

ACKNOWLEDGEMENTS

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1. EXECUTIVE SUMMARY

Background

- 1.1. A community questionnaire was carried out in the West Somerset Sure Start area to provide detailed baseline 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 West Somerset Sure Start programme.

Methods

- 1.3. A postal questionnaire was sent to 3478 West Somerset 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 from the electoral register (1 in 3), in order to ensure that the wider community had the opportunity to feed in to the survey.

Results

- 1.4. In total, we received 1702 responses, giving an overall response rate of 49%. We had responses from 260 Sure Start households.
- 1.5. Sure Start West Somerset has raised its profile successfully in the local area, with just under 70% of households having heard of Sure Start.
- 1.6. Cost is a top factor that prevents access to services and facilities for a large number of Sure Start households.
- 1.7. Half of all Sure Start respondents would like to increase their intake of fruit and vegetables.
- 1.8. Of those Sure Start respondents that smoke, 43.8% (35) would like to give up smoking.
- 1.9. Draughty or damp homes are an issue for nearly one quarter of Sure Start families.
- 1.10. Sure Start respondents are able to access common services like doctors, dentist and post offices. However, they are less likely to be able to access childcare services.
- 1.11. A majority of respondents across the West Somerset area are happy with their local area and offer help to others.

Conclusions

- 1.12. Consideration needs to be given to how to keep services affordable for local parents but in addition sustainable over time.
- 1.13. The programme may want to look at ways in which low cost fruit and vegetables can be made available throughout the area.
- 1.14. There is a need to ensure that appropriate provision and support is provided for those that wish to stop smoking.
- 1.15. Sure Start West Somerset may wish to consider whether any resources are available to help particular families with draughty or damp houses as part of the 'Improving Health' objective.
- 1.16. A large number of people help one another in West Somerset. This is a positive community resource and Sure Start may want to consider how they can build on and develop this potential with regard to the objective 'Strengthening Families and Communities', and sustainability of the programme.
- 1.17. Work is already taking place to improve access to childcare facilities. The findings of the survey reinforce the importance of this work for Sure Start families.

2. BACKGROUND

- 2.1. Sure Start West Somerset covers nine wards in a rural area. These wards are among the top 25% most deprived wards in England. Particular issues for the programme centre around access to services and transport.
- 2.2. A postal survey was carried out in the West Somerset area in order to provide baseline data for the Sure Start programme.
- 2.3. The questionnaire collected data on topics specifically related to the Sure Start programme in order to inform programme development and to provide evidence of the impact of the West Somerset Sure Start programme.

3. METHODS

- 3.1. A postal questionnaire was sent out to 3478 residents in the West Somerset area. A postage paid envelope and a prize draw were used as incentives for respondents to return the questionnaire.
- 3.2. We used the local electoral register and GP records to select the sample to which the questionnaire was sent. We sent the questionnaire to all parents with Sure Start aged children, and also carried out a simple random sample from the electoral register (1 in 3), to ensure that the wider community had the opportunity to feed in to the survey.
- 3.3. 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.
- 3.4. In addition, one of Sure Start's main objectives is to strengthen families and community, and wider community data is therefore required so that we can measure any 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.
- 3.5. To ensure a good 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.
- 3.6. Once received, data was entered into a database. Following the data input all data was cleaned and underwent a stringent checking process to ensure its accuracy. The data was then exported for analysis using SPSS (Statistics Package for the Social Scientist).

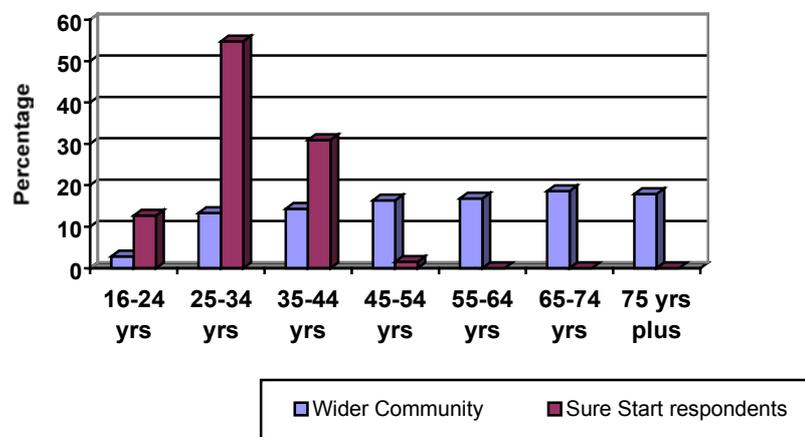
4. RESULTS

- 4.1. In total, we received 1702 responses (out of a possible 3447¹) giving an overall response rate of 49%. The response was higher from Sure Start households at 56.2% (260/462). 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 where relevant in order to highlight particular issues that Sure Start West Somerset 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. As is often the case with postal surveys, respondents to our survey were predominately female. 93.1% (241) of all Sure Start respondents were female, and 66.9% (1130) of all respondents from the wider community were female. We need to consider that there is a gender bias when looking at the data, and understand that male viewpoints may be underrepresented in this data.
- 4.4. 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. The graph below illustrates the age range of respondents to the questionnaire.

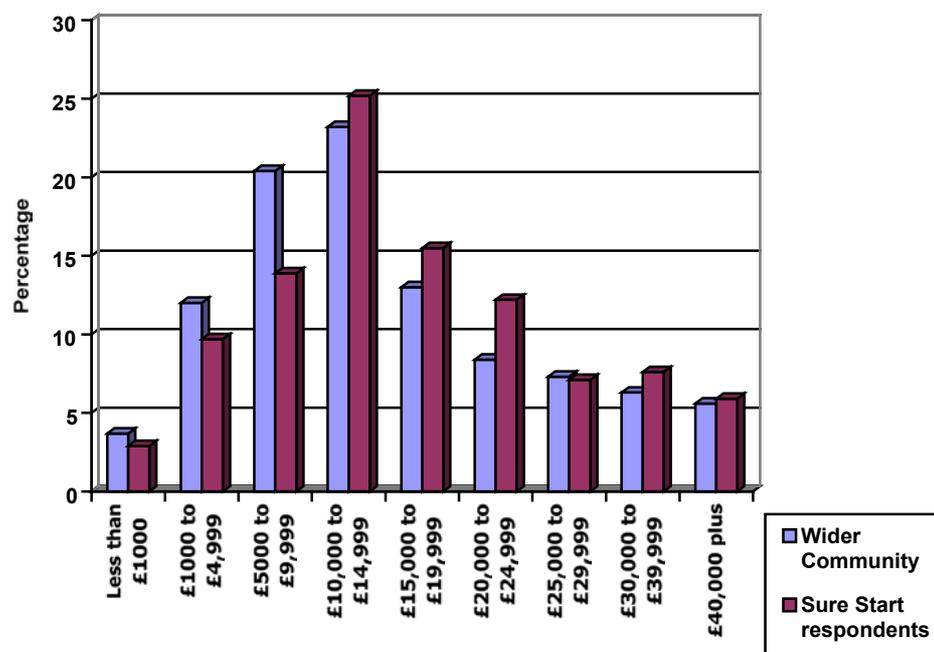
Age of Respondents



¹ A small number of respondents had moved, or address details provided to us was incorrect

- 4.5. One of the targets for Sure Start West Somerset, as part of the objective ‘Strengthening Families and Communities’, is to reduce the number of children living in households with no one in employment. Currently, amongst Sure Start respondents, 82.5% (212) of children live in households where someone is in paid employment.
- 4.6. Interestingly, there is a much lower level of paid employment amongst the whole community (52.6%/887). This is probably as a result of a sizeable number of people choosing to retire in the West Somerset area.
- 4.7. 13.9% (36) of Sure Start respondents reported being lone parent households. Amongst the wider community, 11.6% (187) considered themselves to be lone parents households.
- 4.8. Amongst Sure Start households, 69.5% (180) had heard of Sure Start West Somerset.
- 4.9. We had responses from 260 Sure Start households. Within these households live 332 Sure Start aged children, and 202 children aged between 4 and 18 years.
- 4.10. Household income varies widely, but for Sure Start families who responded to the questionnaire, 51.7% (123) live on less than £15,000 a year.

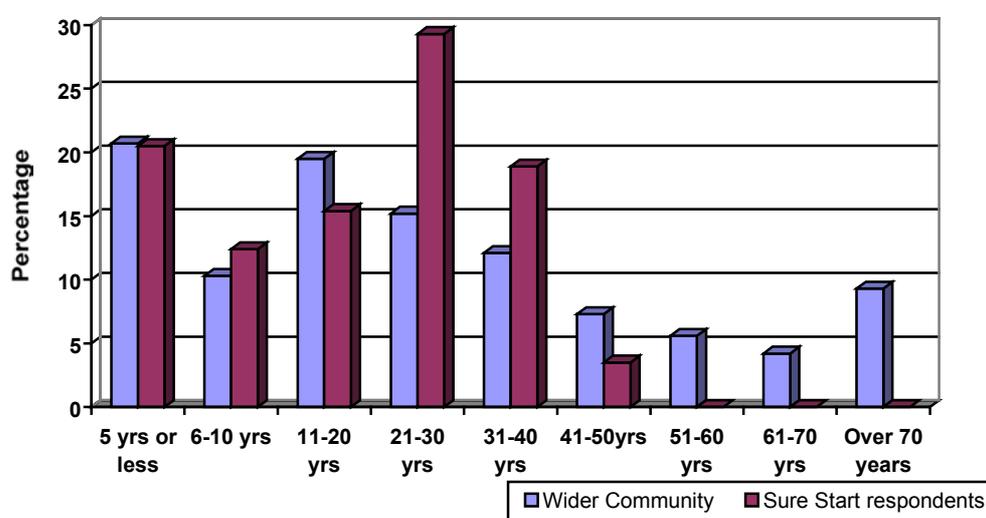
Annual Household Income



Living in West Somerset

- 4.11. The length of time people reported having lived in West Somerset varied widely. Responses ranged from less than 1 year through to 97 years. The graph below shows the range of responses. 20.5% (53) of Sure Start respondents have moved in to the area within the last 5 years. However, a large number of Sure Start respondents have lived in the area for some time, with 29.3% (76) having lived in the area for between 21 and 30 years, and a further 18.9% (49) having lived in the area between 31 and 40 years.

Residence in West Somerset area



- 4.12. 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 West Somerset.
- 4.13. Residents within West Somerset are very positive about their local area. For both the wider community (95.7%/1614) and for Sure Start respondents (96.6%/250), a large majority report being happy with their area.² In addition, many people do not wish to move from the area. 80.3% (208) of Sure Start respondents do not wish to move from the area compared to 88.1% (1487) amongst the wider community.
- 4.14. There is evidence to suggest that a large number of people have involvement with their neighbours and are able to give and receive help. 89.1% (1494) of the general community and 84.9% (220) of Sure Start respondents had done a favour for a neighbour within the past six months. In addition, 84.8% (1428) of the wider community

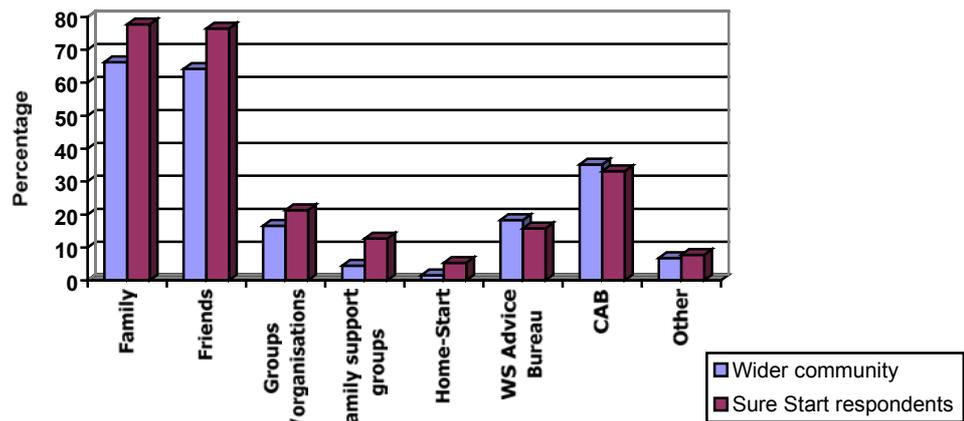
² For comparison, in a similar local survey for a different area, 71% of respondents were happy with their area.

and 78.4% (203) of Sure Start respondents had a neighbour do a favour for them.

4.15. Sure Start respondents were more likely than the wider community to have access to social, emotional and practical support. Of Sure Start respondents, 66.5% (173) felt they had access to social support, 55.8% (145) felt they had access to emotional support and 55.0% (143) felt they had access to practical support.

4.16. Respondents were likely to seek support when necessary from a wide range of different people or groups. For Sure Start respondents, they were most likely to seek support if needed from family members (77.7%/202) or friends (76.5%/199). In general, respondents were less likely to seek support from groups and organisations, although the Citizens Advice Bureau was one service that would be used as a source of support more than other groups and organisations. This is shown in more detail in the graph below.

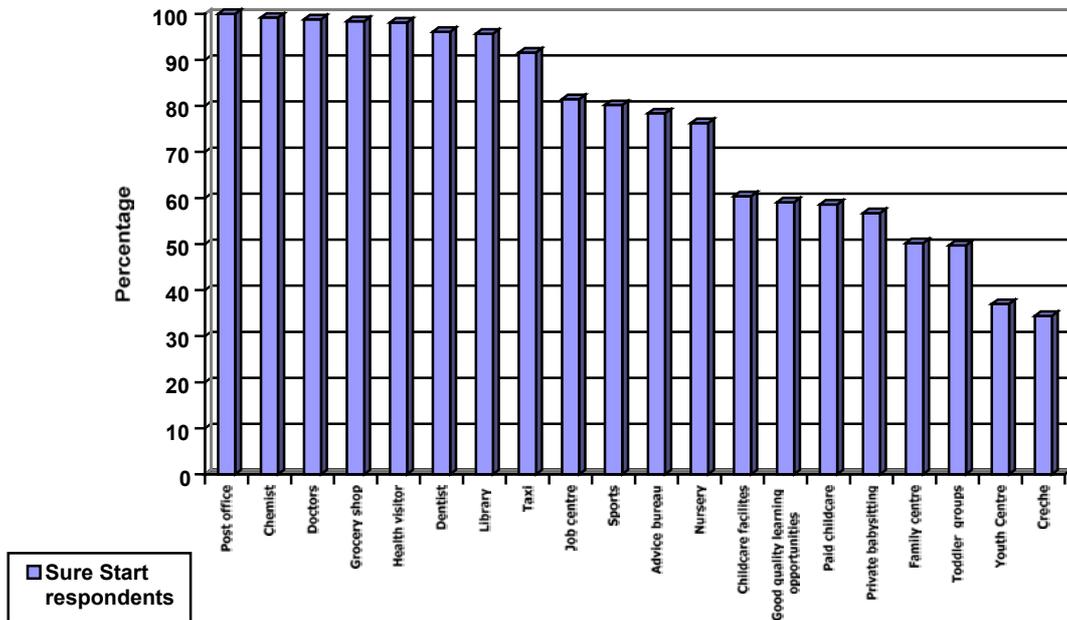
Sources of Support



Local Facilities

4.17. Respondents were asked about their ability to access local facilities in the area. For Sure Start households, a large majority of respondents reported being able to access standard services like doctors (98.8% /255), health visitors (98.1%/252), dentists (96.1%/245), chemists (99.2%/254), and a post office (100%/259). However, their ability to access childcare and community organisations was less easy in comparison. The following graph highlights this point.

Access to Local Services/Facilities



4.18. Many respondents commented that they were only able to access particular services because they had access to a car.

“If I didn’t have a car it would be very difficult to do anything from our home.” (Sure Start household)

“We are able to access services if we need to because we are both car drivers. We live in a rural location, some services offer a mobile service locally which I feel is of great benefit to the area.” (Sure Start household)

Barriers to Access

4.19. We were interested to find out whether respondents faced barriers in accessing services. We asked respondents about factors such as cost, transport, and the lack of local services. There was no difference in the order of importance for the wider community and Sure Start households. The top barrier to accessing services was cost (46.5%/120), followed by transport issues (22.1%/57) and the lack of local services (19.4%/50).

4.20. However, Sure Start families are significantly³ more likely to find cost a barrier compared to people in the wider community. 46.5% (120) of Sure Start respondents found cost to be a barrier compared to 22.9% (389) of respondents from the general community.

³ Significant at the 0.00 level. Pearson Chi Square = 93.037 with 1 df.

- 4.21. In addition, Sure Start families are significantly⁴ more likely to find the lack of local services a barrier, compared to the wider community. Other reasons that Sure Start respondents mentioned as factors that effect their access to services, included inconvenient opening times, childcare availability, the cost and time needed for travelling, and a lack of information about what services are available.

Health and Health Related Behaviour

- 4.22. 91.9% (238) of Sure Start respondents report that their health is good, or better. Amongst respondents from the whole community, 75.5% (1278) report their health as good or better. It is possible that Sure Start parents are likely to report better health, simply because they are in general younger in age than the wider population.
- 4.23. We also asked respondents what their health is like now, compared to one year ago. 61.6% (1039) of respondents from the wider community and 71.6% (184) reported their health as about the same as a year ago. 9% (24) of Sure Start respondents reported having worse health than a year ago, compared to 22.6% (381) respondents from the whole community.
- 4.24. In the wider population, 50% (821) reported a member of their family having a long-standing illness, disability or infirmity⁵. Amongst Sure Start respondents 28.5% (73) reported a family member as having a long-standing illness, disability or infirmity. We would expect the figure to be lower amongst Sure Start families than the general population, as in general they are likely to be younger than those in the wider community.

Smoking

- 4.25. Sure Start respondents were significantly⁶ more likely than those in the wider community to report that they smoke. In the wider community, 19.1% (322) of respondents reported that they smoke, compared to 30.8% (79) of Sure Start respondents. Smoking is a target for Sure Start West Somerset under the 'Improving Health' objective.
- 4.26. Of those Sure Start respondents that do smoke, 43.8% (35) wish to stop smoking. In the general community, 47.0% (151) of those who smoke want to stop.

⁴ Significant at the 0.05 level. Pearson Chi Square = 5.847 with 1 df.

⁵ Nationally 43% report having a longstanding illness, disability or infirmity (Health Survey for England 1996)

⁶ Significant at the 0.00 level. Pearson Chi Square = 24.978 with 1df.

Healthy Eating

- 4.27. Sure Start respondents are significantly⁷ more likely to want to increase their intake of fruit and vegetables than the wider community in general. Half of all Sure Start respondents wish to increase their intake of fruit and vegetables (50.4%/129), compared to 32.5% (524) of respondents in the wider community.
- 4.28. There are a number of factors that act as barriers to respondents wishing to increase their intake of fruit and vegetables. The top factor which currently stops Sure Start respondents who want to increase their intake of fruit and vegetables is cost (27.4%/71). Cost is also the most important factor stopping the wider community from increasing their intake, although it is significantly⁸ more of an issue for Sure Start families.
- 4.29. 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 was not seen as an important barrier, but more immediate practical issues such as cost and quality of the produce appear to be important.

Barriers to increasing intake of fruit and vegetables

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Time	138	8.1	50	19.3
Cost	240	14.1	71	27.4
Advice	10	0.6	2	0.8
Quality	125	7.3	31	11.9
Choice	104	6.1	30	11.5
Other	75	4.4	10	3.9

Housing

- 4.30. When drafting the questionnaire we decided it was important to ask respondents about various factors that might effect their home and possibly contribute to poor health.
- 4.31. A key problem for nearly a quarter (23.2%/60) of Sure Start respondents was condensation and damp in the home. This was an issue for residents generally in West Somerset, but not to the same extent (17.5%/297). In addition, nearly a quarter (23.6%/61) of Sure Start respondents reported draughty homes. Further detail is contained in the following table.

⁷ Significant at the 0.00 level. Pearson Chi Square = 40.689 with 1df.

⁸ Significant at the 0.00 level. Pearson Chi Square = 42.092 with 1 df.

Housing Issues

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Lack of heating*	110	6.5	34	13.1
Insulation*	131	7.7	30	11.6
Heating too expensive*	107	6.3	27	10.4
Lack of mains electricity	8	0.5	1	0.4
No working smoke alarm	144	8.5	19	7.3
Draughty*	252	14.8	61	23.6
Condensation/damp*	297	17.5	60	23.2
Anti social neighbours	149	8.8	23	8.9
Other	145	8.5	24	9.3

*In research terms we can consider this to be a significant difference between Sure Start respondents and the wider community

Breast Feeding

- 4.32. We asked all parents with a child aged under 18 years, how they chose to feed their last baby. Sure Start respondents did not differ significantly from all parents with children under 18 with regard to how they fed their last child. 36.5% (93) of Sure Start respondents breast fed their last child, 28.2% (72) bottle fed, and 35.3% (90) used a mixture of breast and bottle to feed their last child.

Transport

- 4.33. Sure Start West Somerset serves a wide rural area. Transport was an area that we wanted to discover more about in order to help develop appropriate services for Sure Start families.
- 4.34. There was little difference between access to a vehicle when comparing Sure Start households with respondents from the wider community. 80.3% (208) of Sure Start respondents and 79.3% (1341) of respondents from the wider community reported access to a vehicle during the day.
- 4.35. For Sure Start families who didn't have access to a vehicle, the most common reason, and which affected 35 Sure Start respondents was that they were unable to drive.
- 4.36. It is not surprising therefore, with approximately 80% of people having access to a car that the most popular way of reaching appointments was by car. 78.5% (204) of Sure Start respondents and 78.2% (1334) of respondents from the wider community reached appointments in this way. A large number of Sure Start respondents walk to appointments (43.8%/114), compared to respondents in the wider community

(29.0%/ 494). A small, but notable number of Sure Start respondents use the bus (15.8%/41) or get a lift (12.7%/33)

- 4.37. Sure Start respondents were significantly⁹ more likely to have experienced difficulty in the past in reaching appointments. 21.6% (55) of Sure Start respondents and 16.4% (273) of respondents generally reported having had difficulties in the past in reaching appointments. The main reason that Sure Start respondents had difficulties was the distance to travel (11.5%/30). A smaller number of Sure Start respondents said that the cost of transport (9.2%/24), and the lack of public transport (8.1%/21) caused them difficulties.
- 4.38. We asked respondents about whether they thought that the area had good local transport. Respondents were split about the issue. Amongst Sure Start respondents, 33.9% (87) felt there was good local transport, however, a further 32.3% (84) felt local transport was poor, whilst the remaining 33.1% (86) said that they didn't know.

Sure Start Children

- 4.39. In total, we received responses from 260 households, who between them had a total of 332 Sure Start aged children. These 260 households also had another 202 children whose age ranged between 4 years and 18 years.
- 4.40. 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 311 Sure Start children. No respondents reported that their child had poor health. The table below shows that the majority of respondents consider their children to be in good health or better.

Health of Sure Start Children

Child's health	Percentage of respondents reporting child's health status
Excellent	58.1% (181)
Very good	30.2% (94)
Good	7.4% (23)
Fair	4.1% (13)
Poor	0% (0)

⁹ Significant at the 0.05 level. Pearson Chi Square = 5.393 with 1 df.

- 4.41. In total respondents told us about 53 Sure Start children who had some form of disability. 18 children had more than one type of disability. Four children had a physical disability, 16 a hearing disability, 16 had a visual disability, and 17 a speech disability. One child was autistic, and 16 children had a learning disability.
- 4.42. 37.0% (94) of Sure Start households make use of childcare facilities. For those who do not make use of childcare facilities, this is usually because parents look after their child themselves (44.0%/114) or friends or relatives care for their child (19.4%/51). However, the one other big factor which prevents parents from using childcare facilities is cost (17.4%/45).

Play Areas and Equipment

- 4.43. 67.5% (170) of Sure Start respondents report that they are able to access a safe and usable play area or play equipment. For those Sure Start respondents (32.5%/82) who are unable to access a play area or equipment, the main factors preventing them is the quality of the facilities available (18.1%/47) and the distance to travel (8.9%/23). Some respondents felt that some play areas were often dirty or parents felt they were unsafe to use in terms of both their own personal safety and their children's safety on the equipment.
- 4.44. Sure Start households would like to see the following changes to local play areas and equipment.
- More equipment for younger children
 - A safe play area and equipment
 - Control of dog fouling, litter and vandalism in play areas
 - Play areas to be fenced off from dogs
 - Local play areas, easy to reach
 - Separation of younger and older children
 - Better maintenance of current play areas/equipment – keeping clear from litter, cutting grass, repairing and painting equipment when necessary
 - More equipment – should be replaced if old equipment taken away
- 4.45. For Sure Start households with children over the age of four, 68.2% (90) are able to access play areas or equipment. As with under 4s, quality was the top factor (9.7%/25) preventing the use of play areas and equipment.

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. Whilst looking at the data, cost came up repeatedly with regard to a number of issues. Cost is a top factor that prevents access to services and facilities for a large number of Sure Start households.
- 5.3. Cost and the price of accessing facilities and services will be a difficult issue for Sure Start West Somerset to tackle. Costs of services need to be kept low in order to allow Sure Start households to access services and facilities. However, Sure Start programmes should be providing long term sustainable solutions and therefore the cost needs to be high enough in order to achieve sustainability and to cover costs of services. Overcoming this issue will be absolutely central to the success of the Sure Start programme in West Somerset.
- 5.4. Amongst Sure Start households, there is a high proportion of families with someone in paid employment. Making services and facilities affordable therefore is not just about low income as a result of unemployment. Because there are already a high number of working households amongst Sure Start families, consideration needs to be given to how West Somerset Sure Start can meet its target under 'Strengthening Families and Communities' to reduce the number of children living in houses where no one is working.
- 5.5. A number of Sure Start respondents indicate that they wish to give up smoking, and increase their intake of fruit and vegetables. This would help to meet targets under the 'Improving Health' objective. The programme needs to ensure that appropriate support is available to help people to do this. In particular with regard to fruit and vegetable intake, thought needs to be given about how to provide low cost, accessible fruit and vegetables in West Somerset.
- 5.6. It may be worth considering whether any resources are available to help Sure Start families deal with housing issues such as draughty or damp houses. These issues impact on nearly one quarter of Sure Start homes, and maybe it would be possible to look into helping particular Sure Start families with housing conditions as part of the 'Improving Health' objective.
- 5.7. Many people are happy in their local area and a large number of people help one another. This is a positive community resource and Sure Start may want to consider how they can build on and develop this potential with regard to the objective 'Strengthening Families and Communities', and sustainability of the programme.

- 5.8. The majority of Sure Start respondents can access common services like doctors and dentists (often with the use of a car) but are less likely to be able to access childcare facilities.
- 5.9. Finally, Sure Start West Somerset has raised its profile successfully in the local area, with just under 70% of households having heard of Sure Start. There needs to be more focused stage now where Sure Start is promoted to those who are not yet aware of the services available.

APPENDICES

How long have you lived in the West Somerset area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
5 years or less	353	20.7	53	20.5
6 - 10 years	176	10.3	32	12.4
11 - 20 years	332	19.5	40	15.4
21 - 30 years	258	15.2	76	29.3
31 - 40 years	206	12.1	49	18.9
41 - 50 years	125	7.3	9	3.5
51 - 60 years	95	5.6	0	0
61 - 70 years	71	4.2	0	0
71 - 80 years	71	4.2	0	0
81 - 90 years	13	0.8	0	0
91 - 100 years	2	0.1	0	0

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

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Very happy	867	51.4	96	37.1
Quite happy	747	44.3	154	59.5
Not very happy	59	3.5	6	2.3
Not very happy at all	14	0.8	3	1.2

Do you want to move from the area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Yes a lot	35	2.1	7	2.7
Yes a little	166	9.8	44	17.0
No not really	482	28.6	87	33.6
No not at all	1005	59.5	121	46.7

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	1494	89.1	220	84.9

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	1428	84.8	203	78.4

Are you able to access the following services/facilities?

	Whole Community		Sure Start Families	
	No. reporting they can access	% reporting they can access	No. reporting they can access	% reporting they can access
Doctors surgery	1642	98.7	255	98.8
Health visitor	984	72.7	252	98.1
Dentist	1504	94.1	245	96.1
Chemist	1617	98.5	254	99.2
Post Office	1646	99.0	259	100
Public sports facility	1056	75.5	199	80.2
Taxi service	1370	90.0	229	91.6
Grocery shop	1593	97.0	253	98.4
Library (incl. mobile service)	1485	94.5	244	95.7
Job centre	981	71.8	207	81.5
Advice bureau	1032	72.7	200	78.4
Family centre	415	33.0	123	50.2
Youth centre	467	37.0	80	33.1
Appropriate childcare facilities	446	37.0	145	60.4
Children's nursery	583	47.2	187	76.3
Paid childcare	416	34.5	140	58.6
Toddler groups	615	49.7	212	84.1
Crèche	282	23.4	84	34.4
Private babysitting	425	35.3	135	56.7
Good quality learning opportunities	883	66.2	143	59.1

Do any of the following issues effect your access to the above services?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Lack of local services	244	14.4	50	19.4
Transport difficulties	349	20.6	57	22.1
Cost of some services	389	22.9	120	46.5
Other	130	7.7	19	7.4

What forms of support do you have available to you in your local area?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Social	873	51.3	173	66.5
Emotional	566	33.3	145	55.8
Practical	722	42.4	143	55.0
None of the above	218	12.8	22	8.5
Other	71	4.2	8	3.1

Who would you seek support from if needed?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Family	1128	66.2	202	77.7
Friends	1092	64.2	199	76.5
Groups and organisations	283	16.6	55	21.3
Family support groups	77	4.5	33	12.7
Home-Start	27	1.6	14	5.4
West Somerset Advice Bureau	312	18.3	41	15.8
Citizens Advice Bureau	600	35.2	86	33.1
Other	116	6.8	20	7.8

In general would you say your health is...

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Excellent	180	10.6	42	16.2
Very good	529	31.3	121	46.7
Good	569	33.6	75	29.0
Fair	316	18.7	19	7.3
Poor	97	5.7	2	0.8

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	107	6.3	24	9.3
A bit better than a year ago	159	9.4	26	10.1
About the same as a year ago	1039	61.6	184	71.6
A bit worse as a year ago	320	19.0	21	8.2
Much worse than a year ago	61	3.6	2	0.8

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	821	50.0	73	28.5

Do you smoke?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they smoke	322	19.1	79	30.8

Do you want to stop smoking?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they wish to stop smoking	151	47.0	35	43.8

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	524	32.5	129	50.4

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

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Time	138	8.1	50	19.3
Cost	240	14.1	71	27.4
Advice	10	0.6	2	0.8
Quality	125	7.3	31	11.9
Choice	104	6.1	30	11.5
Other	75	4.4	10	3.9

Do any of the following affect you or your home?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Lack of heating	110	6.5	34	13.1
Insulation	131	7.7	30	11.6
Heating too expensive	107	6.3	27	10.4
Lack of mains electricity	8	0.5	1	0.4
No working smoke alarm	144	8.5	19	7.3
Draughty	252	14.8	61	23.6
Condensation/damp	297	17.5	60	23.2
Anti social neighbours	149	8.8	23	8.9
Other	145	8.5	24	9.3

Do you have use of a vehicle during the day?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they have use of a vehicle during the day	1341	79.3	208	80.3

If you do not have use of a vehicle during the day, is this because...

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
No car available	82	4.8	4	1.6
Can't drive	179	10.5	35	13.6
Cost of running a vehicle	55	3.2	8	3.1
Other	52	3.1	7	2.7

How do you reach appointments that you have to attend?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
By car	1334	78.2	204	78.5
By bus	270	15.8	41	15.8
Get lifts	193	11.3	33	12.7
Walk	494	29.0	114	43.8
Other	117	6.9	4	1.5

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	273	16.4	55	21.6

Why have you had difficulties in the past reaching appointments?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Cost of transport	67	3.9	24	9.2
Lack of public transport	115	6.7	21	8.1
Distance to travel	123	7.2	30	11.5
Other	83	4.9	13	5.0

Would you say that this area has good local transport for where you want to get to?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting area has good local transport	542	32.5	87	33.9

Is anyone in your household in paid employment?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% households reporting someone in paid employment	887	52.6	212	82.5

Have you heard of Sure Start West Somerset?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting that they have heard of SSWS	42.2	696	180	69.5

Are you a lone parent?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
% reporting they are a lone parent	187	11.6	36	13.9

What is your age?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
16-24 years	47	2.8	33	12.7
25-34 years	226	13.3	142	54.8
35-44 years	242	14.3	80	30.9
45-54 years	277	16.3	4	1.5
55-64 years	285	16.8	0	0
65-74 years	316	18.6	0	0
75 years and above	303	17.9	0	0

Are you male or female?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Male	560	33.1	18	6.9
Female	1130	66.9	241	93.1

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

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Less than £1000	52	3.7	7	2.9
£1000 to £4,999	170	12.0	23	9.7
£5000 to £9,999	288	20.4	33	13.9
£10,000 to £14,999	327	23.2	60	25.2
£15,000 to £19,999	184	13.0	37	15.5
£20,000 to £24,999	119	8.4	29	12.2
£25,000 to £29,999	103	7.3	17	7.1
£30,000 to £39,999	89	6.3	18	7.6
£40,000 or more	79	5.6	14	5.9

Health of Sure Start Children

Child's health	Percentage of respondents reporting child's health status
Excellent	58.1% (181)
Very good	30.2% (94)
Good	7.4% (23)
Fair	4.1% (13)
Poor	0% (0)

Do you make use of childcare facilities?

	Sure Start Families	
	Number	Percent
% reporting they make use of childcare facilities	94	37.0

What stops you from making use of childcare facilities?

	Sure Start Families	
	Number	Percent
Access to facilities	13	5.0
I care for my child	114	44.0
Cost	45	17.4
Friends/relatives care for children	51	19.4
Hours available	8	3.1
Quality of childcare available	12	4.6
Other	14	5.4

Was your last child breast or bottle fed?

	Whole Community		Sure Start Families	
	Number	Percent	Number	Percent
Breast fed	195	38.9	93	36.5
Bottle fed	142	28.3	72	28.2
A mixture of breast and bottle	164	32.7	90	35.3

Are you or your children (under 4) able to access a safe and usable play area/play equipment?

	Sure Start Families	
	Number	Percent
% reporting that they are able to access safe and usable play area/equipment	170	67.5

Why are your children (under 4) unable to access a safe and usable play area/play equipment?

	Sure Start Families	
	Number	Percent
Distance to play area/equipment	23	8.9
Cost	4	1.5
Travel issues	2	0.8
Quality of play area/equipment available	47	18.1
Other	29	11.2

Are you or your children (over 4) able to access a safe and usable play area/play equipment?

	Sure Start Families	
	Number	Percent
% reporting that they are able to access safe and usable play area/equipment	90	68.2

Why are your children (over 4) unable to access a safe and usable play area/play equipment?

	Sure Start Families	
	Number	Percent
Distance to play area/equipment	20	7.7
Cost	2	0.8
Travel issues	4	1.6
Quality of play area/equipment available	25	9.7
Other	11	4.2

Appendix 2



WEST SOMERSET QUESTIONNAIRE

Dear Sir/Madam,

Do you want the chance to give your views and win a prize? Then please read on!

Sure Start West Somerset has recently been provided with money from the government to improve facilities for the community and children under 4 in your area. We would be grateful if you would fill out this questionnaire (whether or not you have children) to help us to see what you think about facilities in your area.

We are also collecting some information in the questionnaire about you and your household. In return for receiving Sure Start money from the government, we are asked to provide some information in return. However, all information collected by the questionnaire will be kept confidential - no one other than the research team will look at the individual questionnaires and no one will be able to be identified in any reports. Any information passed to the government will only be about the general area, and not about any particular individual.

We have already spoken to a number of local people in the community about local facilities and these views have been taken into account. Completing this questionnaire means that we can collect the views of more people. I hope you are able to help us by completing the questionnaire.

And remember, you could be in with a chance of winning a prize! Winners will be drawn at random from all returned questionnaires. There will be three prizes of Boot's vouchers (1st - £50, and two runner up prizes of £25). There is a small number in the bottom right hand corner of the questionnaire. This will allow us to see who has responded and to contact the prize winners. This number will be kept separate from your responses so no one can see what your questionnaire answers are.

This questionnaire has been sent to a selection of households in the area and we hope you will find the time to help us by completing the questions as fully as possible. Where possible, an adult in the household should complete the questionnaire.

If you need any help in completing this questionnaire or have any questions you want to ask us about this work, please do not hesitate to contact us on the number below.

Thank you for helping us.

Lynnette Chapman
Evaluation Officer -Somerset NHS Evaluation Unit
Tel: 01823 344394

ABOUT YOUR AREA

1. How long have you lived in the West Somerset area?

YEARS

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

Very happy Quite happy Not very happy Not happy at all

3. Do you want to move from the area?

Yes, a lot Yes, a little No, not really No, not at all

4. In the past 6 months, have you done a favour for a neighbour?

Yes No Don't know

5. In the past 6 months, have any of your neighbours done a favour for you?

Yes No Don't know

LOCAL FACILITIES

6. Are you able to access the following services/facilities (even though you may not use it at the moment)?

	Yes	No	Don't know	Please use this space if you wish to comment on access to particular services.
Service/facility				
Your doctors surgery				
Health visitor				
Your dentist				
A chemist				
A post office				
Public sports facility				
Taxi service				
A grocery shop				
A library (incl. mobile service)				
Job Centre				
Advice Bureau				
Family Centre				
Youth Centre				
Appropriate childcare facilities				
Children's nursery				
Paid childcare				
Toddler groups				
Crèche				
Private babysitting				
Good quality learning opportunities				

7. Do any of the following issues affect your access to the above services? (Tick all that apply)

- Lack of local services
- Transport difficulties
- Cost of some services
- Other (please state) _____

8. What forms of support do you have available to you in your local area? (Tick all that apply)

- Social
- Emotional
- Practical
- Other (please state) _____
- None of the above → **GO TO Q10**

9. Who would you seek support (social, emotional, practical) from if needed? (Tick all that apply)

- Family
- Friends
- Groups and organisations
- Family support groups
- Home-Start
- West Somerset Advice Bureau
- Citizens Advice Bureau
- Other (please state) _____

YOUR HEALTH

10. In general would you say your health is...

- Excellent Very Good Good Fair Poor

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

- Much better than a year ago A bit better than a year ago About the same as a year ago A bit worse than a year ago Much worse than a year ago

12. Do you, or does anyone in your family have any long-standing illness, disability or infirmity? (By long-standing I mean anything that has troubled you over a period of time, or that is likely to affect you over a period of time).

- Yes No

13. Do you smoke?

- Yes, regularly Yes, occasionally No, but used to No, and have never done so

↙ ↘
GO TO Q15

14. Do you want to stop smoking?

- Yes No Don't know

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

- Yes No → **GO TO Q17**

16. What currently stops you from increasing your intake of fruit and vegetables? (Tick all that apply)

- Time Cost/price Advice None available locally
Quality of produce locally Choice Other (please state)

HOUSING

Sometimes housing conditions can be linked to health problems. To see if this is an issue that Sure Start West Somerset needs to consider, we are interested in your responses to the following question.

17. Do any of the following affect you or your home? (Tick all that apply)

- Lack of adequate heating
- Poor insulation
- Heating system too expensive to use
- Lack of mains electricity
- No working smoke alarm
- Draughty windows/doors
- Condensation/damp problems
- Anti-social/noisy neighbours
- Other problems which affect your home (please state).....

TRANSPORT

18. Do you have use of a vehicle during the day?

Yes No



GO TO Q20

19. If you do not have the use of a vehicle, is this because.....

No car available Can't drive Cost of running a vehicle Other (please state)

20. How do you reach appointments you have to attend?

By car By bus Get lifts Walk Other (please state).....

21. Have you had difficulties in the past reaching appointments?

Yes No → **GO TO Q23**

22. Why have you had difficulties in reaching appointments?

Cost of transport
Lack of public transport
Distance to travel
Other (please state).....

23. Would you say that this area has good local transport for where you want to get to?

Yes No Don't know

ABOUT YOU

We would like you to answer a few questions about yourself so that we can see how representative the returned questionnaires are of all the people who live in West Somerset.

24. Is anyone in your household in paid employment?

Yes No → **GO TO Q26**

25. What type of employment is this? (Tick all that apply)

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
Permanent						
Seasonal						
Temporary						
Full time						
Part time						
Other (please state)						

26. Have you heard of the West Somerset Sure Start scheme?

Yes No

27. Are you a lone parent?

Yes No

28. What is your age? (Please tick the appropriate box)

- 16 - 24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 years and above

29. Are you male or female?

Male Female

30. How many people live in your household?

Adults including you (18 or over) Children (aged over 4 and under 18) Children (aged under 4)

31. Which of the following most closely represents your gross (before tax/national insurance deductions are made) annual household income?

Per Year	
Less than £1000	<input type="text"/>
£1000 to £4,999	<input type="text"/>
£5000 to £9,999	<input type="text"/>
£10,000 to £14,999	<input type="text"/>
£15,000 to £19,999	<input type="text"/>
£20,000 to £24,999	<input type="text"/>
£25,000 to £29,999	<input type="text"/>
£30,000 to £39,999	<input type="text"/>
£40,000 or more	<input type="text"/>

IF YOU HAVE CHILDREN AGED UNDER 18 PLEASE GO TO Q32.

IF YOU DO NOT HAVE CHILDREN AGED UNDER 18 PLEASE GO TO Q44

YOUR CHILDREN

32. What are the ages of your children?

	Years
Child 1	<input type="text"/>
Child 2	<input type="text"/>
Child 3	<input type="text"/>
Child 4	<input type="text"/>
Child 5	<input type="text"/>
Child 6	<input type="text"/>

33. How would you describe your child(rens) health?

Child 1	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Child 2	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Child 3	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Child 4	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Child 5	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>
Child 6	Excellent <input type="checkbox"/>	Very good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>

34. If any of your children have a disability, please tick which type of disability in the table below.

	Physical disability	Hearing impairment	Visual impairment	Speech and language or communication difficulty	Autism	Learning difficulty	Other
Child 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

35. Do you make use of childcare facilities?

Yes No

↓
GO TO Q37

36. What stops you from making use of childcare facilities?

Access to facilities	<input type="checkbox"/>
Cost	<input type="checkbox"/>
I care for my child	<input type="checkbox"/>
Friends/relatives care for children	<input type="checkbox"/>
Hours available	<input type="checkbox"/>
Quality of childcare available	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/> _____

37. Was your last child breast or bottle fed?

Breast fed Bottle fed A mixture of breast and bottle

PLEASE ANSWER ONLY IF YOU HAVE CHILDREN AGED UNDER 4 YEARS:

38. Are you or your children (under 4 years) able to access a safe and usable play area/play equipment?

Yes No



GO TO Q40

39. Why are your children unable to access a safe and usable play area/play equipment?

- Distance to play area/equipment
- Cost
- Travel issues
- Quality of play area/equipment available
- Other (please state) _____

40. Are there any changes you would like to see to local play area and equipment? If so what changes would you like to see?

.....
.....

PLEASE ANSWER ONLY IF YOU HAVE CHILDREN AGED 4 YEARS OR OLDER:

41. Are you or your children (4 years or older) able to access a safe and usable play area/play equipment?

Yes No



GO TO Q43

42. Why are your children unable to access a safe and usable play area/play equipment?

- Distance to play area/equipment
- Cost
- Travel issues
- Quality of play area/equipment available
- Other (please state) _____

43. Are there any changes you would like to see to local play area and equipment? If so what changes would you like to see?

.....
.....

44. Would you like to receive a summary of the results of this questionnaire once completed?

Yes No

Thank you for completing this questionnaire. Please return it in the freepost envelope provided to Public Health Survey Team, Somerset NHS Evaluation Unit, Wellsprings Road, Taunton, Somerset, TA2 7PQ. You do not need to use a stamp. If you would like to know more about Sure Start West Somerset, please contact Frances Evesham on 01984 635354.