



Family Focus Team

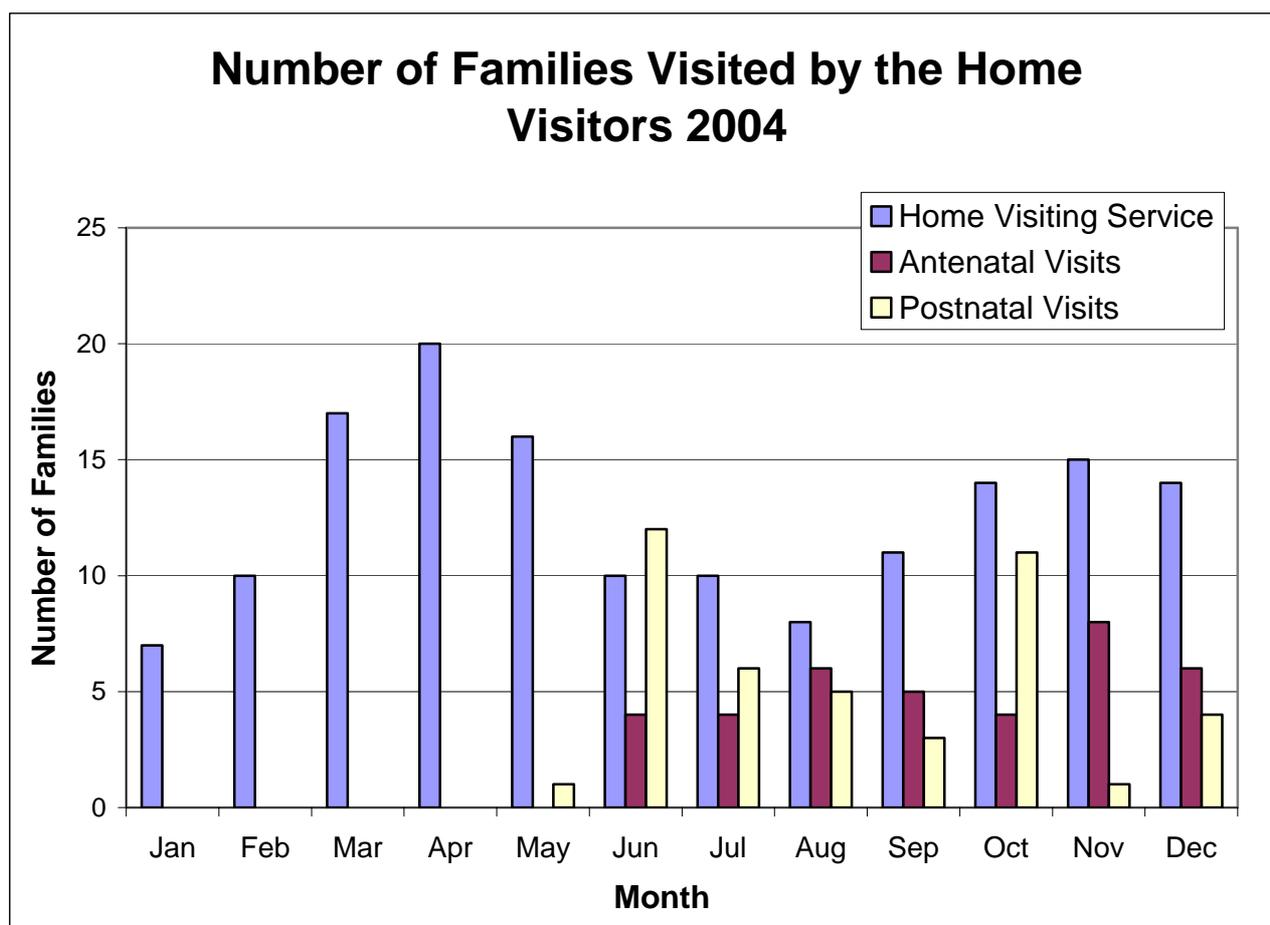
Home Visiting

The Home Visiting Team provide one antenatal and one postnatal visit to all families who would like them, offered by the Project Midwife at her antenatal contact.

A Home Visiting Service is provided for about 30 families who are targeted by Home Visitors and the Project Midwife at their global visits as being more vulnerable for any reason and where the family would like the extra support. This could begin antenatally (although families usually prefer to take it up postnatally) and may continue until the youngest child in the family is 2 years old. There is some flexibility where families have older children but Home Visiting would still be the most appropriate Service

One off visits are made to any families with older children who have moved into the area or are new to Sure Start to introduce the programme.

During 2004, the Home Visitors saw 37 families on antenatal visits, 41 on postnatal visits and 48 as part of the Home Visiting Service for families in need of extra support.



Community Clinical Psychologist

The Community Clinical Psychologist:

- Is available at toddler groups and Health Visitor clinics for discussion of particular issues, thinking together about ways forward for the family followed by a summary letter (which could be copied to other workers)
- Works directly with a very small number of families (2 or 3 at a time)
- Is available for workshops / discussion groups with parents
- Offers various services for workers including: consultancy to teams (e.g. Playlink), case consultancy to individual workers, a joint visit and subsequent supervision of a piece of work, training

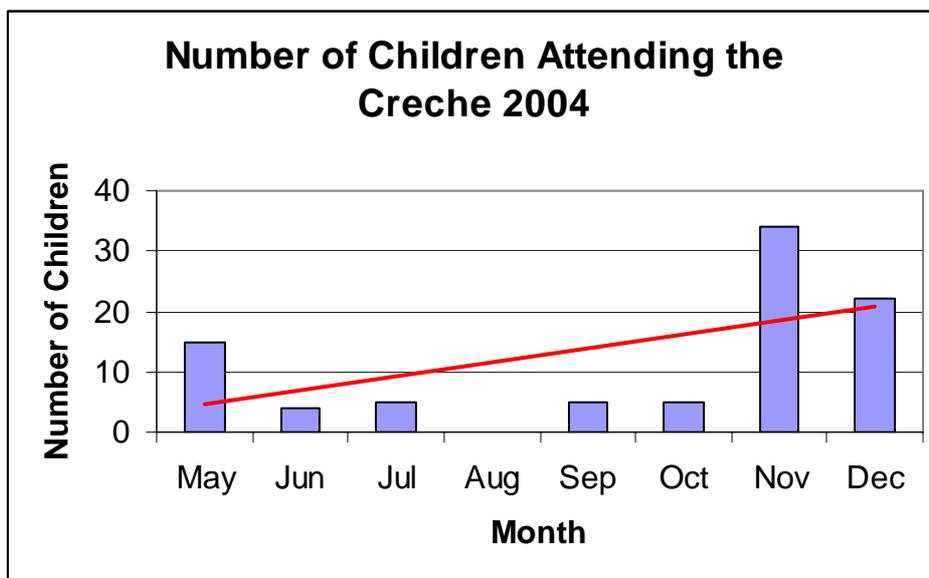
Mobile Crèche

The crèche offers quality childcare while parents are involved in other activities. The crèche workers also support the Pop In and Play Sessions, providing activities for the children while their parents are present. Currently there are three sessions on a Monday, providing crèches for a parenting course, English lessons and crèche staff are present at the Pop In and Play at Shinewater. On Tuesday crèche staff are present at the Baby Club in the Devonshire area. On Wednesday there is a crèche provided whilst parents make Story Sacks plus one for the Management Group meetings every 6 weeks. On Thursday a crèche is provided whilst parents attend an art group and crèche staff attend the Pop In and Play Session in the Devonshire area. On Friday, crèche staff attend the

Pop In and Play session at Willingdon Trees. Other crèches are also put on for one-off events. They can be held mornings, afternoons or evenings. A variety of activities are held at the crèches including music, story time, painting, colouring, sticking, small world, role-play and physical play.

The numbers attending the crèches rose considerably in the last 2 months of the year. It is foreseen that this will continue to be the case.

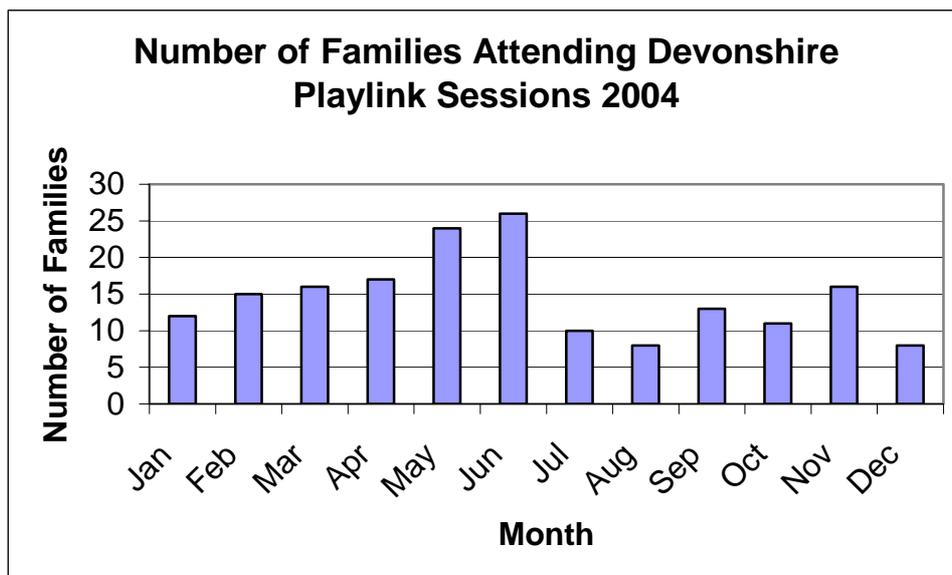
In 2004, 59 children from 36 families attended the crèche at least once.



Playlink

Playlink operates in each of the three Eastbourne Sure Start areas. Eastbourne Sure Start funds the Playlink service operating in the Devonshire area. Playlink works with local families with young children in the area providing a play session twice a week and home visits. Devonshire Playlink has made home visits to 12 families in November and 11 in December 2004. The graph shown below relates to the Devonshire area Playlink only.

In 2004, 43 children aged 4 and under from 39 families attended Devonshire Playlink play session at least once.



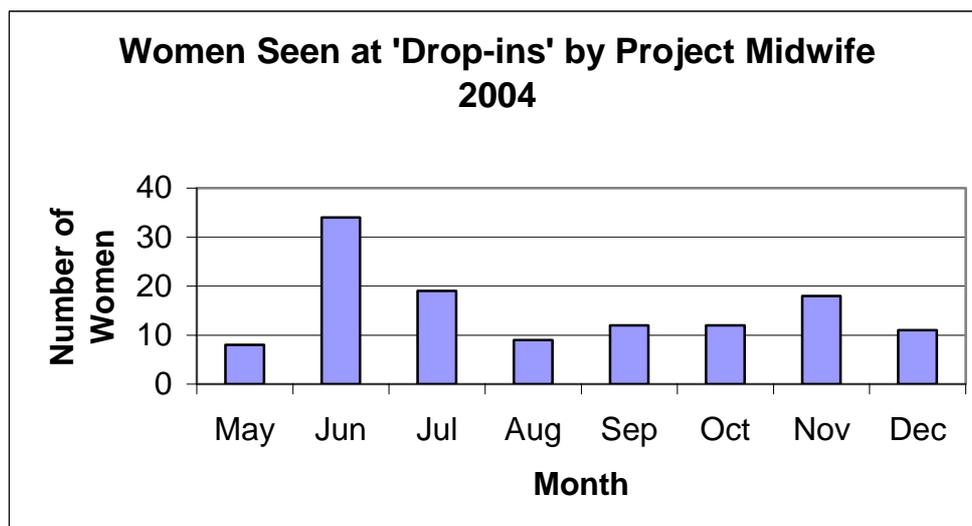
Project Midwife

The Project Midwife has offered full services since January 2004. It is her aim to visit all pregnant women in the Sure Start areas. The Project Midwife works very closely with the Home Visiting Service. At present, all pregnant women are offered an antenatal and postnatal visit by the Project Midwife, an antenatal and postnatal visit by the Home Visitors and, if appropriate, further visits by the Home Visiting Service.

Antenatal and Postnatal Drop-Ins

The midwife is available at Pop In and Play Sessions in all three areas. Baby weighing is available at these times if required. Currently, the drop-ins tend to be used for postnatal advice. It is hoped that antenatal women will access the advice once the Project Midwife begins to do their booking history and they become more aware of the services offered.

In 2004, 56 women saw the Project Midwife at a Pop In and Play Session at least once.



Antenatal and Postnatal Visits

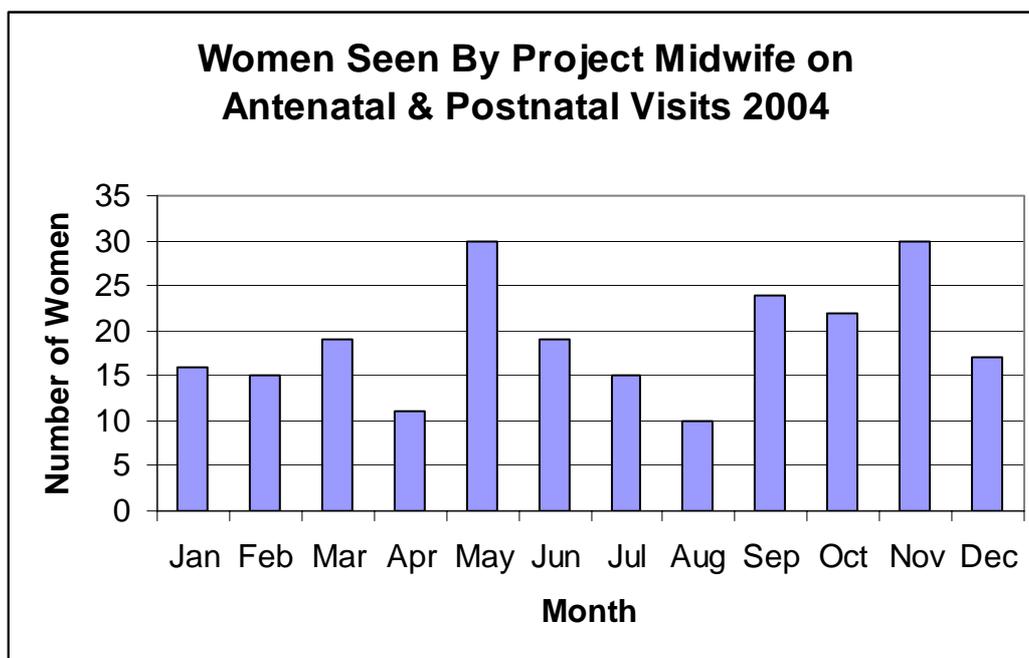
The Project Midwife checks the booking list (a list of all women booked for antenatal care in Eastbourne) every three months and offers visits to all women living in the Eastbourne Sure Start areas. This visit lasts an hour and amongst the issues discussed are:

Pregnancy, labour, postnatal care, benefits, housing, breastfeeding advice, smoking cessation, Home Visiting Service, Real Nappy Service, extra antenatal and postnatal care if required.

It has been difficult making the first contact with the women due to such factors as the women working, not wanting to see another midwife etc. In order to be able to see all pregnant women in the area, from 1st March 2005 the Project Midwife will be booking all pregnant women in the Eastbourne Sure Start areas. From working this way, it is hoped that the women and their families will be introduced to Eastbourne Sure Start earlier in their pregnancy.

All women seen antenatally are offered a postnatal visit 2-3 weeks after they have delivered. This gives the opportunity to remind the women about the services offered by Sure Start.

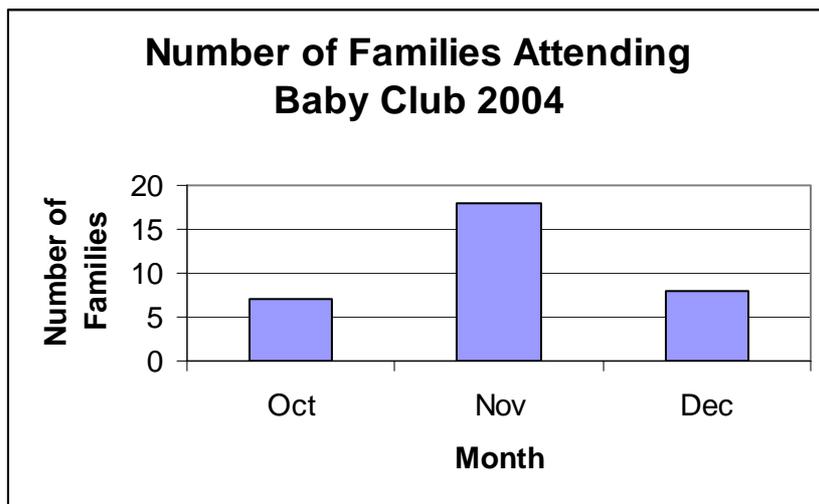
The data for antenatal and postnatal visits in 2004 were recorded together. This has now changed so it will be possible to show antenatal and postnatal figures separately in the future.



Baby Club

A group for parents and carers with children under 18 months run in the Town Centre. It is also open to pregnant women if they need to see the Project Midwife. It began in October 2004.

In the last 3 months of 2004, 20 families attended Baby Club at least once.



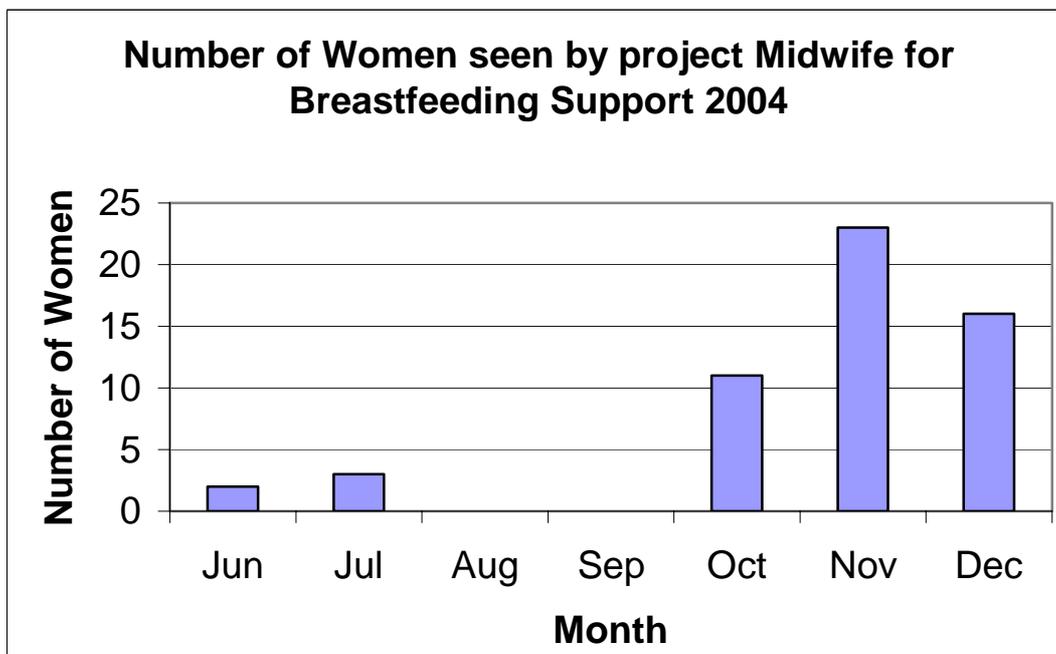
Breastfeeding Support Group

This is run in the Town Centre alongside the Baby Club. It is a support group for breastfeeding mums giving them the opportunity to meet others. Pregnant women are very welcome.

Sure Start supported the printing of 3,000 leaflets “Breastfeeding Your Baby in Eastbourne” which are given out in hospital to all breastfeeding mums.

Out of 132 women who delivered in 2004, 70 intended to breastfeed, 37 intended to bottle feed and 25 were undecided. 76 initiated breastfeeding but we do not have figures for the feeding method at 4-6 weeks. 5 women moved out of the Sure Start area during their pregnancy.

During 2004, 48 women received breastfeeding support.



Real Nappy Scheme

This is offered to all families living in the Sure Start areas. For a £5 joining fee, families get a set of washable nappies designed to last until the baby is potty trained. The nappies are to be returned when the family has finished with them. **To date 69 families use the real nappy scheme.**

Smoking Cessation

The Project Midwife offers support and advice to those families who want to give up smoking either individually or at group meetings. All pregnant women who smoke are offered a referral to the smoking cessation team.

Out of 132 women who delivered in 2004, 90 did not smoke during pregnancy. 5 of these gave up when they knew they were pregnant. 11 of these 90 had partners who did smoke during their pregnancy. 42 women did smoke during pregnancy and 2 of these gave up after giving birth.

Future Plans

- Parent Education sessions for women and their birthing partners
- Aqua-natal classes will commence in April.
- Baby Signing at the Baby Club
- Positive Touch sessions at the Baby Club

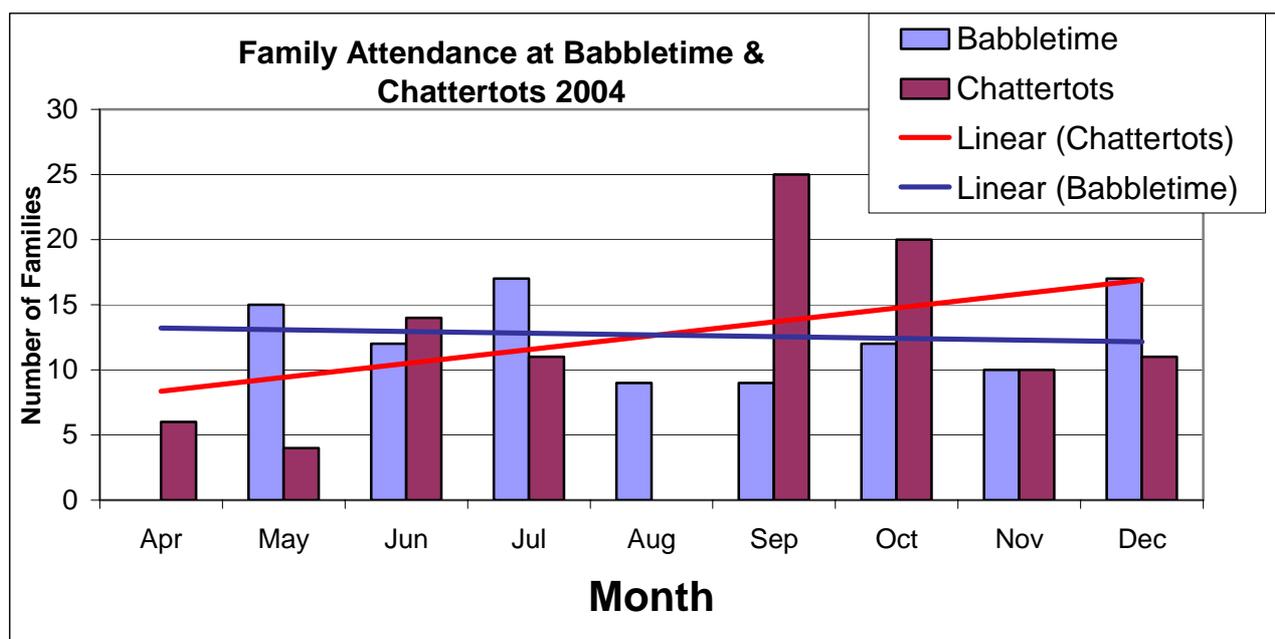
Speech and Language Therapist

The Speech and Language Therapist is available to offer advice and support to parents of pre-school children regarding any aspect of speech, language and communication development

Babbletime and Chattertots

Babbletime and Chattertots take place fortnightly at Pop In and Play Sessions in Willingdon Trees and the Devonshire area. Babbletime is a session of music and rhymes for babies 0-12 months. Activities aim to encourage interaction between parent and baby. Chattertots is a session of music and language games for children from 1-3 years. Activities aim to encourage language development in a fun setting.

The Speech and Language Therapist started Chattertots in April and Babbletime in May. The trendlines show that the numbers for Babbletime have decreased slightly over the period whilst the Chattertots figures have increased. The reason why the Babbletime figures have decreased slightly is probably because some babies are now over 12 months so attend Chattertots.



Training for Nursery / Early Years Staff

This is a package “Positive communication in the pre-school setting” to be offered initially to LEA.

Course on Baby Signing

“Accelerating Babies Communication” to be offered to parents of babies 0-18 months. 4 sessions commencing February 05. It is already fully booked.

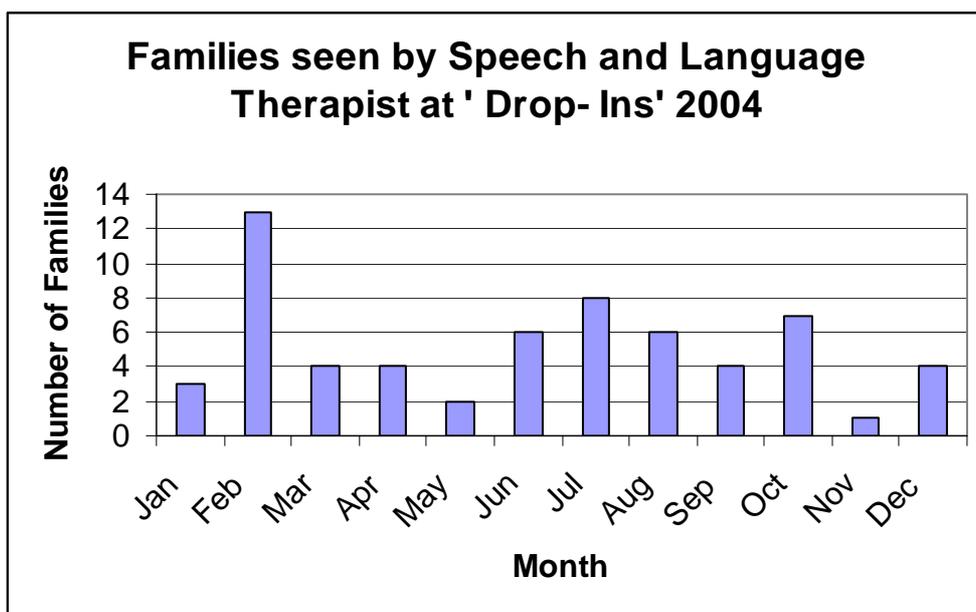
Sure Start Language Measure

A screening of language skills of 2 year olds. Each year 15 children (randomly selected) aged 23-25 months are screened to monitor how their language is developing. Data is sent to central Sure Start Unit. It is also an opportunity for parents to ask questions.

Advice Drop-Ins

Run alongside groups such as Playlink, Toys In Motion and Tumble Tots, the Speech and Language Therapist is available to answer parents’ queries, assess children (if required) and devise programmes of activities for parents to do at home to help their child. There is usually one drop-in per month in each area.

39 families were seen by the Speech and Language Therapist at ‘Drop-Ins’ at least once in 2004.



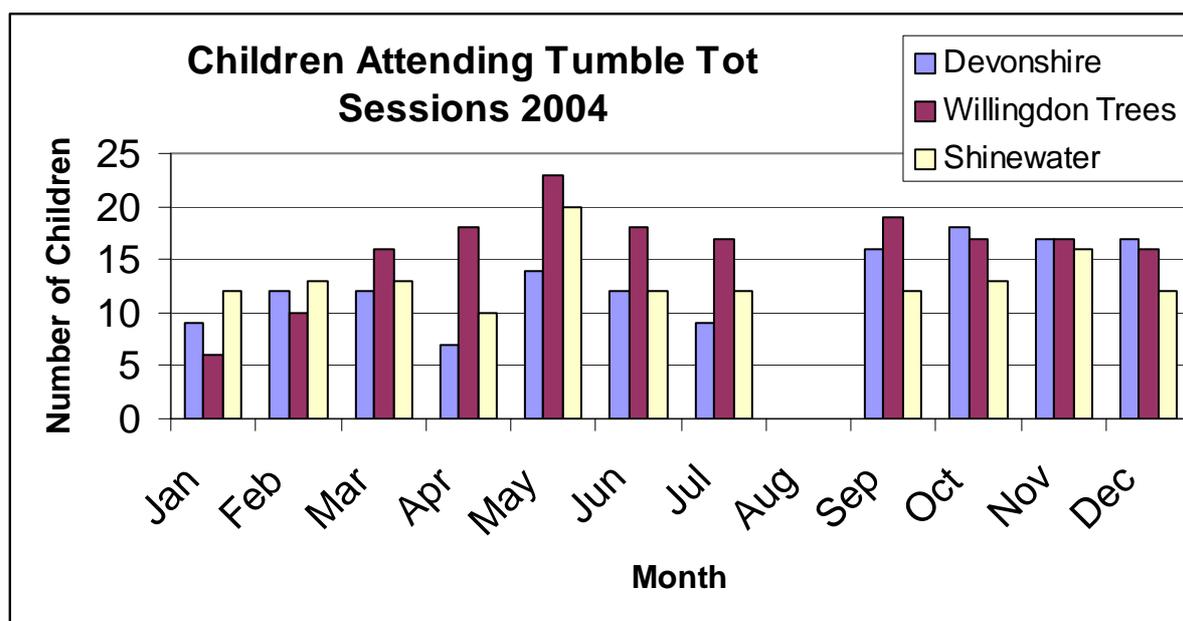
Tumble Tots

Eastbourne Sure Start pays the membership fees for Tumble Tots in all 3 areas. They also contribute to the cost of the sessions so that families only have to pay 50p per session rather than £3.50.

32 children from 29 families attended at least one Tumble Tot session in the Devonshire Area in 2004.

35 children from 32 families attended at least one Tumble Tot session in Shinewater in 2004.

39 children from 35 families attended at least one Tumble Tot session in Willingdon Trees in 2004.



Research and Evaluation Projects 2004

Consultation About Eastbourne Sure Start and its Related Services

This survey was carried out between January and June 2004. It consisted of two parts – Parental Consultation and Consultation with Other Local Agencies.

The following is taken from Croft “Consultation About Eastbourne Sure Start and Related Services”.

Parental Consultation

A short questionnaire was produced asking parents their thoughts on both services offered directly by Eastbourne Sure Start and those provided by another agency but funded or subsidised by Eastbourne Sure Start. Questionnaires including open and closed questions were sent to forty families picked at random from each area. They could be sent back to the office in the stamped addressed envelope provided or handed in to a member of staff at any of the groups. Out of the hundred and twenty sent out, forty-four were returned. The questions and responses can be found in Appendix 3.

General Sure Start Page

From the questionnaires it can be seen that the vast majority (42 / 44) of people had heard of Eastbourne Sure Start. Over half (26 / 44) had received a visit from the Eastbourne Sure Start Midwife or Home Visitor. Only a few (5 / 44) had received advice from the Speech and Language Specialist or been to Babbletime (4). A high percentage said that they had attended a coffee morning (14). A few had been to Tumble Tots (9) or to the Playlink group in the Devonshire area (8).

Asked for comments and suggestions for other activities many wanted a lunchtime group, more outings, courses and other activities for the children, such as swimming, dancing etc.

Between the time that the questionnaires were returned and the analysis of the responses, the Eastbourne Sure Start programme had already evolved:

- The coffee mornings had changed to Pop In and Play sessions
- At the time that the questionnaires were sent out the Pop In and Play session in the Devonshire area had only just started. By the time of the analysis, it had become more established with more people attending.
- Babbletime was offered more regularly at the Devonshire area and in Willingdon Trees, thereby giving parents a greater opportunity to join in.

Since June:

- A lunchtime group is run monthly at Shinewater
- An art workshop organised jointly with the town art gallery with a crèche provided is running for eight weeks in the Devonshire area
- Trips out are being organised for the Easter holidays 2005
- Various courses have been run for parents with crèche provided.

Real Nappy Scheme

Under half of the people who responded had signed up to the nappy scheme. The main reason why they did sign up to the scheme was to help the environment, closely followed by the fact that it would save money. Many of those who used the nappies added very positive comments. The main reasons for not signing up to the scheme was either because their child was no longer in nappies or they did not like the idea of washing nappies. On the whole, it appears that the vast majority of those Eastbourne Sure Start parents who signed up to the scheme were very happy.

Since then there are many more people who have signed up to the nappy scheme. See below (P.24) for details of the Real Nappy Scheme Survey.

The Newsletter

Out of the replies returned, 38 filled in the page regarding the newsletter. The vast majority (32) said that it had been sent directly to their home. When asked to consider their thoughts on the newsletter, the majority thought it was a good way to find out more about Sure Start (25). 17 thought it was bright and colourful, closely followed by 16 who thought it was of good quality. The diary page was thought to be useful by 11 people, 7 people said that they liked the photos in them and 6 said that they really felt that it related to them as a Sure Start family. On the whole this survey showed that many parents saw the newsletter as the best way of finding out what services Eastbourne Sure Start are offering. It has continued with the same format.

Playlink

Playlink drop-ins run in all three Eastbourne Sure Start areas. However, Eastbourne Sure Start only funds the Devonshire area Playlink. The results from the questionnaires about Playlink are a little confusing as the questionnaire was only really asking about the one in the Devonshire area but it appears that parents who attended the other two were also answering the questions concerning it. It also appears (probably erroneously) that the vast majority had not heard of Playlink. However, many said that they would recommend the group to their friend and that they found the service very valuable or valuable.

Tumble Tots

Eastbourne Sure Start pays the annual membership fee for Sure Start families and also subsidises the session so that families only have to pay 50p per session. There were 33 people who answered the questions about Tumble Tots though not all of them actually used the service. The biggest reason for not using the service was that their children were now the wrong age or there were 2 children of different ages who could not attend the same group. The majority of those who did use the service felt that their children enjoyed the activities and that the service was of good value. There were, however, a few comments from parents who were not sure that they believed in the principle of children being “forced into doing it the right way”, although their children did appear to enjoy the sessions.

Consultation with Other Agencies

Forty-one questionnaires were sent out containing open questions asking other local agencies their thoughts on how they saw Eastbourne Sure Start and how well they felt that they and Eastbourne Sure Start worked in partnership. Eighteen were returned. The questionnaires have been coded so that the replies could be anonymous although some are obvious from the comments written by the agencies.

The responses can be seen in Appendix 4.

It is extremely likely that more work will be done on this area. However there are positive results from this questionnaire. It was clear from some of the comments that, at that time, agencies were not fully aware of Eastbourne Sure Start's purpose and services. Since then there has been an increase in awareness and it appears that the profile of Eastbourne Sure Start has increased. Eastbourne Sure Start have initiated Information Sharing Days in which Eastbourne Sure Start meets with other local agencies to discuss what they all do etc. There have been three so far. Only 5 people attended the first one but by the third it had increased to 30. A larger venue has had to be booked for the next one. The requests from groups (for example, health workers) for their students to spend time at sessions put on by Eastbourne Sure Start has also increased.

Babbletime Questionnaire

Questionnaires were given out between August and December 2004 at the end of Babbletime Sessions. A copy of the questionnaire can be seen in Appendix 5.

The Speech and Language Therapist wanted to find out if the Babbletime sessions were successful. She would see them as successful if parents were trying activities learnt at Babbletime sessions at home. Whether or not the parent had learnt anything new about the skills babies learn to prepare them for talking was seen as important, but not as important as whether the parents tried out the activities themselves at home.

Those who completed the questionnaires were those who had attended Babbletime several times. All of the respondents said that they enjoyed it. 92% said that they had tried some of the rhymes and games at home whilst 75% said that they had learnt something new about the skills babies learn to prepare them for talking.

Real Nappy Scheme

Questionnaires were sent out in September 2004 to all families that were registered at the time as using the real nappy scheme. Responses can be seen in Appendix 6.

60 questionnaires were sent out and 22 were returned.

Out of the 22 responses, 19 were pleased with the nappies so far.

The main points from the survey were:

- Those that use the nappies think that it is a good idea, good for the environment, save money and they are easy to use.
- Parents felt that the number of wraps included in each set of nappies was too few. The Project Midwife will be investigating the costs and benefits of including extra wraps.
- Parents found it difficult to get hold of the liners once the pack given with the set was used. The Project Midwife will look for a cheap supplier of nappy liners.

Home Visiting Service Evaluation

The evaluation started 03/12/03 and is ongoing. It is conducted jointly between Eastbourne Sure Start and Eastbourne Downs Primary Care Trust Clinical Governance. The data is collected by Eastbourne Sure Start's Community Clinical Psychologist and is collated by the PCT Clinical Governance Facilitator. The purpose of the evaluation is to find out what parents who have used

the Home Visiting Service think about it and how it can be improved. In addition, the Community Clinical Psychologist wants to find out why a few families are stopping using the service prematurely.

Methodology

There are two stages of data gathering:

- a questionnaire delivered at the initial home visit together with a sheet asking for demographic information.
- Outcome of Problems and Service Evaluation questionnaire delivered at the 6 – 9 month review or when the family leaves the service together with a Referrer's Evaluation Form

See Appendix 7 for documentation relating to this evaluation.

Before the initial visit as much as possible of the Demographic Information sheet is completed by the Community Clinical Psychologist using data held on Eastbourne Sure Start's Monitoring Database. The family would have supplied this data themselves. At the initial visit an information sheet is given to family and a consent sheet completed. Those details that are not held on the monitoring database are entered onto the Demographic Information Sheet. The Perception of Problems Questionnaire is completed by the family and returned in a sealed envelope to Clinical Governance. The demographic information is coded and stored for eventual return to Clinical Governance.

The family names and corresponding numbers are held separately with the consent forms.

At the 6-9 month review or when the families leave the service, the Outcome of Problems and Service Evaluation Questionnaires are completed. The Referrer's evaluation is sent to the referrer with a stamped addressed envelope. Sometimes the families self-refer so they complete the Referrer's Evaluation. The completed documents are sent to Clinical Governance.

The aim is to collect 30 sets of data for a 6 – 12 month period of service.

Clinical Governance receives all of the completed questionnaires. These will be anonymous containing the family's reference number rather than the name. It is intended that Clinical Governance will analyse the data and complete the report although the Community Clinical Psychologist will have the opportunity to discuss how this should be done and to add some information to it.

Questionnaires

Demographic Information Sheet

This consists of closed questions. Most of the data is held on the Monitoring database but some of the data has to be obtained directly from the family either because it is not held on the monitoring database (e.g. occupations) or because the data is missing.

Perception of Problem(s) Questionnaire

This is a short questionnaire consisting of a mixture of open and closed questions relating to the family's perception of the problem(s) for which they are seeking help.

Outcome of the Problem(s) Questionnaire

This consists of a mixture of open and closed questions relating to the problem(s) for which the family originally require help. The questionnaire is designed to ascertain whether the problems have got better and whether the home visiting service has helped.

Evaluation Questionnaire

This is a longer questionnaire consisting of a mixture of open and closed questions. It is designed to provide feedback to Eastbourne Sure Start on the effectiveness of the service as viewed by the families who receive it.

Referrer's Evaluation Form

This consists of a mixture of open and closed questions and is designed to provide information about how the Home Visiting Service is perceived by the person who referred the family.

Progress So far

One person chose not to take part in the evaluation.

There is a bias built into this evaluation, which was pointed out by the Community Clinical Psychologist. A section of families using the Home Visiting Service have not had the opportunity to participate. They are those families that require an interpreter on the first visit whether or not they require one for subsequent visits. This situation will need to be carefully considered for future evaluations.

At the time of writing (January 2005):

- 19 initial visit sets of questionnaires have been given out. 7 fully completed Perception of Problem forms have been returned and one with comments but no scores
- 3 second stage sets of questionnaires have been given to families. 1 Service Evaluation form has been returned and one Referrer evaluation.

There is concern about the low number of returns.

The Community Clinical Psychologist has identified some problems with the evaluation methodology so far:

- Whilst she was on maternity leave, some families left the service but were not asked to complete a form
- Whilst she was on maternity leave, initial visit forms were left with families to be completed rather than being completed by them and handed back in sealed envelopes during the visit. This means that they were not returned.
- Sometimes at the 6 – 9 month review where the second questionnaire is supposed to be completed, other matters important to the family need to be discussed leaving no time to complete the form. The Community Clinical Psychologist feels that it is not appropriate to add a questionnaire to an (often intense) hour-long visit and has not got time to return at a later date so the questionnaire is left with them. This means that it is often not returned.

As very few Outcome of Problems and Service Evaluation questionnaires have been completed, the Community Clinical Psychologist has been considering what can be done differently to improve the situation. The initial questionnaires are quite short and as they are centred on the problems that the families are currently facing, there are not causing a problem to complete. It is the second stage

questionnaires that are causing the problem. It has been decided that the Eastbourne Sure Start Researcher / Evaluator could visit the families with their permission and complete the questionnaires with them.

Community Clinical Psychologist ‘Drop Ins’ at Toddler Groups, Health Visitor Clinics and Playlink House

During November 2003 to January 2004, the Community Clinical Psychologist visited several groups and saw parents if they wished on an ad hoc basis. After the meeting, she wrote to the parent summarising their conversation and copied it to other agencies working with the family if the family consented to this. She wanted to ascertain whether the service was useful, if it should be continued and, if so, how could it be improved. A questionnaire was sent out with a stamped addressed envelope. Seven questionnaires were sent out and five were returned. The questionnaire consisted of multi-choice closed questions with an open question “Please write any other comments or suggestions on the back of this form”. See Appendix 8 for a copy of the questionnaire.

These questionnaires were looked at and as a result of the findings:

- The decision was made to continue the service after the Community Clinical Psychologist returned from maternity leave (February 2004 – September 2004). This has been done.
- All respondents said that they appreciated receiving the letter after the meeting (4 / 5 “Agreed Strongly” that this was the case whilst 1 / 5 “Agreed”). It has been decided to keep doing this.
- One of the respondents commented that a health visitor informing the Community Clinical Psychologist that there was somebody else waiting interrupted them. The respondent felt rushed as a result and felt that she had better leave when, actually, she had more to discuss. The Community Clinical Psychologist is considering how best to prevent this occurring in future.

Community Dental Service Questionnaire

This questionnaire was handed out at drop-ins at the beginning of setting up the dental service. The dental team were interested in parents’ attitudes towards dentistry and the kind of service they would want.

18 questionnaires were completed and returned.

- 6 / 18 were not registered with a dentist themselves
- 10 / 18 parents’ children were not registered with a dentist
- 6 of those registered found a dentist via a friend, so recommendation sounds a good way to find a dentist
- 2 were not registered with a dentist because they could not find one. One parent said that she did not go because it was too expensive
- 17 / 18 parents were happy for the dental team to check their child’s teeth at a drop-in or clinic. The parent who preferred the dental team not to check her child’s teeth had concerns related to his medical history, which would make it difficult to check his teeth in that environment.

Generally the response from those who completed the questionnaires was positive.

One of the parents suggested that the children bring in their toothbrushes and did some tooth brushing at the drop-in. This is planned. The Dental Team have ordered some brushes to give out to the toddlers, as well as some disclosing tablets, which the older siblings may want to use.

A questionnaire was also sent to local general dental practitioners informing them of the service and asking for support. The Dental Team wanted to know whether the GDPs would be willing to take on patients once they were no longer in Sure Start's remit. 53 questionnaires were sent out and 17 were returned. Out of these 3 said that they might possibly be able to take on patients. At the moment there are many changes in the way that the NHS dental service will run and so these 3 said that they would be able to let the Dental Team know definitely once these changes have been implemented.

Future Evaluation Plans

- A Sub Group will be set up to oversee research and evaluation. It is intended that it consist of members of the Eastbourne Sure Start team, parents, members of partnership organisations and other interested parties.
- A strategy is being developed that will underpin all research and evaluation undertaken by the Eastbourne Sure Start programme.
- An ethical statement is being drawn up to ensure that all evaluation and research is conducted within strict ethical guidelines.
- An academic supervisor will be appointed for the Researcher / Evaluator to provide guidance and to further ensure that the research and evaluation carried out is rigorous and ethical.
- Meaningful parental involvement is seen as a vital ingredient. An action plan is being formulated to ensure that parents, carers and other members of the local community are fully involved in the research and evaluation process. Including parents on the Research and Evaluation Sub Group will ensure that they are included in the decision making process. In order to facilitate the involvement of as many parents as possible it is intended that the Parents' Forum will feed into this group much as it does to the Management Group currently.
- Future research and evaluation will take place using Action Research methodology. This will ensure that evaluation will be embedded in the every day work of the Eastbourne Sure Start programme. There will be a constant cycle of evaluation, planning and change. Research and evaluation will be conducted and owned by practitioners, parents and other stakeholders rather than just by the Researcher / Evaluator.

Bibliography

Croft Clare (2004) Consultation About Eastbourne Sure Start And Its Related Services

Croft, Clare (2003) Parental Evaluation

Appendix 1 - Parental Evaluation 2003

Results of the general questionnaire

1) Did you know about Sure Start before today?

Out of the 24 questionnaires returned at Coffee mornings

21 said **YES** they had heard of Sure Start before that day

3 said **NO** they had not.

2) If yes how did you know?

(i.e was it through Playlink, Health Visitor, School etc)

There were several answers and some people mentioned hearing from different sources.

Family	2	Playlink	8
Diddies	3	Midwife	2
Work	1	Fun Bus	2
Social Services	1	Health Visitor	1
Poster	1	Sure Start event	1

3) Do you know what Sure Start has to offer?

18 said **they did know** what services Sure Start had to offer

5 said **they did not** know what services Sure Start had to offer

1 said **they were not sure** they knew what services Sure Start had to offer

4) *Have you used any of the Sure Start facilities yet?*

If so which ones:

3 Tumble Tots

8 Fun Bus

3 Playlink (if you live in town centre)

4 Toy Library (if you live in Langney)

0 Afterthoughts Counselling service

0 Dept counselling service

0 Relate

2 Early Education funding

5) *What other ideas \ activities would you like to see available in your area?*

Baby Massage

Sign Language

Swimming Lessons for Toddlers

DIY Courses

Car Maintenance Courses

Parents Courses

Activities on "Empty Days"

Parent Courses with a crèche

Something on a Friday

Playgroups\ Toddler Group

"I need to know more about it before I have other ideas"

Focused groups for Parent & Baby i.e. Baby Massage

2 X First Aid Course

2 X Keep Fit

“Activities during the summer holidays when playschools close” “Dietary advice”

6) *Would you like to be more involved in the running of Sure Start?*

7 Yes

7 No

2 Possibly or maybe

8 No answer

7) *Have you found this Coffee Morning helpful*

24 said yes

Other comments

“It’s a good way to become more ware of support & services available.”

“Yes, but very quiet”

“Interesting to find out what’s available”

If No how would you have changed it?

“More advertising”

Have you any other comments

“The only way I knew about it was through a phone call from Playlink”

“Not at the moment”

“Everyone is very friendly”

“Thanks for the information, verbal & written”

“I think the areas should be wider which sure Start cover as I have 4 under age 5”

“My son loves the activities and opportunities that Sure Start has opened up for him”

“It’s a very good way for communication”

Appendix 2 – Dads’ Group Questionnaires 2003

Results of the “Dads Group” questionnaire

Are you interested in a Dads group **13 X Yes** **0 X No**

Do you have any objection to a woman running the group? **0 X Yes** **13 X No**

Would you like a joint activity with the children? **13 X Yes** **0 X No**

Would you like a separate crèche for the children **3 X Yes** **0 X No**

Where would you like to meet?

9X Community Centre **4X** Church Hall **6X** Sports Centre **1X** Other ideas

What of activities would you like?

5X Educational courses **2X** Speakers **4X** Craft **4X** Cooking
10X Making new friends **6X** Parent advice **7X** Computer skills **3X** Music and drama

Who would you like to run the group?

11X Someone from sure Start **1X** someone else from another organization

What time best suits you?

3X Early morning **1X** later morning **3X** afternoon **4X** evening **4X** Saturday

Where would you like this group to take place?

5X A different one in each area **4X** One group that moves around **1X** In a neutral area

How often would you like to meet?

3X Weekly **8X** Fortnightly **2X** Monthly **0X** Termly

Any other comments

“Due to the fact that most groups are already running during the mornings it may be better to allocate an afternoon session which would not clash with other activities that fathers and children are already involved with”

“ I feel it would be a great benefit if a person could attend that could offer knowledge and advice with regards parenting. If the person was an experienced male this would remove any barriers”

“During the summer it may be good to organise meetings on a Sunday so working fathers take time to bond with their children and give their mothers a break”

Appendix 3 – Parental Consultation 2004**GENERAL SURE START SERVICES**

1. Had you heard about Sure Start before today?

Yes		(42)
No		(2)

2. If yes how did you know?

Leaflet through my door	(2)	Playlink	(18)
School	(6)	Sure Start open days	(1)
Health visitor	(14)	Friends	(2)
Midwife	(3)	Fun Bus	(1)
DHSS	(1)	Other	(0)

3. Have you used any of these services?

Have you had a visit by a Midwife or Home Visitor?		(26)
Have you asked advice from our Speech & Language Therapist?		(5)
Have you ever attended a “Babbletime” session?		(4)
Have you signed up to the Nappy Scheme?		(15)
Do you have a regular visit from a Home Visitor?		(9)

Have you been along to any of the Coffee Mornings?		
If so which one		
Willingdon Trees		(11)
Town Centre		(3)

Have you been to the lunch club in Shinewater?		(0)
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Do you receive the Newsletter through the post?		
Yes		(31)
No		(4)
No answer		(8)

4. Have you used any of the other Sure Start facilities yet? If so which ones:

Tumble Tots		(9)
Playlink (if you live in the town centre)		(8)
Toy Library (if you live in Langney)		(2)
Afterthoughts Counselling Service		(0)
Financial Advice Service		(0)
Relate		(2)
Early Education Funding		(5)

5. What other ideas \ activities would you like to see available in your area?

<i>“A Lunch time group”</i>	<i>“Play bus back again please”</i>
<i>“More trips out e.g. Drusillas”</i>	<i>“Courses and workshops”</i>
<i>“More playgroups for under 5’s”</i>	<i>“Cheaper childcare”</i>
<i>“Trips out”</i>	<i>“Step parent support group”</i>

“Anonymous advice board”

“Courses for adults & crèches”
4”

“Children’s swimming lessons, & dancing”

“Art/craft coffee mornings with activities & ideas of activities to do at home.”

“Groups for older mums, groups for dads at non working times”

“There are a lot of young mums; I had my first child at 16. I think it would be a good idea to do a group just for this age group with the help and advice on running a home\ help finding a home etc. I would love to get involved in something like this”

“Exercise classes for mum & baby”

“A playgroup that goes up to the age of

“More stuff for under ones”

6. Would you be interested in joining the Parent Forum Group?

(Where you make decisions about how Sure Start is run)

“Possibly, depending on the timing.”

(5)

7. Would you like to volunteer for Sure Start by;

Helping distribute flyers\posters etc

(6)

Making refreshments at groups.

(3)

Writing something in the next newsletter

(3)

In some other way

(3)

Have you any other comments?

- ❖ *“I had started baby signing with my daughter before attending Tumble Tots and found that it was talked about there too. My daughter is now 20 months and I am certain that signing has encouraged her very wide vocabulary to develop. Maybe it could be incorporated into more / all Sure Starts activities or maybe there could be a specific Baby signing group.”*
- ❖ *“I resent the fact that Sure Start- its activities are run on the premise that all residents are semi-literate and need to have their needs met by government funded schemes. It would be nice if some of the focus could be on mums who can cope and on broadening opportunities for people rather than just basic skills, in that way you could get more people from the community involved and more community links would form. For instance craft activities like card making or stencilling, cake decorating rather than basic cooking, dance and keep fit clubs provided with a crèche, even reading \ creative writing groups, the sort of thing that you can not attend if you have babysitting problems but which you do miss. I recognize the need to offer help to families who do struggle but what I am saying is, recognise that not all of us are in that category.”*
- ❖ *“Good idea but unfortunately unable to use Sure Start or participate as I work and my children are now too old and busy with nursery and school”*
- ❖ *“Sure Start helps people, so its good, safe environment at the groups, kids love it and they interact with other kids.”*
- ❖ *“Just wanted to say that the nappy schemes a fantastic idea. It could have cost hundreds if we hadn’t used it”*
- ❖ *“It’s a shame you do not cover Langney rise as I have friends there would benefit from Sure Start”*
- ❖ *“I really enjoyed the sessions and staff were cheery”*

REAL NAPPY SCHEME

1) Have you heard of Real Nappies before?

Yes	(30)
No	(4)
No reply	(7)

2) Have you signed up to the Sure Start Real Nappies scheme?

No	(21)
Yes	(19)

If not why not

Don't live in the Sure Start area (0)

I could not afford the £5 joining fee (0)

I do not like the idea of washing them (9)

My child is not wearing nappies (6)

Any other reason (4)

❖ *“Already tried & prefer disposables”*

❖ *“Do not keep baby as dry”*

3) If yes why did you take up this service?

It will save me money (13)

It will help the environment (13)

It is nicer on my babies bottom (5)

4) How are you getting on with them?

I would recommend the scheme to a friend (14)

I would not recommend the scheme to a friend (0)

Have you any other thoughts \ comments on the scheme

- *“A fantastic idea! When I started using them myself I found the logistics of it all daunting. Do you supply info on lidded buckets, soaking until enough tea tree oil etc? If not, this would really help, I think it would have helped me.”*
- *“I'd like to know more about it please”*
- *“I am really pleased with the scheme and nappies, I think it is great and would recommend 100%”*
- *“More people should use them, the scheme is fantastic”*
- *“The nappies work really well, but maybe a couple more of the outer covers would be useful, as these often get covered in poo, so I have to wash them every day”*
- *“They are excellent”*
- *“Fine, they are easy to use”*
- *“It would be nice to know where to get more liners as normal supermarkets tend not to sell them, eg Tesco”*
- *“It's a good scheme, but my baby finds them uncomfortable (she's newborn) so I will wait and try again when she fits into the next size.”*
- *“I haven't started using them yet, I haven't had my second baby yet but will be using them from the 27th May onwards. Other child not in nappies”*
- *Still using disposable as had bought before joining”*

- *“Already tried, but prefer disposables”*
- *“I’m already using fabric nappies given by a friend whose children are out of them now”*

PLAYLINK

1) Do or have you ever been to the Playlink Drop In held at the St Johns Ambulance Centre on a Monday?

Yes	(2)
No	(36)
No response	(5)

If not why not:

Because I live too far away to walk there	(11)
I am busy on that day doing other things	(10)
I was not aware that I could go	(6)
I thought my child was the wrong age	(4)

Any other reason (6)

- ❖ *“I work”*
- ❖ *“Still working at times of meeting”*
- ❖ *“Never heard of it”*
- ❖ *“I go to Playlink @ St Lukes on a Tuesday”*
- ❖ *“I go to Playlink @ Willingdon on Monday”*

2) I have been along and:

Enjoyed meeting up and making new friends	(1)
My child enjoys playing with the toys	(1)
It gives me a chance to get out	(1)
I like the staff and how the session is run	(2)
Any other reason	

3) I would recommend this group to my friends (7)

4) I would not recommend this group to my friends

- ❖ *“My friends all have older children”*

5) I receive a Home Playlink Visitor because I live in the Sure Start Town Centre area

Yes	(2)
No	(9)

*6) I feel this service provided by Playlink is :

Very Valuable	(10)
Valuable	(8)
Not valuable	(0)

***There were only a few answers to this question, but this could be because the space for the answer was very small and therefore it could have been difficult or confusing for people to answer.**

TUMBLE TOTS

Responded (35)

No response (9)

1) I **do not** go to Tumble Tots because:

I do not live in the area (2)

I cannot afford to go (1)

I do not know what and where it is (4)

My child is not of a suitable age (7)

Any other reason

❖ *“It is not something I believe in”*

❖ *“I have 2 children- 18months & 3 yrs, need different groups”*

❖ *“Since it moved from Oakwood I have only been a few times because it makes my son’s day too long, going from nursery to the sessions, was better at the school”*

❖ *“They would not take her on yet as she is not walking yet”*

❖ *“I never had the courage to go”*

❖ *“I work”* (said by at least 4 different people)

❖ *“My children are 2 different ages and cant go together”*

❖ *“We attended the Tumble Tots classes when they were based at Oakwood school for about 1 year, but not convenient now”*

2) I **do** go to the Tumble Tots at:

Willingdon Trees (Community Centre) (3)

Shinewater (Community Centre) (3)

Town Centre (All Souls Church Hall) (2)

3) We like to go to Tumble Tots because:

I like to meet up with other friends (5)

My child enjoys the activities (11)

I think it is very good value (7)

Any other comments

❖ *“Definitely the best service Sure Start provides”*

❖ *“Develops co-ordination & motor skills generally”*

❖ *“Too difficult with 3 children of different ages”*

❖ *“I am planning on going, just not made it yet”*

❖ *“Pretty good”*

❖ *“It is good to get my child moving”*

4) I would recommend this group to my friends (10 1\2)

5) I would not recommend this group to my friends (0)

6) I feel this service provided by Tumble Tots is:

Very valuable (9)

Valuable (4)

Not valuable

“I thought it very good. I liked the photos of Sure Start personnel- made it nice and personal; and approachable”

Appendix 4 – Consultation with Other Agencies

SUMMARY OF RESPONSES FROM OTHER AGENCIES

41 questionnaires were sent out and so far 21 have been returned

In what capacity are you working in partnership with Eastbourne Sure Start?

- On the Partnership Board (7)
- We have a Service Level Agreement with Eastbourne Sure Start (our service is fully or part funded by Eastbourne Sure Start) (5)
- We are not funded by Eastbourne Sure Start, but are happy to refer families to the service, or act as a sign posting service (8)
- We are aware of Eastbourne Sure Start, but are not totally sure what services are offered or the criteria needed for families to fulfil in order to take up the service (3)
- The only contact we have is by receiving a newsletter every few months. (3)
- Other *“future contact is desired”*

How good is the communication between your organisation and Eastbourne Sure Start?

- We feel there is good communication between us and Eastbourne Sure Start (13)
- Staff are always friendly and helpful when we ring the main Sure Start office (11)
- Eastbourne Sure Start always get back to us with the answer to queries or questions (6)
- We find it frustrating phoning the office as responses to queries take a long time to come back (0)
- Response to postal requests for information are slow or non existent (1)
- Response to postal requests for information is fast and efficient (2)
- Other (3)

“Very little”

“I have not had any communication”

“Communication between Eastbourne Sure Start and the School Nursing Team could be better, but as we deal with older students (5-19yrs), probably not applicable in most instances”

“no current form of regular contact”(School nurse team)

How do you think we are working in partnership with your organisation?

- We feel that the relationship between us and Eastbourne Sure Start is very efficient and we compliment each other well. (8)
“sort of , I feel I don’t give enough time”
- We worry there is a duplication between the two services. (1)
- We would like to work more closely with Eastbourne Sure Start in the future. (12)
- Other (1)

Do you work with any of the following “Hard to Reach” Groups? (if yes those that apply)

- Fathers (13)
- Victims of domestic violence (13)*
- Young parents (16)
- Minority ethnic groups (15)
- Families new to the area (15)

- Lone parents (16)
 - Families with mental health needs (13*)
 - Parents with a history of alcohol or substance misuse (14*)
 - Families with multiple \ complex needs (14*)
 - Families involved in crime (10*)
 - Families on low income or in debt (15)
 - Families who have been involved in child protection (12*)
 - Families where both parents are working (15)
 - Families where the child is cared for by a relative or friend (13)
- *“we are not really aware of most families’ social situations”

What are the particular circumstances \ issues faced by the group(s) you have identified that we should be particularly aware of?

“All the above are affected by alcohol @ some point, so close working between agencies would be fab” “It can be a problem if one child lives in the Sure Start area and the other does not. With many groups it can be difficult for the parent coming to Tumble Tots for the first time as a new group can be daunting”

“A lot of these families live outside the Sure Start area and feel more isolated, so need extra support”

“Midwives work with all the above but only for a short period of time”

“Their vulnerability particularly to any sense of criticism and their need to feel empowered.”

“Wow! Where do I start.”

“Not enough mental health support for adults and children”

“We provide support to groups and organizations working or representing most of these hard to reach groups. Ensuring people know about these organizations and services is a key issue”

“Shortage of childminding services \ networks.”

“Difficulty reaching them. The group faces many barriers for taking advice about oral health they can address dentistry.”

“Recent appointment of a senior Practitioner to work with the children of substance misusing parents agenda- across children and families and adult treatment services. Operational managers will be meeting initially in September to agree a work plan for this post

“Too many to cover all the ground but all these groups experience social exclusion and any services designed to bring them together to act inclusively is a good thing”

Is there anything extra we could be doing to support either the groups you have identified or indeed your own organization?

- ❖ *“Maybe we could attend a meeting of yours to advise about our service (action for change)”*
- ❖ *“No mention of Registered Childminders who care for children”*
- ❖ *“Perhaps some parents can be encouraged to come along for the first time if they are escorted either by a friend or by a professional. I would also like to sort out procedures when someone stops coming to Tumble Tots. I usually give a phone call, but sometimes it may need more discussion to find out why they have stopped, sometimes children don’t co-operate during classes and the parents gets discouraged. They (the parent) may need encouragement that this is normal and perhaps they could try again”.*
- ❖ *“Booking forms need to be filled in to secure space at WTCC”*

- ❖ *“Ensure all Sure Start people (employed and voluntary) are familiar with what we can offer”*
- ❖ *“Raise age of children that can be included in Home Visitors\ Family workers caseload. There is a gap here. Kingsmere HV’s are just reforming as a large team, it would be good for there to be a HV liaison \ rep to go between Sure Start\ HV service to ensure more efficient communication. Currently HV’s are very confused about all the services\ ages etc on offer despite you advising us frequently. We need a single channel of effective communication”*
- ❖ *“Would appreciate receiving your newsletter-help to know where we have common ground (especially in the Shinewater area)*
- ❖ *“Working together is important, which we are doing!”*
- ❖ *“Post-holder will liaise directly with you as part of service development and the aim to establish closer working arrangements between adult treatment and children’s services.”*
- ❖ *“We need to work more “joined up” in planning services and activities biannual or annual. We also need Sure Start info on their events in plenty of time to publicize them to our families”*

Appendix 6 – Real Nappy Scheme

Have you been pleased with the nappies so far?

Yes - 19

No - 3

What do you like about them?

Easy to use

Environmentally friendly

Baby not exposed to oestrogens that are present in disposable nappies

Wraps are excellent

Cheaper convenient

Comfortable and a good fit

Child is aware of going to the toilet

What don't you like about them?

The extra washing

Clumsy

Uncomfortable

Bulky

Could not cope with dirty ones

Difficult to dry during rainy times

Not enough outer wraps

Outer wraps too small

They smell

You have to change them more often

Have to make sure they are on properly or they leak

5 have had no problems

If you have stopped using them, please explain why

Could not cope with pooey ones

Too bulky between legs

Leakage

Provided incentive for some to toilet train within 24 hrs

Have you other thoughts or comments on the Eastbourne Sure Start nappy scheme?

I think you all do a wonderful job within the community

Great scheme

The ability to buy extra outers at reduced price would be useful

Find it hard to get hold of liners

Number of nappies we get are good

Don't supply 4 medium and 4 large because only 4 fit at any one time which is not enough.

Why not supply 8 of the size you need then update the sizes as the child grows

Good idea although some mothers may find time consuming

More wraps would mean more economical on the washing machine

Excellent program

Has saved me lots of money

Had made me consider other ways to be environmentally friendly

I don't think I would have ever tried real nappies without the scheme but am very glad and grateful to the scheme and helpful staff
Cannot think of anything. Thank you for providing such good service
How / when do we get a bigger size?
Brilliant and very helpful
I think it is a great idea, just does not suit everyone

Appendix 7 - Home Visiting Service Evaluation

Eastbourne Sure Start Family Focus

Service Evaluation

Information Sheet

We would like to find out how useful our service is to families so that we can change and develop it based on what families want and on how much of a difference it makes. To do this we are asking all families who receive a service to take part in the process of evaluation.

Families are entirely free to take part or not and to change their mind and stop taking part at any point without their decision making any difference to the service they receive.

The evaluation process involves filling in one short questionnaire before and after you receive the service and one longer questionnaire about what you thought of the service afterwards. We would also ask the person who referred you (if not yourself) for their views on the service to you. **These questionnaires will be confidential.**

If you consent, we would use this information and other information which we keep about our work to assess how useful and effective our service is for families and make changes as a result. We will share what we find with families and other workers in a general way without reference to individuals.

Occasionally, we would like to use more detailed case study information about families for academic and teaching purposes. In this case all information will remain strictly anonymous and details will be changed to protect your identity.

**Eastbourne Sure Start
Family Focus**

Service Evaluation

Consent Form

Name of child.....

Caregiver's name.....

Relationship with child.....

I consent for information given by me about my child and family to be used for the purposes of evaluating this service.

I have read the information sheet and have been given the opportunity to ask questions. I understand that our participation in this evaluation is entirely voluntary, that we are free to withdraw at any point, and this will not affect the services that my family receives.

Date.....Signature.....

I consent to case material regarding my child and family to be used for academic and teaching purposes only, by Eastbourne Sure Start. I understand that all information will remain strictly anonymous and details will be changed to protect our identity.

By signing this form I agree to the use of this information as outlined above and understand that the details used will be at the strict discretion of Eastbourne Sure Start.

Date.....Signature.....

I confirm that written consent has been obtained from the caregiver.

Name.....

Date.....Signature.....

**Eastbourne Sure Start
Family Focus**

Service Evaluation

Demographic Information Sheet

Family number: _____

Group:

- Home Visitors
- Community Clinical Psychologist – direct work
- Community Clinical Psychologist – joint work

Child's DOB _____ Child's gender _____

*Child's ethnicity and nationality _____

Mother's DOB _____ Partner's DOB _____

*Mother's occupation _____

*Partner's occupation _____

Family Structure:

- Both parents
- Single parent
- Reconstituted

Socioeconomic status:

- Unskilled – 6
- Partly skilled – 5
- Skilled manual – 4
- Skilled non-manual – 3
- Managerial and Technical – 2
- Professional - 1



**EASTBOURNE SURE START
FAMILY FOCUS**

PERCEPTION OF THE PROBLEM/S

1. What are the major problem/s for which you are now seeking help?

.....
.....
.....
.....

2. How severe are the problem/s? (please tick one)

- Very severe
- Severe
- Moderate/mild
- Very mild

3. Would you say the problem/s cause you: (please tick one)

- Extreme distress
- A good deal of distress
- A little distress
- No distress

4. Did the main problem/s begin: (please tick one)

- Within the last few weeks
- A few months ago
- Within the previous year
- Over a year ago

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Greencoat House (Third Floor), 32, St Leonard's Road, Eastbourne BN21 3TU
Tel: 01323 732696 Fax: 01323 749766



**EASTBOURNE SURE START
FAMILY FOCUS**

OUTCOME OF THE PROBLEM

PLEASE THINK ABOUT THE ORIGINAL MAJOR PROBLEM FOR WHICH YOU SOUGHT HELP AND ANSWER THESE QUESTIONS:

1. What were the original problem/s for which you sought help?

.....
.....
.....
.....

2. How severe are the problem/s now? (please tick one)

- Very severe
- Severe
- Moderate/mild
- Very mild

3. Would you say the problem/s now cause you: (please tick one)

- Extreme distress
- A good deal of distress
- A little distress
- No distress

4. To what extent has the problem changed: (please tick one)

- Much improved
- Improved
- No improvement
- Worse

5. To what extent do you think the change was to do with the help you received?
(please tick one)

- Completely
- Quite a lot
- A little
- Not at all

6. Can you suggest ways in which the help you received could be improved?

.....

.....

.....

.....

7. What aspects were particularly unhelpful?

.....

.....

.....

.....

8. What aspects were particularly helpful?

.....

.....

.....

.....



**EASTBOURNE SURE START
FAMILY FOCUS**

EVALUATION QUESTIONNAIRE

Dear Parent:

Please think about the service you have received from Eastbourne Sure Start’s Family Focus team as you consider the following questions.

This questionnaire will be used to provide feedback to the Family Focus team on the effectiveness of the service as viewed by the families who receive it. This questionnaire will therefore remain anonymous.

Please put a tick in the appropriate box for each question. There is no right or wrong answer, but do tick only one box per question.

Date:/...../.....

1. How much did Family Focus make you feel respected?

- Very much
- A lot
- A little
- Not at all

2. How much did Family Focus make you feel understood?

- Very much
- A lot
- A little
- Not at all

3. a) How much did Family Focus make you feel supported?

- Very much
- A lot
- A little
- Not at all

b) In what ways did you feel supported by Family Focus? (Please describe)

.....

.....

.....

c) *In what ways did you feel unsupported by Family Focus? (Please describe)*

.....
.....
.....

d) *In what ways could the support you received from Family Focus be improved? (Please describe)*

.....
.....
.....

4. How much did Family Focus make you feel encouraged?

- Very much
- A lot
- A little
- Not at all

5. How much did Family Focus make you feel listened to?

- Very much
- A lot
- A little
- Not at all

6. Did Family Focus have any effect on your feelings of being able to cope with your current situation?

- Felt much more able to cope
- Felt slightly more able to cope
- Felt no effect on ability to cope
- Felt slightly less able to cope
- Felt much less able to cope

7. How much did Family Focus tell you what to do?

- Very much
- A lot
- A little
- Not at all

8. How much was Family Focus open to your ideas?

- Very open
- Quite open

- A little open
Not at all open

9. How much was your contact with Family Focus based on the sharing of knowledge and ideas?

- Very much
A lot
A little
Not at all

10. How much was your contact with Family Focus based on working together to explore your concerns?

- Very much
A lot
A little
Not at all

11. Overall, did you find Family Focus to be?

- Very helpful
Helpful
Quite helpful
Not helpful

12. Overall, did you find Family Focus efficient?

- Very efficient
Efficient
Not very efficient
Not at all efficient

13. Overall, did you find that contact with Family Focus met your needs?

- Very much
A lot
A little
Not at all

14. How would you rate the amount of time you had to wait to receive the Family Focus service?

- Very short
Quite short
A little too long
Much too long

15. Please describe below what you feel to be the strengths of Family Focus:

.....
.....
.....

16. Please describe below what you feel to be the weaknesses of Family Focus:

.....
.....
.....

17. Please describe below how you feel Family Focus could be improved:

.....
.....
.....

18. It would be very helpful to have any further comments or points you might like to make:

.....
.....
.....
.....
.....

**EASTBOURNE SURE START
 FAMILY FOCUS**

Referrer’s Evaluation Form

Dear

Date/...../.....

Thank you for referring the family to Eastbourne Sure Start’s Family Focus team. The intervention is now in progress and we would appreciate your helping us by filling in the following form. Please note that all information will remain strictly confidential to the Eastbourne Sure Start team and is for research purposes only.

We would like to know whether you were satisfied with various aspects of the service. Could you please rate the following items on this scale:

4 = very satisfied 3 = quite satisfied 2 = a little satisfied 1 = not at all satisfied

1. The initial information provided by the service	4	3	2	1
2. The referral procedure	4	3	2	1
3. The referral criteria	4	3	2	1
4. The referral form	4	3	2	1
5. The communication between you and the service	4	3	2	1
6. The aims of the service	4	3	2	1
7. The time between referral and the family being seen	4	3	2	1
8. How satisfied were the family with the service?	4	3	2	1

Please apply the following scale to the next questions:

4 = very/a great deal 3 = quite a bit/some 2 = a little 1 = not at all/none

9. How beneficial was the service for the family?	4	3	2	1
10. How useful do you think the service is for you?	4	3	2	1
11. How happy are you to refer other families?	4	3	2	1
12. How much time did the service save you?	4	3	2	1

Please could we have your comments on the following:

13. What, if any, were the advantages of the service?

.....
.....
.....
.....

14. What, if any, were the problems?

.....
.....
.....

15. Would you like the service to continue?

.....
.....
.....

16. What would you like to change or improve?

.....
.....
.....

17. Any other comments?

.....
.....
.....

MANY THANKS FOR YOUR ASSISTANCE
Thank you for taking the time to fill in this questionnaire

Eastbourne Sure Start
Greencoat House (Third Floor), 32, St Leonard's Road, Eastbourne BN21 3TU
Tel: 01323 732696 Fax: 01323 749766

Appendix 8 – Community Clinical Psychologist Drop-Ins



Shinewater
Willingdon Trees
Devonshire

Your Views About...

**Community Clinical Psychology
At Toddler Groups, Health Visitor Clinics and Playlink House**

We want to know how you have found this service so that we know what to improve or whether to continue it at all. Your views will be strictly anonymous and used to develop the service. Thank you for your time. Please hand this form back to the person who gave it to you or return it in the enclosed envelope.

Where did you meet with the Psychologist?

Ian Gow Health Visitor Clinic
 Diddies
 Shinewater Playlink drop-in
 Willingdon Trees – Playlink drop-in
 Willingdon Trees – Playlink House

Can you please indicate if you agree with the following statements:

1. I felt comfortable meeting with the Psychologist in this place	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
2. The place that I saw the Psychologist was private enough to discuss the issues I wanted to discuss	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
3. I appreciated receiving a letter about our discussion afterwards	Agree strongly <input checked="" type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
4. I was happy for this letter to be shared with other workers with my consent	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
5. I would have preferred to book a time to meet with the Psychologist	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
6. I would go back to see the Psychologist again if I needed to	Agree strongly <input checked="" type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
7. The Psychologist did not judge me	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
8. The Psychologist noticed my strengths	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
9. I felt better able to cope after meeting with the Psychologist	Agree strongly <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input checked="" type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>
10. I was satisfied with the service I have received from the Psychologist	Agree strongly <input type="checkbox"/>	Agree <input checked="" type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Disagree strongly <input type="checkbox"/>

Please write any other comments or suggestions on the back of this form.