



Summary of Evaluation Work

SECTION ONE - BACKGROUND

Burngreave and Firvale Sure Start programme was agreed December 2000. Staff were in post April 2001 services were delivered May/June 2001.

AREA DESCRIPTION

The Burngreave and Firvale Sure Start area is diverse and encompasses a range of different languages, cultures and religions. There is a transient population within the area which includes two Mother and Baby Units that take parents from outside of Sheffield and two Women's Refuges. The area also houses the largest asylum seeking population in Sheffield.

The area is a 'New Deal For Communities' area and is therefore seeing much regeneration. There are many new projects and schemes springing up, all seeking to recruit new workers and involve local people. The area suffers from poor media coverage due to gun crime and a drugs culture. The area has a negative image and services are struggling to recruit to the area. Since 2002 Burngreave and Firvale Sure Start programme has never been fully staffed and we have had to have agency staff for a number of services. Other services such as health services and New Deal are struggling to recruit to the area. The area is seen as a difficult area to work..

Burngreave and Firvale Sure Start programme is the largest in Sheffield being approved with 1049 under 4's at the time - numbers are presently 1150. Although it is the largest programme in the city, Burngreave and Firvale Sure Start does not have the largest revenue budget or get the same amount of funding per child as other Sure Start programmes in the city. Moreover, the programme has additional costs of interpreting and translation fees and has to resource the added worker time it takes to deal with families when working through an interpreter.

SECTION TWO - DESCRIPTION OF LOCAL EVALUATION ACTIVITIES UNDERTAKEN

Over the last 3 years Sure Start Burngreave and Fir Vale has had a number of issues and changes to deal with which are relevant to an overall summary of our evaluation activities:

- back in 2001 an evaluation was carried out on the home visiting servicing this identified that the home visiting service offered a very good service but that service providers were over burdened because of the breadth of work they were expected to offer
- In 2002 the programme was deemed a 'high risk' programme by the Sure Start Unit; the Lead Agency changed and the programme had a consultant come in TO evaluate the services. Following on from this evaluation, a number changes were recommended and implemented. The programme was re-structured. This led to a natural flow of staff moving on to other jobs and some staff changing roles as new roles were created and also meant recruitment for new staff. At the same time a new Programme Manager was brought in.
- In 2003 the staff group in place were typed from working in the local authority to being employed by NCH as the lead organization. The Partnership Board was also re-structured and some organizations offering services on a service level agreement were cancelled.
- In 2003 an evaluation was commissioned from the University of Sheffield, School of Education. Their evaluation confirmed that due to the above-mentioned circumstances Burngreave and Firvale operates in a difficult context. Nevertheless, the evaluation showed that the programme has steadily moved from strength to strength and went from being identified as a 'high-risk' programme to being redesignated as a 'low risk' programme.

EVALUATION OF SERVICES AND SERVICES DELIVERED

We will be evaluating our progress towards Sure Start PSA and SDA targets to assess our baseline and impact of the programme, and looking at crosscutting issues such as parental involvement work and cost effectiveness.

University of Sheffield Evaluation

The Sheffield University Evaluation Team has been commissioned to carry out a further evaluation alongside other programmes in the city. Dr Michele Moore and Dr Karen Dunn will co-direct the Evaluation Team and manage the evaluation in collaboration with Amanda Boughton-Brown, the Burngreave and Firvale Sure Start Programme Manager. This evaluation will follow on from last year's evaluation to monitor implementation of recommended changes and will place new emphasis on child development outcomes. Local parents will be involved in carrying out the research. They will be involved in peer interviews and using ideas adapted from the Mosaic Approach (Clark and Moss, 2001) to help gain insight in to how children attending the services we deliver benefit.

So far the Programme Manager has met with the Evaluation team to discuss progress, topics to be covered and timescale. The evaluation team will be working closely with the programme's data monitoring officers to ensure analysis of as much Burngreave and Firvale Sure Start data as possible.

Findings will be disseminated through our various Sure Start meetings and workgroups, in our newsletter and at future events. The Evaluation Team will produce a final report for circulation with our permission to other Sure Start areas, our partner agencies and anyone else interested in our programme.

In-House Evaluation

In-house evaluation will be carried out by all sections of the programme team including volunteers. We are using a range of in-house evaluation strategies including:

- Questionnaires – posted out and at the end of sessions
- Feedback –sessions, parent groups and via parent representatives
- Statistical data on reach, area etc.
- Verbal feedback

See Appendix 1 for examples of feedback and evaluation forms we typically use in our in-house evaluation activities.

Family Support Service Evaluation

The Family Support Service sends a questionnaire out to every family that has received one-to-one home visiting service. This includes a freepost envelope and assistance in filling in the questionnaire where necessary.

Customer Satisfaction Survey

Burngreave and Firvale Sure Start this year, being in its 3rd year, commissioned a Customer Satisfaction Survey the information that came back was positive but there was no *Start Point Customer Satisfaction Survey* to say how people felt about children's services in the area prior to the funding of the Sure Start programme.

“Throughout the ‘*local services*’ section the majority of users replied they were satisfied or very satisfied with the service offered. There were many positive comments made about the services in the Burngreave/Firvale area.”

A description of present Burngreave and Firvale Sure Start activities can be found in Appendix 2.

MONITORING BURNGREAVE AND FIRVALE SURE START

Sources of Monitoring Information

- Pacsis: An Access database specifically designed for Surestart covering the period January 2004 to December 2004.
- Health data supplied by the NHS covering the period 2002 to 2003.
- Census data for 2001 supplied by Sheffield City Council.
- Evaluation of services (2004) by Community Consultants

Limitations of Monitoring Information

- Data is scattered across a number of systems, both paper based and paperless. Consequently there is no central data store covering the period 2001-2004.
- No Monitoring Officer was in post between October 2003 and June 2004.
- The Pacsis database did not come into full use till June 2004.
- M3 forms were initially incomplete skewing the data on Pacsis.
- Census data reflects the situation as it stood in 2001.
- NHS data has not been collated for 2004.
- eFect, a software solution specifically designed to produce cost/benefit reports, released in 2005, has been purchased. But due to its newness these reports will not be available till mid 2005.

SECTION THREE - SUMMARY OF OTHER EVALUATION OUTCOMES

SYNTHESIS OF FINDINGS FROM MONITORING ACTIVITY

HEALTH DATA

- Deliveries – includes home births

Ethnicity of mother	2002	2003
Pakistani	74	67
British	18	40
Any other ethnic group	12	25
African	18	17
Other white	22	7
Not stated	6	11
Other Asian	6	7
Caribbean	4	8
Somali	4	6
Yemeni	7	1
Other black	4	3
Other mixed	2	2
Bangladeshi	2	1
Indian	1	1
White and black Caribbean	1	1
White and Asian	1	
White and Black African		1

- Breastfeeding

	2002	2003
Artificial	43	38
Breast	96	121
Breast + complement	33	29

- Smoking Status of mothers

	2003	2004
% who smoked at some time	12.6%	13.6%

CENSUS DATA (2001)

- Ethnic Breakdown of children under 4.

	Under 4	Percentage
White	370	32%
Mixed	117	10%
Asian	491	42%
Black	146	13%
Chinese/Other	28	3%

PACIS DATA

- Data has only been stored on Pacsis for 2004.
- Data is available for 2002 and 2003 but is scattered across many systems and difficult to access.
- Children attending activities but out of area are not included on the database.
- There are 1150 children aged under 4 in the area. (355 aged under 1, 267 aged under 2, 293 aged under 3, 255 aged under 4)
- 64% of children aged under 4 were seen in 2004. This breaks down as follows:

	% seen (of 64%)
Aged under 1	27%
Aged under 2	28%
Aged under 3	25%
Aged under 4	20%

DATA FROM COMMUNITY CONSULTANTS

- Overall evaluation (by local community) of services offered.

Satisfied	60%
Dissatisfied	4%
Not Used	36%

SUMMARY OF OTHER EVALUATION OUTCOMES

Comments that were made through the *Customer Satisfaction Survey* helped identify improvements Burngreave and Firvale might work on. For example, priority is attached to the need for tackling the poor state of local play areas so that parents feel their children are safe. Responses show people feel Burngreave and Firvale Sure Start has improved two local play areas and in addition the Local Authority have recently improved a large local park. The Area Panel, along side New Deal For Communities, are tackling crime and safety in the area.

Tackling bullying and parent's anxieties about leaving their children at play groups emerged as an important issue. Following the survey all Sure Start workers will now attend one day training on bullying and an article in the newsletter about this was sent out to local parents.

In the areas that needed improvement that were not directly the responsibility of Sure Start services the information was fed back. An example of this relates to comments made about the GP's receptionists – comments were taken back by a PCT representative to the GP who sits on the Sure Start Partnership Board.

There were a lot of negative comments made on public transport although most of the Burngreave and Firvale Sure Start area has a very good transport service that has just been extended to more isolated neighborhoods by the Burngreave Link Buses initiative funded by New Deal For Communities.

In all comments on Sure Start were positive but without a start point survey we are unable to identify whether satisfaction with services has improved as a direct link to the presence of Burngreave and Firvale Sure Start. By the fact that Sure Start funding was granted in this area we can only surmise that people were not satisfied and hence Sure Start has made a valuable impact. We will do another survey in 18 months time to assess services further.

FURTHER ISSUES AROUND EVALUATION

POSITIVE OUTCOMES

Improvement in Family Support Services – Burngreave and Firvale Sure Start over the last 3 years has seen positive outcomes. Parent feed back tells us that parents have found the family support service very useful. Professionals have also found its flexibility in being able to work through all tiers and stick with a family helpful. The Health Visiting Team Manager is clear that unless the case is child protection “*it all comes to Sure Start as the local authority are not as responsive*”.

Partnership Working -Since all the changes in 2002 Burngreave and Firvale Sure Start programme has had to work hard to improve its image and regain the community's trust.

Partnership working has been very positive and the improvements are great organizations now contact Sure Start to become involved in joint projects not just to request financial assistance. This has improved community cohesion.

Strengthening Families Strengthening Communities - Parental involvement has improved greatly especially families that would be deemed as 'hard to reach' e.g. families from ethnic minority communities, families experiencing difficulties and young mums. The parental involvement works alongside recruitment of volunteers and assists in getting parent to volunteer that can lead onto either employment or training.

CHALLENGES FOR THE PROGRAMME

Data collection/sharing - In late 2002 a database was agreed on, as the previous one used was not able to store the needed information. All start point data was still not available and relevant data was still not being shared due to the requirements of the Data Protection Act. In 2004 it was identified that the data system purchased was unable to collate data required by the programme. In 2004 a new data system was identified and will be installed in 2005. Roads safety work in nurseries and schools still unable to be counted as a contact due to data protection. So far in 2005 approx 200 children seen but unable to be counted due to the Data Protection Act.

Recruitment and retention of staff - Over the last 3 years the programme has not been fully staffed, this has been an ongoing challenge. A further challenge arose when in 2004 there was a spate of gun crime in the area one of the incidents being on the same road as one of our offices. We are continually looking at staffing issues and trying to find innovative ways of recruiting and retaining staff. We are looking at this with other organizations

Change management - Changes in staffing, structure, Partnership and programme management has caused insecurity in the staff group and our evaluations show this has been picked up within the local community – indeed this was identified as an issue in need of tackling through last years University evaluation. Over the next year it is imperative that the transition to Children's Center and Local Area Agreements is managed effectively so as not to lose the dedicated staff that have remained throughout Sure Start's difficult years in Burngreave and Firvale. Again, evaluation last year shows that our staff group now has considerable expertise not just relating to their specific roles but also stemming from their familiarity with working within the area.

Monitoring - The principal IT requirement in 2005 will be the need to produce effective const/benefit reports. In order to achieve this Burngreave and Firvale Sure Start has purchased the eFect cost/benefit system supplied by eStart. Handheld's have also been acquired to ensue that data is accurate at the point of collection.

**Amanda Boughton-Brown
Programme Manager (Burngreave and Firvale Sure Start)**

Appendix 1

**Examples of feedback and evaluation forms
we typically use in our in-house evaluation
activities**

COT-AGE EVALUATION FORM

Please complete this evaluation and return it to us in the envelope provided. The information you give us will ensure safety equipment family's receive are of use and in good condition. It will also evaluate the service is working to the highest standard in partnership with Sure Start.

1. What safety equipment did you receive from Cot-age?

Safety Gate Smoke Alarms Fire Guards

2. How useful did you find the equipment?

3. Who referred cot-age to you?

Sure Start Health Visitor Other

4. Were you happy with the fitting service you received?

Yes No

5. How long did you wait to receive the safety equipment?

Up to 4 weeks 4 to 8 weeks Longer

Additional comments/recommendations



EVALUATION AND FEEDBACK FORM

1. How useful have you found today's event? Please circle

Very Good Good Fair Poor Very
Poor

2. Was there any part of the event/session that you were not happy with or did not understand? Please circle

Yes No

If yes, which part and why.....
.....
.....
.....

3. How did you find the childcare facilities?

Very Good Good Fair Poor Very Poor

4. What improvements if any, would you like to see?
.....
.....
.....
..

5. Any further comments?
.....
.....
.....

MUMS AND NANS EXERCISE GROUP - EVALUATION FEEDBACK FORM

VENUE: Earl Marshal Youth Centre

DATE: May – October 2004

AIM/OBJECTIVE OF DAY:

To promote Health and well-being of local women through a health session followed by an exercise class.

FEEDBACK:

Poor attendance at the health session (first part of session 12 – 1pm). Better attendance was noted for the exercise component of the class.

OUTCOMES:

Following a meeting with Amanda, Shirley and Elaine, it was decided to stop the health sessions and continue to fund the exercise component and crèche for the year. No further funding is available for this year so the group will stop unless funding can be sorted from elsewhere.

RECOMMENDATIONS:

One person wanted sessions to be increased to two per week.
Location – one person preferred for the group to meet at Abbeyfield or Verdon Street.
Longer sessions with refreshments and further social events.

FUTURE:

Family Support Evaluation Sheet

The Family Support Manager will conduct random regular reviews with families that have received family support services. The review will form part of the evaluation of the service and programme. It will highlight strengths and weaknesses and staff development.

Questions for Parents

First Visit

1. How did you find the first visit from the family support worker?

Friendly Informative Helpful Unfriendly Unhelpful reliable

2. Were you able to discuss your needs? Yes No

3. Did the family support worker explain the following Sure Start Services?

Family Support Parenting Programmes Duty Advice Advocacy

Early Years Speech & Language Play Local Groups Crèche

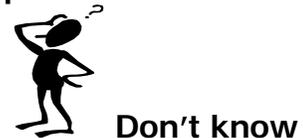
Ante/Post-natal groups Parents forum Health advice Drop-In Lè leche

4. Did your family support worker undertake a support plan with you?

Yes No If Yes were you happy with the plan Y N

5. What help or Sure Start Family Support Services have you had?

6. Would you recommend the Sure Start Family Support Service?



7. Did you feel supported?



8. Would you access this service again in the future?



Don't know

Name of Family Support worker(s):

Date

Name

(optional)

Address:

(optional)

If you do supply your details you will be entered into our £5 voucher draw, which takes place every 2 months. Good luck

Thank you for taking time to fill in this review. Sure Start welcomes all parents' views and comments. If you have any issues you wish to discuss regarding the Family Support Service Please contact the Family Support Manager.



HEALTH EVENTS

Instructors Name _____

Date _____

Session/Group Name _____

Did the class meet your expectations?

What changes, if any, would you suggest for future classes?

What has been the most important experience with your child since the class?

What is your impression of the class?

Did your instructor help you to feel comfortable in the group?

Other suggestions for the class?

Where did you find out about the class?

Thank you for your time



HEALTH GROUP ATTENDANCE ENQUIRY FORM

You were invited to our Sure Start health group but we did not see you there. Please can you help us understand why, so that we can try to make it work for you. What would you like to change about the group and how? Please complete below boxes if applicable.

The Day?

The Time?

The Location?

The Facilities?

Did your instructor help you to feel comfortable in the group?

The Format of the Group?

The Content of the Group?

Anything Else?

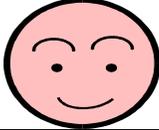
Or was it just a one-off because it was inconvenient for you to attend that Group?

Thank you for your time

SureStart

Evaluation Form

Activity	
Date	

		
Were you pleased with the choice of location?		
Were you pleased with how the group was organised ?		
Did you find the information given useful?		
What did you think to the group overall?		

Are there any suggestions/recommendations/comments you would like to make.

Practice In Positive Parenting Programme

Sure Start Parenting Course

EVALUATION SHEET

Please fill in this evaluation sheet in order to help us help you. Please put a **tick** beside an icon to indicate your answer.

1. Did you feel welcome/comfortable on the course?



YES



NO



don't know

2. What did you think of the contents of the course?



3. What did you think of the course tutors?



4. Do you feel you learnt anything?



5. Where you able to have your say?



6. Would you recommend the programme to anyone else



Please put any other comments such as any changes you feel would be useful

Name of Tutors

Date:

Thank you. You will be entered into our £10 voucher raffle if you put your contact details overleaf.

SureStart

Burngreave and Firvale

TODAY'S SESSION WAS:

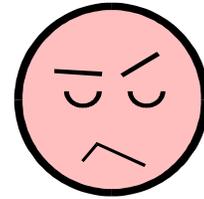
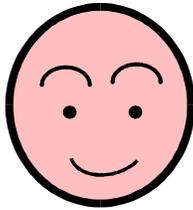
Group/Session _____

Date _____

Please Circle

GOOD	OK	SAD
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Please Tick Me



The 3 things I enjoyed was

How could Sure Start improve the Session/Group

--



Burngreave & Fir Vale

Quarterly Review Meeting Performance

Partner organisation: _____

Address: _____

Organisation representative: _____

Surestart representative: _____

Date of review: _____

These are the SLA targets for this quarter:

How have these been met?

Give an example of one positive outcome for the quarter.

How could we continue this, or develop it further

What have been the issues/difficulties you have faced?

--

How can we work together to improve this?

--

Do you find your communications and relationships with the programme to be:

POOR

SATISFACTORY

GOOD

If you have circled poor or satisfactory please say what the issues are and how we can work together to improve this. If you have circled good please specify what you have found useful.

--

Any other comments:

--

Agreed date of next review:

Appendix 2

Description of present Burngreave and Firvale Sure Start activities

PRESENT BURNGREAVE AND FIRVALE SURE START ACTIVITIES

The **Family Support Team** offer practical, emotional support and advice to service users. Families can refer themselves or be referred by professionals. This is a very popular service in our area. Because of this we run a duty system. A FSW is on duty every morning Mon-Fri. they will follow up any referrals but also respond to any emergencies that occur or have occurred the previous pm. an example of this may be mother been taken ill had to go into hospital no one to look after children until family are able to get there in the evening. In these cases we would go to the home and look after the children until a responsible adult arrives or co-ordinate the services with social services. If a request for a service comes through when a worker is on duty they will carryout an assessment on the family requesting a service to explain what work we do and identify the appropriate service. Once it is identified that the family are requesting a FSW it is then passed to the manager who will allocate it to a worker. The worker will then go out and visit the family to introduce themselves and set up an action plan with the family that clearly explains what support they are requesting and what can be provided. This is regularly reviewed and may change. The action plan is shared with the family and is part of the evaluation process as this is reviewed and assessed by the family's level of need.

The team presently comprises with the following:

3.5 Full-time FSW, 1PT Urdu/Punjabi speaking FSW, 1PT Arabic speaking FSW, 1PT Somali FSW. At present there are 3 vacancies the Arabic and Somali speaking FSW's and a senior family support worker

The following is an average sample of work:

There are 60 assessments carried out per month for requests for a service.

There are on average 80 contacts per month

There are presently 59 families that have an allocated FSW.

This is a random sample taken in September 2004 when there where 2 PT vacancies
Parenting classes

The family support workers run the positive parenting programme. These are run in groups settings and also for those not ready/able to attend group sessions on a one-to-one in the home. All parents that attend parenting class will be asked to fill in an evaluation form with comments. This will be used to improve future classes

The parenting classes are pitched at the attendees. They adapt the programme as appropriate and look at different aspects of parenting. They also bring in other Sure Start workers e.g. health visitor to look at weaning, hygiene, safety in action, healthy eating session, early years workers to look at play and stimulation and learning with your child. This programme has been adapted over time to encompass comments from parents and professionals.

Parental involvement work

All groups will be asked to fill in evaluation/feedback forms with comments for improvement on. Parental Involvement- these are recent posts, but have proved to be

successful. The parental involvement workers get parents involved in the programme by visiting parents encouraging and capacity building parents.

Presently they run different groups:

Mum's Together – November 2003 – November 2004. These have been held at different venues. 25 different mum's attended and 3 volunteers were recruited.

Muslim Mum's – February 2004 – July 2004. 25 mum's attended and 4 volunteers were recruited. This group has now integrated into the above group.

Walking Buses – November 2003 ran by PIW and volunteers, August 2004 ran by volunteers. Over 75 people attended the walking buses, 3 buses were very successful walking parents and children to events throughout the Sure Start Summer Scheme.

Refugee and Asylum Seekers Group - November 2004 – December 2004. This has been a joint piece of work with a conversational group where Sure Start has put together a package of 6 sessions to look at different issues, this group will form their own group with an outcome to integrate these families into other groups run by Sure Start. This session will re-run in March 2005

Young Mum's Group – This group has had a slow start but 2 young mums' are now running the group themselves and have started to volunteer for the programme both becoming breast-feeding peer supporters.

Volunteer group – Volunteers meet at monthly group meetings from February 2004 onwards. Up until November 2004 we have recruited 12 volunteers. 4, which are approved, and 8 in the approval process. The volunteers change as other opportunities arise for them due to this we have created a new post of community volunteer coordinator that works with parents and gets them to volunteer within Sure Start and within their own community with a view to seeking employment.

Parents Together – November 2003 – November 2004.

Over 30 different people attended the group, month by month over the year but this number has varied as different parents have attended at different times. A recent feedback/enquiry form has been sent to parents to look at why parents are not attending and how we can improve this service. 2 volunteers were recruited from Parents Together meetings. A trip to Chatsworth House took place for parents who regularly attend this group (September 2004).

Case example

Mum whose child has behavioral difficulties mum lacks confidence and does not feel able to leave the house and join in any group activity. Parental involvement workers engaged mom got her to attend a course in the community and Sure Start groups. Mum now volunteers for Sure Start and is actively seeking employment

Workless households

9 volunteers/group members have gained full and part time employment over the last 15 months. There jobs range in administration/office, alternative therapists, community link workers, set up and ran own courses and working in retail.

Case example

One of the most recent volunteers that was a hard to reach family were there were child protection concerns substance misuse. The family initially became involved in Sure Start family support. 1 year on and Dad became a Sure Start volunteer and has gone on to fulltime employment. Mum is also now volunteering.

Training sessions

Evaluation forms to be filled in for all sessions. The training that is carried for Surestart varies training is provided for parent's professionals and volunteers in the Sure Start area.

Training through out this year has included:

- Baby massage- SS workers, volunteers, parents, other workers
- Sprac – parents
- Play and say – professionals, SS early years workers, volunteers, parents
- Healthy eating sessions – parents, children.
- Cook and eat sessions – parents
- Health and nutrition OCN – professionals, parents, volunteers
- Safety in action – professional and Surestart workers
- Safety in action sessions – toddler group worker, parents
- Positive parenting classes-parents
- Puppet making – parents and volunteers
- Healthy pack lunches – parents
- Le leche training- volunteer peer supporters
- First aid- parents
- NVQ3 childcare Joint training- parents
- Holistic health course – parents
- Road safety has been offered to over 200 under 4's

Many of the courses are run in conjunction with other organizations rather than duplicating what is happening. Sure start has good partnership working and this has been very successful.

Play

All play events will be evaluated where appropriate by evaluation forms and verbal feedback from both parents and children. We have also produced feedback forms that are pictorial

Each year the early years team offers:

- A summer scheme for families to attend with young children to offer families a positive play and learning experience.
- One to support in the home for children that are referred by professionals and have developmental delay. A set piece of work to specifically to look at play and child development with parents as well as play distraction techniques.
- Bookstart plus- delivered to parents of children at the age of 2 in conjunction with Bookstart- evaluation sheet placed in each pack.
- Story and rhyme time – monthly at the local library, evaluation sheets given to attendees
- Talking toddlers jointly with speech and language service- evaluation given to attendees
- Make and take sessions- evaluation given to attendees, researchers to attend and use mosaic approach.
- Parent and Toddler group- 6monthly evaluation
- Toy library. - Verbal feedback from parents

Health services

Health offers a range of sessions that have evaluation forms. Information is also fed back via a health steering group that represents health visitors and the PCT.

Specific health days have been successful for hard to reach groups Arabic women's health day now a monthly Arabic women's health group is run via Sure Start and the Yemeni women's group. A recent Somali women's health day was successful with 40 attendees and different topics covered such as weaning, breast-feeding, diabetes, sickle cell, thalassaemia and HIV and aids.

Breast Feeding – Group running from November 2003 – November 2004. Breast Feeding Peer Supporters made up information packs, held stalls at events, evaluated Breast Feeding in Burngreave and Firvale Sure Start area on Breast Feeding awareness week. In all 14 women have been trained on the le leche training programme there are presently 8 peer supporters This was done at local clinics and events throughout the year. A breast-feeding book of poems and stories was produced by Sheffield women and launched in Burngreave many gave letters, poems and stories for the book. This was launched on Breast Feeding Awareness week (May 2004).

Service level agreements

Over the last 3 years Sure Start Burngreave and Firvale has had Service Level Agreements with the following services:

Ellesmere children's center- initially to set-up and run baby unit capital money was granted for this project, also to provide a breakfast club. This SLA over the years has changed. Ellesmere still runs a successful baby unit without financial assistance from SS. The breakfast club was not sustainable and after review was stopped. SS presently purchases 2 emergency placements through out the year.

Speech and Language service – A SLA has been in place for this service, workers and parents are trained in “play and say”. Presently SS has a SLA for 2 sessions.

Cot-age - An SLA has been in place with cot-age over the last 3 years to provide safety gates, fireguards and smoke alarms. These items are fitted in people's homes for a small fitting fee.

Pitsmoor CAB – A SLA has been in place and worked very well over the last 3 years. SS pays for a full- time advice worker, to provide community based advice sessions in nurseries etc. and home visits.

Burngreave young children's center – Initially BYCC was funded to provide an under 2's room within the nursery 2 workers that were employed by SS were placed within the nursery. In 2003 the workers were brought back into Sure Start as the board deemed that service was not providing additionality. An SLA still exists to provide a worker to run the parent toddler group for children on the waiting list for the nursery.

Book start and Book start plus – SS had an SLA with the library to provide a worker to deliver the Bookstart and Bookstart plus programme SS purchased the book start book and the book start plus books. In 2003 the book start books were provided nationally and SS gave worker time in kind and paid for Bookstart plus packs and new deal joint funded this project so a worker was delivering Bookstart. In 2005 the library purchases all packs.

Black women's resource Center- An SLA existed until 2004. SS have given capital monies to improve the children's outdoor play area and subsidized childcare. In 2003 SS funded the luncheon club for children so parents did not have to collect children at dinnertime. 2004 BWRC have received NOF funding and are looking to expand their daycare from 18 places to 32 with assistance from new deal for communities.

Yemeni women's group- SS funded childcare for ESOL classes – in 2003 this funding ceased as it was deemed that childcare costs should be added into the funding for courses. In 2004 SS funded a Pilot scheme within the Yemeni family support unit to provide a part-time Arabic speaking outreach worker. The pilot ran for 1 year but was not as successful s we had hoped.

St James – the church had a service level agreement to provide let's talk a multi cultural speech and language project. This was very successful but the person carrying out the

work then left and the SLA ceased in 2003. A worker still assist in the running of the toddler group.

Home start- In 2002 a SLA provided fulltime co-coordinator to recruit volunteers and provide a befriending service to families, The amount of volunteers and families befriended was not reflective of the amount of money paid on the SLA this was partly due the level of service need to support families in this area that is often above befriending and people wanted to volunteer for Sure Start directly. In 2003 the SLA was reduced to half this was still not as successful as we had hoped and therefore in 2004 the service ceased.

All the service level agreements are reviewed quarterly and changes made were necessary and the services that are not as successful in the area cease. Standard review forms have been created -please see Appendix 2

Information

In all the information packs is a feedback form. A quarterly newsletter is produced giving information and asking for feedback and ideas. Annually a feedback form is sent out with the newsletter to ask people views and ways we could improve it.

Parents

Parents have 4 representative places on the partnership board where views from the different groups are fed in. At present 3 parents sit on the board. We also have Sure Start workers that can take back parents views. Once we have a designated building we will have a parents comment box. This is due to start February 2005 in our Owler Brook building and September 2005 in the children's center. We have also asked parents to contribute to the newsletter and annual report with personal testimonies for Sure Start.

