

# SureStart

*Dawlish & Teignmouth*

## **Evaluation & Research Annual Report**

For year ending  
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- making a difference to children and families.

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# Introduction

## **Programme Information**

SureStart Dawlish and Teignmouth is a 5<sup>th</sup> round programme. It was approved in July 2002, and has gathered momentum throughout 2003 and 2004. Most of the services have now been operating for almost a year and a half, although new innovations are always being considered. X number of families are now registered with the programme.

The programme serves the more deprived old electoral wards in the coastal towns of Dawlish and Teignmouth, including West Teignmouth, East Teignmouth, Dawlish Central, some of Dawlish South West, and the large rural ward to the North East of Dawlish which extends almost five miles to include the small isolated village of Cockwood. (The electoral wards, however, have been changed since these areas were identified for the programme.)

The programme is therefore spread over a large geographical area (the distance between West Teignmouth and Cockwood being approximately six miles), where transport can be a problem for some families, and consideration has to be made in order to provide services which are accessible for everyone.

## **Evaluation Strategy**

The programme appointed to the team a part-time Evaluation and Research Officer (ERO) who came into post in January 2004. The programme has a contract with Dartington Social Research Unit, from whom the ERO can seek advice and support in the development of appropriate research methods, as well as having access to the library and on-line data-bases.

Links have also been developed with Exeter University. In February 2004 two undergraduate psychology students were placed with the programme, who conducted some observational studies in child development (see page 20). Three more students have now arranged to take up placements in February 2005.

An evaluation task group has recently been re-established. Members of the group include the programme manager, the ERO, two project workers, and four members of the Partnership Board (of which three are parents). The group have now met

twice, and it is intended that they meet every two months or as necessary to assist in the steering of the evaluation process by,

1. Determining which services should be prioritised for evaluation.
2. Assisting in the design of user-friendly research tools.
3. Assisting in the collection of information. (Three parents are about to take some training in interview techniques with a view to interviewing other parents as part of the 'Drop-In' service evaluation.)

An evaluative culture is being encouraged and developed among the Programme staff. Project workers have been involved in discussions around the on-going evaluation of the services they deliver. All members of staff delivering 'group' based services have considered, discussed and written up the aims and objectives of their groups with reference to the SureStart targets and objectives (see appendix). They are also beginning to look for measurable ways of assessing whether or not the services are meeting their users' needs.

# Evaluation Undertaken in 2004

## **Joint Parent's Forum February 2004**

### **Methodology - Focus Group**

**Number consulted - 15**

Parents' forums meet regularly, approximately once a month, in both Dawlish and Teignmouth to discuss how the SureStart programme is going in terms of their needs and expectations. It was decided to get parents from the two towns together to meet and discuss their views with members of the SureStart team.

Parents from both towns were sent out invitations to lunch at a Teignmouth Hotel on the 12<sup>th</sup> February, where they were able to take advantage of a free crèche in order to take part in discussions about the services provided by SureStart, what they thought of the services they had used, and how they would like to see the programme progress in the future.

On arrival parents were invited to take part in an exercise which involved writing their responses to five key questions exploring their opinions and ideas about the SureStart programme. They were then asked to stick their responses onto large sheets of paper which had been placed around the room on which the 'key questions' had been written.

The questions were as follows,

- 1. What do you think of it so far?**
- 2. What services/groups have you used? And what do you think of them?**
- 3. What should stay the same?**
- 4. What changes would you like to see?**
- 5. What for the future?-Next year/Five years?**

The parents' responses were left on the wall below the key questions for everyone present to look at, before a 'focus group' discussion took place. At the end of the session the responses were collected for use as feedback for the SureStart team. A selection of comments is shown on the next two pages. For a full list of all the parents' comments, see the appendix.

## 1. What Do You Think of it So Far?

*It's great. Gets me out and about with my child. After speaking to friends in other parts of the country SureStart here is so much better. It's a shame however that some areas around Dawlish are not included, i.e. Oaklands.*

For me it's been brilliant! I've really enjoyed the groups and it's given my baby the chance to socialite with other babies of a similar age, and for me to meet up with other mums for a natter!! There is a good choice of things to do, places to go etc. and all and everyone are really welcoming!

## 2. Which services/groups have you used and what do you think of them?

### SWIMMING at CLIFFDEN (8 replies)

*Used Frequently. I have just started going back after a spell away, will be going regularly as water lovely and warm and great for little ones.*

Excellent - great facilities. But again a shame that it shuts for so long at Christmas. My little one was just getting used to it when we had to stop for 3 weeks.

### EARLY DAYS GROUP (7 replies)

Great support for mums of young babies. Only went once as it was difficult to arrange care for older child.

*Great coffee and company. Learnt lots about toys, coping, weaning and masses more.*

### HOME VISITING (2 replies)

*Useful contact, resourceful*

Ruth saved my life!

### 3. What Should Stay the Same?

The art at the drop-ins, Shelly is great and the children can really express themselves. The courses, I haven't been on any but it's important for mums and dads to expand their horizons a little.

*The variety of activities*

### 4. What changes would you like to see?

*I would like a follow on from the early days for those children that are active but are not using bikes and slides.*

I would like to see more postcode areas to be included. I don't live in one of the SureStart areas and at first was worried that I wouldn't be able to join in with the activities.

*More activities for fathers.*

*Advertise services more. A lot of friends haven't even heard of most of the activities I do.*

### 5. What for the future?....Next year?

Dads groups at the weekends and also aimed at older children.

*More family days because as a low income family we have very little we can afford to go out and do - trips.*

### .....Five Years?

*Fighting for larger projects, i.e. playgrounds and local facilities.*

Perhaps a purpose built centre for all SureStart activities etc.

## Key Findings

- A large amount of feedback from the parents was collected, and most of it was positive and encouraging with regards to the services being delivered and to the commitment and attitudes of the SureStart staff.
- All current services were commented on. The ones receiving the most comments were the swimming and Early Days
- Parents reported finding the groups useful and 'innovative', and the staff 'warm and welcoming'.
- One to one and home visiting services also received very good feedback with parents valuing the quality of the support they had received.
- A common anxiety expressed by several parents in response to more than one of the questions was the need for a follow on from the 'Early Days' and 'Treasure Baskets' (both services designed for very young babies). It was also pointed out by more than one parent that it was difficult to attend these sessions for babies if the parents had older children to consider.
- More activities to be put on during holidays, or more of the regular activities to stay open during holidays were suggested. This is being addressed by the programme, with beach days and excursions being put on in the summer, and the regular weekly groups continuing through school holidays.
- Some activities specifically for fathers, perhaps at weekends, were requested. This is presently being considered with a male social worker from Teignbridge Social Services spending some time with the programme, aiming to find out what the dads in the SureStart area want
- Two mothers said they would feel happier leaving their children in a crèche if each child was designated to a specific crèche worker. As a result of this feedback, the programme now operates such a system in its crèches.
- It is also suggested that SureStart's groups and services should be more widely advertised. The programme is continually looking for new and better ways to reach more parents.
- The responses and suggestions of the parents were discussed at subsequent staff meetings.

## **Conclusions**

From the parents' responses to the five key questions, it is clear that those who attended the Joint Parents' forum were generally happy with the SureStart services they have used so far, and with the range of activities the programme offers.

The parents praised the attitude and commitment of the staff and the innovative approach the programme takes to Early Years services.

Parents suggestions for change and for the future were noted, and taken for discussion at staff and Partnership Board meetings. Where possible the programme has addressed these suggestions.

Parents expressed an interest in continuing to hold separate forums in Dawlish and in Teignmouth on a monthly basis. The programme facilitates this by providing extended crèche facilities once a month, for an hour after the 'Drop-In' groups, so parents are free to meet together and discuss their ideas.

## **A Comparison of Parents Within and Outside the SureStart Area on Attitudes Relating to Health Issues and other SureStart Targets.**

### **Methodology - Questionnaire**

**Number Responded - 63**

Alongside the day to day running of groups and home visiting services, SureStart Dawlish and Teignmouth holds fun days approximately once every three months with a view to raising the profile of SureStart in the community, and getting more families involved.

On Monday the 22<sup>nd</sup> of March 2004 a 'sporty' fun day was held at Dawlish Leisure centre, aiming to promote healthy living by giving families with young children the opportunity to 'have a go' at a range of sports adapted to suit the age (0-4 years) of the children. At the same time parents were given access to information about sports clubs for children in the area. Healthy snacks for the children were also on offer, as part of the overall healthy living ethos.

SureStart planned this fun day in partnership with a school sports coordinator based at Dawlish Community College, who was running a Junior Sports Leader award for Year 10 students. The students planned and manned the sports stations at the fun day, including a bouncy castle, trampolines, 'Totnastics' gymnastic equipment, a soft play area for babies, an adventure trail, football penalty shooting, balancing, parachute games and a demonstration from Totnastics Gym Club. Parents were also able to take their children for a swim.

The fun day was widely publicised through SureStart's usual channels, at groups and through a mail shot. Advertisements were also placed in local papers and on local radio. It was therefore anticipated that a proportion of the attendees would be from outside the SureStart area.

As a large number of families would be present, it was identified as a good opportunity to ask for some feedback on their satisfaction with SureStart groups. At the same time it was decided to find out their opinions and attitudes to health and other issues relating to SureStart targets, and to look at differences between families from within and outside the SureStart area. A questionnaire was developed to this end. Respondents were also invited to comment freely on SureStart services. They were not asked to identify themselves on the questionnaire, so all the information they gave would be anonymous.

The Fun Day was very successful, with approximately three hundred children turning up to take part. A huge amount of positive verbal feedback was received by the SureStart team from parents. The day was also noted as being very beneficial to the Junior Sports Leader students from Dawlish Community College, who excelled in their task of looking after and encouraging the young children on the sports stations.

Sixty-three completed questionnaires were collected. (See annex)

## Findings

### Background Information

- Of those who provided information about their post-code, 45 were from the SureStart area, 15 were from outside.
- All the families with over 3 children came from within the SureStart area.
- 1 out of 15 (6.7%) respondents from outside the area were men, and 3 out of the 45 respondents from within the area (also 6.7%) were men.
- Overall, 64% of the respondents were married, and 27% were cohabiting. Three respondents were single parents; they all came from within the SureStart area.
- 22% of the parents from within the area were under 25, compared with only 6.7% of parents from outside the area. Also the partners of respondents tended to be younger from within the area.

### User Satisfaction

- Satisfaction ratings for SureStart's groups and services were universally high. From the 63 questionnaires returned, across 14 different services, only 1 'slightly, dissatisfied' was recorded, with 'very satisfied' being by far the most popular response, followed by 'satisfied'.
- 100% of the respondents from within the SureStart area reported an improvement in the quality of family support services in the last year.
- 25% of those in the SureStart area had been visited by a member of the SureStart team.

### Information Relating To SureStart Targets

- Respondents from outside the area were slightly more likely to be working, and those from within the area more likely to be full time carers and more likely to be looking for paid work.
- Overall, 75% of the respondents reported that the **availability** of **childcare** had not deterred them from taking up work, while 67% reported that the **cost** of **childcare** had put them off seeking work. There was little difference on this between those in and out of the area.
- 83% of the respondents were library members. There was little difference between those within and outside the area. 63% said their children were library members; again there was little difference between those in and out of the area. However, those outside the area reported visiting the library more often.

## Health

- All the respondents said they were aware of the advice to eat 5 pieces of fresh fruit or veg per day. All the respondents from outside the area said they tried to follow this advice, while 9% from within the area said they did not. This was also reflected in the amount of fruit and veg the two groups reported actually eating, with the out-of-area group eating more than the within-the-area group.
- The out-of-area group reported exercising more regularly than those in the SureStart area, and also that their children were more likely to take part in sport.
- There was a slightly higher percentage of smokers within the area (11% compared to 7% from outside.) All the smokers said they wanted to give up.
- The respondents from within the area were slightly more likely to perceive themselves as overweight than the out of area group. There was little difference between the two groups in 'perceived confidence'.
- Two cases of gastroenteritis were reported, one from within the area, one from outside. The incident was too small to make meaningful comparisons. No cases of respiratory infection were reported. The percentage of respondents reporting a child being injured was slightly higher in the out-of-area group.
- Finally, those from outside the area perceived themselves as being more healthy than did those from within the area, although there was little difference in perceptions of their children's' health between the two groups.

## Discussion

The sample of people completing and returning the questionnaire was, in the case of the 'out-of-area' group; small, therefore the extent to which comparisons made can be generalised to the whole population is limited. The picture may also be clouded by the fact that some of the out-of-area respondents, although not qualifying for SureStart home visits and other one to one services, may have been accessing SureStart groups, and therefore may have benefited to an extent by SureStart's influence.

Several useful observations, however, can be made from the information received.

1. **Child Care.** It seems from our sample that the availability of childcare has not been an issue which has prevented parents from seeking paid work, although the cost of child care does seem to be a deterrent. This hopefully will be addressed, with the opening of the Neighbourhood Nursery. It is also important that parents are made aware of their rights to benefits such as the childcare element of working families' tax credit. SureStart Dawlish and Teignmouth are planning to send out information about this with a forthcoming postal survey. Project workers have also received training in giving advice on these benefit related issues.
2. **User Satisfaction.** Extremely positive feedback was received in the user satisfaction of the questionnaire, with almost all but one of the respondents being satisfied or very satisfied with the SureStart services they had used. All the respondents answering the question reported noticing a rise in the quality of family support services in the past year.
3. **Library membership.** This seems to be high amongst the respondents, although perhaps more could be done to encourage parents from within the area to visit the library with their children. SureStart Dawlish and Teignmouth runs music and reading sessions for pre-school children from both Teignmouth and Dawlish libraries on a weekly basis, which hopefully will address this and encourage parents with young children to use the libraries.

It is possible that SureStart parents are less likely to have their own transport, thus making it more difficult for them to get about. Further research will look at this.

4. **Healthy Eating.** The respondents were generally well informed about the health issues looked at in the questionnaire, although it appears that parents from within the SureStart area are less likely to follow healthy eating guidelines in practice. This could possibly be for financial reasons, with some parents choosing less healthy foods which are cheaper. An NCH study, 'Going Hungry', published in June 2004, has shown this often to be the case. More support and information about healthy eating on a limited budget may help, however, pressure should be put on

supermarkets and other food outlets to address the discrepancy between the prices of healthy and non-healthy foods.

Further research into the reasons for parents choosing to eat less fruit and veg. than they know to be healthy could be done to clarify the issue.

5. **Smoking.** Very few of the respondents were smokers, and of those who were, all reported wanting to give up. It was stated in the questionnaire that members of the SureStart team could advise and support those wishing to quit. All SureStart project workers have received, or will soon receive, training in Smoking Cessation.
6. The number of respondents who smoked was, however, surprisingly low. It may be that smokers are less likely to attend a 'sporty' fun-day. More worryingly, if this is the case, smokers may be less likely to attend any groups where smoking is not permitted or met with disapproval. More research in a future postal survey will look at this.
7. **Hospital Admissions.** With regard to SureStart's aim to reduce the incident of gastroenteritis, respiratory infection and injuries, the incident of the first two conditions was too small to make any meaningful judgements, and again with regards to injury, the questionnaire did not look at the type of injury, or the age of the children sustaining the injuries, so although there were a significant number of injuries reported, these may have been to older children, for example, at school or playing sport, and therefore would not be dependent on, or reflective of, their parents' awareness of safety issues.
8. **Self Perception.** The parents from within the area considered themselves to be less healthy than did the parents from outside the area. This could be a question of self-esteem, or be a real reflection of the diet and lifestyle the families are able to afford. Further research may be needed to establish this.

## Conclusions

At the time the survey took place, SureStart had been running in the area for approximately a year, although most of the groups and services had not been established for as long as this. As families from outside the area are also able to access some of SureStart's services, it is difficult to make judgements about the reasons behind any differences between the two groups in relation to SureStart.

It is, however, clear from the responses to the questionnaires that SureStart has made some impression on the lives of the families involved, with all the parents responding reporting an improvement in the quality of services supporting families. User satisfaction with SureStart services was also very high.

Verbal comments from the parents were largely positive, though a parent from outside the area expressed concern about being 'excluded', and another parent felt that SureStart services should be accessible to children who have reached the age of four until they begin school (which is, in fact, now the case).

The findings show that awareness of health issues amongst respondents is good, although some parents may not be able to access the healthy life style they would like, due to financial limitations. They may also experience similar limitations in other areas of life, such as child care and transport.

As the questionnaires were collected at a 'sporty' fun day, it is possible that the parents responding were more health-conscious than parents in the area on the whole. A follow-up study at a future fun-day or excursion could look into this.

## Follow-up Study, Looking at Reasons for Unhealthy Choices

### Methodology - Questionnaire

Number Responded - 42

A follow-up to this first survey was conducted some months later, with questionnaires collected during a SureStart excursion to 'Crealy Adventure Park', a nearby theme park offering particularly good facilities for very young children.

It was expected that the sample of respondents completing our questionnaire would be different in two ways,

1. Places on the coaches were offered to parents outside the SureStart area only if there were any left over after all those within the area wishing to go had been catered for. As the trip was very popular, few parents from out of the area were present. In the initial sample of parents, completing the questionnaire at the fun-day, approximately 25% were from out-of- the-area.
2. The questionnaires collected previously were completed by parents attending a 'sporty' fun-day, it is therefore logical to expect that these parents may be more health-conscious than the population as a whole.

The health section of the questionnaire had been amended, with a further question added to establish why SureStart parents did not always follow the healthy eating recommendations in spite of being aware of them. (See appendix)

A further 42 completed questionnaires were collected.

### Findings

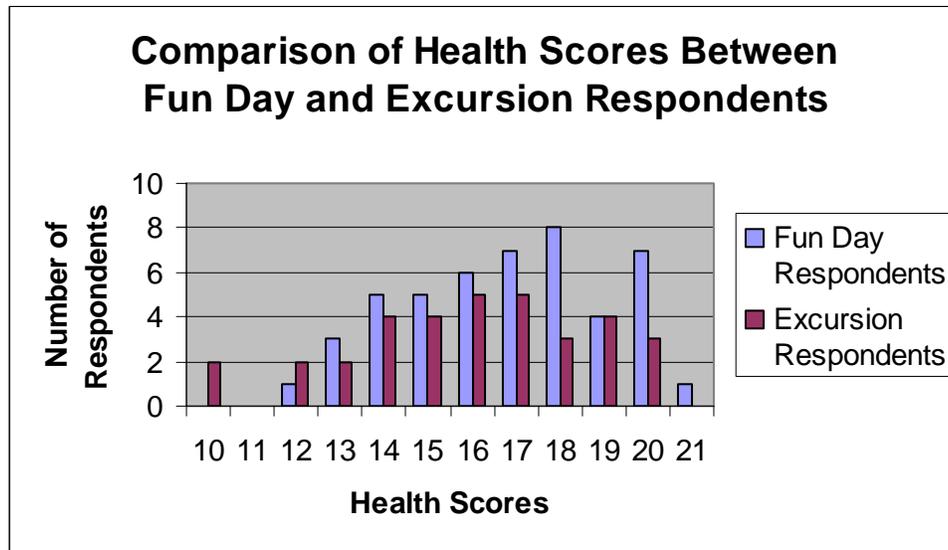
Of the forty-two questionnaires collected on the excursion, only four of the respondents came from outside the SureStart area.

As expected, responses from the parents on the excursion did suggest that they were less health conscious than those who attended the sporty fun day. An overall 'health' score was calculated for each respondent from a total of their scores in the 'health' section of the questionnaire. This score is expected to give an indication of how health-conscious the respondent is.

More parents from this group smoked, with some reporting that they did not want to give up. (In the initial sample there were few smokers, and all wanted to give up).

Out of the 42 parents completing the questionnaires, 11 admitted that while they were aware that 5 pieces of fruit a day were recommended, they did not in practice try to follow this advice. Out of these 11, 5 respondents listed 'I cannot afford fresh fruit and veg' as a contributory factor. This adds weight to findings from the NCH 'Going Hungry, The Struggle to eat on a low income' report.

Graph Illustrating the Difference between the two groups of Respondents' total Scores from the Questions in the Health Section of the Questionnaire



**Discussion**

In the light of this, it is important that those in a position of authority are lobbied and made aware of the discrepancy between the affordability of healthy versus unhealthy food. Pressure should also be exerted on supermarkets and other food outlets to offer healthy food choices at an affordable price.

In the meantime, parents need to receive the best possible advice on healthy eating on a budget.

In response to findings from this, the NCH report, and from anxieties expressed by parents in the area about the cost of buying healthy food for their families, two SureStart Dawlish and Teignmouth project workers are considering initiating a parents' fruit and veg/healthy eating cooperative. This is expected to be done in partnership with a local greengrocer specialising in locally grown organic products.

Healthy eating is also encouraged at all of SureStart groups, with fruit being served to young children, and a cheap but healthy lunch available to parents and children attending the weekly 'Play Cafes' in Dawlish and Teignmouth.

# Research Conducted by Exeter University Psychology Students

## Methodology - Observation / Questionnaire

Number Consulted - 9

During February and March 2004, two undergraduate psychology students spent some time on a placement with SureStart Dawlish and Teignmouth, conducting research into how parents and children benefited from attending stay and play sessions, and how interactive play develops.

This study was conducted at the Teignmouth Monday morning 'Drop-In' group held at the Carlton Theatre, and at the Homestart 'Play Café' held on Wednesday also in Teignmouth, at the Methodist hall.

The Students attended every session of each group throughout March, observing children's play, and also administering questionnaires to their parents. A total of 9 completed questionnaires were collected. (see appendix)

## Observations

It was concluded from the observations of children of different ages playing with or along-side each other that children begin to actually play with others at around three years old. It was also noticed that the children's attention span increased with age.

## Finding from the Questionnaire

### How the group Benefits Parents

- *7 out of 8* parents felt that attending the groups helped them develop confidence.
- *8 out of 8* parents reported making new friends through attending the group
- *7 out of 8* parents said that attending the group gave them a break.

### How the Group Benefits Children

- *7 out of 9* parents felt the group helped their children develop confidence.
- *7 out of 9* parents reported their children had made friends through the group.
- *9 out of 9* parents said going to the group gave their children a chance to mix with others.

Parents' responses also suggested that their own confidence has an influence on how confident their children are, and that unconsciously parents influence the type of toys their children choose, with parents often choosing toys according to the gender of their child.

## Conclusions

While the sample of families in the study was small, the research demonstrates that attending the groups was perceived by the parents as enjoyable and useful for themselves, and for their children as a means of developing friendships and building confidence.

## Do the Drop-In Groups Meet the Needs of Families?

Methodology - Questionnaire, Focus Group, and comment books

Number Consulted - Approx. 40 parents, 8 members of staff.



*A digital camera was made available at some of the Drop-In sessions for parents to take photos of their children engaging in a selection of the Drop-In activities.*

SureStart Dawlish and Teignmouth run a weekly drop-in group in both towns, one at the Carlton Theatre in Teignmouth which has recently changed venues and now operates from the Methodist Church Hall, and the other in Dawlish (this also has changed venues from the Hamilton Hall to the Manor House).

As with all the groups run by SureStart Dawlish and Teignmouth, the aims and objectives of the Drop-In groups have been discussed and drawn up in writing by the members of staff who deliver the group. (see appendix)

The Drop-in staff get together on a monthly basis to put together a week by week schedule of activities (including arts, crafts and music) for parents and children, considering how the activities will promote children's' development and learning, as well as their parents understanding of child development and health issues.

In consultation with the staff, a matrix of needs was produced to help identify what needs of the SureStart families the 'Drop-In' service hoped to meet. Working from this, a list of questions was compiled for a questionnaire to measure whether or not the Drop-In groups were fulfilling their aims and meeting the needs identified.

The questionnaire produced (Quick Questionnaire for Drop-Ins) was then circulated at the groups, and twenty-nine completed questionnaires were returned. In addition to the questionnaires, feedback about the 'Drop-In' groups was collected via comment books which are available every week for parents to write in.

## Matrix of Needs

	<u>Needs</u>	<u>Realistic worst outcome(group) no service</u>	<u>Realistic best outcome(group) no service</u>	<u>Measures (questions)</u>
<u>Living Situation</u>	<p><b><u>Parents</u></b></p> <p>To combat isolation</p> <p><b><u>Children</u></b></p> <p>Space for physical play</p>	<p><b><u>Parents</u></b></p> <p>Complete isolation, feelings of depression.</p> <p><b><u>Children</u></b></p> <p>Behaviour problems. Hyperactivity.</p>	<p><b><u>Parents</u></b></p> <p>Develop (or already have) network of friends and family</p> <p><b><u>Children</u></b></p> <p>No behaviour problems.</p>	<p>Are you less isolated?</p> <p>Do children let off steam?</p> <p>Do messy play not possible at home?</p>
<u>Family and social relationships</u>	<p><b><u>Parents</u></b></p> <p>To talk to other parents and/or professionals.</p> <p>To make friends with parents with children the same age as their own.</p> <p>To normalise the behaviour of their children.</p> <p><b><u>Children</u></b></p> <p>To interact with peer group.</p>	<p><b><u>Parents</u></b></p> <p>Isolation Depression Low self esteem</p> <p>Feelings of inadequacy about parenting.</p> <p>Consider their own child to be especially difficult, affects bonding.</p> <p><b><u>Children</u></b></p> <p>Confidence affected by parents mood</p>	<p><b><u>Parents</u></b></p> <p>See other parents Content Good self esteem</p> <p>Confident as parents</p> <p>Perceive children's behaviour as normal (or not unusual)</p> <p><b><u>Children</u></b></p> <p>Well adjusted Learn rules of interaction</p>	<p>Do you talk to other parents? Talk to professionals?</p> <p>Make friends? Contact them outside drop-in? Does child play with others at drop-in?</p> <p>Learn from others?</p> <p>Look forward to going? Talk about it?</p>
<u>Physical and psychological health</u>	<p><b><u>Parents</u></b></p> <p>Break from child.</p> <p>Information, support and advice on parenting and health issues. Signposting.</p> <p><b><u>Children</u></b></p> <p>Informed parents.</p> <p>Early identification of any problems.</p>	<p><b><u>Parents</u></b></p> <p>Parents under stress - physical abuse.</p> <p>Lack of information - poor nutrition &amp; other problems.</p> <p><b><u>Children</u></b></p> <p>Uninformed parents affecting development. Problems not identified.</p>	<p><b><u>Parents</u></b></p> <p>Calm, less stressed parents.</p> <p>Parents well informed. Contact with professionals where appropriate.</p> <p><b><u>Children</u></b></p> <p>Good development Problems identified and addressed.</p>	<p>Do you enjoy the break at drop-in?</p> <p>Discuss parenting issues with staff?</p> <p>Feel at ease talking to staff?</p> <p>Feel more informed?</p> <p>Enjoy activities for adults?</p>

	<u>Needs</u>	<u>Worst Outcome</u>	<u>Best outcome</u>	<u>Questions</u>
<u>Education and Employment</u>	<p><b><u>Parents</u></b></p> <p>Learning and modelling of parenting skills.</p> <p>To value, praise and encourage creativity.</p> <p>To learn age appropriate play.</p> <p>Advice and information.</p> <p><b><u>Children</u></b></p> <p>Social interaction</p> <p>Stimulation</p> <p>Learning through open ended, messy exploratory play.</p> <p>To learn how to behave in a structured play group.</p>	<p><b><u>Parents</u></b></p> <p>Poor parenting skills</p> <p>Do not praise children.</p> <p>Unaware of 'ages and stages'</p> <p>Uninformed</p> <p><b><u>Children</u></b></p> <p>No interaction with peers</p> <p>Lack of stimulation</p> <p>Little learning</p> <p>Lack readiness for school; have difficulty conforming to structure of pre-school.</p>	<p><b><u>Parents</u></b></p> <p>Good parenting skills</p> <p>Praise children</p> <p>Aware of 'ages and stages'.</p> <p>Well informed</p> <p><b><u>Children</u></b></p> <p>Interact with peers</p> <p>Are stimulated</p> <p>Good learning</p> <p>Ready for school, Fit easily into pre-school environment.</p>	<p>Do you get useful information about adult education?</p> <p>Use shopper's crèche?</p>
<u>Social and Anti-social behaviour</u>	<p><b><u>Children</u></b></p> <p>To learn boundaries of normal social interaction</p>	<p><b><u>Children</u></b></p> <p>Anti-social behaviour</p>	<p><b><u>Children</u></b></p> <p>Good social behaviour</p>	<p>Do you think your Child's behaviour is more normal (like other children) as a result of attending the Drop-In?</p>



## Percentage of 'Yes' Responses to the Quick Questionnaire

Total = 29

1. I feel less isolated as a result of going to the Drop-in.	82%
2. The Drop-in gives my child the space s/he needs to let off steam.	100%
3. At the Drop-in my child can take part in activities which I don't have the equipment for or are too messy to do at home.	100%
4. I get the chance to talk to other parents at the Drop-in.	100%
5. I get the chance to talk to child-care professionals at the drop-in.	73%
6. I have made friends with other parents through the Drop-in.	82%
7. I sometimes contact and meet up with friends I have met through the Drop in.	46%
8. I think my child enjoys playing with or alongside other children at the drop-in.	100%
9. I think my child learns from playing with or alongside other children at the Drop-in.	95%
10. My child looks forward to going to the Drop-in.	82%
11. My child talks about things s/he has done at the Drop-in.	59%
12. I enjoy having a break while my child takes part in activities at the Drop-in.	79%
13. It is helpful for me to discuss child related issues and problems with the staff at the Drop-in.	73%
14. I feel at ease talking to the staff at the Drop-in about any child-related problems.	82%
15. I feel more informed as a parent as a result of attending the Drop-in.	66%
16. I enjoy taking part in the craft activities for adults which take place at the Drop-in.	59%
17. I find it useful to get information about adult education courses at the Drop-in.	63%
18. I find the shoppers crèche useful	53%
19. Seeing how other children at the Drop-in behave reassures me that my own child's behaviour is normal	87%

## What the Comment Books Say

I think the Monday Drop-In is a brilliant service. The staff, resource + activities are of a high quality. I like the fact that the children have freedom to choose what they play with in a secure environment. I take my son to various toddler groups during the week, but this is by far the best.



*I think that the drop-in on Monday is great - Kari is a very good supervisor, the art work from Shelley is fantastic and the tea-making for skills for Karen are very much needed! I much prefer this to the Dawlish group on Friday as there is more structure and the SureStart workers are much friendlier. Keep up the good work folks!*



**Monday drop-in is a breath of fresh Air. The staff are friendly and caring, and play is always 'Fun'.**

*I think the Drop-In is ideal, it has Everything to keep pre-school children happy, Also great for babies to interact with others Also the staff are very helpful, which is great if you have a baby and a toddler to look after!*



Have really enjoyed coming to the drop-in centre. It is an ideal place to meet where babies can play safely. The staff are very friendly and helpful.

*Really enjoy the Drop-In centre The toys are brilliant for our babies  
And the staff are always helpful.*



**Great! It's an ideal place for us mums to bend each others ears whilst our babies are kept occupied with a good range of toys. The staff are excellent. I think we're lucky to have SureStart, I'd be lost without it!**

*The drop-in is a great place for meeting people, and the children of all ages mix really well. There is always something different for them to do, and the staff are really friendly and helpful.*

Very happy with the drop-in and activities. Children get used to a nursery environment, parents get to talk and meet new people and the staff are wonderful. I am particularly grateful for the crèche, to be able to leave Leo and get him used to being cared for by others. I hope the funding for SureStart continues adequately as it provides an invaluable service for parents and their children.



*The Carlton Theatre group has brilliant ideas for art and development. Different ideas each week. Things you wouldn't do at home. Staff always warm and friendly and encourage my children. Thank you!*



Caleb loves coming here. The art is great as it is often things you wouldn't do at home. I left him here for the first time and felt very confident that he would be fine. with the wonderful staff.

*Josh enjoys coming every week, it has taught him to share, make friends and communicate well with people. As a mum it is nice to spend time with friendly people who give very good, helpful advice when you need it.*



This is a really good place for Ellie to try out things that she doesn't do at home and she loved to run around. The drop-in provides a really good venue for children to play, try new things and meet other children. This is a godsend for me and Ellie, good work SureStart.

*Charlie had an absolutely wonderful time here and it was great for me to give myself 'permission' to just spend some time and play with him. Many thanks SureStart.*



## Discussion of Questionnaire Responses

From the returned questionnaires it is clear that families using the 'Drop-In' were benefiting from the service in the ways predicted by the 'Drop-In' staff.

82% of parents reported feeling less isolated as a result of the Drop-In, and also having made friends through the Drop-In, 100% said they got a chance to talk to other parents, and while the lowest percentage of yes responses was to the statement "I sometimes contact and meet up with friends I have met through the Drop-In", it is actually very encouraging that almost half the parents do contact each other outside the Drop-In.

These responses strongly suggest that the 'Drop-In' service is meeting its objective of reducing social isolation for those who attend. It may also have the benefit of reducing parents' feelings of stress, as 79% of the parents reported enjoying a 'break' while their children took part in activities.

For the children, all the parents agreed that the Drop in gave them space to let off steam, an opportunity for messy play, and that their children enjoyed playing with others. 95% thought that their children learnt from this play. 85% thought their children look forward to going, and while only 59% said their children talk about the Drop-In, one parent wrote "Too Young!" next to this question, so it is likely that this was true in many cases, with a large proportion of the children attending the Drop-In being under a year old.

From the parents' responses to statements about what their children gain from the service, it is clear that most consider their children enjoy attending, and benefit developmentally and socially through the activities and through play with other children.

73% of parents reported enjoying the chance to talk to child care professionals, and discussing child related issues and problems with staff, while 82% said they felt at ease with members of staff. 63% found it useful to get information about adult education, and 66% felt more informed as parents. While the percentage of 'yes' responses is lower here than in the previous areas, it may be that, for example, not all parents want information about courses or to talk to staff about their problems. It is important, however, that parents are made aware that the staff do have information and expertise if they need it.

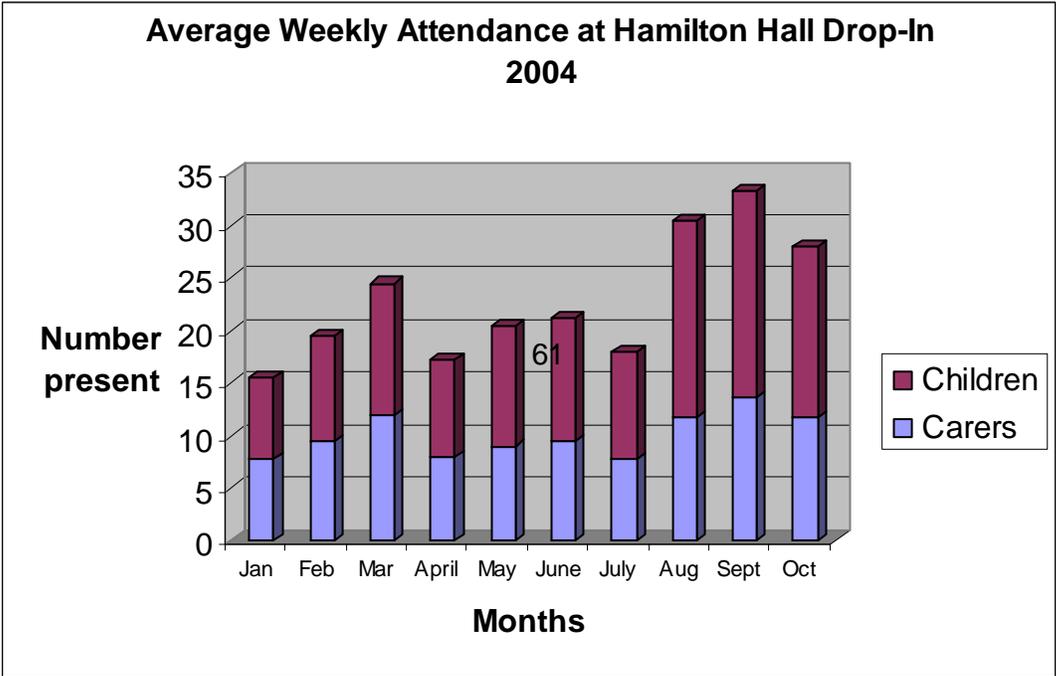
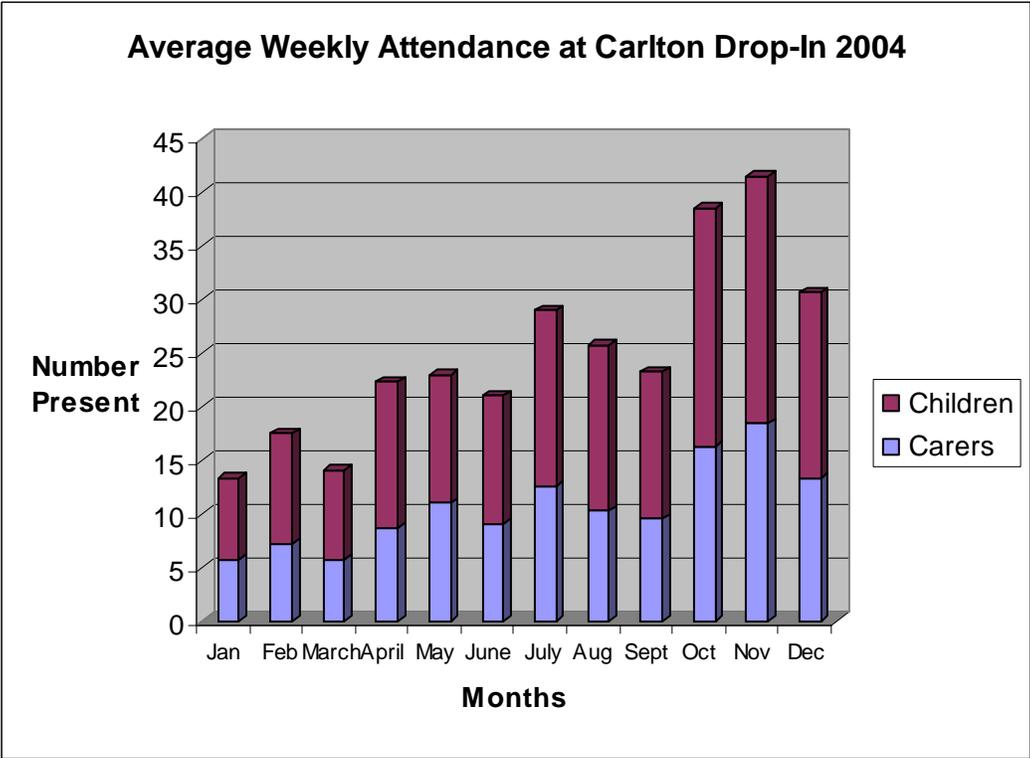
Finally, 53% reported finding the shoppers' crèche useful. (Not all parents using the Drop-In take up this service, as many prefer to 'stay and play', and take advantage of the time to be with other parents.)

While the information gained from the quick questionnaires has strongly supported the expectation that the drop-in is meeting many of the families needs, the staff would like to go on to find some more qualitative information about the way in which the Drop-in has made a difference to the families it serves. Interviews with a selection of parents fitting different criteria are being planned as a next stage to the Drop-In evaluation.

On the following page are graphs showing the attendance figures for both Drop-Ins in 2004. In November the Dawlish Drop-In moved from Hamilton Hall to a more suitable venue (the Manor House). In December the Teignmouth Drop-In moved from the Carlton Theatre to the Ice Factory, but this was found to be too small and noisy for such a large group. It has since moved again to the Methodist Church hall.

The attendance graphs for each group show a steady increase in attendance through the year. Official figures for November and December at Dawlish are not yet available, however the steady increase in attendance has continued during these months. This increase in families attending suggests that the groups are continually gathering popularity, with new families often turning up, and regular attendees continuing to come along.

**Graphs Showing Attendance Figures at the Drop-In Groups in Dawlish and Teignmouth Throughout 2004**



## Evaluation of Play-Talk Bag Resource

### Methodology - Questionnaire

Number consulted - 22

'Play-Talk' bags are a resource used at SureStart Dawlish and Teignmouth by speech therapists, the pre-school advisory teacher, and by other home visiting services to lend to families. They are also taken to some of SureStart's groups where they are made available for families to borrow. The bags contain toys and books and are normally borrowed for a period of one week.

There is a range of bags, each covering a different theme or topic, for example water-play, music, cooking or animals. There is also a progression of bags catering for children at different developmental stages.

As well as toys and books relating to the bag's specific theme, each bag contains a card with written suggestions as to how the books and toys can be used by parents to play with their children in ways which will help promote language development. Where the bag is issued during a home visit, the member of staff making the visit can also work with the parents to demonstrate the activities suggested.

An evaluation questionnaire was produced in consultation with a member of the speech therapy team to assess if and how the parents and children benefited from using this resource, and whether the suggestions were useful. (see appendix). Parents were asked to return the evaluation forms with the bags.

It was also decided to assess if it would be practical to operate a system where parents could collect bags from the SureStart offices at the Day Hospital on Mill Lane.

### Findings

From the 22 questionnaires collected, the overall findings are that parents liked the resource.

1. 21 reported that their children enjoyed the bags,
2. 21 reported finding the written suggestions useful.
3. 22 said they would like to borrow more bags in the future.
4. Only 6 parents said they would find it easy to collect the bags from the SureStart offices.

## **Conclusion**

From the responses it can confidently be concluded that the families enjoyed using the Play-Talk bags. As parents reported finding the suggestions useful, it is clear that at least they were used.

It was decided, however, that as the bags are intended to help promote speech development, further questions need to be asked in order to predict that this aim is being met. The evaluation forms have now been amended (see appendix), again in consultation with a speech therapist, to explore whether the play suggestions actually influence the way parents interact with their children and facilitate better communication.

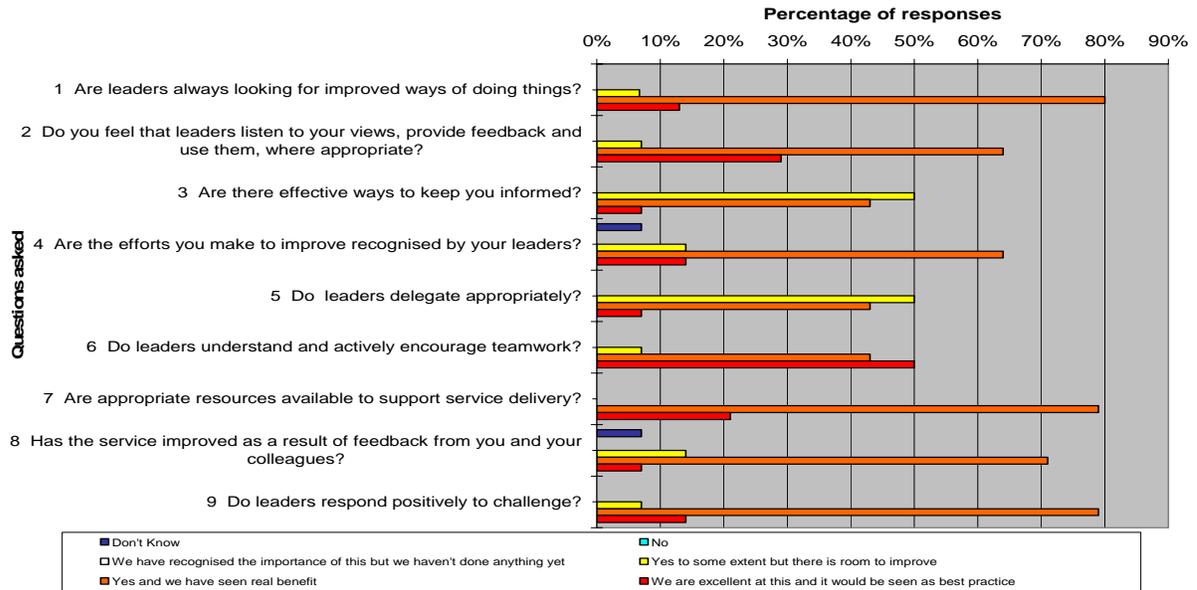
# Staff Satisfaction

Methodology - Questionnaire.

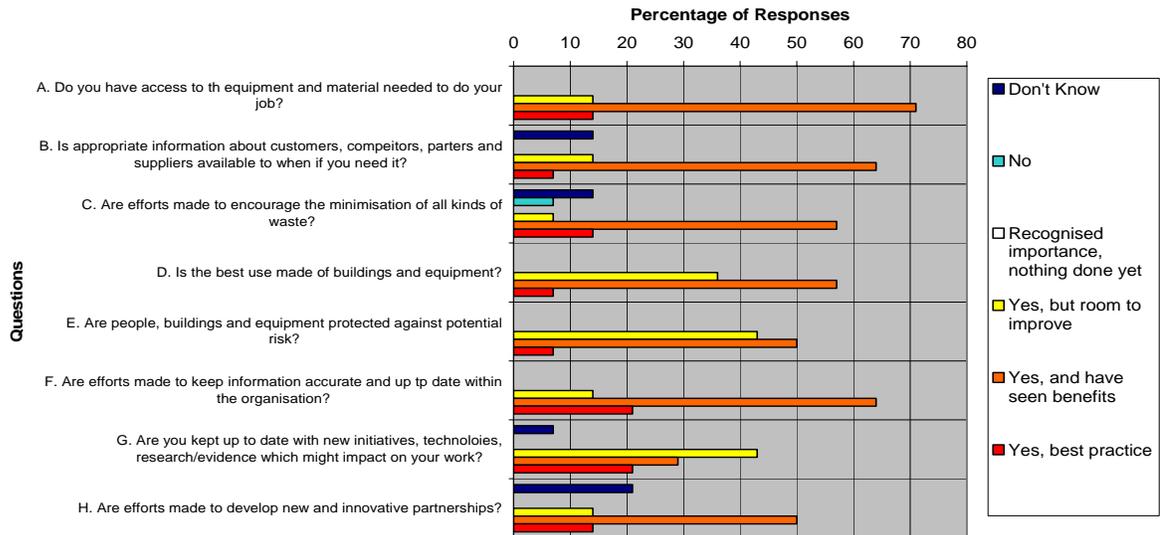
Number Consulted - 19

In March 2004 staff at SureStart Dawlish and Teignmouth were given an EFQM questionnaire designed to find out how employees felt about the organisation they work for. The graphs below show the questions asked, and how the staff responded,

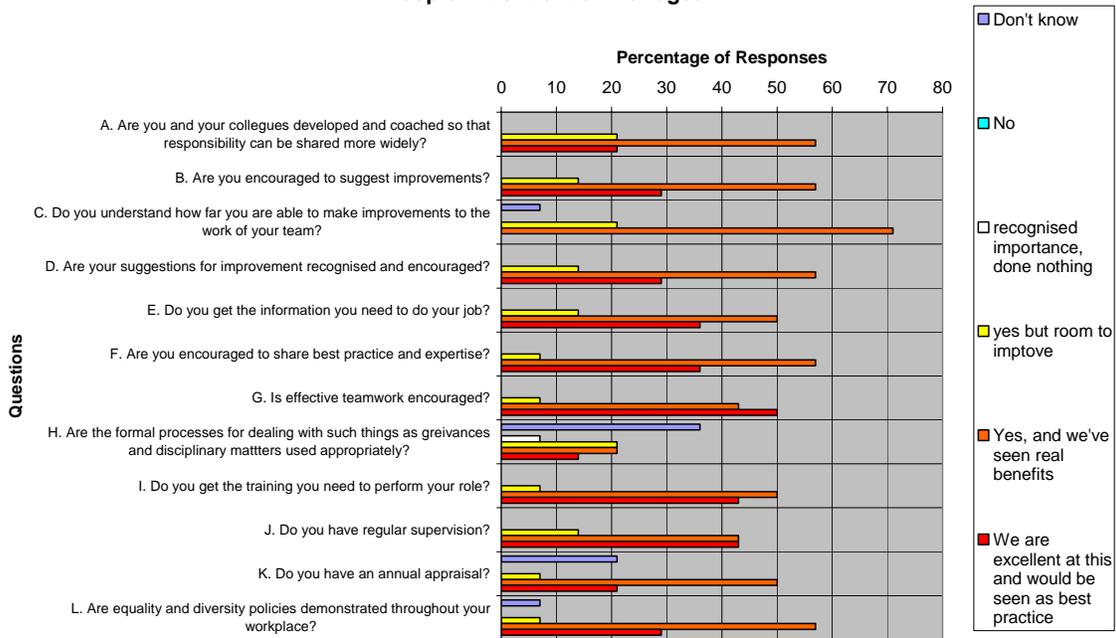
## Have we got effective leadership ?



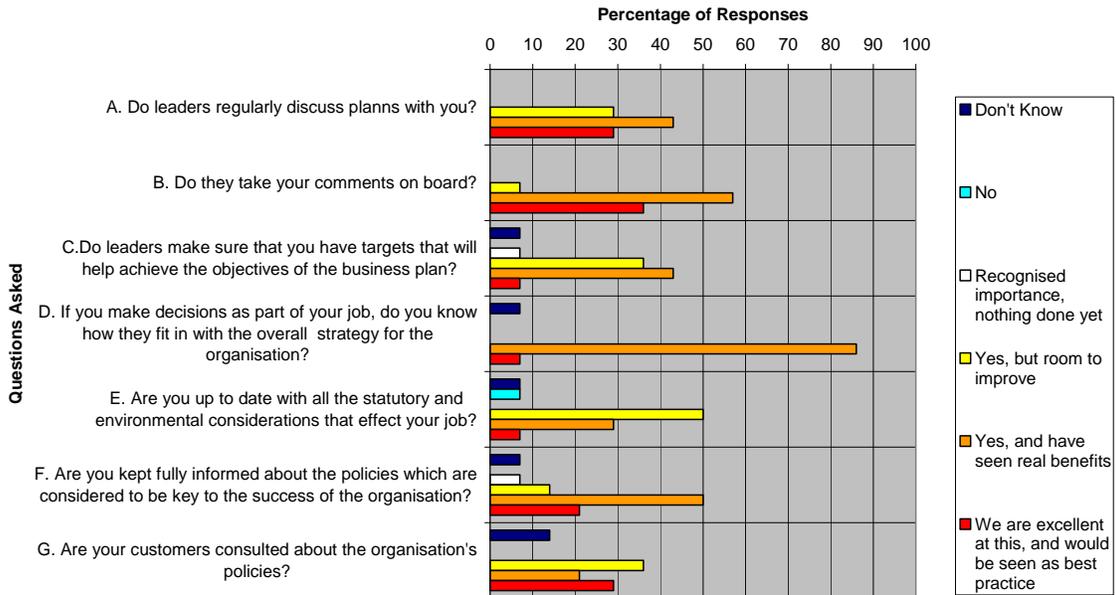
## Partnership and Resources -Have we got what we need and do we make best use of it?



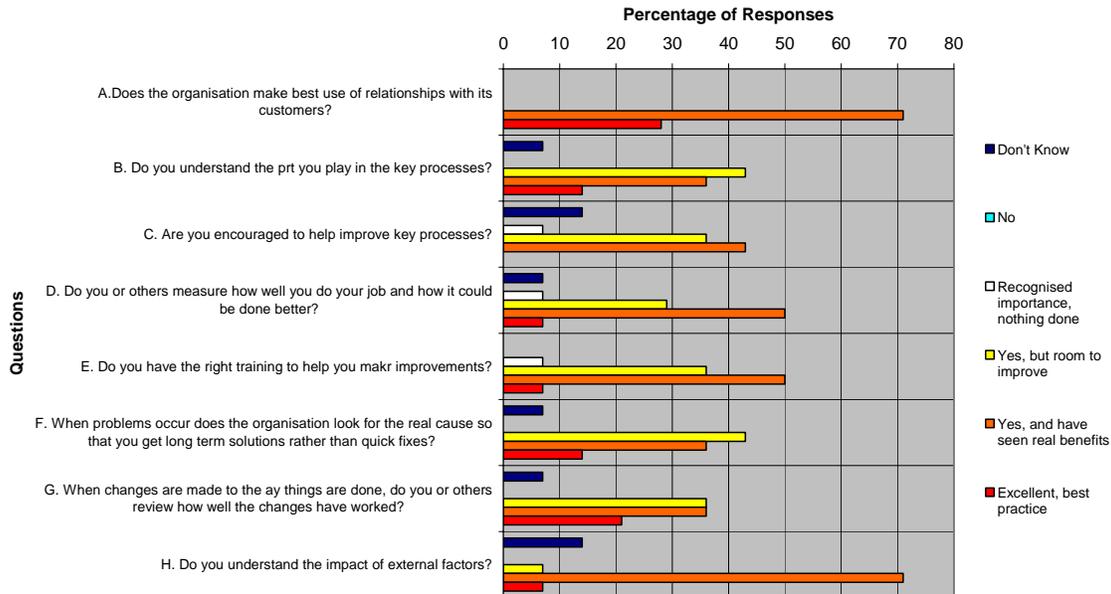
### People - Are We Well Managed?



### Policy and Strategy - Do We Know Where The Organisation is Going?



## Processes - How well do we do things?



## Conclusions

From the staff responses to the questionnaire it can be concluded that the staff at this stage are happy working for SureStart Dawlish and Teignmouth. Responses suggest that members of staff feel well informed, they consider the management to be affective, and feel that their ideas and suggestions are valued and taken into consideration.

The areas where more staff responded that there was room to improve include understanding their 'own part in the key processes', 'addressing the cause of problems', and 'reviewing how well changes have worked'. However it should be pointed out that at this early stage of the programme it is difficult to draw conclusions about how changes have worked or how problems have been solved.

Repeating the consultation after a given period of time would be a worthwhile exercise.

# On-Going Evaluation

## **Early Days Evaluation**

Two Early-Days groups operate within the programme, one serving each town. The group is designed for parents of babies from birth to approximately a year old (or when they become mobile)

In a similar way to that described in the Drop-In evaluation, a service description, as well as a set of aims and objectives were put in place for the Early Days groups. The staff responsible for running the groups then worked on a matrix of needs from which two questionnaires were produced.

The first questionnaire is intended to be filled in by parents the first time they attend the group, and the second is to be completed when the baby reaches nine months old. It should then be possible to compare responses and look at how the parent has changed in that time.

See appendix for Service Description, Aims and Objectives, Needs Matrix, and Early Days forms I and II.

## **Music Start Evaluation**

Music Start is a recent innovation for SureStart Dawlish and Teignmouth, which has gained funding from Devon Youth Music. It consists of an Early Years music specialist conducting a series of music training sessions at a range of pre-school play venues in the area, for Early Years workers as well as parents.

The aim of the music training is to encourage the parents and workers to engage with greater confidence in musical activities with children, and to emphasise the importance of music in children's development and learning in other areas.

Again, two questionnaires have been put together, one to be completed before the training, and the other afterwards. The questionnaires are designed to measure changes in confidence (in singing and music-making) as a result of the training, as well as to look at any changes in parents and workers attitudes to music and singing with children as a tool for learning and development.

See appendix for Music I and Music II

# Future Planning and Development

## **Equality and Diversity**

A postal questionnaire has been developed over the previous six months in consultation with the staff, parents, the partnership board and with the input of the evaluation task group. It is designed to try to establish whether or not SureStart Dawlish and Teignmouth is reaching all sections of the community, and whether some families have specific reasons or difficulties which prevent them using SureStart services.

The questionnaire is at present being piloted, and is expected to go out to all parents of children under two years old in the area, with the aim of collecting the returned questionnaires by the first of April 2005.

See appendix for questionnaire.

## **Development**

What has been learnt from the evaluation so far has been fed back to staff, parents, and members of the partnership board. It has and will continue to be used to inform programme development and further evaluation.

The programme is looking forward to receiving information from the Equality and Diversity study in order to address the needs of any families in the area who are not as yet 'on board'.

Staff and parents are expected to continue to assist in the steering of the evaluation process as the programme moves into Children's Centre status, through staff meetings, parents' forums, and the Evaluation Task Group.

A Cost Benefit Evaluation is planned to take place in the forthcoming months.

# Appendix

## Appendix

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Teignmouth Early Days Group  
(Tuesday afternoons at the Cliffden Hotel)  
& Dawlish Early Days Group  
(Tuesday afternoons at Dawlish Hospital)

Aims and Objectives

1. To counter feelings of isolation in new mums and to promote sustainable peer networks.

To provide a forum for shared information and experiences.

Set up a group providing a regular, safe and comfortable meeting place for new mums and babies. Promote this group throughout the community and through health visitors and midwives. Facilitate discussions within the group.

2. To enable parents to access easily information from health professionals.

To promote breastfeeding

To reduce the incidence of diarrhoea and vomiting.

By forging close links with health professionals, providing talks on health and hygiene issues on a regular basis.

3. To promote best practice in the home environment in order to achieve babies full physical, emotional and mental development. By following best practice ourselves all the time. By providing ideas for developmental play opportunities that parents can use at home. By implementing a rolling programme of sessions covering relevant issues. E.g. weaning talk. Speech therapists. Back to work, baby in the couple relationship etc. to run as a formal programme (but not weekly)

4. Early identification of Post Natal depression and any other issues (e.g. developmental delay) enabling quicker referrals.

By use of the relate counsellor within the group-and vigilance and involvement of other staff. Issues with babies should be apparent to professionals visiting group to deliver programme of talks already mentioned.

## **Soft Play (Broadmeadow Sports Centre)**

### **Aims and objectives**

- To provide an opportunity for parents to develop social networks and community support.
- To facilitate the improvement of motor skills in toddlers and young children and to communicate to parents the importance (for learning) of gross motor skills
- To provide a safe, happy, fun and stimulating area for children
- To make parents feel welcome.
- To support parents with any queries re health and well being of children, and to refer to professionals if necessary.
- To show good practice and encourage by example.
- To inform parents of SureStart activities and other groups.
- To listen to parents and children and offer emotional support when and if it is needed.
- To encourage, praise, and value parents and children, thus increasing confidence and self esteem.
- To promote language development.
- To promote healthy and social eating patterns.

## **Reading**

### **Aims and Objectives.**

- Promote use of libraries.
- Show by example how to have fun with books.
- Introduce children to books / library / how to find books speech and language.

## **Mini music**

### **Aims and Objectives.**

- Have fun with instruments.
- S/L singing.
- Fine motor skills (manual dexterity).
- Finger rhymes.

## Infant Massage

### Aims

- To promote bonding and attachment with parent and baby and other siblings.
- To promote the importance of touch.
- To support families with new babies.
- For parents to support each other.
- To positively promote SureStart.
- To promote and improve communication - both verbal and non- verbal between parent and baby.

### Implementation

- To provide small, safe groups where parents feel comfortable.
- To offer opportunity to discuss issues relating to a new baby or parenting.
- To offer peer support and aid discussion.
- To offer invitations to mixed group - to include isolated or unsupported families but not exclusively open to all
- Offer 5 weekly sessions with regular time and venue on an invitation basis - closed group at present.
- Extend infant massage to include siblings
- Follow suggested model developed and researched by IAIM.
- Anyone interested can make enquiries, priority given to SureStart families.
- Opportunity to do home visits if groups not appropriate or older siblings.

## Drop in Centres (with shopper's crèche?)

Hamilton Hall (Dawlish)  
Carlton Theatre (Teignmouth)

### Aims and Objectives

- To provide a safe, happy and fun area for children 0-3.
- To ensure staff are welcoming and professional.
- To support parents with any queries surrounding the health and well-being of children - point them in the right direction / contact other workers.
- Show good practice.
- Promote healthy snacks.
- Promote and give information on other groups run by SureStart and other play groups etc.
- Listen to / give support to parents.
- Collect feedback/ address areas of concern / lack.
- Provide stimulating / meaningful art and craft activities. Encourage intergenerational activities.
- Encourage children's achievements, give praise.
- Provide drop and shop service. Give parents confidence that children are safe and well cared for by qualified staff.
- Provide 'free' services.
- Facilitate opportunity for parents to meet and talk in comfortable / supportive surroundings.

## Treasure Baskets

### Aims

- Social groups for babies to explore natural or household objects in a safe stimulating holding environment.
- Give babies the opportunity and choice to feel, smell, taste, listen and watch objects and develop relationships with other babies and adults in a safe, quiet, nurturing environment.
- Give parents the opportunity to watch their babies developing week by week.

### Implementation

- To offer 5-6 weekly sessions on a regular basis, time and venue to a closed group - ideally 6-8 babies.
- Age / Developmental age is important so they are sitting reasonably steadily - so they can concentrate on the activity.
- Offer a variety of objects which change weekly to encourage exploration.
- Parents can sit in a position where they can peacefully watch their baby interact.
- Parents are asked to be quiet while babies explore objects to enable the babies to communicate with each other and their parent.
- Discussion is encouraged after the session (which may last between 15 minutes - 1 hour) to share observations and learning from the group.
- Groups now alternated between Dawlish and Teignmouth. Preferably families to use local group but this can be flexible as there is only a short window - time scale developmental to fit into.
- Parents are encouraged to use similar objects in the home and give them the opportunity to look at what they are offering as play material.

### Development - Future

- For other staff to be involved with the group and to extend it to other venues i.e. day care centres.

**Joint Parents' Forum**  
**February 12<sup>th</sup> 2004**

**What Do You Think of it So Far?**

I think it's going really well and great way of meeting parents/carers with similar interests

*SureStart is a wonderful scheme! But what happens when we can't go to early days any more??*

SureStart service in Teignmouth is great! I think the service is developing well - There always seems to be something new to do.

*I think the SureStart group is a good idea. Especially for the new mums and those new to the area. It gives those with only one child the chance to talk and ask questions and the child the opportunity to interact with others.*

Good so far. Great way for new mums to meet. Keep up the good work; it's good to know that you have quality people working for Sure Start. Confidence in SureStart.....?

*Very good! Helped meeting other mums and dealing with problems that you only thought that your child had. Courses are fantastic, nice to regain your own identity after becoming a mother.*

The groups I have attended have been good and well run. Staff are friendly and helpful. Even though I haven't been to the baby groups, I have heard that they are good and cater well for the younger ones.

*It's great. Gets me out and about with my child. After speaking to friends in other parts of the country SureStart here is so much better. It's a shame however that some areas around Dawlish are not included, i.e. Oaklands.*

Very informative - Newsletters are useful - meetings - very useful for information.

*SureStart is great! Will be even better when we have a building in Dawlish. (For people who still get confused about what SureStart is about would be made clearer with a purpose built building)*

For me it's been brilliant! I've really enjoyed the groups and it's given my baby the chance to socialite with other babies of a similar age, and for me to meet up with other mums for a natter!! There is a good choice of things to do, places to go etc. and all and everyone are really welcoming!

*Services available are very good - they enable mums/dads to interact, meet new friends maybe, the children enjoy the play available. It's good to see the health visitors, social services, midwife etc all working together. It's a shame there isn't a build in Dawlish - it would publicise the whole project. More involvement across the town is needed; I think the parents' view might not show the whole areas' real opinions. Disappointed there isn't a soft play area!!!*

## Which services/groups have you used and what do you think of them?

### AWAY DAYS

*Excellent fun days out with help from staff if needed - a bonus for me with two children wanting to do things at the same time*

### BABY MASSAGE (3 replies)

*Excellent course, very well run, the room used was nice, warm and comfortable. It was nice to meet other parents with similar aged babies.*

Ruth came and did one to one sessions as it would have been difficult to attend group with twins. Good for colic. Could be promoted more through health visitors.

*Helps use different techniques instead of medicines.*

### DAWLISH LEISURE CENTRE CRECHE (5 replies)

*Helpful if you have 2 little ones + can only take one swimming at a time.*

Enjoyed it but crèche too close to pool. Children can see you!

*Weekly used, great staff, friendly, trustworthy + always willing to give advise when asked for.*

### DAWLISH LIBRARY (3 replies)

*Great for relaxing and entertaining.*

Distribution of play bags through this group was good. Didn't actually learn anything new but it made me realise how what I was already doing was helping.

*Very good, however larger books required.*

### DROP-INS (4 replies)

*Good, fantastic art projects that let the children experiment.*

Very good, sometimes, however, a bit clicky

*Safety is in mind even though the age range is varied.*

Good activities although some are a little advanced for the children (even the older ones) puzzles, floor games, ride on toys would be nice for the older children.

### Early Days Group (7 replies)

*Brilliant toys, great venue/warm/clean etc*

Great support for mums of young babies. Only went once as it was difficult to arrange care for older child.

*Good for babies to socialise & parents.*

Like the fact that you can turn up at any time between 1 and 3. Don't like the fact that everything shuts down for so long at Christmas

*Great coffee and company. Learnt lots about toys, coping, weaning and masses more.*

Safe environment for little ones. Good chance to talk to other mums and trained staff.

### FUN DAY (2 replies)

*Are brill. I really enjoy them*

Lots of activities for the children, a shady area would have been nice and drinks for the children.

### HOME VISITING (2 replies)

*Useful contact, resourceful*

Ruth saved my life!

### MEADOW CENTRE

*Sociology*

### PARENT-CRAFT (2 replies)

*Fun, relaxing*

More please

### PLAY CAFÉ (4 replies)

*Children love playing and interacting with each other, I can chat with the other mums, we can have a cheap lunch as a family, good food as well, gives me a break as such, also activities available for the adults to do.*

Regular Very enjoyable. Staff very friendly and a nice relaxed atmosphere

*Catered for 2 year olds, good food, friendly*

Well run with lovely staff, lots of activities.

### SMILEYS (2 replies)

*Sometimes OK, sometimes not so good.*

Went once as part of twins group. Wasn't much going on as other children had been busy doing most of the activities in the morning.

### SOFT PLAY (2 replies)

*Very, very good. Debbie makes this session fab. It's a shame numbers are limited*

Well supported with good number of crèche workers. Had to stop going due to time of session coinciding with sleep time.

### SPEECH THERAPY PLAY BAGS -

*Excellent resource, good fun for babe and mum*

### SWIMMING at CLIFFDEN (8 replies)

*I feel it a really reasonably priced activity - we can afford to go twice a week if we want to!*

Excellent - great facilities. But again a shame that it shuts for so long at Christmas. My little one was just getting used to it when we had to stop for 3 weeks.

*Couldn't get a place! (for actual swimming lessons)*

Very very good. Changing room very small, when large numbers are there maybe another lifeguard required, plus more sessions would be nice.

*Supportive, non-judgemental atmosphere, wonderful opportunity to meet other mums, I would be lost without it!*

Good fun, Great toys etc.

*Used Frequently. I have just started going back after a spell away, will be going regularly as water lovely and warm and great for little ones.*

Would it be possible to clarify Cliffdens policy on swimming with more than one child at a time as they appear to be inconsistent?

### TODDLER GROUP, METHODIST CHURCH TEIGNMOUTH

*Very good, old ladies fab. More toys would be nice.*

### TREASURE BASKETS (4 replies)

*Wonderful to see the interaction between babies around the same age. Calming and relaxing to sit back and observe.*

Nice small group. Well run. Opportunity to watch children without interrupting them which you probably wouldn't do at home

*Due to start tomorrow!*

Great way to see how babies interact

### TWINS GROUP

*Good to have SureStart involvement.*

### YOGA (2 replies)

*Now I couldn't live without it and Isabelle is fantastic.*

## What Should Stay the Same?

YOGA!!! FANTASTIC!!!

The art at the drop-ins, Shelly is great and the children can really express themselves. The courses, I haven't been on any but it's important for mums and dads to expand their horizons a little.

*Crèche worker-child ratio brilliant*

*Twins group*

*SureStart support/participation in other local activities.*

*Flexibility of staff to change sessions/home visits etc where appropriate.*

Baby massage

Treasure baskets

1<sup>st</sup> contact with SureStart "person"

Baby Group

Courses with crèches.

*The variety of activities*

Fun Days, Good staff.

Keep going all the existing groups, + the quality of SureStart team.

*Keep going - Perhaps change early days session Dawlish or Teignmouth to avoid clash - so mums could attend both. How about an aquacise crèche?*

The various groups for the children.

*Regular meetings work well.*

*The services all seem to be running well - given time I think will generate more interest.*

I think that all that goes on is very well thought out, and should continue without change.

*The groups that are well supported should stay and expand on.*

## What changes would you like to see?

*Leisure centre in Dawlish has excellent facilities i.e. bouncy castle etc. Could be used more!  
Working mums should be involved more if possible - weekends and evenings.*

More groups with different activities each week.

*More alternative points of view from some of the group teachers or open-mindedness, views are sometimes pushed upon you and you are sometimes patronised and criticised for ways of life.*

More activities /groups during half term to (if poss) include things for older siblings.

If possible more groups/activities in the mornings for babies.

A music group for babies aged around six months plus.

A baby gym (more formal) session for babies.

A swimming lesson style group for babies- rather than just play.

*I would like a follow on from the early days for those children that are active but are not using bikes and slides.*

I would like to see more postcode areas to be included. I don't live in one of the SureStart areas and at first was worried that I wouldn't be able to join in with the activities.

*Develop existing activities, continue good work.*

Craft activities for toddlers - a more dedicated group (rather than crafts at the drop-in).

More parents to attend the parents' forum.

A swimming group.

Summer holiday based activities.

*A lot of groups stop over school holidays and it would be nice if there could be a couple of groups left running.*

Crèches improved, i.e. given name of allocated worker to your child. Greeted better.

More groups for women with toddlers and babies.

More groups in half terms.

*More activities for fathers.*

*Advertise services more. A lot of friends haven't even heard of most of the activities I do.*

Advertising should be more widespread. I would like a group aimed at those who are advanced to early days, but not yet able to play on trucks and trampolines.

## What for the future? Next year?

*A follow up from the Early Days Group.*

More groups (I don't mind paying)

More craft groups.

A nursery in Dawlish.

*More activities during the holidays (school).*

*Trips out.*

Would be nice to have a group for 9 months +.

Early days is really good but once the little ones are moving about well it is not suitable. Would be good to have a follow on group so the same mums/children can follow on.

*Yoga for children*

*Courses in more artistic things like music and more alternative therapies - more evening classes too, easier to get to for some.*

*Dads groups at the weekends and also aimed at older children.*

*More family days because as a low income family we have very little we can afford to go out and do - trips.*

A massive luxurious soft play area in a massive luxurious building that serves fantastic coffee!!

*Hope to see the building/more drop-in centres i.e. be able to drop children off so to shop on your own for 1 or 2 hours +, for this service to be flexible. We really need somewhere to go and have a coffee and chat and for children to be able to play. Dawlish really lacks places to go like this.*

Could do with purpose-built premises as location often poses problems for groups.

*More members and parents and carers involved more.*

What are other areas doing, are they doing anything we could try?  
What happens when your child reaches four and isn't quite at school?  
When your child is older can parents still be involved in SureStart?

*An easy to get to SureStart building in Dawlish!! Offering lots of facilities!!  
Alternative therapies ("taster") type sessions for tired/stressed mothers.  
A walking group for buggies, mums and toddlers.  
A post natal exercise and weighing group for mums with crèche.*

Develop treasure baskets to the next stages.  
Progress early days group to next stages.

### Five Years?

*Fighting for larger projects, i.e. playgrounds and local facilities.*

Perhaps a purpose built centre for all SureStart activities etc.

*Everyone to know what SureStart means and are happy with the groups.*

## SureStart Health and Fitness Questionnaire

As it is important for the Sure Start team to continually monitor how you are finding our services and whether or not we are meeting our targets, we would be grateful if you could spend a few minutes of your time to complete this questionnaire.

Some questions about awareness and attitudes to health and fitness are also included.

You do not need to put your name on the questionnaire, only your post-code, so your answers will be anonymous.

### Section 1. Your Family

1. Your children

Age of children	Number of children	Disabled/Special needs
Under 1		
1 year		
2 years		
3 years		
4 - 7 years		
8 -11 years		
11+ years		

2. Are you male or female?                      M / F

3. Are you expecting another baby?                      Y / N

4. Are you (Please tick relevant box)

Married	<input type="checkbox"/>
Cohabiting	<input type="checkbox"/>
Single	<input type="checkbox"/>
Separated/divorced	<input type="checkbox"/>

5. How old are you (and your partner if you have one)?

	Under 16	16-20	21-25	26-35	36-45	45+
Yourself	<input type="checkbox"/>					
Your partner	<input type="checkbox"/>					

Please indicate, by ticking all the boxes which apply, what employment / education you are in at the moment.

	Yourself	Your partner
Employed/self employed (full time)		
Employed/self employed (part time)		
In full time education or training		
In part time education or training		
Full time caring for children		
Looking for paid employment		

7. Has the availability of childcare ever put you off doing paid work? Y / N

8. Has the expense of childcare ever put you off doing paid work? Y / N

9. Is your home,

Owned by you	
Privately rented	
Rented from council/housing association	

## Section 2

### Sure Start (and local amenities)

1. Please indicate how satisfied you are with the SureStart services listed in the table below, from, 1 -5, where 1 = very dissatisfied, 2 = slightly dissatisfied, 3 = neither satisfied nor dissatisfied, 4 = satisfied and 5 = very satisfied. If you have never used the service, please indicate by ticking the 'have not used' box.

Service	Satisfaction 1-5	Have not used	Service	Satisfaction 1-5	Have not used
Drop in session Dawlish			Early Days group Dawlish		
Drop-in session Teignmouth			Adult Education course		
Soft play sessions Broadmeadow			Yoga		
Treasure Baskets			Mini Music Makers		
Aqua-natal crèche Dawlish			Baby Massage		
Play café (home start group)			Positive Parenting		
Early Days group Teignmouth			Fun Days		

2. Have you had a home visit from a member of the SureStart team? Y / N
3. What is your post-code? .....
4. Are you a member of your local library? Y / N
5. Are any of your children members? Y / N
6. How often do you visit your library? (Please circle the most accurate response)
- Never      Occasionally      Monthly      Weekly      More than once a week
7. Do you think the quality of family support services has improved in the last year? Y / N

### Section 3

#### Attitudes to Health and Fitness

1. Are you aware of the recommendation to eat at least 5 pieces of fresh fruit or vegetables a day? Y / N
2. Do you try to follow this? Y / N
3. In reality, how many pieces of fresh fruit or vegetables do you think you eat in a day?
- 1                  2                  3                  4                  5+
4. If you eat less fruit and veg than the recommended 5 a day, why do you think this is? (tick all the reasons which apply)
- A. I'm too busy to shop or prepare fresh fruit and veg.
- B. I don't like fresh fruit and veg.
- C. My family don't like fresh fruit and veg.
- D. I cannot afford fresh fruit and veg.
- E. I intend to eat more fruit and veg, but haven't got round to it yet.
5. How regularly do you take part in sport or exercise for 20 minutes or longer?

Most days	At least 3 times a week	Once or twice a week
	Less than once a week	Never

6. Do your children regularly take part in sport or physical exercise? Y / N

7. Do you smoke? Y / N

8. If so, would you like to give up? Y / N

(SureStart staff can advise you where to get help and support to do this)

9. Do you consider yourself to be,

Very underweight	Underweight	About right	Overweight	Very overweight
------------------	-------------	-------------	------------	-----------------

10. Do you consider yourself to be,

Very unconfident	Unconfident	Average	Confident	Very confident
------------------	-------------	---------	-----------	----------------

11. Have any of your children, been admitted into hospital over the last year with any of the following,

Gastroenteritis Y / N

Lower respiratory infection Y / N

Injury Y / N

12. Do you consider yourself to be,

Very unhealthy	Not very healthy	Average	Quite Healthy	Very healthy
----------------	------------------	---------	---------------	--------------

13. In general, do you consider your children to be

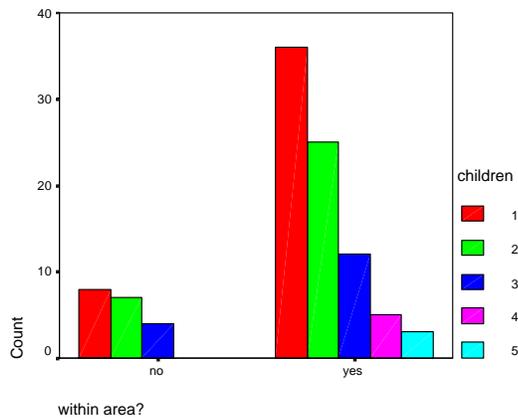
Very unhealthy	Not very healthy	Average	Quite Healthy	Very healthy
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Thank you for taking time to complete this questionnaire. You can use the space below to write any other comments (good or bad!) about SureStart

## Tables and Graphs comparing Respondents from the SureStart area with those outside.

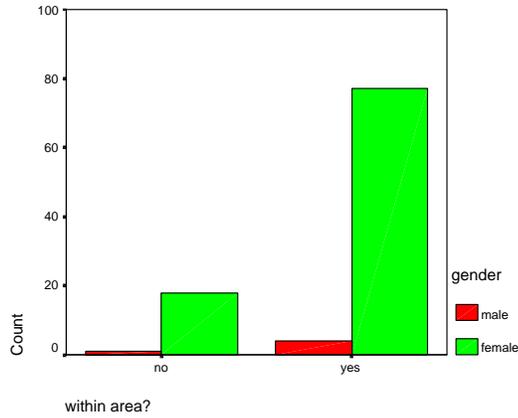
**within area? \* children Crosstabulation**

			children					Total
			1	2	3	4	5	
within area?	no	Count	8	7	4			19
		% within within area?	42.1%	36.8%	21.1%			100.0%
	yes	Count	36	25	12	5	3	81
		% within within area?	44.4%	30.9%	14.8%	6.2%	3.7%	100.0%
Total		Count	44	32	16	5	3	100
		% within within area?	44.0%	32.0%	16.0%	5.0%	3.0%	100.0%



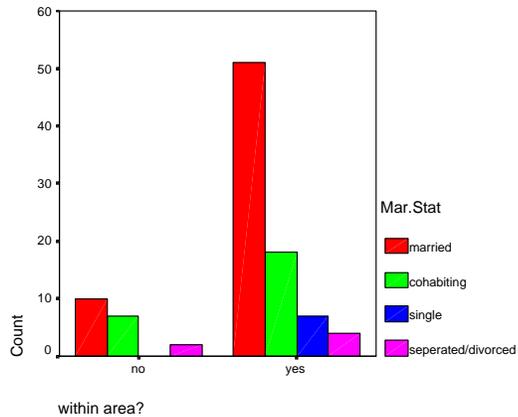
**within area? \* gender Crosstabulation**

			gender		Total
			male	female	
within area?	no	Count	1	18	19
		% within within area?	5.3%	94.7%	100.0%
	yes	Count	4	77	81
		% within within area?	4.9%	95.1%	100.0%
Total		Count	5	95	100
		% within within area?	5.0%	95.0%	100.0%



**within area? \* Mar.Stat Crosstabulation**

			Mar.Stat				Total
			married	cohabiting	single	seperated/ divorced	
within area?	no	Count	10	7		2	19
		% within within area?	52.6%	36.8%		10.5%	100.0%
	yes	Count	51	18	7	4	80
		% within within area?	63.8%	22.5%	8.8%	5.0%	100.0%
Total		Count	61	25	7	6	99
		% within within area?	61.6%	25.3%	7.1%	6.1%	100.0%

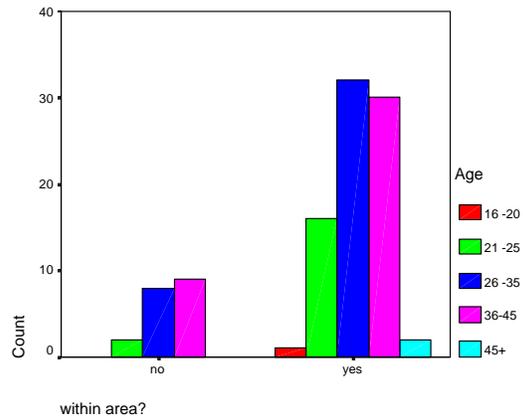
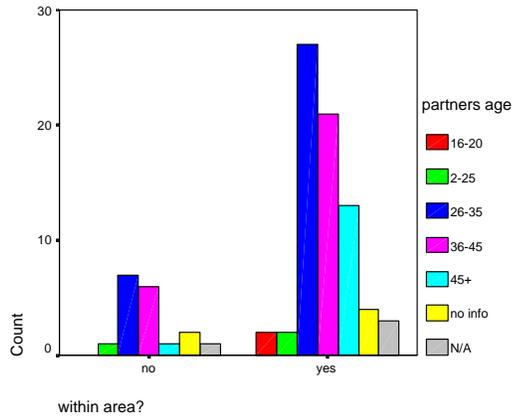


**within area? \* Age Crosstabulation**

			Age					Total
			16 -20	21 -25	26 -35	36-45	45+	
within area?	no	Count		2	8	9		19
		% within within area?		10.5%	42.1%	47.4%		100.0%
	yes	Count	1	16	32	30	2	81
		% within within area?	1.2%	19.8%	39.5%	37.0%	2.5%	100.0%
Total		Count	1	18	40	39	2	100
		% within within area?	1.0%	18.0%	40.0%	39.0%	2.0%	100.0%

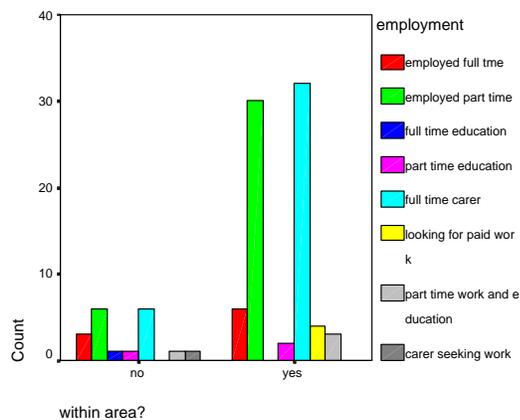
**within area? \* partners age Crosstabulation**

			partners age						Total	
			16-20	2-25	26-35	36-45	45+	no info		N/A
within area?	no	Count		1	7	6	1	2	1	18
		% within within area?		5.6%	38.9%	33.3%	5.6%	11.1%	5.6%	100.0%
	yes	Count	2	2	27	21	13	4	3	72
		% within within area?	2.8%	2.8%	37.5%	29.2%	18.1%	5.6%	4.2%	100.0%
Total		Count	2	3	34	27	14	6	4	90
		% within within area?	2.2%	3.3%	37.8%	30.0%	15.6%	6.7%	4.4%	100.0%



**within area? \* employment Crosstabulation**

			employment							Total	
			employed full time	employed part time	full time education	part time education	full time carer	looking for paid work	part time work and education		carer seeking work
within area?	no	Count	3	6	1	1	6		1	1	19
		% within within a	15.8%	31.6%	5.3%	5.3%	31.6%		5.3%	5.3%	100.0%
	yes	Count	6	30		2	32	4	3		77
		% within within a	7.8%	39.0%		2.6%	41.6%	5.2%	3.9%		100.0%
Total		Count	9	36	1	3	38	4	4	1	96
		% within within a	9.4%	37.5%	1.0%	3.1%	39.6%	4.2%	4.2%	1.0%	100.0%

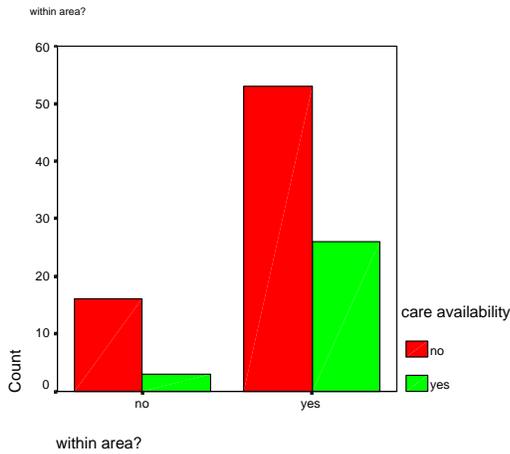


**within area? \* partners employment Crosstabulation**

			partners employment						Total	
			full time employed	part time employed	full time education	full time carer	looking for work	no info		N/A
within area?	no	Count	16	1					1	18
		% within within area?	88.9%	5.6%					5.6%	
	yes	Count	59	1	1	3	1	2	4	71
		% within within area?	83.1%	1.4%	1.4%	4.2%	1.4%	2.8%	5.6%	
Total		Count	75	2	1	3	1	2	5	89
		% within within area?	84.3%	2.2%	1.1%	3.4%	1.1%	2.2%	5.6%	

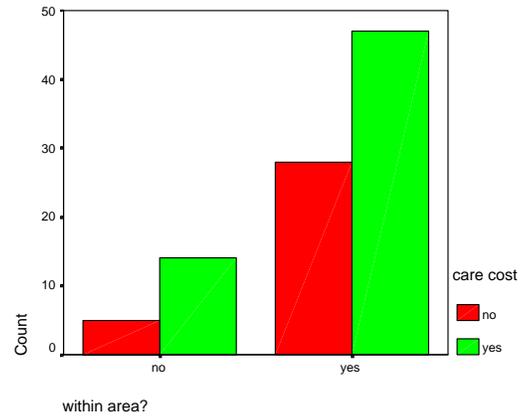
**within area? \* care availability Crosstabulation**

			care availability		Total
			no	yes	
within area?	no	Count	16	3	19
		% within within area?	84.2%	15.8%	100.0%
	yes	Count	53	26	79
		% within within area?	67.1%	32.9%	100.0%
Total		Count	69	29	98
		% within within area?	70.4%	29.6%	100.0%



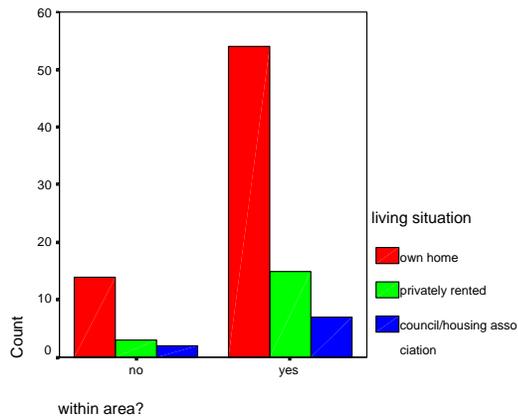
**within area? \* care cost Crosstabulation**

			care cost		Total
			no	yes	
within area?	no	Count	5	14	19
		% within within area?	26.3%	73.7%	100.0%
	yes	Count	28	47	75
		% within within area?	37.3%	62.7%	100.0%
Total		Count	33	61	94
		% within within area?	35.1%	64.9%	100.0%



within area? \* living situation Crosstabulation

			living situation			Total
			own home	privately rented	council/housing association	
within area?	no	Count	14	3	2	19
		% within within area?	73.7%	15.8%	10.5%	100.0%
	yes	Count	54	15	7	76
		% within within area?	71.1%	19.7%	9.2%	100.0%
Total		Count	68	18	9	95
		% within within area?	71.6%	18.9%	9.5%	100.0%



## Quick Questionnaire for Drop-in

So that we can find out if we are fulfilling our aims, and providing the type of group services that you want, we would be grateful if you would take five minutes to fill in this brief questionnaire.

After each of the following 19 statements could you indicate whether or not you think it is true for your family by circling 'Y' for yes, 'N' for no, or 'DK' for don't know.

- |   |     |   |    |
|---|-----|---|----|
| 1. I feel less isolated as a result of going to the Drop-in.  | Y   | N | DK |
| 2. The Drop-in gives my child the space s/he needs to let off steam.  | Y   | N | DK |
| 3. At the Drop-in my child can take part in activities which I don't have the equipment for or are too messy to do at home. | Y   | N | DK |
| 4. I get the chance to talk to other parents at the Drop-in.  | Y   | N | DK |
| 5. I get the chance to talk to child-care professionals at the drop-in.   | Y   | N | DK |
| 6. I have made friends with other parents through the Drop-in.  | Y   | N | DK |
| 7. I sometimes contact and meet up with friends I have met through the Drop in.   | Y   | N | DK |
| 8. I think my child enjoys playing with or alongside other children at the drop-in.   | Y   | N | DK |
| 9. I think my child learns from playing with or alongside other children at the Drop-in.                                    | Y   | N | DK |
| 10. My child looks forward to going to the Drop-in.   | Y   | N | DK |
| 11. My child talks about things s/he has done at the Drop-in.   | Y   | N | DK |
| 12. I enjoy having a break while my child takes part in activities at the Drop-in.  | Y   | N | DK |
| 13. It is helpful for me to discuss child related issues with and problems with the staff at the Drop-in.                   | Y   | N | DK |
| 14. I feel at ease talking to the staff at the Drop-in about any child-related problems                                     | . Y | N | DK |
| 15. I feel more informed as a parent as a result of attending the Drop-in.  | Y   | N | DK |
| 16. I enjoy taking part in the craft activities for adults which take place at the Drop-in                                  | . Y | N | DK |

- |  |   |   |    |
|--|---|---|----|
| 17. I find it useful to get information about adult education courses at the Drop-in.                    | Y | N | DK |
| 18. I find the shoppers crèche useful  | Y | N | DK |
| 19. Seeing how other children at the Drop-in behave reassures me that my own child's behaviour is normal | Y | N | DK |

Thank you for taking time to complete the questionnaire. If you have any comments, (good or bad!) you would like to make about the Drop-in, or have any ideas for improvements or additional activities, please scribble them on the reverse side of this sheet. Alternatively, you can always write your comments and suggestions in our comments book.

## PLAY TALK BAGS - WHAT DID YOU THINK?

Because we want to continually up-date our play talk bags to provide the most useful toys for you and your children, we would be grateful if you could spare a few minutes to complete this questionnaire and let us know how you found the toys and activities.

1. Which play-talk bag did you use? (please give number) .....

2. How old is the child for whom the bag was borrowed? .....

3. Do you think your child enjoyed the toys? Y/N

4. Did you find the activities suggested useful? Y/N

5. Were there any toys or activities that your child particularly enjoyed?

.....

6. Were there any toys or activities that your child did not enjoy?.....

.....

7. Were there any toys or activities which you particularly enjoyed? .....

.....

8. Would you be interested in borrowing other play-talk bags in future? Y/N

9. Is it easy for you to collect your play-talk bags from the SureStart Headquarters at Teignmouth Day Hospital? Y/N

Are there any toys, books or topics you would like to see included in play talk bags in the future?.....

.....

.....

.....

Thank you for your help!

## PLAY TALK BAGS - WHAT DID YOU THINK?

Because we want to continually up-date our play talk bags to provide the most useful toys for you and your children, we would be grateful if you could spare a few minutes to complete this questionnaire and let us know how you found the toys and activities.

1. Is this the first time you have borrowed a play-talk bag? Y / N
2. If no, how many (roughly) have you borrowed before? .....
3. Which play-talk bag did you use? (please give number) .....
4. How old is your child? .....
5. Do you think your child enjoyed the toys? Y / N
6. Any toys in particular? .....
7. Did you find the activities suggested in the leaflet useful? Y / N
8. Do you think the activities have influenced the way you play with your child?  
Y / N
9. If so, can you say in what way the activities have influenced you? .....  
.....  
.....
10. Have you got any further comments? .....  
.....  
.....  
.....

Thank you for your help!

PLAY-TALK BAGS					
<i>Bag Number</i>	<i>Age of Child</i>	<i>Enjoyed by Child?</i>	<i>Activities Useful?</i>	<i>Will you borrow More?</i>	<i>Collect?</i>
1	2.6	Y	Y	Y	
2	2	Y	Y	Y	N
2	2.6	Y	Y	Y	
3	0.3	Y	Y	Y	N
3	2	Y	Y	Y	Y
3	2.6	Y	Y	Y	
4	0.6	Y	Y	Y	N
5	1.4	Y	Y	Y	Y
5	2.2	Y	Y	Y	
6	1.2	Y		Y	Y
6	2.5	Y	Y	Y	
6	15	Y	Y	Y	
7	1.7	Y	Y	Y	N
8	0.6	Y	Y	Y	Y
8	1	Y	Y	Y	Y
8	2.2	Y	Y	Y	
9	0.3	Y	Y	Y	N
9	0.4	Y	Y	Y	N
9	1	N	Y	Y	N
11	0.8	Y	Y	Y	N
11	1	Y	Y	Y	N
14	3	Y	Y	Y	
		<b>21</b>	<b>21</b>	<b>22</b>	<b>5</b>
		95%	95%	100%	23%

## **Early Days Groups**

### Service Description

Run by,

Teignmouth - Sarah Adams, Project worker for community development and domestic violence.

Or Sam Chapman, Project worker with Nursery Nurse background.

Dawlish - Wendy Viner, Project worker with Health Background (Nursery Nurse).

Or Debbie Baker Project worker, early years.

Teignmouth - Health Visitor attends most weeks. Opportunity to talk about health /sleep problems or weigh babies.

Dawlish - No health visitor, but parents can discuss the same issues with project worker, who can also weigh babies if needed.

Babies are generally pre-crawling.

Relate counsellor alternates between groups. Informal discussion. Individual sessions on request. Some group talks e.g. Weaning, Teething and Care of babies' teeth, and looking after sick children. although group talks planned.

Both groups are held once a week. Each is 2 hours in duration. For parent and child.

Speech therapist attends in Dawlish to distribute play- talk bags, planned also for Teignmouth. Talk by speech therapists also planned.

Play- talk bag lending service includes written suggestions on how to use books and toys to stimulate speech development.

## Framework for Evaluation

	<u>Needs</u>	<u>Realistic worst outcome(group)</u> <u>no service</u>	<u>Realistic best outcome(group)</u> <u>no service</u>	<u>Measures</u> → ← ?
		(after 6 months)		
<u>Living Situation</u>	Continuation of present situation.  Stability  Advise  Bigger accommodation	Lose home > homelessness.  One parent leaves.	Continuation of family living together in home environment.	<i>Have you changed address since your baby was born?</i>
<u>Family and social relationships</u>	<b>Parents -</b>  Need to develop sustainable peer networks.  Need support in adjusting relationship to accommodate baby.  <b>Babies-</b>  Need a safe environment to begin to interact with other peers.	Isolated parents (or parent)  Relationship deteriorates or breaks down.  Child has problems interacting.	Parents develop friendships with peers.  Relationship thrives.  Child is well adjusted and interacts well with others.	<i>Do you feel isolated? How many people can you count on as friends (or ask a favour?)  Rate relationship with partner, now and retrospectively. Has arrival of baby effected your relationship? Do you argue regularly? How often?  Can health visitor make a judgement about the likelihood of child having problems interacting?</i>
<u>Physical and psychological health</u>	<b>Parents-</b>  To share and discuss feelings with professionals and peers about parenthood.  Support, information	Post natal depression  Low confidence.  Breastfeeding ceases through	No post natal depression  High confidence.  Breastfeeding continues if it is	<i>Scale of depression and self esteem.  I seem to be coping better/ about the same/worse than most.  Did you breastfeed? Do you still? Stopped because(options)</i>

	<p>and advice on breastfeeding.</p> <p><b>Babies-</b></p> <p>Access to information and advice on health issues (for parents)</p> <p>Monitoring of health and development.</p>	<p>lack of support.</p> <p>No information on health issues &gt; poor diet, more accidents, more illness.</p> <p>Problems not identified so lose opportunity for early intervention.</p> <p>Failure to thrive.</p>	<p>what the mother wants.</p> <p>Parents well informed therefore nutrition, safety and hygiene issues all observed.</p> <p>Problems identified and addressed.</p>	<p><i>Has child suffered bout of diarrhoea and vomiting? Had an accident?</i></p> <p><i>Health visitor measurement... Significant actual impairment / likely impairment / no impairment.</i></p>
<p><u>Education and Employment</u></p>	<p><b>Parents</b></p> <p>Advice on best practice in parenting</p> <p>Advice, information and support regarding return to work and/or courses available.</p> <p><b>Babies</b></p> <p>Early stimulation</p>	<p>No development of parenting or employment skills</p> <p>No education or courses taken.</p> <p>No employment found.</p> <p>Poor pre-school learning leading to impaired ability to learn.</p>	<p>Improved parenting and employment skills</p> <p>Parents taking part in courses.</p> <p>Employment found (if that is what parent wants.)</p> <p>Enhanced ability to learn.</p>	<p><i>Questions concerning the use of services available. What courses?</i></p>
<p><u>Social and Anti-social behaviour</u></p>	<p><b>Babies</b></p> <p>Need to learn rules of social interaction.</p>	<p>No learning to interact.</p>	<p>Some learning.</p>	<p><i>Health visitor observations.</i></p>

# Early Days Form 1

As we want to ensure that our services are beneficial to their users, we would be grateful if you could spend five minutes to complete this form. The information you give will be anonymised, and will be viewed only by the person responsible for analysing the responses.

Identification (name or family number).....

## Section 1 Living Situation

1. How old is your baby? .....
2. Are you still in a relationship with the baby's father? Y / N  
(If no, please go to next section)
3. Do you live together? Y / N

## Section II Family and Social Relationships

Please indicate the extent to which you agree with the following statements by circling the number which best describes how you feel.

1 = strongly disagree,      2 = disagree,      3 = neither agree nor disagree,

4 = agree      5 = agree strongly

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. I often feel isolated.  | 1 | 2 | 3 | 4 | 5 |
| 2. I have people I can turn to in a crisis.  | 1 | 2 | 3 | 4 | 5 |
| 3. If I need a favour, I can easily find someone to help.                              | 1 | 2 | 3 | 4 | 5 |
| 4. I have good friends with babies and young children.                                 | 1 | 2 | 3 | 4 | 5 |
| 5. I have people I can talk with about baby related issues.                            | 1 | 2 | 3 | 4 | 5 |
| 6. I have people I can talk with about my feelings relating to motherhood.             | 1 | 2 | 3 | 4 | 5 |
| 7. I think I am coping with being a parent at least as well, if not better, than most. | 1 | 2 | 3 | 4 | 5 |

(You only need to answer the following questions if you have a partner)

8. My partner has been understanding and supportive since the baby was born.

1 2 3 4 5

9. We seem to argue more since the baby was born.

1 2 3 4 5

Section III Physical and Psychological Health.

1. Before your baby was born, did you plan to breastfeed?

Y / N

2. Did you actually manage to breastfeed?

Y / N

3. Are you still breastfeeding?

Y/N

4. If yes, how long do you hope to continue?

.....

5. Do you feel that you have had enough help, support and information about breastfeeding? Y / N

6. Has your baby suffered any of the following?

Diarrhoea and vomiting?

Y / N

Respiratory Infection?

Y / N

An accident?

Y / N

Section IV Education and Employment.

1. Are you hoping to take part in any further/adult education in the next year? Y / N

2. Are you planning to return to work in the next year?

Y / N

3. Have you attended any other SureStart groups?

Y / N

If so, which? .....

4. Do you plan to go to any other SureStart groups?

Y / N

If so, which? .....

Thank you for taking the time to complete the questionnaire. We appreciate your help and cooperation.

## Early Days Form II

As we want to ensure that our services are beneficial to their users, we would be grateful if you could spend five minutes to complete this form. The information you give will be anonymised, and will be viewed only by the person responsible for analysing the responses.

Identification (Name or family number).....

### Section I Living Situation

1. How old is your baby? .....
2. Are you still in a relationship with the baby's father? Y / N  
(if no, please go to question 4)
3. Do you live together? Y / N
4. Have you moved houses since your baby was born? Y / N
5. Do you see this as a positive move? Y / N

### Section II Family and Social Relationships

Please indicate the extent to which you agree with the following statements by circling the number which best describes how you feel.

1 = strongly disagree,      2 = disagree,      3 = neither agree nor disagree,

4 = agree      5 = agree strongly

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. I often feel isolated.  | 1 | 2 | 3 | 4 | 5 |
| 2. I have people I can turn to in a crisis.                                | 1 | 2 | 3 | 4 | 5 |
| 3. If I need a favour, I can easily find someone to help.                  | 1 | 2 | 3 | 4 | 5 |
| 4. I have good friends with babies and young children.                     | 1 | 2 | 3 | 4 | 5 |
| 5. I have people I can talk with about baby related issues.                | 1 | 2 | 3 | 4 | 5 |
| 6. I have people I can talk with about my feelings relating to motherhood. | 1 | 2 | 3 | 4 | 5 |

7. I think I am coping with being a parent at least as well, if not better, than most.

1 2 3 4 5

8. I have made new friends as a result of attending the Early Days group.

1 2 3 4 5

9. I can contact and meet up with friends I have met through 'Early Days'.

1 2 3 4 5

(You only need to answer the following questions if you have a partner)

10. My partner has been understanding and supportive since the baby was born.

1 2 3 4 5

9. We seem to argue more since the baby was born.

1 2 3 4 5

### Section III Physical and Psychological Health.

3. Are you still breastfeeding?

Y/N

5. Do you feel that you have had enough help, support and information about breastfeeding? Y / N

6. Has your baby suffered any of the following:

Diarrhoea and vomiting? Y / N

Respiratory Infection? Y / N

An accident? Y / N

### Section IV Education and Employment.

1. Are you involved in any adult/ further education at the moment?

Y / N

2. Are you doing any paid work at the moment?

Y / N

3. Are you happy with your present situation?

Y / N

4. Has availability of child care deterred you from working or enrolling on a course?

Y / N

5. Has the cost of child care deterred you from working or enrolling on a course?

Y / N

6. Are there any other factors which might deter you from doing paid work?.....

.....

7. Do you feel you have access to the career information you need?

Y / N

8. Are you happy to be at home with your children and resume working at some time in the future

when your children are older?

Y / N

9. Have you attended any other SureStart groups?

Y/N

If so, which?.....

10. Do you plan to go to any other SureStart groups?

Y / N

If so, which?.....

Thank you for taking the time to complete this questionnaire. We appreciate your help and cooperation.

## Music-Start Quick-Questionnaire I

To monitor the success of this project, and in order to gain funding for its continuation in the future, we would be grateful if you would complete this quick questionnaire before taking part. You will also be asked to complete another questionnaire after taking part in the project.

1. Full Name.....2. Post-Code.....

3. Nursery / Venue .....

4. How often do you participate in music related activities with children? (Please circle the most accurate response)

At least once a day / A few times each week / Weekly / Rarely / Never

5. Please indicate whether your interest is as a parent, as an early years worker, or both.  
(circle as appropriate)                      Parent/ Carer / Early Years Worker / Parent and Worker.

6. Please tell us how important you think music is to a child's development in the following areas, where 1 = completely unimportant, and 10 = very important.

Confidence	1	2	3	4	5	6	7	8	9	10
Happiness	1	2	3	4	5	6	7	8	9	10
Language	1	2	3	4	5	6	7	8	9	10
Numeracy	1	2	3	4	5	6	7	8	9	10

7. Could you rate your own feelings about singing with children on the following scales?

Silly	1	2	3	4	5	6	7	8	9	10	Not Silly
Uncomfortable	1	2	3	4	5	6	7	8	9	10	Comfortable
Embarrassed	1	2	3	4	5	6	7	8	9	10	Not Embarrassed
Unconfident	1	2	3	4	5	6	7	8	9	10	Confident
I couldn't.	1	2	3	4	5	6	7	8	9	10	I could.
I wouldn't.	1	2	3	4	5	6	7	8	9	10	I would.
I don't.	1	2	3	4	5	6	7	8	9	10	I do.

Thank you for completing this form, and good luck!

## Music-Start Quick-Questionnaire II

To monitor the success of this project, and in order to gain funding for its continuation, we would be grateful if you would complete this quick questionnaire to assess if and how your feelings about music with children have changed as a result of your participation.

1. Full Name.....2. Post-Code.....

3. Nursery / Venue .....

4. How often do you participate in music related activities with children? (Please circle the most accurate response)

At least once a day / A few times each week / Weekly / Rarely / Never

5. Do you think your practice will change as a result of taking part in this project? Yes / No

If yes, can you describe how?.....

6. Please tell us how important you think music is to a child's development in the following areas, where 1 = completely unimportant, and 10 = very important.

Confidence	1	2	3	4	5	6	7	8	9	10
Happiness	1	2	3	4	5	6	7	8	9	10
Language	1	2	3	4	5	6	7	8	9	10
Numeracy	1	2	3	4	5	6	7	8	9	10

7. Could you rate your own feelings about singing with children on the following scales?

Silly	1	2	3	4	5	6	7	8	9	10	Not Silly
Uncomfortable	1	2	3	4	5	6	7	8	9	10	Comfortable
Embarrassed	1	2	3	4	5	6	7	8	9	10	Not Embarrassed
Unconfident	1	2	3	4	5	6	7	8	9	10	Confident
I couldn't.	1	2	3	4	5	6	7	8	9	10	I could.
I wouldn't.	1	2	3	4	5	6	7	8	9	10	I would.
I don't.	1	2	3	4	5	6	7	8	9	10	I do.

Thank you for completing this form. Please use the reverse side of this sheet to write any other comments you would like to make about Music-Start.

## How Much Do You Know About SureStart?

Please answer the following questions by ticking *all* the statements which you agree with. You can tick as many answers as you like if you think they are correct.

### 1. What is Sure Start? Is it...

- A) A way to make it fair at the beginning of a race △
- B) A Government funded programme helping to provide children with the best start in life △
- C) A race on the beach △
- D) Probably a waste of time and money △
- E) I don't know. △

### 2. What geographical area does this local Sure Start programme cover?

- A) The whole of Devon △
- B) The whole of Teignbridge △
- C) Clearly designated parts of Dawlish and Teignmouth △
- D) Only the town council ward of West Teignmouth △
- E) I've got no idea △

### 3. Who will benefit from services that Sure Start provides?

- A) Mothers-to-be △
- B) Mothers with children under the age of four △
- C) Fathers and step-fathers and partners △
- D) Grandparents △
- E) Children △
- F) I Don't know △

### 4. Who can be on the Partnership Board that oversees the programme?

- A) Parents △
- B) Representatives of local agencies and organisations △
- C) Town and district councillors △
- D) Representatives of statutory agencies (e.g. Education, Health, Social Services) △
- E) All of the above △
- F) I haven't a clue △

### 5. What is the Parent Forum? Is it....

- A) A special room for people with children △
- B) A regular meeting for parents to influence how the programme develops △
- C) All talk and no action △
- D) Somewhere to dump the kids and chill out! △
- E) I don't know △

**6. Which venues across Dawlish and Teignmouth are we currently using to deliver some of the services?**

- A) The Manor House, Dawlish △
- B) The Ice House, Teignmouth △
- C) Broadmeadow Sports Centre, Teignmouth △
- D) Dawlish Leisure Centre △
- E) No idea △

**7. Where are the main Sure Start offices?**

- A) Dawlish Hospital △
- B) Teignmouth Day Hospital △
- C) Kingsway Meadow Community Centre, Teignmouth △
- D) Broadmeadow Sports Centre △
- E) Don't know △

**8. What are *Treasure Baskets*? Are they...**

- A) Boxes used by pirates △
- B) A nice wicker storage box for jewellery △
- C) An opportunity for young babies to explore and experience everyday objects on their own - no interference from adults allowed! △
- D) No idea △

**9. Which of the following services does SureStart provide?**

- A) Baby Massage
- B) Home-visiting △
- C) Soft play session for the under 4s △
- D) Positive Parenting course △
- E) Shoppers crèche △
- F) Transport for families to access services across the area △
- G) Regular fun sessions on the beaches of Dawlish and Teignmouth △
- H) A toy library △
- I) I haven't the foggiest idea. △

## How much Do You Use SureStart?

1. Have you ever attended any SureStart groups? Y / N  
 (If not, please go to question 8)

2. Do you attend any SureStart groups now? Y / N

3. How often do you attend SureStart groups? (please circle)

Never                      Monthly                      Weekly                      More than once a week

4. Have you taken part in any fun days or trips organised by SureStart? Y / N

5. Have you ever taken part in parents' forums or partnership board meetings? Y / N

6. Do you go to any other baby or toddler groups? Y / N

7. Are you a member of the library? Y / N

12. Please tell us if any of the following difficulties prevent you from going to SureStart and/ or other groups with your children. (Please tick all that apply)

- |                                  |   |                                     |   |
|----------------------------------|---|-------------------------------------|---|
| 1. Lack of transport             | △ | 2. Wrong time of day.               | △ |
| 3. Don't like the venue.         | △ | 4. Don't know anyone else who goes. | △ |
| 5. Location difficult to get to. | △ | 6. Can't take older children        | △ |
| 7. Lack of information.          | △ | 8. Other (please specify .....      |   |

.....

.....

.....



## You and Your Family

1. Your children - Please tell us how many children you have in each age band.

Age of children	Under 1	1 year	2 years	3 years	4-7 years	8-11 years	11+ years
Number							

2. Do any of your children have special needs? Y / N

3. If you have answered yes, can you tell us something about the special needs?.....  
 .....  
 .....

4. Do you consider yourself to have a disability? Y / N

5. If you have answered yes, can you describe your disability?.....  
 .....  
 .....

6. Are you male or female? M / F

7. Are you (or your partner) pregnant? Y / N

8. Are you (Please tick relevant box)

Married	Cohabiting	Single	Separated /divorced	Widowed

9. How old are you (and your partner if you have one)?

	Under 16	16-20	21-25	26-35	36-45	45+
Yourself						
Your partner						

10. Please indicate, by ticking all the boxes which apply, the employment / education status of you (and your partner if you have one)

	Yourself	Your partner
Full time caring for children		
Looking for paid employment		
Employed/self employed (full time)		
Employed/self employed (part-time)		
In full time education or training		
In part time education or training		

11. Please choose from the options below, the statement which best describes your household income.

I/We receive no means tested benefits	
My/Our income includes wages for paid work as well as tax credits	
Benefits are my/our only source of income	
Other	

If you chose 'other' please specify.....

12. Is your home,

Owned by you (or being bought on a mortgage)	
Privately rented	
Rented from council/housing association	
Other	

If you chose 'other', please specify.....

13. Do you smoke? Y / N

14. Does anyone in your household smoke? Y / N

15. Have you, or anyone in your household, stopped smoking in the last 2 years? Y / N

16. If yes, who?..... When?.....

14. Do you have your own transport? Y / N

15. Do you have transport during the day to take your children to groups? Y / N

16. Do you consider yourself to be;

	You	Your partner		You	Your Partner
White British			White European		
White Irish			Other white		
Black/Black British-African			Other Black		
Black/ Black British-Caribbean			Other Asian		
Asian/Asian British-Bangladeshi			Other Mixed		
Asian/Asian British-Pakistani			Other		

If you ticked an 'other' category please specify.....

17. Post-Code (or Street name if you don't know it.).....

Thank you for taking time to fill in our questionnaire. Your information is important to us, and will be used to help us make sure that the services we provide are what you want!

## Exeter University Student's report

Dear all at SureStart

I would like to thank you all for allowing me to do my placement with yourselves. I carried out research into how children initiate interactive play, concentrating on different age groups.

Along with this letter I am forwarding you my Power point presentation that I produced after doing my research. I hope you find it of interest.

During my research I carried out some questionnaires. Part of this was to find out about the effect of the sessions that you run and ways that they can be improved. The results were as follows.

We attended the shopping crèche session on Monday at the Carlton Theatre and the Play café on Wednesday at the Methodist hall. We asked nine people to fill out a questionnaire from each of the sessions we attended.

### How regularly do you attend this session?

Monday: 6 people answered every week  
2 people answered every other week  
1 person answered once a month

Wednesday: 7 people answered every week  
1 person answered every other week  
1 person answered once a month

### Do you feel session's like todays are useful?

Everyone felt that they are

These are a list of reasons why people felt the sessions were useful:

Structured play, opportunity for children and adults to mix with others

Social interaction, meeting others, learning through playing with others

Playing with other toys and children, looks forward to it

Opportunity to socialise by mixing and playing

Important to learn social skills in a relaxed way

Social experience, sharing

Children learn social skills

Encourages children to play and interact together and build confidence

Helps them to be creative, play nicely with others, different play areas, friendly warm carers

Social interaction, good for confidence, good for mums to talk

Meeting other parents and children of same interests

Activities that they can do e.g. crafts etc.

Socialise with different people, activities for children

Social skills, sharing, eating together, meet others from all social and ethnical backgrounds

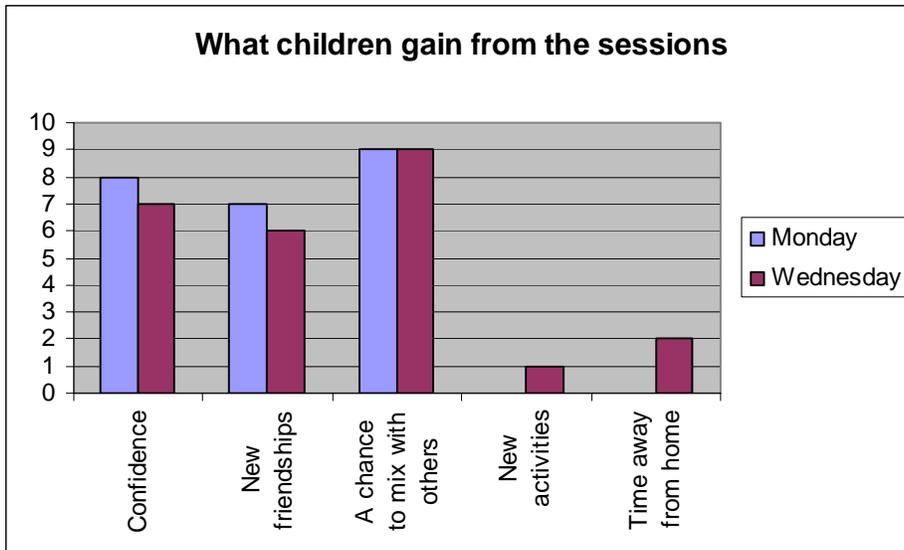
Chat to other mums, mixing with other children

Gives parents a break and make friends, children have a great time playing

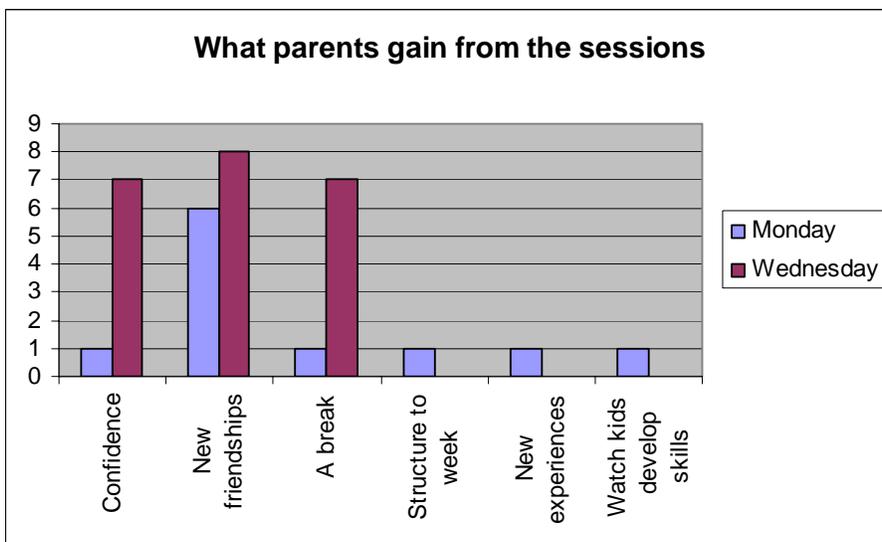
Nice to meet other mums, good food

Lovely for children to play together and do activities, mums have a chat

**What do you feel your child gains from these sessions?**



**What do you feel you gain from these sessions?**



**Do you attend any other sessions run by Surestart/Homestart**

Other sessions attended between the two different groups were:

- Soft play
- Yoga

**Do you use the shopping crèche available?**

- 1 person answered yes
- 6 people answered no
- 2 people answered sometimes

Of the people that use the facility the frequency of use was between every other week to once a month. One person had used it just the once.

**Do you have the lunch provided in this session?**

7 people answered yes

1 person answered no

1 person answered sometimes

7 people had lunch every week/every time they go

1 person has lunch there once a month

**Finally I asked both groups if there were any changes or improvements they would like made to the sessions:**

Monday:

No

No

No

I would prefer the crèche system if I felt I knew who was specifically responsible for my child rather than general care

No

Nice lighter room

No

No

No

Wednesday:

No

More craft and activities for parents, carers

No

No

No

No

No

Need some new toys perhaps especially for older children, singing at end  
More toys geared towards older children (Duplo, Lego), maybe we could help fundraise for this

I hope you find these results of some use.

Thank you all again for allowing me to visit the sessions that you run for the community, I had a lovely time and met lots of lovely people.

If there is any questions you have concerning my placement or research, do not hesitate to contact me.

Diana Philp (Exeter University)

(d.j.philp@ex.ac.uk)