

**Sure Start Harehills**  
**Baseline User Satisfaction Survey**

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## **Acknowledgements**

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# Sure Start Harehills – Baseline User Satisfaction Survey

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## **Sure Start Harehills – Baseline User Satisfaction Survey**

### **Introduction**

#### ***About the Harehills area***

Harehills is a densely populated inner-city area of Leeds characterised by a richly diverse community including refugees and asylum seekers. Within the Sure Start area, approximately 40% of the population are from minority ethnic backgrounds, with the Pakistani community constituting the largest such group – approx 24% of the total population.

Harehills has been designated as one of the priority areas of the Leeds Neighbourhood Renewal Strategy to reduce social exclusion and inequalities. The Jarman deprivation score in the Harehills ward is 47.03 and is the second highest in the city against a Leeds average of 12.75. Harehills is ranked within the worst 10% wards on the Index of Deprivation 2000 for England and Wales. Harehills has higher than average levels of benefit dependency, ranking fifth, across the whole of Leeds for the number of households in receipt of council administered benefits. Almost 60% of children live in households in receipt of benefits. Unemployment is high – approximately 30% of Harehills children live in households in receipt of Income Support or Job Seekers Allowance. In the Sure Start Harehills area, there are currently 378 children living in lone parent households.

There are 2097 households in the Sure Start Harehills catchment area – of which 56% are owner occupied, 15% are Local Authority rented and 22% are privately rented. The remainder include Health Authority rented and employer rented accommodation. Harehills is characterised by dense back to back terraced housing.  
*(Source: Sure Start Harehills Delivery Plan July 2002, Sure Start Harehills documentation).*

#### ***Sure Start Harehills***

Sure Start Harehills was established in 2002. It is a fifth wave programme and has been funded for 7-10 years to develop services for the families of 500 children aged 0-4 years. Formal approval to progress the Delivery Plan was received in February 2003. The lead and accountable partner for the programme is East Leeds Primary Care Trust.

The Sure Start Harehills team currently consists of the programme manager, programme administrator, two administrative assistants (job share), health visitor, midwife, speech and language therapist, Haamla worker, project worker (Early Years), two community development workers, Homestart development worker, family support worker, plus creche/play workers and volunteers.

The aims and objectives of the Sure Start Programme are set out in the national guidance but have been further developed at local level and include close collaborative working with local parents and carers of children under 4 years. Local partnership working with other organisations is also key to enhancing current service provision and developing additional services. The Sure Start Harehills Partnership Board consists of parents and representatives from statutory and voluntary agencies.

Targets outlined in the Sure Start Public Service Agreement (2003-2006) provide demonstrable milestones and evaluation criteria. Various targets have been set under four broad objectives:

- Improving social and emotional development
- Improving health
- Improving the ability to learn
- Strengthening families and communities

**Sure Start activities include:**

- Parent and toddler group
- Toy Library
- Baby café
- Baby massage
- Gatsby project
- Coffee afternoon / Drop-in
- Safety equipment loan scheme
- Advice and drop-in centre
- Cookery/nutrition classes
- Men only circuit training / exercise class
- Women only exercise classes / Aerobics & toning (partnership with Leeds Health Focus / Action Sport)
- Women only swimming sessions (partnership with Leeds Health Focus)
- Bollywood dancing
- Women only Healthy Eating Workshop
- Computer classes

Collection of baseline data is essential. In order to streamline data collection, a multi agency information sub-group will be established. In addition, a database has been purchased to ensure that accurate and timely data can be collected on a routine basis.

It is a requirement for all local Sure Start programmes to undergo a process of evaluation to determine whether the programme is meeting the needs and expressed wishes of the population it serves. The Centre for Health Promotion Research at Leeds Metropolitan University has been commissioned to evaluate Sure Start Harehills. An initial Baseline User Satisfaction Survey formed the first stage of the evaluation. It was conducted in Autumn 2003, at the end of year one of the programme. This report details the methods used and findings from the survey.

## **Methodology**

### ***Developing the survey***

The evaluation team consulted with Sure Start Harehills and members of the Partnership Board and Parents Forum to gauge their views on the most appropriate and effective approach to conducting the Baseline User Satisfaction Survey (BUSS) and getting a good response.

National guidance had indicated that a questionnaire would be the most appropriate method. Various options for distributing and returning the questionnaire were considered. These included:

- Post
- Researcher calling at houses
- Researcher contacting parents at selected venues throughout Harehills
- Members of Parents Forum distributing and collecting questionnaires in their neighbourhood

The use of a questionnaire would enable the evaluation team to obtain the views of a large number of parents in a short time scale. People felt that the response rate from a postal survey was likely to be low, and a face to face approach was considered to be the most appropriate method. Those familiar with the area and local parents felt that the best method would be for one of the evaluation team to approach people at venues and then ask them to complete the questionnaire either individually or with some help in relation to reading, interpretation and/or filling out the form. A range of appropriate venues for contacting parents was suggested.

It was considered that the questionnaire needed to be as simple and as brief as possible to ensure ease of completion. The national guidance had indicated that five key areas of Sure Start activity should be included and these were:

- outreach and home visiting
- support for families and parents
- primary care and health
- access to good quality play, learning and childcare
- support for families with special needs

It was felt important that questions related to these broad areas, which will be relevant throughout the whole duration of Sure Start, rather than exploring satisfaction across the numerous individual services and activities within Harehills. In addition, the evaluation team considered that asking about satisfaction alone would be of little use without finding out first if parents knew about and were using different local services and facilities. Therefore the questionnaire covered awareness of services/facilities, service utilisation and satisfaction in each of the five areas. Satisfaction was rated on a four-point scale as indicated in national guidance.

The evaluation team produced an initial draft questionnaire addressing the priority issues in the Sure Start programme. Sure Start staff, members of the Partnership Board and Parents Forum were asked about suitability, ease of reading, length and content. The questionnaire was modified following suggestions. A copy of the questionnaire is included in Appendix A.

The Harehills population has a diverse ethnic mix and it was recognised that some potential respondents may have only a restricted use of English. The views of Sure Start project staff were sought regarding translation into minority languages. It was agreed that due to the variety of languages and varying levels of literacy this was not necessarily the best way of ensuring access across all groups. The proposal to use Parents Forum/Partnership Board members to distribute questionnaires to a small group of families and act as informal interpreters was also rejected. Alternative strategies of offering support were used, in order to try to ensure that everyone had the opportunity to complete the questionnaire regardless of language or literacy (these are outlined below). There was also the option of using an interpreter. However, because of the small numbers of people requiring an interpreter and the impossibility of predicting on which occasions an interpreter would be needed, one was not actually used. Overall, the combination of methods used enabled those who wished to participate to do so.

### ***Carrying out the survey***

Between 20th October and 4th December 2003, the researcher met parents/carers of children under 5 years old at a variety of Sure Start groups and events and at other venues in the area which were likely to be frequented by parents/families.

Venues and activities at which questionnaires were completed were:

- Eureka trip
- Gatsby project
- Baby group/café
- Baby massage
- Parent/toddler group
- Toy library
- Milan Street baby clinic
- Sure Start coffee afternoon
- Antenatal group
- Eid/Christmas party
- Harehills Primary School nursery
- Parents Forum

The researcher introduced herself and explained the purpose of the questionnaire and evaluation. Individuals were asked whether they would be interested in completing the questionnaire. For those experiencing difficulty with literacy or with language, support was offered - for example, the researcher assisted by reading the questions and filling the answers, other parents/carers and Sure Start staff helped with translation, or individuals took the questionnaire home for assistance.

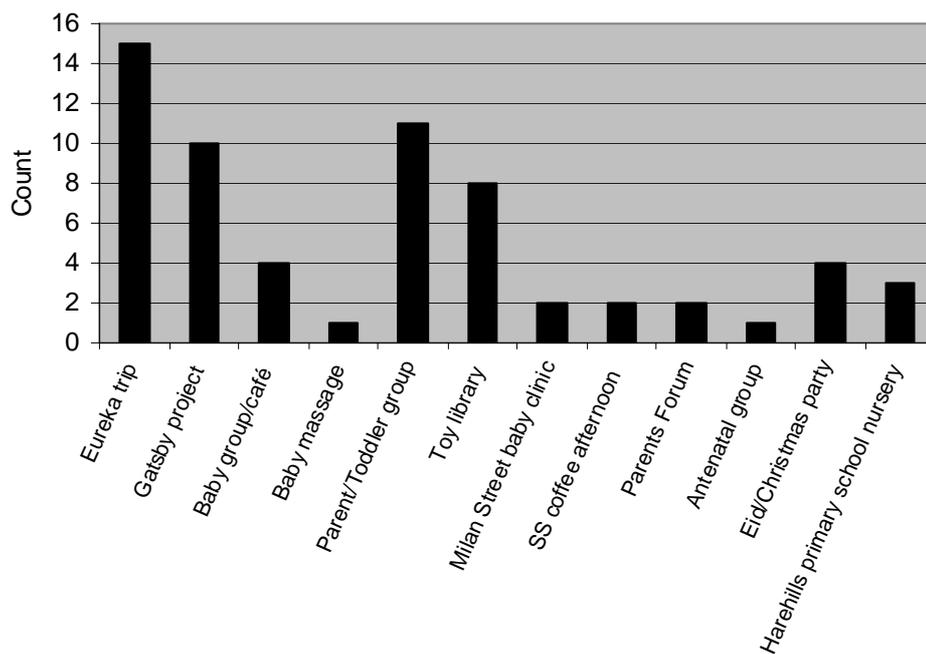
In total, sixty six questionnaires were completed. The questionnaires were coded and analysed using the statistical computer package SPSS. The results are presented below. *Three of the questionnaires were from parents who lived outside of Harehills but had attended Sure Start Harehills activities. Due to the late return of these questionnaires their responses were not able to be included within the graphs and calculations of this report. However, comments and suggestions that were made have been included.*

## Survey Findings

### Section 1: Source of Questionnaires

Figure 1 below provides a breakdown of the Sure Start activities and other locations in Harehills at which questionnaires were completed. The researcher attended some activities on several occasions in order to meet as many parents/carers using the groups as possible.

**Fig 1: Source at which questionnaire was completed**



### Section 2: Characteristics of respondents

#### ***Relationship to child***

Fifty nine of the sixty three respondents (94%) were mothers. The remaining respondents were one father, one grandmother and one carer. One respondent did not answer the question.

*For simplicity, throughout this report, we will mainly use the term 'parent' to describe the people giving their views. Percentages are calculated from the actual number of parents who gave an answer to the question. This number will be indicated for each question.*

### **Age**

*(number of parents answering = 58)*

The average age (mean) of people completing the questionnaire was 29 years. The youngest was eighteen years (the sample included two teenage mothers) and the oldest was 52 years.

Thirty two of the parents (55%) were aged between 21 and 29 years. Twenty one of the parents (36%) were aged between 30 and 39 years.

### **Ethnic group**

*(number of parents answering = 54)*

Thirty three parents (61%) described themselves as British – these included fourteen ‘White British’, fifteen ‘Asian British’, one ‘Black British’ and three ‘British’. Other responses were ‘Asian’ (8), ‘Pakistani’ (5), ‘Mixed race’ (2), Somalian (2), ‘Bangladeshi (1), Black other’ (1), Colombian (1), ‘Muslim’ (1).

### **Language mostly used at home to talk to child**

*(number of parents answering = 56)*

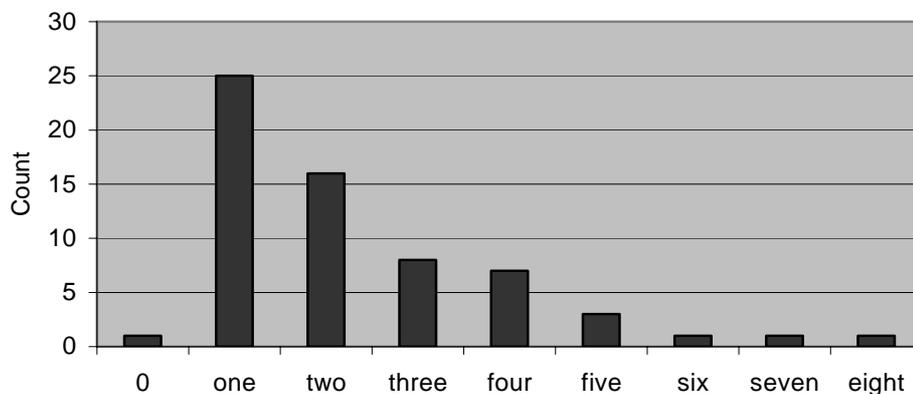
For twenty five of the parents (45%), English was the language which they mostly used at home to speak to their child. Eleven parents (20%) said they mostly used a language other than English when speaking to their child at home. Twenty parents (36%) said they speak a mixture of English and another language with their child. The most common other languages spoken were Urdu (11) and Punjabi/Mirpuri Punjabi (10) (number of parents stating other language spoken = 29).

### **Number of children**

*(number of parents answering = 63)*

The largest group of parents (twenty five - 40%) had one child. Sixteen of the parents (25%) had two children. One respondent who completed the questionnaire at the antenatal group was expecting her first child. Although many of the questions were not directly relevant to her at present, it was worthwhile to seek her views regarding her expectations of raising her child in the Harehills area.

**Fig 2: Number of children**

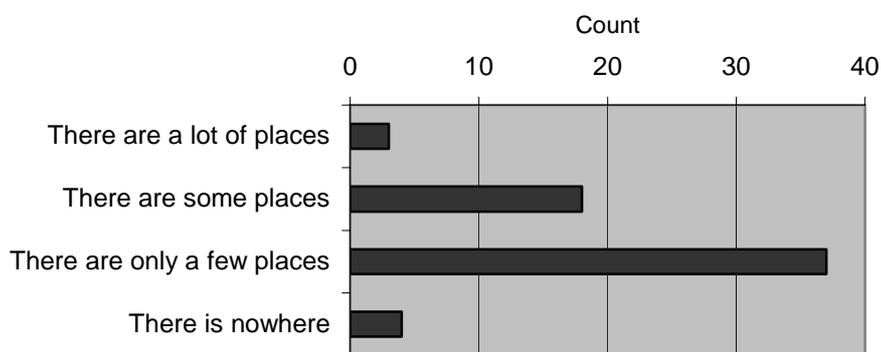


### Section 3: Places for children to play

The availability of good quality places to play is essential for families of young children. In this section we look at parents' views of what Harehills has to offer in terms of providing opportunities for children to play.

Figure 3 shows responses to the question 'How many places/groups are there in Harehills where you can take your child to play or meet other children?'

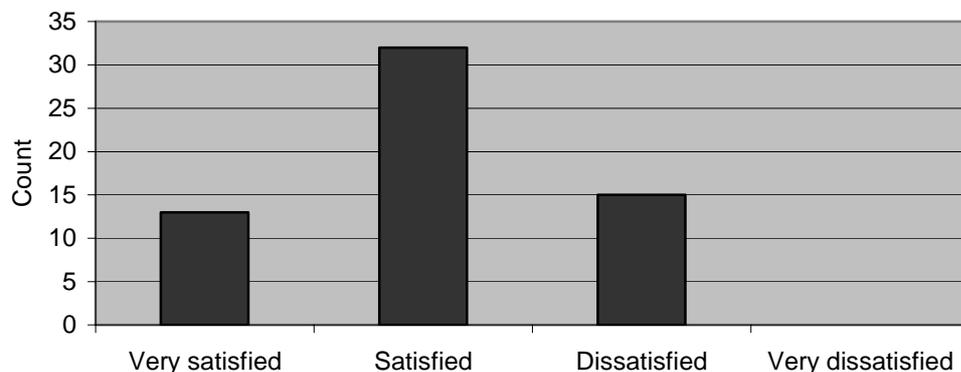
**Fig 3: Number of places to take child to play**  
(number of parents answering =62)



The majority of parents felt that Harehills has a lack of places/groups for them to take their child to play or meet other children, with 37 (60%) holding the view that 'there are only a few places' and four saying there is nowhere. Only three people felt that 'there are a lot of places'.

Figure 4 shows how satisfied parents felt with the type of places in Harehills to take their child to play or meet other children.

**Fig 4: Satisfaction with type of places to take children to play**  
(number of parents answering = 60)



While Figure 3 indicates that many parents view Harehills as having an insufficient number of places/groups for them to take their child to play or meet other children, Figure 4 reveals that the majority of parents (45) (75%) were either ‘very satisfied’ or ‘satisfied’ with the type of places. However, fifteen parents (a quarter) were ‘dissatisfied’. Nobody said they were ‘very dissatisfied’.

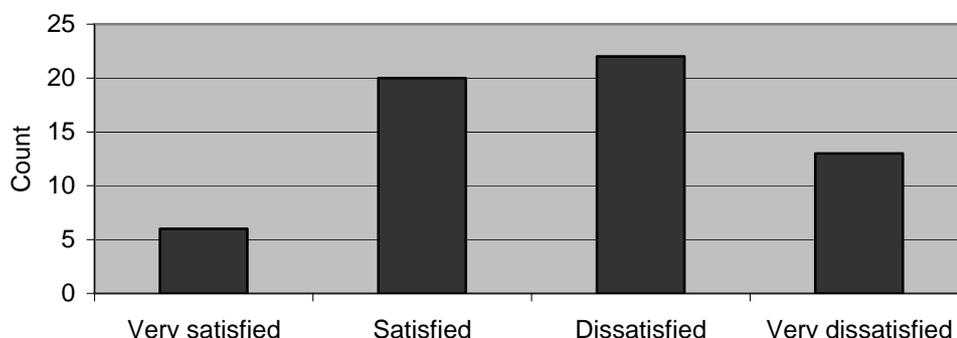
Forty two parents said that if they met a new parent who had just moved to Harehills, they would be able to recommend a good place for them to take their child to play.

*Places recommended included:*

Sure Start - Toy library - Baby café / Baby group - Playground on Ashton Road - Parent and Toddler groups - Play groups - Green Park - Pakistani Centre - Compton Library - Potter Newton Park (playground) - Harehills Lane Baptist Church facilities

Parents were asked how they felt about the availability of outdoor play areas/playgrounds in Harehills suitable for young children.

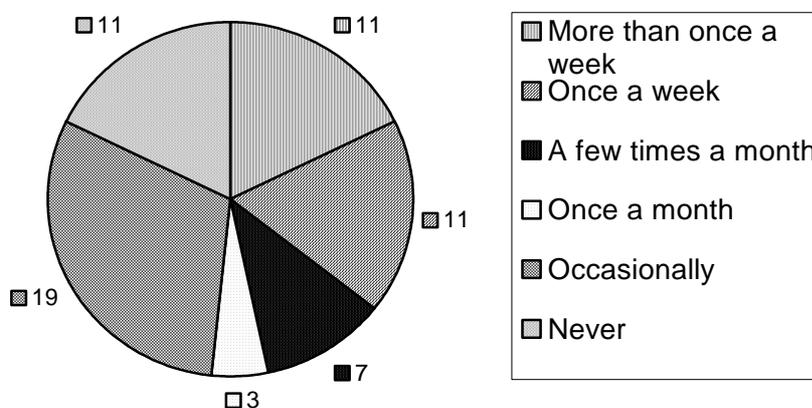
**Fig 5: Satisfaction with availability of outdoor play areas suitable for young children**  
(number of parents answering = 61)



As shown in Figure 5, there was a fairly even balance between the number of parents feeling ‘satisfied’ and ‘dissatisfied’ with the availability of outdoor play areas/playgrounds in Harehills suitable for young children. However, comparing the two extremes, more parents said they were ‘very dissatisfied’ (13) (21%) than ‘very satisfied’ (6) (10%). In total, 57% were ‘dissatisfied’/‘very dissatisfied’ with outdoor play areas/playgrounds.

Parents were asked how often they take their child to local play areas or playgrounds.

**Fig 6: How often do you take your child to local play areas/playgrounds (number of parents answering = 62)**



Twenty nine parents (46%) take their children to local play areas/playgrounds on a 'regular' basis (more than once a week, once a week, a few times a month). Eleven parents (17%) never take their children to local play areas/playgrounds – the age of the child could be a factor here.

The evaluation team were interested in finding out whether anything discouraged parents from taking their child to any of the local play areas or playgrounds. Table 1 below sets out the responses. (NB: Respondents were asked to tick all options that applied to them).

**Table 1: What discourages parents from taking their child to the local play areas or playgrounds?**

Discouraged by:	Number of parents
Too far to travel or difficult to get to	13
Don't want to go out	1
Concerned about crime	22
Play area or playground is dirty	34
Play equipment is not suitable for my child's age	13
Play equipment is not safe	20
Too many older children	26
Vandalism	28
Playground is unsafe	16
Other reason	4

As highlighted in Table 1, many parents had concerns over the safety and suitability of local play areas and playgrounds, in terms of the actual play equipment and its

surrounding environment, fears about crime and vandalism and the play area being dominated by older children.

Comments included:

'Hard surfaces'

'There's a park next to the school playground and there have been times when fireworks have been thrown into the school playground'

'dog dirt'

'I do still take my children to the playground but sometimes older children are there doing dodgy things and there are often broken bottles/broken glass/some vandalism'

'Roundhay Park play area is good, but sometimes it feels too much effort to get there – bus isn't pushchair friendly'

Several parents who felt discouraged from taking their child to local play areas or playgrounds highlighted problems of drug taking and discarded needles.

'drug taking'

'Local playground Hovingham seen with my own eyes drug dealing going on'

'Needles litter floor'

'Drug users around. Syringes lying around'

## Section 4: Childcare

The evaluation team were interested in finding out the extent to which parents used childcare on a regular basis, which childcare they used, their main reasons for using childcare (or not) and whether they were satisfied with the childcare which they used.

Some 43 parents (68%) said they used childcare on a regular basis (one or more times a week). Table 2 shows the number of parents using each form of childcare. (NB: Respondents were asked to tick all options that applied to them).

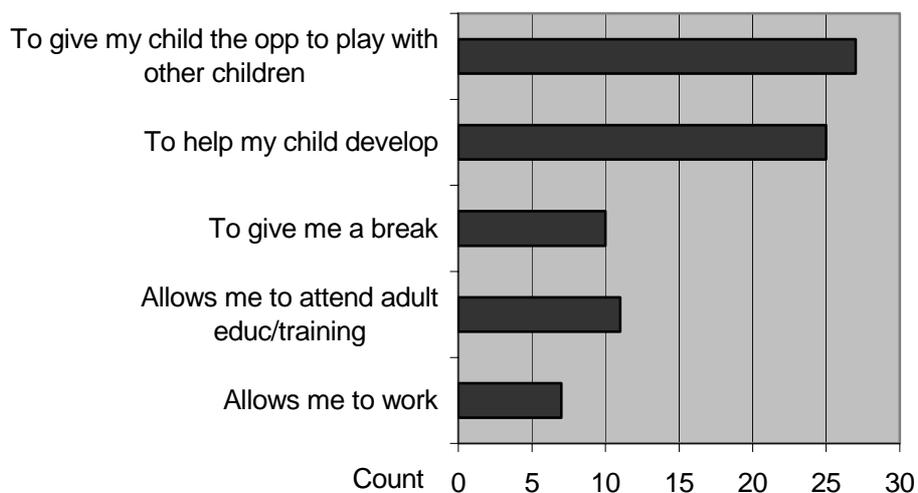
**Table 2: Childcare used on a regular basis**

Childcare used	Number of parents
Childminder	3
Day care	6
School nursery	21
Playgroup	11
Creche sessions	11
Other childcare	6

By far the most frequently used form of childcare was a school nursery. Other childcare used included friends and family members.

Figure 7 displays parents' **main** reasons for using childcare. (NB: Respondents were asked to tick all options that applied to them).

**Fig 7 Main reasons for using childcare**  
(number of parents answering = 43)



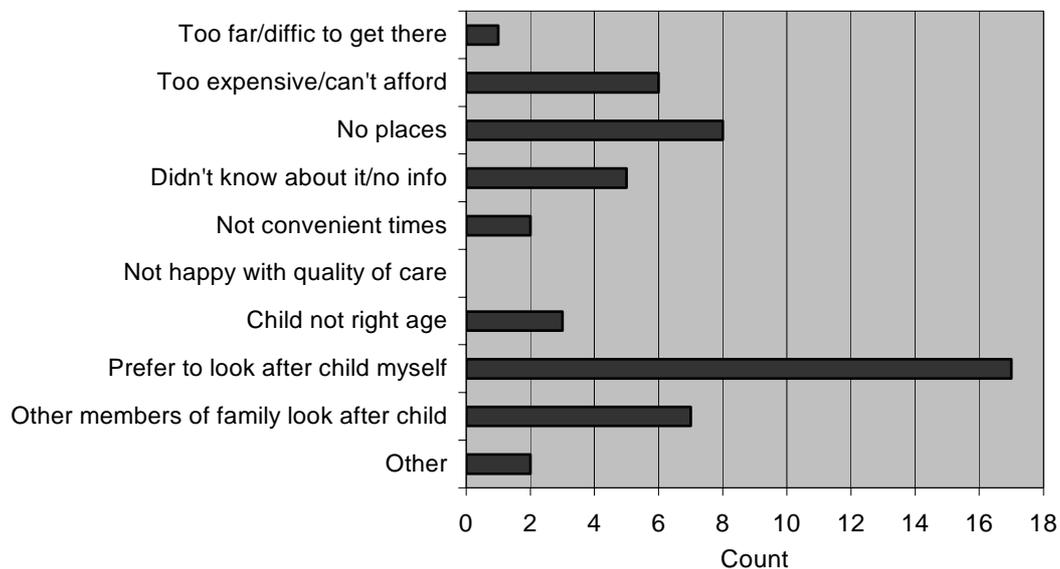
Out of the 43 parents who use childcare on a regular basis, 31 (72%) said that a main reason for using childcare was 'To help my child develop' or 'To give my child the opportunity to play with other children' (or both).

For 15 parents (35%), a main reason for using childcare was 'To allow me to work' or 'To allow me to attend adult education or training courses' (or both).

Of the 43 parents who use childcare, 17 (40%) stated that they were 'very satisfied' with the childcare that they use and 22 (51%) stated that they were 'satisfied'. No parent said either 'dissatisfied' or 'very dissatisfied'.

For the twenty parents not using childcare on a regular basis, Figure 8 displays their main reasons for not using childcare. (NB: Respondents were asked to tick all options that applied to them).

**Fig 8: Main reasons for not using childcare**  
(number of parents answering = 20)



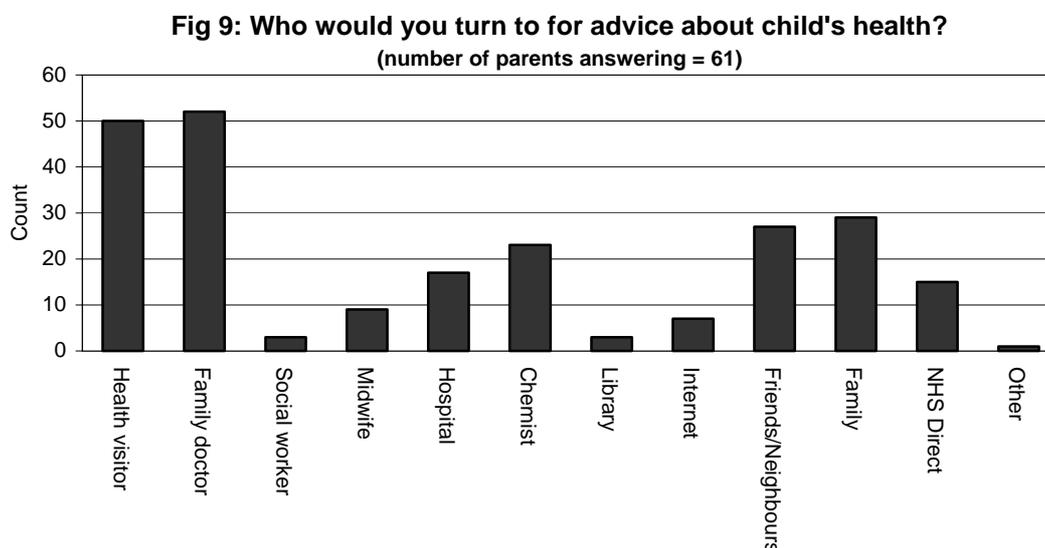
Out of the twenty parents not using childcare on a regular basis, many gave reasons that would suggest that they may consider using childcare if it were more accessible and met their needs. For example, eight parents said there were no places and six parents did not use childcare due to it being too expensive.

Seventeen parents do not use childcare as they prefer to look after their child themselves and seven parents said that family members looked after their child.

All parents were asked whether they had ever tried and not been able to get regular childcare for their child. Ten parents said that they had been in that position. Five of these parents had been trying to get nursery places for their child.

## Section 5: Health Services

The evaluation team were interested in finding out parents' views concerning health services in the area, which health services they use and who they would turn to for advice about their child's health.



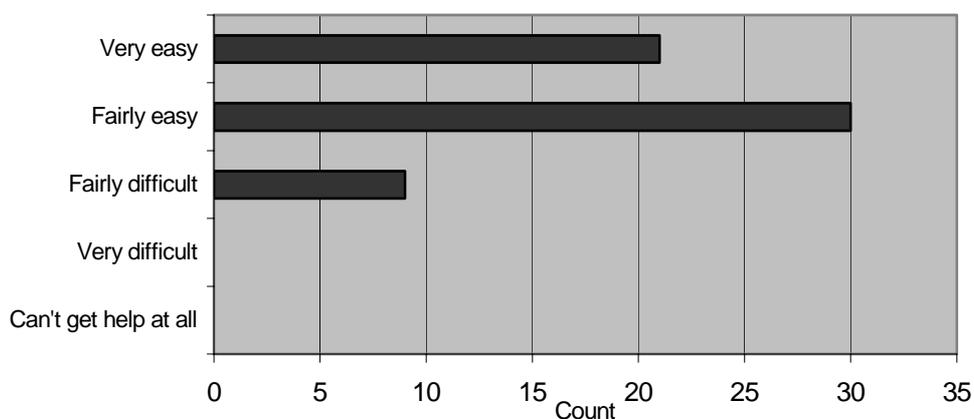
(NB: Respondents were asked to tick all options that applied to them)

In relation to who parents would seek advice from about their child's health:

- **Sixty one** parents (**100%** of those answering the question) stated that if they needed advice about their child's health, they would turn to either their health visitor or their family doctor (or both).
- **Thirty seven (61%)** said that they would turn to either friends/neighbours or family (or both).
- **Fifteen (a quarter)** said they would seek help through NHS Direct.
- **Eight** said they would look for advice on the internet or at the library (or both).

Figure 10 displays responses to the question – 'how easy is it to get help from your doctor or medical centre when your child is ill?'

**Fig 10: How easy is it to get help from your doctor/medical centre when your child is ill**  
(number of parents answering = 60)



Fifty one parents (85%) stated that it is 'very easy' or 'fairly easy' to get help from their doctor or medical centre when their child is ill - over a third finding it very easy. Nine parents (15%) find it 'fairly difficult'.

Importantly, no parent stated that it is 'very difficult' or that they 'can't get help at all'.

Parents were asked which Doctors surgery they attended

Which Doctors?	Number of parents
Ashton View Medical Centre	6
Conway Medical Centre	8
Milan Street Surgery	13
Chapeltown Health Centre	7
Other	23 (these included the following...)
Bellbrook Surgery	7
The Garden Surgery, Osmondthorpe Lane	1
209 Roundhay Road	3
Chapeltown Rd (specific surgery not stated)	1
Harehills Lane (specific surgery not stated)	1
Spencer Place (specific surgery not stated)	1

Parents were asked which health services they had used in the last six months. (NB: Respondents were asked to tick all options that applied to them).

**Fig 11: Health services used in last 6 months**  
(number of parents answering = 61)

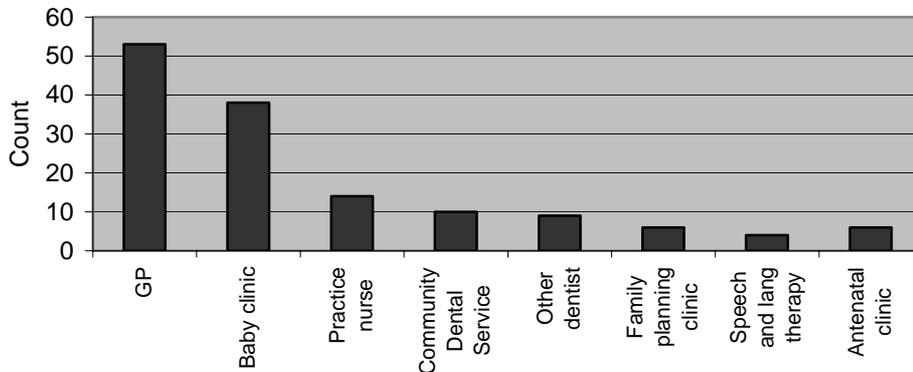
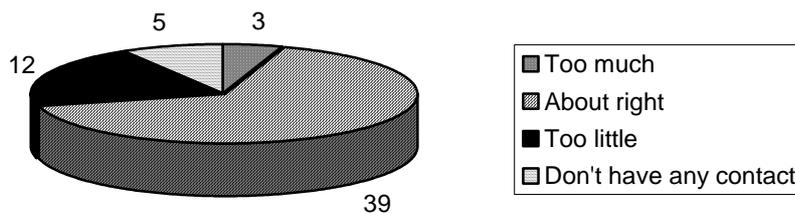


Figure 11 indicates that in the last six months, a majority of parents had visited their GP (fifty three parents (87%)) and a majority of parents had visited their baby clinic (38 (62%)). Nineteen (31%) had attended a dentist.

Figure 12 shows parents' thoughts about the amount of contact they have with their health visitor.

**Fig 12: Thoughts on amount of contact with Health Visitor**  
(number of parents answering = 59)



The majority of parents (39) (66%) felt that they had the right amount of contact with their health visitor. However, a sizeable minority (20%) felt that they had insufficient contact with their health visitor.

Parents were asked how satisfied they felt with the support that they have received from their health visitor.

**Fig 13: Satisfaction with support from Health Visitor**  
(number of parents answering = 59)

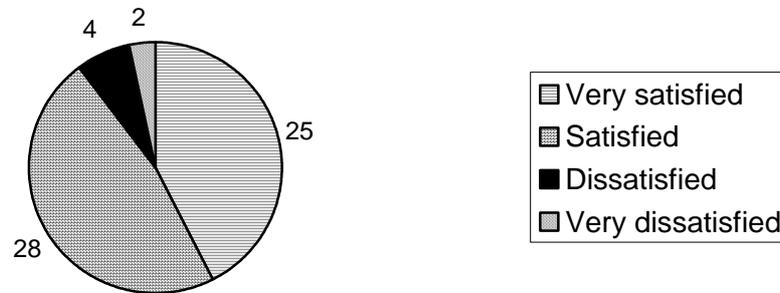


Figure 13 shows that the vast majority of parents (53 of the 59 answering) (90%) were either ‘satisfied’ or ‘very satisfied’ with the support which their health visitor had given them (42% being very satisfied).

Six parents (10%) were ‘dissatisfied’ or ‘very dissatisfied’.

Forty eight parents (80%) knew the name of their health visitor. Fifty six parents (93%) knew how to contact their health visitor if they needed advice.

Figure 14 shows how satisfied parents felt overall with local health services provided in Harehills.

**Fig 14: Satisfaction with local health services**  
(number of parents answering = 58)

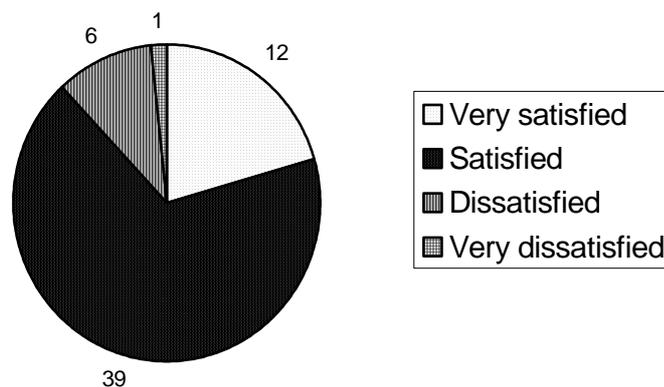
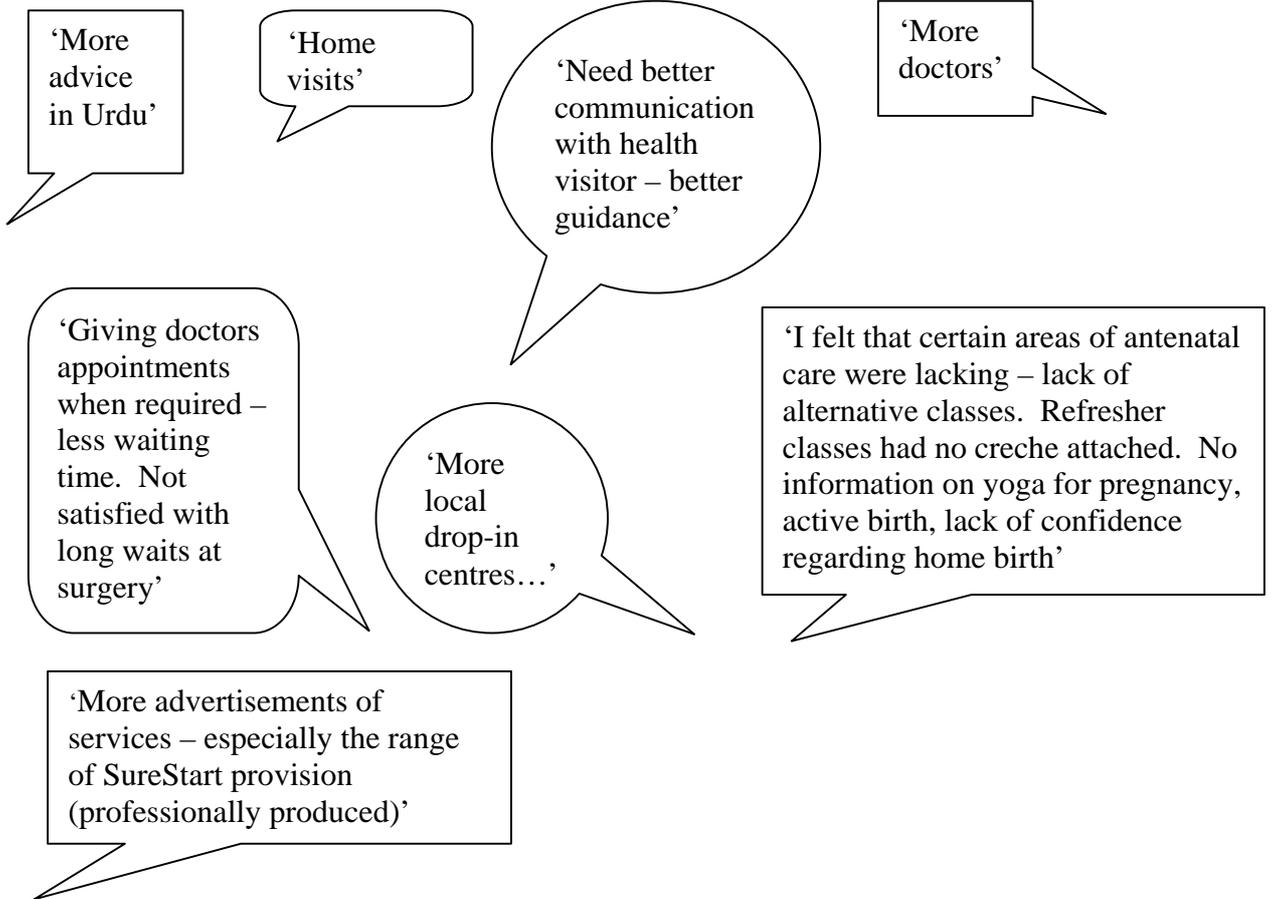


Figure 14 displays a high level of satisfaction with local health services in Harehills – a total of 51 parents (88%) stating that they are either ‘very satisfied’ or ‘satisfied’. Over a fifth said they were ‘very satisfied’.

Six parents (10%) were ‘dissatisfied’ and one was ‘very dissatisfied’.

Parents were asked whether they had any suggestions for improving any of the local health services provided in Harehills. Below are some of their suggestions.



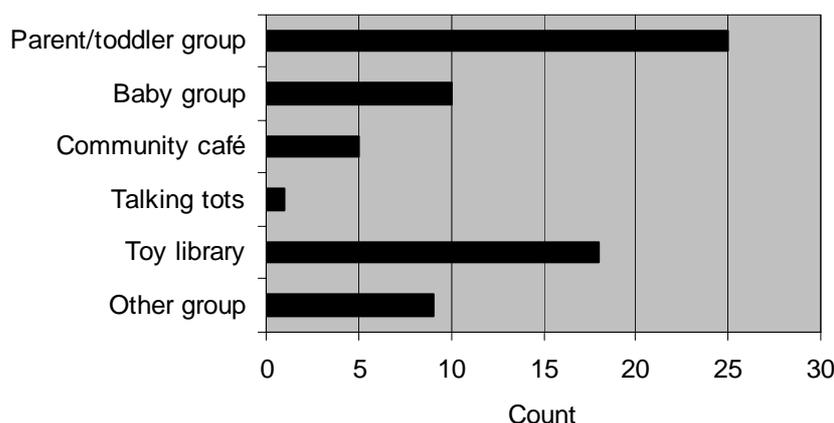
## Section 6: Support for parents

The evaluation team were interested in whether parents felt supported, whether they had attended any Sure Start or other groups with their children, and who they would turn to for help and advice about their child's behaviour/development or family problems.

Parents were asked whether they knew of anywhere in Harehills where they can meet with other parents. Of the 59 parents who answered, forty (68%) indicated that they knew of places in Harehills where they could meet with other parents.

Parents were asked whether they had attended any groups with their child/ren within the last six months.

**Fig 15: Groups attended in last six months**  
(number of parents answering = 59)



(NB: Respondents were asked to tick all options that applied to them).

Figure 15 shows that within the last six months, the two best attended groups were the parent and toddler group (25 parents) (42%) and the toy library (18 parents) (31%) (these figures are possibly influenced by location of questionnaire completion).

Furthermore:

- Thirty nine parents had attended at least one group (mostly Sure Start) within the last six months.
- Twenty parents had attended two or more groups within the last six months.

Other groups attended included:

- Sure Start Chapeltown groups
- Baby massage
- Tumble Tots
- NCT Oakwood
- Group at school for learning how you can support your child

Figure 16 shows what parents thought about the opportunities in Harehills for meeting other parents of young children.

**Fig 16: Thoughts on opportunities in Harehills for meeting other parents of young children**  
(number of parents answering = 55)

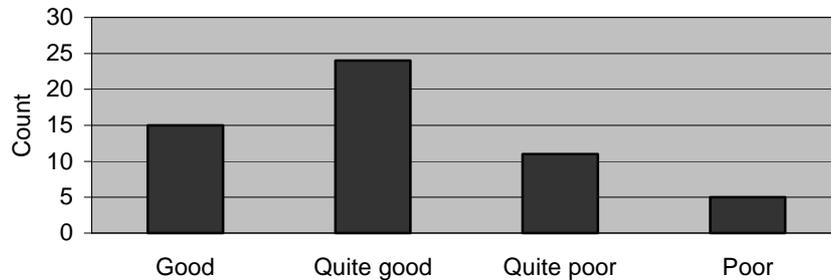


Figure 16 shows that a majority of parents (39) (71%) viewed opportunities in Harehills for meeting other parents of young children as either ‘good’ or ‘quite good’. However, 16 parents (29%) considered opportunities in Harehills for meeting other parents of young children as ‘poor’ or ‘quite poor’.

Table 3 below shows who parents would turn to for help and advice if they had worries about their child’s behaviour or development.

(NB: Respondents were asked to tick all options that applied to them).

**Table 3**

Where would parents seek help/advice if they had worries about child’s behaviour or development?	Number of parents (no. of parents answering = 59)	Percent of parents answering
Health visitor	45	76%
GP	36	61%
Social worker	7	12%
Friends or neighbours	17	29%
Family members	29	49%
Home Early Learning partnership	4	7%
Nursery / playgroup	18	31%
Teacher / school	16	27%
Child minder	1	2%
Other	4	7%

Table 3 shows that the majority of parents would seek help and advice from their health visitor or GP if they had worries about their child’s behaviour or development. Additionally:

- Fifty parents (85%) said they would turn to either their health visitor or their GP (or both).

- Thirty three parents (56%) said they would turn to either friends and neighbours or family members (or both).
- Twenty four parents (41%) said they would seek help and advice from either their nursery/playgroup or teacher/school (or both).

Table 4 shows where parents had turned for help or advice about family problems. (NB: Respondents were asked to tick all options that applied to them).

**Table 4**

<b>Sources of help or advice sought about family problems</b>	<b>Number of parents (no. of parents answering = 58)</b>	<b>Percent of parents answering</b>
Health visitor	21	36%
GP	12	21%
Social worker	1	2%
Friends or neighbours	15	26%
Family members	23	40%
Home Early Learning partnership	0	0%
Nursery/playgroup	5	9%
Teacher/school	3	5%
Child minder	0	0%
Other	0	0%

Table 4 shows that when parents have needed to seek help or advice about family problems, most have turned to either family members or their health visitor (23 and 21 respectively). Several parents had also sought the views of friends or neighbours and GP (15 and 12 respectively).

## Section 7: Living in Harehills

The evaluation team were interested in parents' views about living in Harehills. Parents were asked how satisfied they felt with Harehills as a place to bring up young children.

**Fig 17: Satisfaction with Harehills as a place to bring up young children (number of parents answering = 58)**

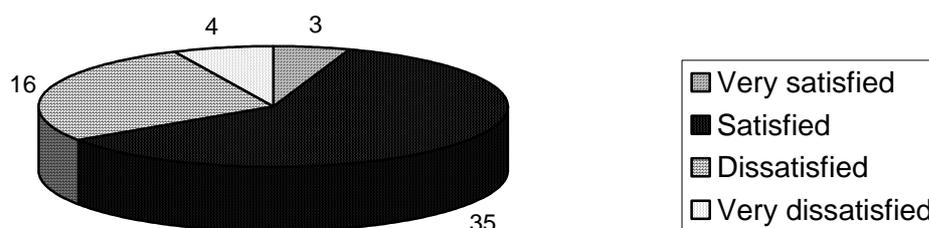


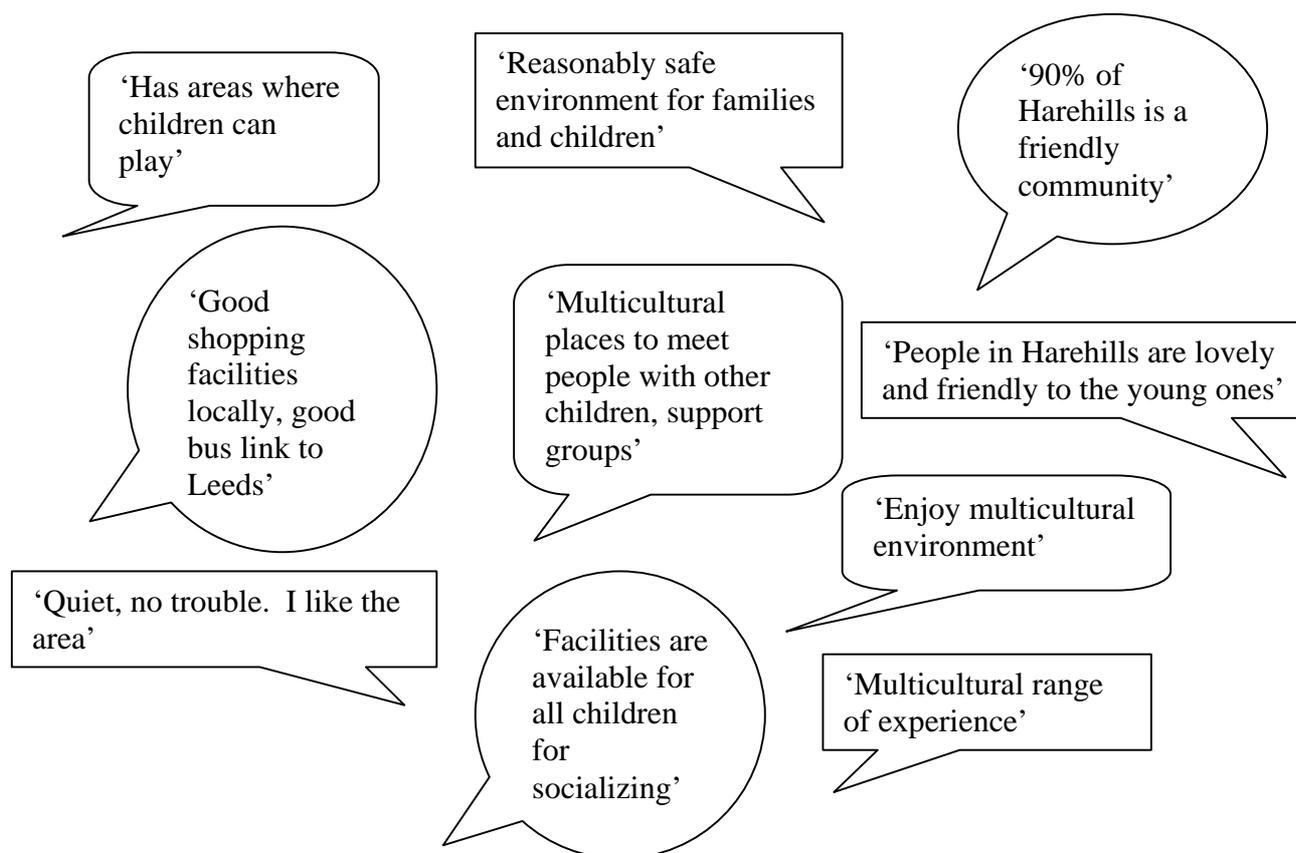
Figure 17 illustrates quite a high level of satisfaction with Harehills as a place to bring up young children – 66% of parents selecting either ‘satisfied’ or ‘very satisfied’ (Thirty five parents - ‘satisfied’ and three parents - ‘very satisfied’). However, 34% expressed dissatisfaction with Harehills as a place to bring up young children (16 parents - ‘dissatisfied’ and 4 parents - ‘very dissatisfied’).

Views about the **best** and **worst** things about Harehills for families of children under five were as follows.

**Best** things included: *(Forty one parents answered this question)*

- Groups provided by Sure Start Harehills for parents and children under 4 years old, for example, baby café, toy library, parent and toddler group, Parents Forums
- Four parents specifically mentioned Sure Start – ‘Sure Start’, ‘Sure Start groups’, ‘Don’t know – Sure Start Harehills is good’, ‘For me, Sure Start because as well as my daughter, I bring my niece’
- Schools (3)
- Shopping facilities (4)
- Five parents specifically noted that they were unable to think of a ‘best thing’ about Harehills – ‘At the moment, I can’t really say’, ‘nothing’, ‘none’, ‘can’t think of anything’
- ...on the other hand, one parent said ‘All’.

*Other comments included:*

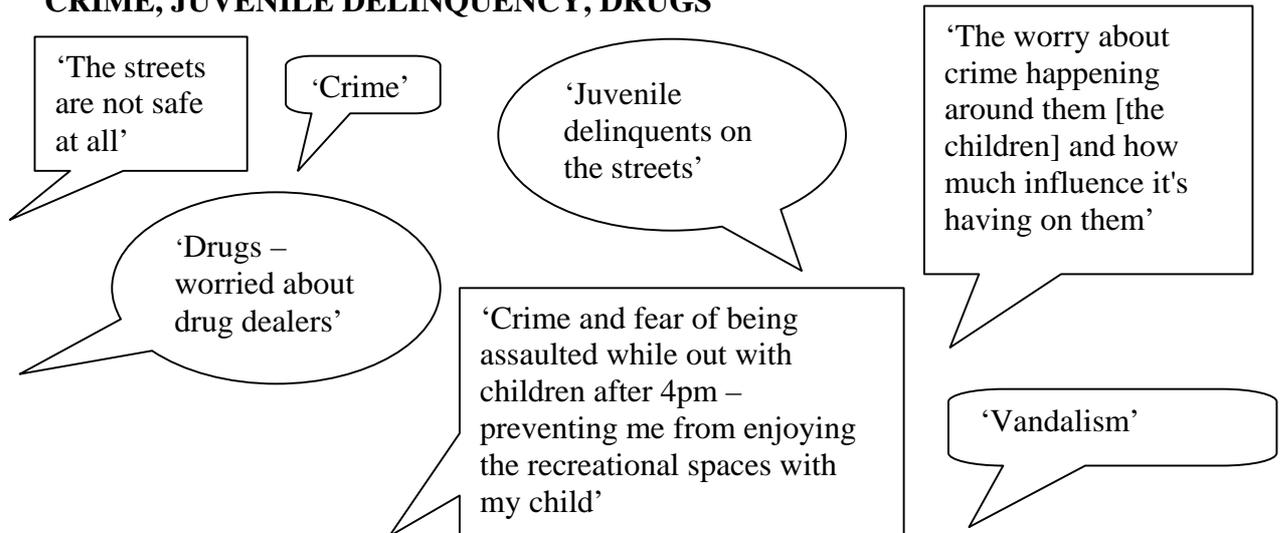


Thirty four people provided their opinions about the **worst** thing about Harehills for families of children under five.

Comments can largely be split into **three** main areas of concern (*with some overlapping issues*):

- Crime, juvenile delinquency, drugs
- Parks
- General environmental issues

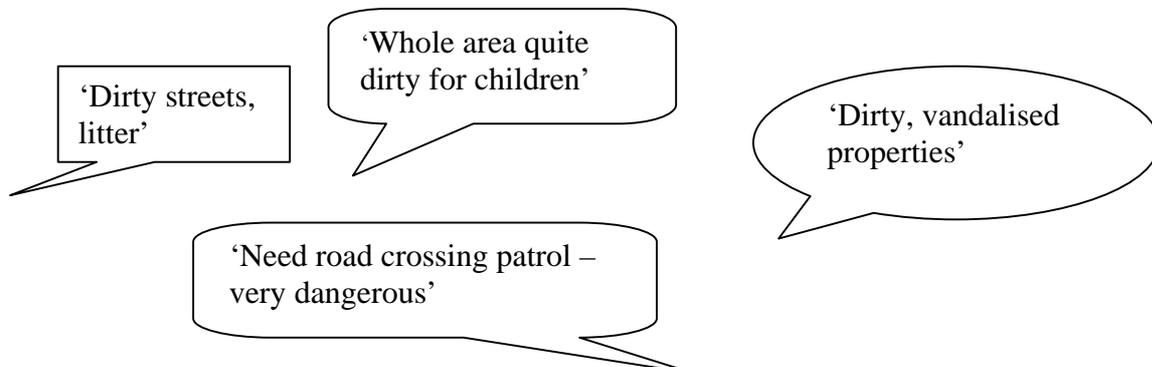
## CRIME, JUVENILE DELINQUENCY, DRUGS



## PARKS: Nine parents mentioned parks

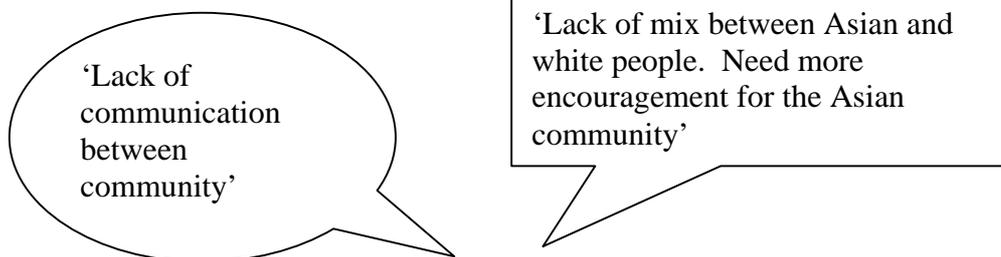


## GENERAL ENVIRONMENTAL ISSUES:



**Concerns over community cohesion and communication were also voiced:**

Two parents expressed concern over the perceived lack of communication within the community.



Related issues were:

- Racism (one)
- Asylum seekers (one)

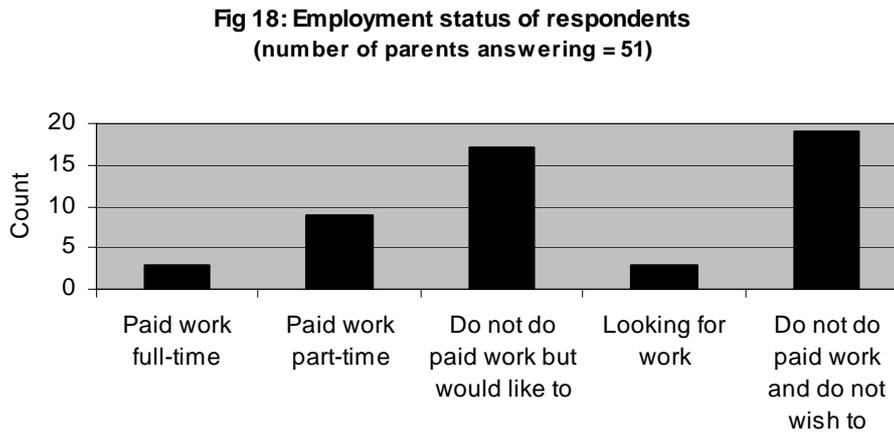
**Other comments included:**

- One person felt that some local facilities e.g creche are expensive.
- One person wrote 'it's hard to access information about the area, bus links to other areas are not pushchair friendly'.

### Section 8: Work and educational opportunities

The evaluation team were interested in the employment status of parents and their views and experiences of work and educational opportunities in or near Harehills.

Figure 18 shows the employment status of parents



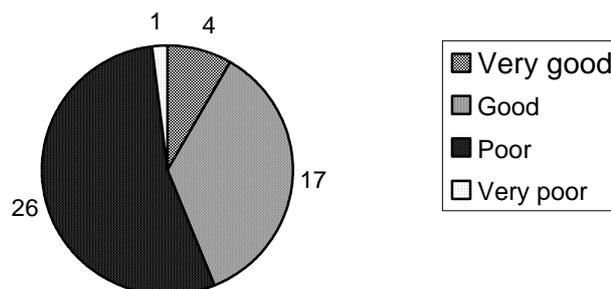
Of the fifty one parents answering this question, twelve (24%) were in paid employment (3 full-time and 9 part-time). Seventeen of the parents (a third) said they ‘do not do paid work but would like to’. Three of the parents were ‘looking for work’. Nineteen (37%) answered that they ‘do not do paid work and do not wish to’.

The seventeen parents who did not currently do paid work but said they would like to were asked what barriers they felt prevented them from finding paid work.

- Five highlighted childcare issues.
- Three indicated that they would seek employment once their children were of school age.
- Two highlighted language difficulties – needing to improve their English before being able to find work.

Parents were asked what they felt about the availability of suitable opportunities for work in or near Harehills.

**Fig 19: Thoughts about availability of suitable opportunities for work in or near Harehills** (number of parents answering = 48)



Of the 48 people responding to this question, 27 (56%) described the availability of suitable opportunities for work in or near Harehills as ‘poor’ (including one describing them as ‘very poor’). Twenty one (44%) viewed availability of suitable opportunities for work in the area as ‘good’ (including 4 perceiving them as ‘very good’).

Parents were asked how well informed they felt about the education and training opportunities available to them in Harehills.

**Fig 20: How well informed do you feel about the education/training opportunities available in Harehills? (number of parents answering = 59)**

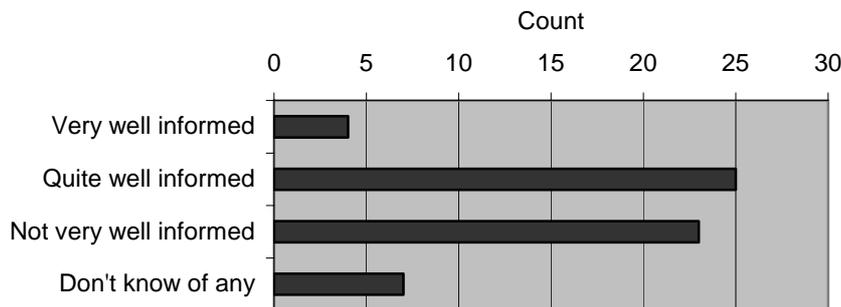


Figure 20 indicates a fairly even division between parents who felt ‘quite well informed’ and ‘very well informed’ (29 parents (49%)) and parents who felt ‘not very well informed’ or ‘did not know of any’ (30 parents (51%)).

Parents were asked how satisfied they felt about the education and training opportunities available to them in Harehills.

**Fig 21: Satisfaction with education/training opportunities available in Harehills (number of parents answering = 50)**

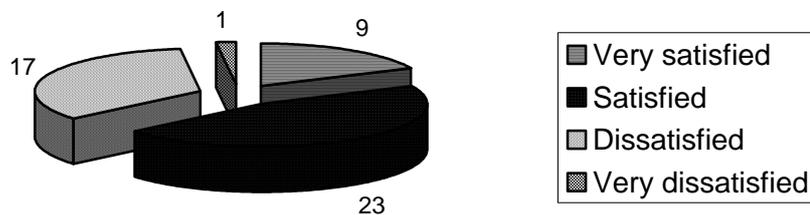


Figure 21 shows quite a high level of satisfaction with education and training opportunities in Harehills. Thirty two parents (64%) stated that they were either ‘satisfied’ or ‘very satisfied’ with education and training opportunities available to them in Harehills. However, eighteen parents (36%) said they were either ‘dissatisfied’ or ‘very dissatisfied’.

**Twenty two** of the parents had attended adult education or training courses in Harehills.

Table 5 shows the reasons given by parents who had not attended adult education or training courses in Harehills. (*NB: Respondents were asked to tick all options that applied to them*).

**Table 5**

<b>Reasons for <u>not</u> attending adult education or training courses in Harehills</b>	<b>Number of parents</b>
Don't want to	6
Don't need to	7
Nothing available to suit my needs	7
Not interested	1
No childcare	5
Cost	2
Difficult to get there	4
Don't have enough time	4
Didn't know about any courses	10

## Section 9: Parents' awareness and experience of Sure Start Harehills

Fifty parents (79%) of the total sample said they had heard about Sure Start. (This figure may be higher than that in Harehills generally due to the places used to make contact with parents). Eight (13%) said they had not heard about Sure Start. Five parents did not answer this question.

Of the fifty parents who had heard about Sure Start, thirty eight (76%) felt that they and/or their child had benefitted from Sure Start compared to eight (16%) who felt that they had not benefitted (*this latter figure includes five parents who had heard about Sure Start but not attended any of its groups*).

Views about the benefits from Sure Start both directly to themselves and to their children are as follows: (*Thirty two parents gave an opinion*)

- Several parents mentioned Sure Start providing opportunities to meet and socialise with other parents and children.
- Many parents listed the activities to which they had been, for example toy library.
- Three parents mentioned the practical help which Sure Start had provided – 'Helped get me baby gates', 'Acquired stair gate' 'Free leaflets on information'.
- Parents highlighted ways in which involvement with Sure Start had helped improve different aspects of their overall lives. Comments included the following:

**Involvement in the community -**

'I have become more involved in the community and do voluntary work'

**Preventing isolation/boredom, -  
Providing support,  
Keeping informed**

'Meeting people in the same position, making friends, learning about other opportunities available, keeping occupied'

'I have found the Harehills SureStart groups invaluable. The health visitors have organised a '0-12 month' group that I have attended – it is a fantastic source of support and reassurance, an opportunity for discussion with professionals and other Mums in a safe and friendly environment'

'It helps by getting me out of the house....'

'...Development of local contacts, ownership of Harehills as a resident'

**Providing children with opportunities to meet and play with other children**

'...My child benefits through playing with other children at the creche'

**Aiding both child and parent - development**

'My child is mixed with other children and learn language and I as well'

'It's helped us communicate better...'

**Providing routine to the week -**

'Have routine to our week now, through coming to mum and toddler groups'

Views about ways in which they or their child might benefit from Sure Start in the future are as follows: *(Twenty-nine parents gave an opinion).*

Responses can be broadly grouped into the following categories:

**Providing opportunities for meeting new people, - social development and increasing involvement in the community, aiding child development**

'Meeting new people'

'More groups and opportunities to meet people'

'Meeting people in the same position, making friends...'

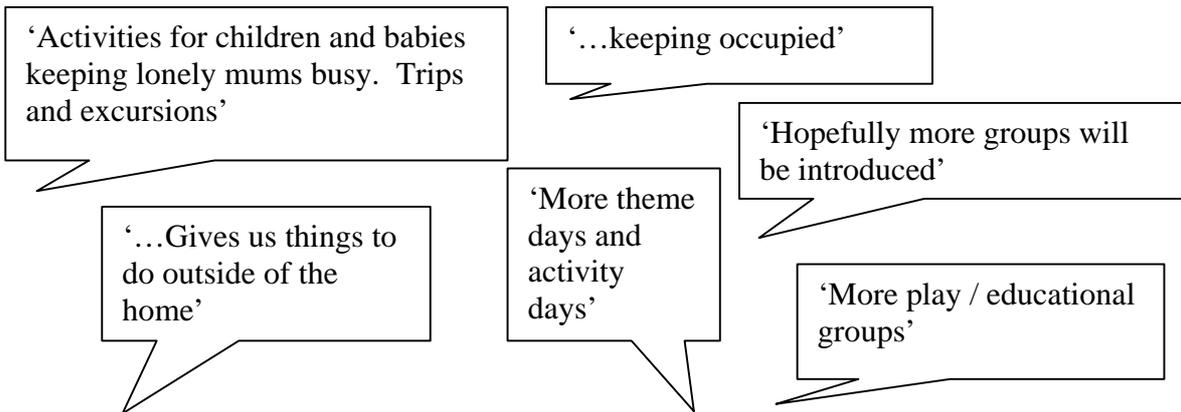
'Learn to socialise through toy library and parent and toddler group'

'I think it will give me and my daughter more encouragement to be more involved in the community'

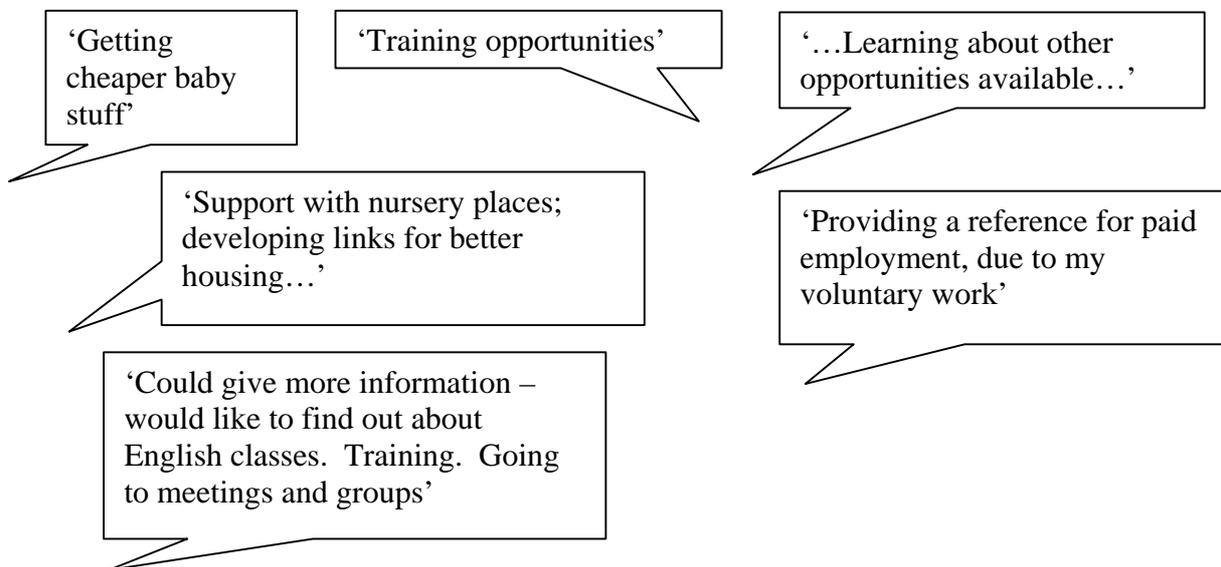
'Continued involvement benefits me as a person and parent, and the children on a social level...'

'By attending groups appropriate to child's age to help with their development'

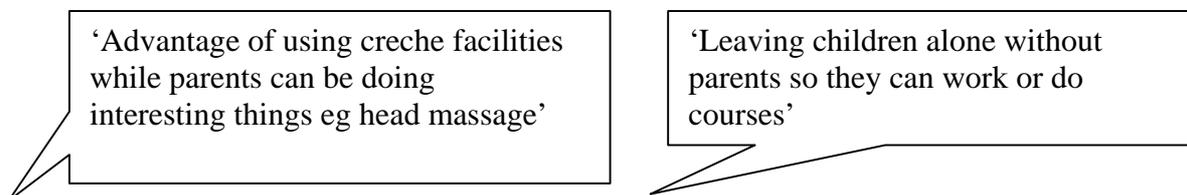
### Providing things to do -



### Providing practical help and information



### Providing childcare facilities enabling parents - to participate in activities/employment/courses



### Additional comments and suggestions

'The SureStart facilities and availability of cheche workers are a great opportunity. We were surprised how under used they were and the lack of advertisement publicising the groups. The SureStart health worker is excellent and the group very non-threatening, except for being top heavy with the number of staff and creche workers ratio to parents with children! I'm sure this will change as it gets underway!'

## Section 10: Special needs/disabilities

Parents were asked whether they considered any of their children to have special needs/disabilities or whether they themselves had a special need or disability.

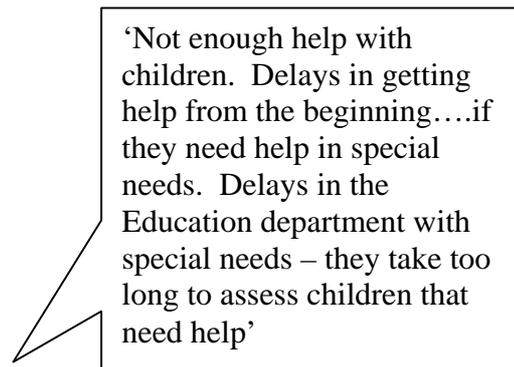
- Five parents (8% of the total sample) had a child with a special need/disability.
- Five parents (8% of the total sample) considered themselves to have a special need/disability (of whom, two also had a child with a special need/disability).

Two of the children with special needs were three years old. One was aged ten and one was aged thirteen. One of the parents did not give the age of their child.

The five parents caring for children with special needs/disabilities were asked how satisfied they felt with the services in Harehills to support their children.

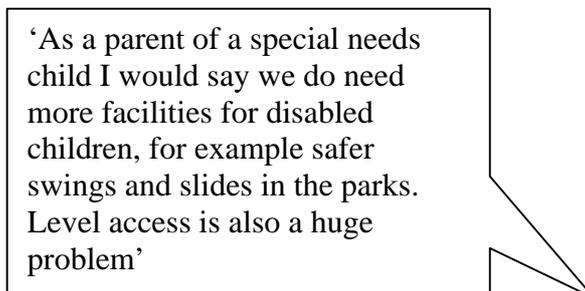
- One was 'satisfied'
- Three were 'dissatisfied'
- One was 'very dissatisfied'

One parent explained her dissatisfaction as follows:

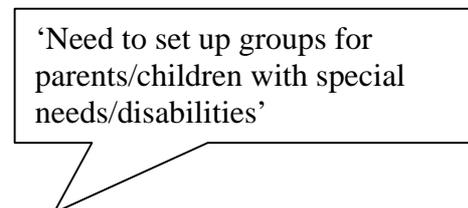


'Not enough help with children. Delays in getting help from the beginning....if they need help in special needs. Delays in the Education department with special needs – they take too long to assess children that need help'

Other comments from parents caring for a child with a special need/disability included:



'As a parent of a special needs child I would say we do need more facilities for disabled children, for example safer swings and slides in the parks. Level access is also a huge problem'



'Need to set up groups for parents/children with special needs/disabilities'

While this baseline user satisfaction survey gained the views of only a small number of parents caring for children with special needs/disabilities or with special needs/disabilities themselves, the findings do suggest that existing provision does not match needs.

Out of the total sample, few parents said they had contact with the following services:

- Parent Partnership (2)
- East Leeds FSU (2)
- Child Development Centre (2)
- Homestart (1)
- No parent had contact with more than one of these services
- No parent said they had contact with the Family Keyworker project or Portage

## **Summary and Conclusion**

Although the views and experiences of only sixty six parents and carers were gained, the results of the baseline user satisfaction survey do provide a clear indication of what parents feel it is like to be a resident of Harehills for families of children under 5 years old. Below is a summary of some of the principal findings and some key issues for further consideration.

### **Places to play**

Having easy access to suitable places to play is fundamental to the development and happiness of a child.

- Most parents believe Harehills lacks places/groups where they can take their child to play or meet other children.
- While 75% stated that they were ‘satisfied’ (or ‘very satisfied’) with the type of places available, when asked specifically about outdoor play areas, 57% of parents were ‘dissatisfied’/‘very dissatisfied’.
- Twenty nine parents (46%) take their children to local play areas/playgrounds on a ‘regular’ basis (more than once a week, once a week, a few times a month).
- Many parents felt discouraged from taking their child to the local play areas/playgrounds due to concerns about safety of equipment and its surrounding environment, the play area/playground being dirty, fears about crime and vandalism and the play area being dominated by older children. Evidence of drug taking was highlighted by several parents as turning play areas/playgrounds into no-go areas.

### **Key issues for further consideration**

- Provision of more places/groups to which parents/carers can take their children.
- Ensuring parents/carers know about the places/groups that do exist.
- Efforts to clean up the local play areas/playgrounds, making them more ‘useable’ for young families. Perhaps local people could be encouraged to be involved in the ‘clean up’ or could have a say in how the play areas/playgrounds should be improved.
- Consultation with local police to try to reduce problems of drug taking / vandalism.

## **Childcare**

Some 43 parents (68%) use childcare on a regular basis.

- Thirty one parents (72%) stated that a principal reason for using childcare was ‘To help my child develop’ or ‘To give my child the opportunity to play with other children’ (or both).
- For 15 parents (35%), a main reason for using childcare was ‘To allow me to work’ or ‘To allow me to attend adult education or training courses’ (or both).
- Many of the parents not using regular childcare gave reasons such as childcare being too expensive or that there were no places, suggesting that they may consider using childcare if it were more accessible and met their needs.

## **Key issues for further consideration**

- Provision of more childcare places at reasonable cost and at appropriate times to meet the needs of families.

## **Health Services**

Easy access to good quality health services is often of upmost importance to families with children under five years.

- Family doctors and health visitors are the people to whom parents would most likely turn for advice about their child’s health.
- The significant role of family members and friends/neighbours was highlighted, with many parents stating that they would turn to these sources for advice about their child’s health.
- The majority of parents (85%) find it easy to get help from their doctor or medical centre when their child is ill. Nobody stated that it is ‘very difficult’ or that they ‘can’t get help at all’.
- The majority of parents (two thirds) felt that they had the right amount of contact with their health visitor. However, a sizeable minority (one fifth) felt that they had insufficient contact with their health visitor.
- The vast majority of parents (53 of the 59 answering) were either ‘satisfied’ or ‘very satisfied’ with the support which their health visitor had given them (42% being very satisfied).
- Fifty one parents (88%) were either ‘very satisfied’ or ‘satisfied’ with local health services provided in Harehills (over a fifth) said they were ‘very satisfied’).

## **Key issues for further consideration**

- Greater provision of information and advice in community languages.
- Less waiting time for Doctor appointments.
- Developing an improved relationship with health visitors for those dissatisfied with the support they receive. Greater negotiation with clients over level of support needed from health visitors.
- More local drop-in centres.

## **Support for parents**

- A majority of parents (71%) viewed opportunities in Harehills for meeting other parents of young children as either ‘good’ or ‘quite good’.

- Thirty nine parents had attended at least one group (mostly Sure Start) within the last six months.
- Twenty parents had attended two or more groups within the last six months.
- Within the last six months, the two best attended Sure Start groups were the parent and toddler group (25 parents) (42%) and the toy library (18 parents) (31%) *(these figures are possibly influenced by location of questionnaire completion)*.
- Health visitors and GPs are the people to whom parents would most likely turn for help and advice if they had worries about their child's behaviour or development – 45 (76%) and 36 (61%) respectively.
- As with worries about their child's health, the important role of family members and friends/neighbours was underlined, with many parents stating that they would turn to these sources for help and advice about their child's behaviour or development – 29 (49%) and 17(29%) respectively.
- When parents have needed to seek help or advice about family problems, most have turned to either family members or their health visitor (23 and 21 respectively). Several parents had also sought the views of friends or neighbours and GP (15 and 12 respectively).

#### **Key issues for further consideration**

- Ensuring that all families of children under 4 years old are aware of groups/activities available and where they can go for help, advice and support.
- Utilisation of peer support networks for enhancing support and advice available for parents.

#### **Living in Harehills**

- Some 66% of parents are satisfied with Harehills as a place to bring up young children compared to 34% who are dissatisfied.
- Parents' **best** things about living in Harehills included Sure Start Harehills and the groups which it runs, the multicultural setting, the 'friendly' 'safe' environment and good shopping facilities.
- Parents' **worst** things about living in Harehills included issues of crime, juvenile delinquency, drug misuse, lack of clean parks and general environmental concerns such as litter.

#### **Key issues for further consideration**

- Consultation with local police over issues of crime, juvenile delinquency, drug misuse.
- Efforts to improve the standard and cleanliness of parks and local environment.
- Establishing a sense of 'ownership' for the state of public areas.

#### **Work and educational opportunities**

- Almost a quarter of the parents were in paid employment (3 full-time and 9 part-time).
- Seventeen parents (a third of the individuals who responded) said they 'do not do paid work but would like to'.
- The main barriers to work were childcare issues and language difficulties.

- Parents were split fairly evenly between those describing the availability of suitable opportunities for work in or near Harehills as ‘poor’ - twenty seven parents (56%) (including one describing them as ‘very poor’) compared to twenty one parents (44%) viewing availability of suitable opportunities as ‘good’ (including 4 perceiving them as ‘very good’).
- There were also very similar figures for parents who felt ‘quite well informed’ and ‘very well informed’ about education/training opportunities available in Harehills (29)(49%) and parents who felt ‘not very well informed’ or ‘did not know of any’ (30)(51%).
- Thirty two parents (64%) stated that they were either ‘satisfied’ or ‘very satisfied’ with education and training opportunities available to them in Harehills compared to eighteen parents (36%) who were either ‘dissatisfied’ or ‘very dissatisfied’.
- Twenty two parents had attended adult education or training courses in Harehills.

### **Key issues for further consideration**

- Greater provision of low cost, appropriate childcare, enabling many parents/carers to work.
- Easy access to low cost English tuition to address language barriers.
- Provision of support and advice to parents/carers seeking employment.
- Provision of accessible information about education/training opportunities available in Harehills.
- Consultation with parents/carers to find out the education/training opportunities that they would like provided in Harehills.

### **Parents’ awareness of Sure Start Harehills**

- Of the fifty parents who said they had heard about Sure Start, thirty eight parents (76%) felt that they and/or their child had benefitted from Sure Start.
- The ways in which parents stated they had benefitted from Sure Start can be grouped under the following headings:
  - Providing opportunities to meet and socialise with other parents and children
  - Providing children with opportunities to play with other children
  - Preventing isolation/boredom
  - Providing things to do and places to go
  - Providing routine to the week
  - Providing practical help and information
  - Encouraging people to become more involved in their community
  - Aiding child and parent development
- The ways in which parents thought they or their child might benefit from Sure Start in the future can be grouped under the following headings:
  - Providing opportunities for meeting new people, social development and increasing involvement in the community, aiding child development
  - Providing things to do
  - Providing practical help and information
  - Providing childcare facilities enabling parents to participate in activities/employment/courses

**Special needs/disabilities**

- Four of the five parents caring for children with special needs/disabilities felt dissatisfied with the services in Harehills to support their children.
- Delays in obtaining help were highlighted.
- Parents expressed a need for improved services and facilities and more groups for children and parents with special needs/disabilities.

**Key issues for further consideration**

- Improving services for children and parents with special needs/disabilities.
- Provision of more facilities accessible to children and parents with special needs/disabilities.

It is important that parents caring for children with special needs/disabilities (or with special needs/disabilities themselves) are given a voice. Specific attention will be given throughout the evaluation to seeking the views and experiences of these parents and indeed where possible of the children themselves.

The findings from this Baseline User Satisfaction Survey have highlighted a mix of opinions about the experience of living in Harehills and what it has to offer parents/carers of children under 4 years old. While it is very positive and encouraging that many parents did express satisfaction when asked about certain issues (for example that 88% stated satisfaction with local health services in Harehills and 66% of parents were satisfied with Harehills as a place to bring up young children), many parents were not content and felt that much improvement is needed. For example, one issue causing considerable dissatisfaction was the condition of local play areas. While Harehills was viewed by many as a reasonably safe and friendly area, others had very real concerns about vandalism, crime and drug dealing and how these may have an influence on their children. Furthermore, it could also be concluded that there is a split between those parents who were well informed about what is going on in Harehills and others who were less well informed.

It is clear that in the short time that Sure Start Harehills has been running, the work that has been done has improved and enriched the lives of many parents/carers and children in the area and that project staff have made many inroads into getting to know the needs and problems that many of the young families encounter.

While many of the issues raised by this Baseline User Satisfaction Survey are beyond the power and remit of Sure Start Harehills, the programme could play a prominent role in tackling issues through liaising with the necessary services and agencies, providing advice and information, and maybe most significantly by giving parents/carers a voice.

The evaluation team appreciate that the use of a questionnaire, while generally agreed to be the most practicable option for conducting the BUSS, did have some limitations. For example, the BUSS may not have reached the 'hardest to reach' (although not an issue confined to questionnaire use). The fact that the questionnaires were principally conducted at Sure Start Harehills groups may mean that parents who participated were not truly representative of parents in Harehills.

The predominance of mothers participating was due to the composition of the groups attended. For the purposes of the BUSS, there was insufficient time to adopt strategies to rectify this imbalance. While research based around the care and development of children is often dominated by the experiences and views of mothers, and appreciating the difficulty of getting fathers to participate, the evaluation team acknowledge the importance and necessity of hearing and recording the views of fathers and that they may differ in significant ways to those of mothers. The evaluation team aim to purposefully seek out the views and experiences of fathers (and indeed other carers) in subsequent stages of the evaluation.

The evaluation team recognise the necessity of recording the views of as wide a range of parents/carers as possible and that hearing and taking on board the thoughts and experiences of the 'harder to reach' and less vocal parents/carers is central to the work of Sure Start. In subsequent stages of the evaluation, the evaluation team will endeavour to make the evaluation as open, inclusive, far-reaching and 'welcoming' as possible to all families of children under 4 years old in Harehills.

## **Appendix A**

### **Baseline User Satisfaction Survey Questionnaire**

## Baseline User Satisfaction Survey Questionnaire

**Please answer the questions by ticking the box or boxes as asked. If you want to give more detail about any of your answers or make suggestions please do so on the last sheet.**

**All answers will be kept confidential**

1. Number of children .....
2. Ages of children .....
3. No of children **not** going to school full-time.....
4. Are you a:
  - Mother
  - Father
  - Grandmother
  - Grandfather
  - Carer
5. How long have you lived in Harehills? .....

**The following questions are about what it is like being a parent or carer of children under five living in Harehills**

### Places to play

6. How many places/groups are there in Harehills where you can take your child to play or meet other children? (Please tick ONE only)
  - There are a lot of places
  - There are some places
  - There are only a few places
  - There is nowhere
7. How satisfied are you with the type of places in Harehills for you to take your child/ren to play or meet other children?  
(Please tick ONE only)
  - Very satisfied
  - Satisfied
  - Dissatisfied
  - Very dissatisfied
8. If you met a new parent who had just moved to Harehills could you recommend a good place for them to take their child to play?
  - Yes      If yes, where would you suggest?  
.....
  - No

9. How do you feel about the availability of **outdoor** play areas/playgrounds in Harehills suitable for young children?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

10. How often do you take your child/children to any local play areas or playgrounds?  
(Please tick ONE only)

- More than once a week
- Once a week
- A few times a month
- Once a month
- Occasionally
- Never

11. Do any of the following discourage you from taking your child to any of the local play areas or playgrounds?

(Please tick all the ones that apply to you)

- Too far to travel or difficult to get to
- Don't want to go out
- Concerned about crime
- Play area or playground is dirty
- Play equipment is not suitable for my child's age
- Play equipment is not safe
- Too many older children around
- Vandalism
- Playground is unsafe – please say why
- Other reasons .....please state

### **Child care**

12. Does your child or children go to any of the following on a regular basis (one or more times a week)?

(Please tick all the ones that apply to you)

- Child care -Childminder
- Child care- Day care      please put which.....
- School nursery      please put which.....
- Playgroup      please put which.....
- Creche sessions
- Any other forms of child care? please put which.....

If you answered YES to any of part of question 12 please answer the next 2 questions (13 and 14). If not please go to question 15.

13. What are your **main** reasons for using childcare?

(Please tick all the ones that apply to you)

- To allow me to work
- To allow me to attend adult education or training courses
- To give me a break
- To help my child develop
- To give my child the opportunity to play with other children

14. How satisfied are you with the child care that you use?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

Now go to Question 16

15. If you do not use any childcare for your child - could you please give the **main** reason/s why you are not using it?

(Please tick all the ones that apply to you)

- Too far to travel/difficult to get there
- Too expensive/cannot afford it
- No places
- Didn't know about it/no information
- Not convenient times
- Not happy with the quality of care
- My child is not at the right age
- I prefer to look after my child myself
- Other members of my family look after my child
- Other—please comment

16. Have you ever tried and not been able to get regular childcare for your child.

- Yes      If YES what type were you trying to get?.....
- No

### **Health Services**

17. If you needed advice about your child's health, who would you turn to?

(Please tick yes for all the ones that apply to you)

- |                        |                              |   |
|------------------------|------------------------------|---|
| Health visitor         | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Family doctor          | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Social worker          | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Midwife                | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Hospital               | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Chemist                | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Library                | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Internet               | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Friends and neighbours | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Family                 | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| NHS Direct             | <input type="checkbox"/> yes | <input type="checkbox"/> no                             |
| Other                  | <input type="checkbox"/> yes | <input type="checkbox"/> no if yes please say which.... |

18. How easy is it to get help from your doctor or medical centre when your child is ill?

- Very easy
- Fairly easy
- Fairly difficult
- Very difficult
- Can't get help at all

19. Which Doctors do you attend?

- Ashton View medical Centre
- Conway medical Centre
- Milan Street surgery
- Chapeltown Health Centre
- Other .....please say which.....
- None

20. In last **six months** have you attended any of the following?

(Please tick all the ones that apply to you)

- GP
- Baby clinic
- Practice nurse
- Community Dental service (East Leeds Clinic)
- Other dentist
- Family planning clinic
- Speech and language therapy
- Antenatal clinic

21. What do you think about the amount of contact you have with your Health Visitor?

- Too much
- About right
- Too little
- Don't have any contact

22. How satisfied are you with the support that you have received from your Health Visitor?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

23. Do you know the name of your Health Visitor?

- Yes
- No

24. Do you know how to contact your Health Visitor if you need advice?

- Yes
- No

25. Overall, how satisfied are you with local health services provided in Harehills?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

26. Have you any suggestions for improving any of these services?

**Support for parents**

27 Do you know of anywhere in Harehills where you can meet with other parents?

- Yes
- No

28. In the last six months, have you ever been to any of the following groups?

- Parent and toddler group
- Baby group
- Community cafe (Baby cafe)
- Talking Tots
- Toy Library
- other groups for parents and children     please say which.....

29. What do you think about the opportunities in Harehills for meeting other parents of young children?

- Good
- Quite good
- Quite poor
- Poor

30. If you had worries about your child's behaviour or development, who would **you** turn to for help or advice?

(Please tick all the ones that apply to you)

- |                                 |                              |                             |                                   |
|---------------------------------|------------------------------|-----------------------------|-----------------------------------|
| Health visitor                  | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| GP                              | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Social worker                   | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Friends or neighbours           | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Family members                  | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Home Early Learning partnership | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Nursery/ playgroup              | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Teacher/school                  | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Child minder                    | <input type="checkbox"/> yes | <input type="checkbox"/> no |                                   |
| Other                           | <input type="checkbox"/> yes | <input type="checkbox"/> no | if yes please say<br>who<br>..... |

31. Have you **used** any of the below for help or advice about family problems?

If YES – please tick which you have used.

- Health visitor
- GP
- Social worker
- Friends or neighbours
- Family members
- Home Early Learning partnership
- Nursery/ playgroup
- Teacher/school
- Child minder
- Other please state.....

### **Living in Harehills**

32. Overall how satisfied are you with Harehills as a place to bring up young children?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

33. What would you say is the **best** thing about Harehills for families of children under 5?

34. What would you say is the **worst** thing about Harehills for families of children under 5?

### **Work and educational opportunities**

35. Which of the following best describes you:

- I do paid work full-time
- I do paid work part-time
- I do not do any paid work but would like to.....what are the barriers for you  
.....
- I am looking for work
- I do not do any paid work and do not wish to

36. How do you feel about the availability of suitable opportunities for work in or near Harehills?

- very good
- good
- poor
- very poor

37. How well informed do you feel about the education and training opportunities available to you in Harehills?

- Very well informed
- Quite well informed
- Not very well informed
- Don't know of any

38. How do you feel about the education and training opportunities available to you in Harehills?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

39. Have you attended any adult education or training courses in Harehills?

- Yes please go to question 41
- No

40. If not why not?

(Please tick all the ones that apply to you)

- don't want to
- don't need to
- nothing available to suit my needs
- not interested
- no childcare
- cost
- difficult to get there
- don't have enough time
- didn't know about any courses

### **Sure Start**

41. Have you heard about Sure Start?

- Yes
- No Please go to question 44

42. If yes, do you feel you and/or your child have benefited in any way from Sure Start?

- Yes .....please say how
- No

43. In what ways do you think you and your child might benefit from Sure Start in the future?

**Now just a few questions about yourself**

44. What is your age?.....
45. How would you describe your ethnic group?.....  
(for example, White British, Asian British, Asian, Black British)
46. What language do you **mostly** use at home to talk to your child?  
English  Other (please state).....  
Half English/Half Other (please state).....

**Why are we asking these questions?**

We are asking these questions to check that services treat all groups equally.

**Special needs/disabilities**

**Some children and parents have special needs/disabilities and it is important that they get all the services that they are entitled to.**

47. Do you consider that any of your children have special needs/disabilities?  
 Yes.....  
 No .....please go to question 50
- 48 If yes how old are they?
- 49 How satisfied are you with the services in Harehills to support children with special needs/disabilities?  
 Very satisfied  
 Satisfied  
 Dissatisfied  
 Very dissatisfied
50. As a parent or carer do you have any special needs/disabilities?  
 Yes  
 No
51. Do you have contact with any of the following services?  
 Family Keyworker project  
 Parent Partnership  
 East Leeds FSU  
 Portage  
 Child Development Centre

We would be interested to hear the views of parents with a child or children with special needs/disabilities or who have special needs/disabilities themselves. If you have comments or ideas about improving the services in Harehills and would like to talk in confidence to one of the evaluation team please put your contact details on the attached sheet.

### **Additional comments and suggestions**

If you would like to provide additional comments about any of your answers or make any suggestions please do so on this sheet.

**Thank you for taking the time to complete this questionnaire.**