

**EVALUATION REPORT
SURE START TAUNTON
COMMUNITY QUESTIONNAIRE 2003**

ACKNOWLEDGEMENTS

AUTHORS

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- All respondents who took the time to respond to the questionnaire and give us their views.
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1. EXECUTIVE SUMMARY

Background

- 1.1. A community questionnaire was carried out in the Sure Start Taunton area to provide detailed baseline and planning information for the Sure Start programme.
- 1.2. The baseline data collected by the survey will be used to inform programme development and to provide evidence of the impact of the Sure Start Taunton programme.

Methods

- 1.3. A postal questionnaire was sent to 3252 residents to gather relevant data from the local population. The questionnaire was sent to all households with Sure Start aged children, and to a random sample of households from GP records, in order to ensure that the wider community had the opportunity to participate in the survey.
- 1.4. In addition, a participatory arts project was commissioned to work with local parents to produce a short video film. This film raised and discussed local issues which were identified by parents as important, and a CD containing this work is attached to the front cover of this report. Alternatively, a video tape is available to borrow from Priorswood Library or the Sure Start mobile library van.

Results

- 1.5. In total, we received 1353 responses, giving an overall adjusted response rate of 41.8%. We had responses from 216 Sure Start households, which gave a response rate of 60.3% amongst this group.
- 1.6. Sure Start Taunton has been successful in raising its profile amongst Sure Start parents in the area. 67.4% (145) of Sure Start parents had heard of Sure Start Taunton.
- 1.7. There is a need for Sure Start Taunton to tackle issues raised by respondents which impact on their quality of life as part of the Sure Start strengthening families and community objective. A noticeable number of Sure Start respondents reported a fear of crime, a desire to move from the area, along with housing issues such as condensation and damp, draughty

homes and anti social neighbours.

- 1.8. The main barriers that stop Sure Start households from increasing their intake of fruit and vegetables are time and money.
- 1.9. Amongst Sure Start respondents that smoke, 45.1% (37) wish to stop. 36.9% (76) of Sure Start mothers indicated that they smoked at some point during their pregnancy with their first baby.
- 1.10. There is demand amongst Sure Start households for home safety equipment in particular cooker covers and fire blankets.
- 1.11. The top concern which stopped parents from using local play areas related to the poor condition of the play area.
- 1.12. Sure Start respondents can face difficulty in reaching appointments. Sure Start parents are likely to walk to many appointments, and therefore services should be placed within walking distance, or where appropriate, transport should be provided.
- 1.13. Currently, 27.5% (76) of Sure Start aged children live in households where no one is working.

Conclusions

- 1.14. The community questionnaire has provided a wealth of information about the local area, and will provide useful comparative data against which to measure change when the questionnaire is repeated in future years.
- 1.15. The issues raised by this questionnaire are wide ranging ones, many of which will require a multi agency approach. Tackling these issues will be key to the success of Sure Start Taunton, if it is to help make a difference to the lives of Sure Start families.

2. BACKGROUND

- 2.1. Sure Start local programmes aim to improve the health and wellbeing of children and families, to ensure that children have the best possible start to their lives. The target group for Sure Start local programmes are children under four years of age.
- 2.2. All local programmes are required to work towards a number of key objectives as specified by the Sure Start Unit. Data is collected on a number of different targets to measure progress towards the main objectives, which are as follows:
 - 1 Objective 1: Improving Social and Emotional Development
 - 2 Objective 2: Improving Health
 - 3 Objective 3: Improving Children's Ability to Learn
 - 4 Objective 4: Strengthening Families and Communities
- 2.3. Sure Start Taunton has been running since autumn 2002 and covers parts of the wards Halcon, Lyngford and Pyrland. These wards are amongst the top 15% of deprived wards in England, as measured by the Index of Multiple Deprivation. The programme aims to listen to parents to deliver services that are responsive to local needs.

3. METHODS

- 3.1. A postal questionnaire was sent out to 3252 residents in the Sure Start Taunton area. A postage paid envelope and a prize draw were used as incentives for respondents to return the questionnaire.
- 3.2. The questionnaire collected data on topics specifically related to the Sure Start programme, in order to inform development and to provide evidence of the impact of the programme.
- 3.3. GP records were used to identify households containing Sure Start aged children. The questionnaire was sent to all households with Sure Start aged children. We also used GP records to select a sample of households in the wider community, to which the questionnaire was sent. This ensured that the wider community had the opportunity to give their views about local issues.
- 3.4. We felt it was important to gain the views of the wider community so that we could place the responses of Sure Start families into context and to highlight particular issues that are important for Sure Start families. This report offers comparison where relevant between Sure Start families and the community as a whole.
- 3.5. In addition, one of Sure Start's main objectives is to strengthen families and community, and wider community data is required so we can measure change over time. In consulting with the wider community, grandparents and other family relatives also have the opportunity to provide their viewpoint on particular issues.
- 3.6. To increase the response rate to the questionnaire, two reminders were sent to those who had not returned the questionnaire. The first reminder was a simple postcard reminder, the second reminder contained a replacement questionnaire and a further postage paid envelope. Reminders were sent at two weekly intervals.
- 3.7. Once received, data was entered into a database. Following the data input, all data was cleaned and checked to ensure its accuracy. The data was then exported for analysis using SPSS (Statistics Package for the Social Scientist).
- 3.8. Although a postal questionnaire was the most appropriate way to collect the views from large numbers of people, we were aware that postal questionnaires have particular limitations. Poor responders to postal questionnaires often include those with low literacy skills, male

respondents and those who are simply too busy or not motivated to complete a questionnaire. In addition, the questionnaire necessarily asked pre-set questions about the issues that we had defined as important.

- 3.9. To overcome some of the issues associated with postal questionnaires, and to provide an additional opportunity to be involved in the consultation, a participatory arts project was commissioned through Take Art! This project worked with local parents to produce a short video film which raised and discussed local issues identified by parents as important.
- 3.10. The results from the video project are available on CD, and a copy is attached to the front cover of this report. Alternatively, a video tape containing the work is available for loan from Priorswood Library, and the Sure Start mobile library van.

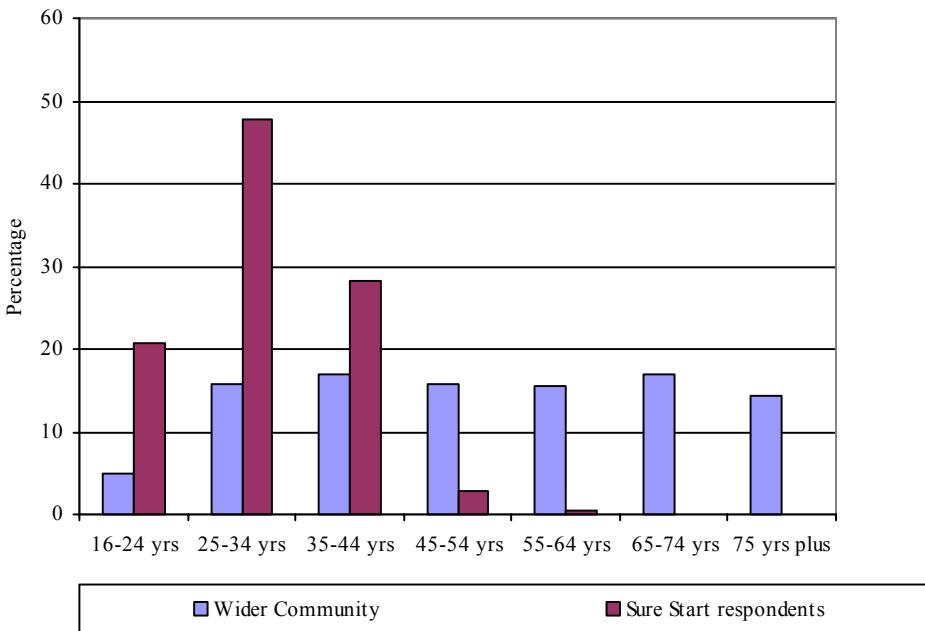
4. RESULTS

- 4.1. In total, we received 1353 responses (out of a possible 3235) giving an overall adjusted response rate of 41.8% for the wider community. The response was higher from Sure Start households at 60.3% (216/358). These response rates can be considered good for a community questionnaire.
- 4.2. Throughout the report we have compared Sure Start households to the wider community to highlight particular issues that Sure Start Taunton may wish to consider. The term, ‘Sure Start families’ or ‘households’ are used through the report to identify households with children aged less than four years. The term ‘wider community’ is used to refer to all respondents (both Sure Start and non Sure Start households) who returned a questionnaire. Where appropriate a breakdown of results for each question is included in the appendices for information.

Who Responded?

- 4.3. The majority of respondents to the questionnaire were female (72.3%). Overrepresentation of females is a common source of bias for postal questionnaires. We need to recognise that male viewpoints may be underrepresented in the data.
- 4.4. 71.3% (965) of respondents lived in North Taunton, while 28.7% (388) lived in East Taunton. In the Sure Start Taunton area there are a greater number of households in North Taunton as compared to East Taunton. The response rate closely represents the population distribution of each area as the mail out contained a representative sample made up of 31% of East Taunton households and 69% of North Taunton households.
- 4.5. Overall, we received responses from a wide range of different age groups. Sure Start respondents generally fell into the lower age bands. This is perhaps to be expected, given that they have children aged less than four years. Chart 1 shows the age range of respondents.

CHART 1 - Age of Respondents



- 4.6. The majority of respondents from the wider community reported their ethnic background as white (98.1%). A further 1% (13) indicated that their ethnic group as mixed, whilst the remaining 1% (13) reported their ethnic group as Asian, Asian British or Other.
- 4.7. We had responses from 216 Sure Start households. Within these households live 280 Sure Start aged children, and 189 children aged between 4 and 18 years.
- 4.8. There is a requirement for Sure Start Taunton to reduce the number of children living in households where no one is working. Currently, amongst respondents to our questionnaire, 27.5% (76) of Sure Start aged children live in households where no one is working.
- 4.9. Within the wider community, 44.6% (576) of households reported that nobody living there was in paid employment. This figure is higher than within Sure Start families, which could be due to the higher age group of the wider community and retirement.
- 4.10. For Sure Start families who responded to the questionnaire, 53.3% (97/182) have a household income of less than £15,000, compared to 63.2% (668/1057) of the wider community. For further detail, please refer to the Appendices.

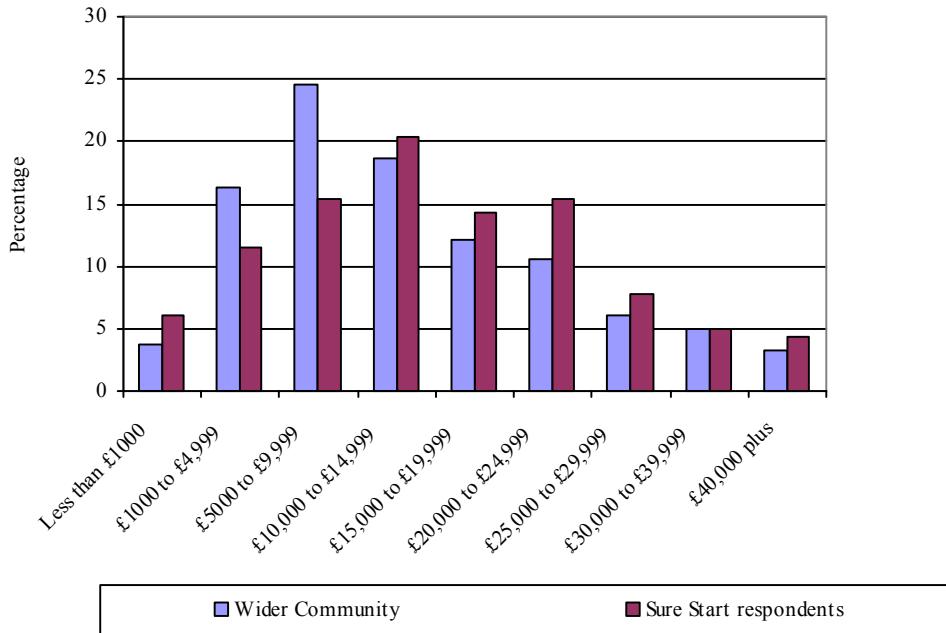


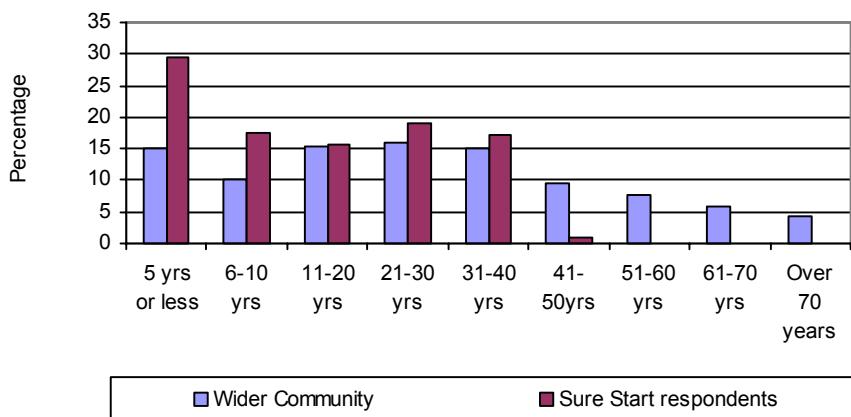
CHART 2 - Annual Household Income

- 4.11. 22.7% (49/216) of Sure Start households reported being lone parent households. Amongst the wider community, 8.6% (116/1353) considered themselves to be lone parent households.
- 4.12. Amongst the wider community, 55.2% (741) of respondents owned their home, 3.4% (45) privately rented their home, and a further 41.5% (557) rented their property from the council or a housing association. Amongst Sure Start households, 46.3% (100) of respondents owned their home, 2.8% (6) privately rented their home, and a further 50.9% (110) rented their property from the council or housing association.

Living in Taunton

- 4.13. The length of time people reported having lived in Taunton varied widely, and ranged from less than 1 year, through to 85 years. Chart 3 shows the range of responses. The average length of residence within the area was approximately 16 years for Sure Start families, and 30 years for the wider community.

CHART 3 – Length of Residence



- 4.14. Nearly one third of Sure Start households have lived in the Taunton area for less than five years. In addition, Sure Start households are much more likely than respondents from the wider community to want to move from the area. Among respondents from the wider community, 30.3% (400) would like to move from the area, compared to 50.2% (107) of Sure Start families.
- 4.15. Sure Start respondents are also significantly less happy with their area than respondents from the wider community. 83.5% (1113) of respondents from the wider community report that they are happy with their area, compared to 76.6% (164) of Sure Start households.
- 4.16. There is growing evidence that ‘social capital’ is associated with an individual’s health. The term ‘social capital’ is often used with regard to how integrated or involved a person is with others in their local community. We asked a number of questions to measure levels of

involvement and interdependency within the Sure Start Taunton area.

- 4.17. 79.8% (1065) of respondents from the wider community and 78.9% (168) of Sure Start respondents report having done a favour for a neighbour in the past six months. Similar responses are given by respondents when reporting whether a neighbour has done a favour for them. 74.1% (990) of respondents from the wider community and 75.2% (161) of respondents from Sure Start families, report that a neighbour had done a favour for them in the past six months.
- 4.18. Respondents from the wider community and Sure Start families were most concerned about burglary, car crime, and property vandalism. Further detail is provided in Table 1.

TABLE 1 – Fear of Crime

	Whole Community		Sure Start Families	
% reporting they are very or fairly worried about this crime:				
Burglary	821	68.8	143	68.4
Car Crime	647	61.0	127	62.3
Property Vandalism	659	60.0	120	58.5

- 4.19. We looked at the data to see whether fear of crime varied according to the area in which respondents lived. We found that fear of crime does not vary by area.

Local Services

- 4.20. When trying to resolve problems, respondents from the wider community and Sure Start households are most likely to turn to family, friends or a doctor. Of the voluntary agencies/charities mentioned by respondents, the Citizens Advice Bureau appears to be a widely recognised source of support amongst both the wider community and Sure Start households.

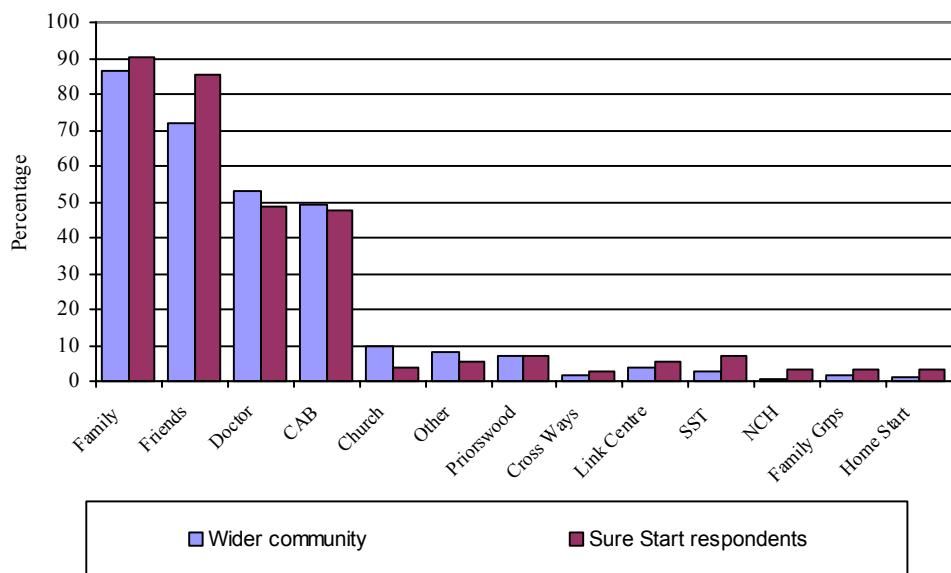


CHART 4 – Sources of Support

Using Services

- 4.21. Respondents were asked about how they reach appointments. For both the wider community and Sure Start families, the most popular way to reach appointments was by car (64.7%/876 and 66.7%/144 respectively). A larger number of Sure Start respondents report that they walk to appointments (55.6%/120) in comparison to the wider community (35.8%/484). The third most popular method of reaching appointments was by bus for both the wider community (30.5%/412) and Sure Start families (27.3%/59).
- 4.22. Sure Start respondents were significantly more likely to have experienced difficulty in the past in reaching appointments. 35.5% (76) of Sure Start respondents said that they had difficulties in reaching appointments compared to 25.3% (331) of respondents from the wider community.
- 4.23. The reasons that respondents had difficulty in reaching appointments varied. A lack of public transport was given as the main reason for difficulties reaching appointments in both the wider community (11.2%/152) and Sure Start households (14.4%/31). However, a small, but notable number of Sure Start respondents (12%/26) reported that the cost of transport causes difficulties in reaching appointments. This is significantly less of a problem for respondents from the wider community (5.8%/79) than for Sure Start families. The distance to travel to appointments is also more likely to cause problems for Sure Start households, (10%/22) compared to the wider community (4.7%/63).
- 4.24. Other important barriers that all respondents face when using services include traffic problems. Problems with the bus service were also a problem for both groups, yet the causes for concern were different for the wider community and Sure Start families. Unreliability and poor punctuality of the bus service causes difficulties for both groups. For Sure Start families, comments focused on the difficulties of getting children and pushchairs onto buses which are not felt to be particularly “pushchair friendly”.

Awareness of Services

- 4.25. Sure Start Taunton has been running since autumn 2002. Amongst Sure Start households, 67.4% (145) have heard of Sure Start Taunton. Levels of awareness of Sure Start Taunton were equal across North and East Taunton.
- 4.26. Awareness of Community Wardens varied between respondents. For the wider community, 51.2% (678) of respondent's had heard of Community Wardens compared to 43.9% (94) of Sure Start families. Significantly more respondents had heard of Community Wardens in East Taunton than North Taunton.
- 4.27. For those that had heard of Community Wardens, 42.1% (270) from the wider community, and 41.6% (37) of Sure Start families felt they were useful. A large proportion of both groups did not know whether they were useful or not (wider community 23%/311, Sure Start families 21.3%/46).

Courses

- 4.28. Relatively small numbers of respondents expressed an interest in taking part in courses aimed at improving their reading, writing or number skills. It is important to remember however that this survey is unlikely to uncover the real level of demand, as people who lack reading or writing skills may not have responded. However, it is interesting to note that levels of interest are much greater amongst Sure Start respondents, when compared to the wider community. The following table demonstrates this point.

TABLE 2 – Interest in Courses

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% interested in improving reading skills	40	3.3	15	7.6
% interested in improving writing skills	47	3.9	16	8.0
% interested in improving number skills	50	4.2	22	11.1

Health and Health Related Behaviour

- 4.29. 90.7% (196) of Sure Start respondents report that their health is good, or better. Amongst respondents from the wider community, 70.4% (944) report their health as good or better. It is possible that Sure Start parents are likely to report better health since they are, in general, younger than the wider community.
- 4.30. We also asked respondents what their health is like now compared to one year ago. 63.1% (847) of respondents from the wider community and 67.1% (145) of Sure Start respondents reported their health as about the same as a year ago. 13.0% (28) of Sure Start respondents reported having worse health than a year ago, compared to 22% (296) respondents from the whole community.
- 4.31. 50.6% (663) of the wider community report that either they, or a member of their family have a long standing illness, disability or infirmity. This compares to 28.2% (60) of Sure Start respondents.

Smoking

- 4.32. Sure Start respondents are significantly more likely to report that they smoke than respondents from the wider community. In the wider community, 25.4% (340) of respondents reported that they smoke, compared to 37.7% (81) of Sure Start respondents. Smoking is a target for Sure Start Taunton under the ‘Improving Health’ objective.
- 4.33. Of those Sure Start respondents that do smoke, 45.1% (37) wish to give up. In the wider community, 37.5% (127) of those who smoke want to stop.

Healthy Eating

- 4.34. Sure Start respondents are significantly more likely to want to increase their intake of fruit and vegetables than the wider community in general. Almost half of all Sure Start respondents wish to increase their intake of fruit and vegetables (47.2%/102), compared to 36.0% (467) of respondents in the wider community.
- 4.35. There are a number of factors that act as barriers to respondents wishing to increase their intake of fruit and vegetables. Cost is the top factor that

prevents the wider community and Sure Start respondents from increasing their intake of fruit and vegetables (18.6%/251 and 23.6%/51 respectively). Time is an important barrier for respondents from the wider community (9.9%/134) and Sure Start respondents (17.6%/38).

- 4.36. We found that time is more likely to be a barrier for Sure Start respondents wishing to increase their intake of fruit and vegetables than for respondents in the wider community.
- 4.37. The table below illustrates other factors and their importance in preventing people from eating more fruit and vegetables. It is interesting that advice about healthy eating and the availability of fruit and vegetables are not seen as important barriers. Such a response suggests that respondents know about fruit and vegetables and that they are available but that more practical issues such as cost and time prevent them from increasing their intake.

TABLE 3 - Barriers to Increasing Fruit and Vegetables Intake

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Cost	251	18.6	51	23.6
Time	134	9.9	38	17.6
Quality	69	5.1	13	6.0
Choice	57	4.2	10	4.6
Advice	17	1.3	4	1.9
Availability	18	1.3	2	0.9
Other	43	3.2	8	3.7

- 4.38. When looking at the ‘other’ responses given, health concerns (i.e. digestion difficulties etc.) were an important reason why respondents from the wider community did not increase their fruit and vegetable intake. Responses given from the Sure Start families included a general dislike of fruit and vegetables and a self reported lack of motivation.

Housing

- 4.39. When drafting the questionnaire we decided it was important to ask respondents about various factors that might affect their home and possibly contribute to poor health.
- 4.40. A key problem for just over a third (35.2%/76) of Sure Start respondents

was draughty homes. Whilst this was also a general issue for the whole community (18.3%/247) Sure Start households report it to be significantly more of a problem.

- 4.41. Anti social neighbours affect a large number of both Sure Start families (25.5%/55) and the wider community (18.9%/256). Sure Start families are more likely to report problems with anti social neighbours.
- 4.42. Condensation and damp housing is significantly more of an issue for Sure Start families and affects almost a quarter of Sure Start respondents (21.3%/46), in comparison to 12.1% (164) of the respondents from the wider community. Further detail is provided in the following table.

TABLE 4 - Housing Issues

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Lack of heating	74	5.5	16	7.4
Insulation	82	6.1	20	9.3
Heating too expensive	63	4.7	8	3.7
No working smoke alarm	55	4.1	9	4.2
Draughty	247	18.3	76	35.2
Condensation/damp	164	12.1	46	21.3
Anti social neighbours	256	18.9	55	25.5
Other	144	10.6	21	9.7

- 4.43. Respondents from the wider community were more likely to report having anti social neighbours, and condensation and damp if they lived in the east Taunton area.
- 4.44. Sure Start respondents were asked whether they had a need for various different pieces of home safety equipment. The large majority of people already have a smoke alarm, yet there appears to be a high need for cooker covers and fire blankets. Table 5 shows the number of respondents who report that they have a need for each items available.

TABLE 5 – Safety Equipment

	Sure Start Families	
	Number	Percent
Fire Blanket	111	56.1
Cooker Cover	85	42.9
Plug guards	60	29.3

Safety Gate	44	21.6
Fire Guard	41	21.0
Smoke Alarm	14	6.9

Breast Feeding & Smoking During Pregnancy

- 4.45. We asked all Sure Start families how they chose to feed their last baby. 32.1% (67) of Sure Start respondents breast fed their child, whilst 38.8% (81) bottle fed and a further 29.2% (61) used a mixture of breast and bottle feeding.
- 4.46. 36.9% (76) of all Sure Start mothers who responded indicated that they smoked when they were expecting their first baby. Of this number, 33 mothers gave up during the pregnancy, 18 at confirmation, 14 by six months and 1 by nine months. 43 mothers continued to smoke throughout pregnancy.

Sure Start Children

- 4.47. In total, we received responses from 216 households, who between them had a total of 280 Sure Start aged children. These 216 households also had another 189 children whose age ranged between 4 years and 18 years.
- 4.48. We looked at the health of Sure Start children and asked parents to report on how healthy they felt their children were. Respondents gave information about 263 Sure Start children. No respondents reported that their child had poor health. Table 6 shows that the majority of respondents consider their children to be in good health or better.

TABLE 6 - Health of Sure Start Children

Child's health	Percentage of respondents reporting child's health status
Excellent	50% (131)
Very good	35% (93)
Good	11% (29)
Fair	4% (10)
Poor	0

- 4.49. There is demand for good quality childcare in the Sure Start Taunton area. Just over half of the Sure Start respondents (52.5%/105) report that they would make use of more childcare if it was available in their area. There is equal demand in both east and north Taunton.

Play Areas and Equipment

- 4.50. 65.3% (139) of Sure Start respondents currently make use of their local play areas and equipment, whilst 34.7% (74) do not.
- 4.51. We felt it was important to gain an understanding of the factors preventing families from using their local play areas and equipment. For respondents who do not use their local play area, the top reason for not doing so was the poor condition of the play areas, which was reported by 13.6% (29) of respondents. In addition, two other important reasons for not using play areas were equally ranked by 11.7% (25) of respondents. These reasons were that the play areas and equipment were unsafe, and that the equipment available was unsuitable for the age of the child.
- 4.52. Sure Start respondents were asked about their levels of satisfaction with local services for children under four and their families. 25.7% (54) of Sure Start respondents said that they were dissatisfied, 34.8% (73) were neither satisfied nor dissatisfied, and 39.6% (83) were satisfied with their local services. Levels of satisfaction did not differ between households in north and east Taunton.

5. CONCLUSIONS AND RECOMMENDATIONS

- 5.1. The community questionnaire has provided a wealth of information about the local area, and will provide useful comparative data against which to measure change when the questionnaire is repeated in future years.
- 5.2. The data will be shared and distributed amongst relevant agencies in order to promote and encourage a multi agency approach to solving issues highlighted by residents in the Sure Start Taunton area.
- 5.3. Male viewpoints are under-represented in the community questionnaire. Sure Start Taunton and the Community Evaluation team will need to consider ways to involve fathers in the development of the programme.

Improving Life for Sure Start Families

- 5.4. Sure Start Taunton needs to prioritise how to work towards objective 4, strengthening families and communities. A number of different findings from the questionnaire indicate there is a great need for work towards this objective.
 - 1 Half of Sure Start families would like to move from the area in which they currently live. Many Sure Start families have moved to the area recently. About a quarter of Sure Start families have lived in the area for less than five years
 - 2 Fear of crime is an important issue and may be related to respondent's desire to move from the area. 68.4% (143) of Sure Start respondents say that they are fairly or very worried about burglary, and there are also high levels of concern about car crime and vandalism.
 - 3 A number of Sure Start families report concerns about condensation and damp, draughty homes and anti social neighbours.

Health

Fruit and Vegetables

- 5.5. There is a demand for low cost fruit and vegetables in the Sure Start area. The work of the food cooperative may help to meet some of this demand. However, there is also a need to consider ways to help Sure Start parents to overcome the other main barrier that stops them eating more fruit and vegetables, which is lack of time. It may be useful to provide information

or ideas about how to prepare healthy fast food using fruit and vegetables.

Smoking

- 5.6. Smoking is an area that Sure Start Taunton needs to consider as part of the Improving Health objective. Amongst Sure Start respondents that smoke, 45.1% (37) wish to stop. 36.9% (76) of Sure Start mothers indicated that they smoked at some point during their pregnancy with their first baby.

Home Safety

- 5.7. The questionnaire findings show that there is demand amongst Sure Start households for home safety equipment. Cooker covers and fire blankets were the most popular request. A home safety scheme has recently been set up to help identify and tackle safety in the home.

Play Areas

- 5.8. For those Sure Start respondents who do not use play areas or equipment, their top concerns which stopped them from doing so was the poor condition of the play area. Sure Start Taunton may wish to consider refurbishment of play areas, or working with other appropriate agencies to improve local play areas in order to help provide quality local play facilities for young children.

Providing Services

- 5.9. Sure Start respondents can face difficulty in reaching appointments and this needs to be considered when planning services or activities. Sure Start parents are likely to walk to many appointments, and therefore services should be placed within walking distance, or where appropriate transport should be provided. The cost and availability of public transport can cause difficulties for Sure Start parents.
- 5.10. Sure Start Taunton has been successful in raising its profile amongst Sure Start parents in the area. 67.4% (145) of Sure Start parents had heard of Sure Start Taunton. Further work needs to concentrate on raising awareness amongst those remaining parents who have not heard of Sure Start Taunton and take up of services for those that have heard of the programme.

Employment

Currently, 27.5% (76) of Sure Start aged children live in households where no one is working. Sure Start Taunton has a target to reduce by at least 12 percent the number of 0-3 years olds living in households where no one is working.

Conclusion

- 5.11 The issues raised by this questionnaire are wide ranging ones, many of which will require a multi agency approach. Tackling these issues will be key to the success of Sure Start Taunton, if it is to help make a difference to the lives of Sure Start families.

APPENDICES

TABLE OF FREQUENCIES

APPENDIX 1

Do you live in North or East Taunton?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
North Taunton	965	71.3	141	65.6
East Taunton	388	28.7	74	34.4

How long have you lived in the Taunton area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
5 years or less	193	14.9	60	29.4
6 - 10 years	131	10.1	36	17.6
11 - 20 years	200	15.5	32	15.7
21 - 30 years	206	15.9	39	19.1
31 - 40 years	195	15.1	35	17.2
41 - 50 years	124	9.6	2	1.1
51 - 60 years	101	7.8	0	0
61 - 70 years	76	5.9	0	0
71 - 80 years	57	4.4	0	0
81 - 90 years	10	0.8	0	0

In the past six months, have you done a favour for a neighbour?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting doing a favour for a neighbour	1065	79.8	168	78.9

In the past six months, has a neighbour done a favour for you?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting neighbour doing a favour for them	990	74.1	161	75.2

Home status – Is your home...?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Owned	741	55.2	100	46.3
Privately rented	45	3.4	6	2.8
Council/Housing Association	557	41.5	110	50.9

Before receiving this questionnaire, had you heard of Sure Start Taunton

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they had heard of Sure Start Taunton	393	29.4	145	67.4

Have you heard of Community Wardens in your area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they had heard of Community Wardens	678	51.2	94	43.9

What do you think of Community Wardens?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% felt Community Wardens are useful/very useful	270	42.1	37	41.6

If you had a problem, who would you seek support from?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Family	1167	86.3	195	90.3
Friends	972	71.8	185	85.6
Crossways Centre	22	1.6	6	2.8
Doctor	714	52.8	105	48.6
Link Centre	50	3.7	12	5.6
Sure Start Taunton	38	2.8	15	6.9
Church	135	10.0	8	3.7
NCH Family Centre	10	0.7	7	3.2
Priorswood Resource Centre	93	6.9	15	6.9
Family Support groups	19	1.4	7	3.2
Home-Start	12	0.9	7	3.2
Citizens Advice Bureau	664	49.1	103	47.7
Other	107	7.9	12	5.6

In general would you say your health is...

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Excellent	101	7.5	27	12.5
Very good	389	28.8	96	44.4

Good	454	33.6	73	33.8
Fair	277	20.5	16	7.4
Poor	120	8.9	4	1.9

Compared to one year ago, how would you rate your health now? Would you say it is...

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Much better than a year ago	79	5.9	26	12.0
A bit better than a year ago	120	8.9	17	7.9
About the same as a year ago	847	63.1	145	67.1
A bit worse as a year ago	242	18.0	25	11.6
Much worse than a year ago	54	4.0	3	1.4

Do you, or does anyone in your family have any long standing illness, disability or infirmity?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting longstanding illness, disability or infirmity in household	663	50.6	60	28.2

Do you smoke?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they smoke either regularly or	340	25.4	81	37.7

occasionally				
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Do you want to stop smoking?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they wish to stop smoking	127	37.5	37	45.1

Do you wish to increase your intake of fruit and vegetables?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they would like to increase intake	467	36.0	102	47.2

What currently stops you from increasing your intake of fruit and vegetables?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Time	134	9.9	38	17.6
Cost/price	251	18.6	51	23.6
Advice	17	1.3	4	1.9
Difficult to find locally	18	1.3	2	0.9
Quality	69	5.1	13	6.0
Choice	57	4.2	10	4.6
Other	39	2.9	8	3.7

Do any of the following affect you or your home?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Lack of heating	74	5.5	16	7.4
Insulation	82	6.1	20	9.3
Heating too expensive	63	4.7	8	3.7

No working smoke alarm	55	4.1	9	4.2
Draughty	247	18.3	76	35.2
Condensation/damp	164	12.1	46	21.3
Anti social neighbours	256	18.9	55	25.5
Other	144	10.6	21	9.7

How do you reach appointments that you have to attend?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
By car	876	64.7	144	66.7
By bus	412	30.5	59	27.3
Cycle	130	9.6	16	7.4
Get lifts	122	9.0	26	12.0
Walk	484	35.8	120	55.6
Other	96	7.1	7	3.2

Have you had difficulties in the past in reaching appointments?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting difficulties in the past in reaching appointments	331	25.3	76	35.5

Why have you had difficulties in the past reaching appointments?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Cost of transport	79	5.8	26	12.0
Lack of public transport	152	11.2	31	14.4
Distance to travel	63	4.7	22	10.2
Other	128	9.5	27	12.5

Are you male or female?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Male	371	27.7	15	7.0
Female	967	72.3	199	93.0

What is your age?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
16-24 years	67	5.0	45	20.8
25-34 years	211	15.7	103	47.7
35-44 years	227	16.9	61	28.2
45-54 years	211	15.7	6	2.8
55-64 years	210	15.6	1	0.5
65-74 years	229	17.0	0	0
75 years and above	192	14.3	0	0

What is your ethnic group?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
White	1322	98.1	210	97.2
Mixed	13	1.0	2	0.9
Asian or Asian British	12	0.9	4	1.9
Black or Black British	0	0	0	0
Chinese or other ethnic group	1	0.1	0	0

Is anyone in your household in paid employment?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% households reporting someone in paid employment	715	55.4	160	74.4

Which of the following most closely represents your gross annual household income?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Less than £1000	40	3.8	11	6.0
£1000 to £4,999	172	16.3	21	11.5
£5000 to £9,999	259	24.5	28	15.4
£10,000 to £14,999	197	18.6	37	20.3
£15,000 to £19,999	128	12.1	26	14.3
£20,000 to £24,999	111	10.5	28	15.4

£25,000 to £29,999	63	6.0	14	7.7
£30,000 to £39,999	52	4.9	9	4.9
£40,000 or more	35	3.3	8	4.4

Would you be interested in taking a course to improve your reading, writing or number skills?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting an interest in improving reading skills	40	3.3	15	7.6
% reporting an interest in improving writing skills	47	3.9	16	8.0
% reporting an interest in improving number skills	50	4.2	22	11.1

In general, how happy or unhappy are you with your area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Very happy	287	21.5	28	13.1
Quite happy	826	62.0	136	63.6
Not very happy	168	12.6	38	17.8
Not very happy at all	52	3.9	12	5.6

Do you want to move from the area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Yes a lot	129	9.8	46	21.6
Yes a little	271	20.5	61	28.6
No not really	495	37.5	75	35.2
No not at all	424	32.1	31	14.6

Are you worried about any of the following crimes happening to you or your household?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% worried about Assault or mugging	452	43.1	72	35.5
% worried about Burglary	821	68.8	143	68.4
% worried about Property vandalism	659	60.0	120	58.5
% worried about Harassment	311	32.5	61	30.5
% worried about Verbal abuse	365	37.3	70	34.8
% worried about Sexual assault	198	22.1	53	27.0
% worried about Car crime	647	61.0	127	62.3
% worried about Domestic violence	89	10	30	15.2

Health of Sure Start Children

Child's health	Percentage of respondents reporting child's health status
Excellent	50% (131)
Very good	35% (93)
Good	11% (29)
Fair	4% (10)
Poor	0

Number of Children in Sure Start Households

	Sure Start Households
	Number
Children over 4 under 18	189
Children under 4	280

If there were more childcare available in your area, would you use it?

	Sure Start Families	
	Number	Percent
% reporting they would make use of childcare facilities	105	52.5

Would you be interested in becoming a childminder?

	Sure Start Families	
	Number	Percent
% reporting they would be interested in becoming a childminder	51	24.4

Did you smoke when expecting your first baby?

	Sure Start Families	
	Number	Percent
% reporting they did smoke when expecting	76	36.9

When did you stop smoking?

	Sure Start Families	
	Number	Percent
Confirmation	18	52.9
By 6 months	14	41.2
By 9 months	1	2.9

Was your last child breast or bottle fed?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Breast fed	133	31.1	67	32.1
Bottle fed	177	41.5	81	38.8

A mixture of breast and bottle	117	27.4	61	29.2
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Do you use your local play area/play equipment?

	Sure Start Families	
	Number	Percent
% reporting that they do use their local play area/equipment	139	65.3

If you do not use your local play area/play equipment, why is this?

	Sure Start Families	
	Number	Percent
Poor condition	29	13.6
Unsafe environment	25	11.7
Too far away	8	3.7
Limited local area/equipment	14	6.5
Not suitable for age	25	11.7
Other	16	7.5

Overall how satisfied or dissatisfied are you with services for young children and families in this area?

	Sure Start Families	
	Number	Percent
Very satisfied	18	8.6
Fairly satisfied	65	31.0
Neither satisfied or dissatisfied	73	34.8
Fairly dissatisfied	36	17.1
Very dissatisfied	18	8.6

Would you like a summary of the results?

	Whole Community	Sure Start Families
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	Number	Percent	Number	Percent
Yes	675	55.4	130	63.4
No	544	44.6	75	36.6

COMMUNITY QUESTIONNAIRE

APPENDIX 2