

**SURE START
SOUTHAMPTON
CENTRAL**

**SERVICE USER
SATISFACTION EVALUATION**

Final Report

January 2005

Prepared by Hempsall Consultancies

Contents

	<i>Page</i>
1. Introduction	3
2. Key Findings	4
3. Recommendations	8
4. Questionnaire Survey	9
5. Consultations with Parents and Carers	26
Appendices	31
Appendix 1	Methodology
Appendix 2	Survey questionnaire
Appendix 3	Respondents comments regarding expressed levels of satisfaction with provision and activities for families with young children
Appendix 4	Comments regarding noticing a difference in provision and activities for families with young children
Appendix 5	Questionnaire respondents' comments

I. Introduction

The Southampton Sure Start Programmes (Central, Millbrook, Redbridge and Maybush-MRM, Swaythling, Weston) commissioned Hemsall Consultancies to undertake an evaluation of Sure Start services linked to the Sure Start Unit target:

**“75% of families reporting personal evidence of an improvement
in the quality of services providing family support”**

The evaluation focussed in four areas within Southampton; the three Sure Start local programme areas (Central, Weston and Millbrook, Redbridge and Maybush [MRM]) and Swaythling, where services are in the process of being mainstreamed.

The ‘user satisfaction survey’ had the following specific aims:

- to establish the extent to which families are accessing Sure Start services;
- to explore how services are accessed (levels of information, introduction points);
- to establish perceived levels of satisfaction with services accessed;
- to explore perceived barriers to access;
- to explore additional service needs.

This evaluation was undertaken alongside an evaluation of breast feeding within the Southampton Sure Start Children’s Centre programmes; findings from the breast feeding evaluation are reported separately.

A report of findings and key recommendations has been prepared for each of the four areas; an overview of the key findings and recommendations from each area has been incorporated into an Executive Summary Report.

2. Key Findings

Overall respondents and participants to the evaluation were highly positive about Sure Start Southampton Central, the provision and activities available for families with children aged under five years and their experiences of accessing them.

The evaluation finds support for Sure Start Central achieving the target “75% of families reporting personal evidence of an improvement in the quality of services providing family support” albeit that it identified where improvements could be made to further increase the reach and development of services for families with young children. 73% of all respondents felt that services for families with young children had improved during the past four years; however this figure increases to 78% amongst respondents registered with Sure Start Central.

Identified benefits derived from accessing services for families with young children have a tendency to be child-centred – for example by providing children with the opportunity to socialise and access a range of provision and activities that they might otherwise be unable to access.

It was evident, particularly from consultations and observations that Sure Start staff are highly valued and that many parent/carers who access services feel involved and committed to the programme.

2.1 Information Sources and Levels

Availability of information regarding provision and activities for families with children under five years of age living in Central is very high; 6% of respondents indicated that they did not receive any information. 62% of respondents reported receiving information from one or two sources; and over a quarter (27%) reported receiving information about provision and activities for families with young children from four or more sources.

Sure Start workers are an important source of information for many respondents, as are newsletters or letters to the home.

Respondents were asked not just about the source of information, but about the level of information received; 25% of respondents indicated that they had all the information that they needed. However there are indications that there is a need to consider the level of information that people are receiving on the basis that 23% reported that they only knew about the services that they used, 38% indicated that they did not have enough information and 14% indicated that they had little or no information about services for families with young children.

Only a very small proportion of respondents indicated that the information received was not useful; for the majority (64%) the information that they had was very useful.

2.2 Satisfaction Levels with Services For Families with Young Children in Central

Generally satisfaction levels with services are very high. Of the 19 services listed on the questionnaire, all were rated positively (either as very satisfied or satisfied) by over 90% of those offering an opinion; albeit that in some cases the number of respondents offering an opinion was very low.

Comments in support of ratings offered and feedback from consultations indicate that perceived benefits derived from accessing services in Central have a tendency to be child-centred. Respondents and participants refer to opportunities for children to interact, socialise and access a range of activities that they might otherwise be unable to access as benefits derived from accessing services. There are also benefits to parent/carers to accessing services; opportunities to socialise and interact with other parent/carers and access to support and advice are commonly cited.

Overall just under 90% of respondents reported that they were happy with provision and activities for families with children under five years of age living in the area; this figure increases to 92% when registration with Sure Start Central is taken into account.

2.3 Making a Difference

73% of those responding felt that they had noticed a difference generally in provision and activities available for families with young children living locally during the past three years; of those 99% felt that provision had improved.

Amongst respondents registered with Sure Start Central 78% felt that they had noticed a difference generally in provision and activities (services) for families with young children, suggesting that the Sure Start target has been achieved amongst Sure Start registered families.

81% of respondents stated that they were registered with Sure Start Central whereas 13% were unsure.

2.4 Views Regarding Provision and Activities

Responses indicate that the majority of parent/carers feel that they have an input into provision and services for families with young children however responses also indicate that there may be opportunities to increase levels of input as 15% of respondents would not know who to talk to with a suggestion for services and 29% of respondents were unable to express an opinion regarding providers being interested in their opinion.

Over two-thirds (70%) of respondents felt that there is plenty of provision and activities for young children however responses indicate that there are issues regarding the provision of outside play areas, supported by feedback from consultations with parent/carers.

The majority of respondents felt that provision and activities were accessible and available at convenient times. There is a requirement however to consider some flexibility in the timing of provision (e.g. a lack of weekend provision or difficulties experienced by some accessing morning provision).

Over two-thirds of respondents responded positively to accessing support, advice and information, in particular being able to ask for support and advice from professionals or

people running provision if it were required, or if there were concerns regarding a child's development or health. Respondents indicate that they are less well informed regarding accessing information and support about debt, employment, domestic violence and benefits and tax credits than other forms of advice and support.

The majority of respondents (76%) felt that other parent/carers using local provision were welcoming.

2.5 Additional Provision

88% of respondents indicated that they felt that additional provision or activities should be made available for families with young children living in the area.

Additional provision prioritised by respondents was:

- more safe outdoor play activities;
- easier access to a dentist;
- crèche facilities;
- activities for the whole family to do together.

3 Recommendations

- 3.1 Support parents to be able to identify further benefits of accessing Sure Start services including parental benefits and outcomes.
- 3.2 Provide clearer information and/or support staff to inform parents about who to talk to for information, support and advice.
- 3.3 Improve the levels of general information available.
- 3.4 Consider ways to provide services for the whole family and at flexible times such as mornings, afternoons, evenings and weekends.
- 3.5 Consider ways to meet the expressed demand for outdoor play, crèche provision and easier access to the dentist.

4. Questionnaire Survey

4.1 Respondents

4.1.1 Response Levels

A total of 178 completed questionnaires were returned, representing an estimated 25% of households with children aged under five years of age living in Central Southampton.

4.1.2 Age, Gender and Ethnicity of Respondents

Just under 9% of respondents were aged 21 years old or under, with the highest proportion of respondents (47%) being aged between 22 and 29 years of age. The percentage of respondents by age range is shown in the following table:

Age of Respondents

Age Range	% of total	number
Under 18 years old	0.6%	1
18-21 years old	8.1%	14
22-29 years old	46.8%	81
30-39 years old	38.7%	67
40+ years old	5.8%	10
	100.0%	178

Base: 178
Percentages rounded

95% of respondents (164 individuals) were female, 5% (9 individuals) were male.

Sure Start Central Southampton is located in Bargate and Bevois Valley wards; the population of these wards demonstrates wide ethnic diversity. The profile of respondents to the questionnaire survey shows a proportionately higher response from some ethnic groups than found in the population as a whole; for example, just under half of all respondents (47.7%) were Asian/Asian British compared to 15% of the population as a

whole (as at the 2001 Census). However, there is a close correspondence between the ethnicity of respondents and the ethnicity of the registered database. The ethnicity of respondents and of the registered database compared to the ethnicity of the population as a whole (as at the 2001 Census) is shown in the following table:

Ethnicity of Respondents

Ethnicity	% respondents	% registered database	% total population
White	34.3%	36.8%	78.3%
Of whom			
White British	29.1%	31.2%	73.0%
Irish	0.0%	0.3%	1.5%
Other White	5.3%	5.4%	4.5%
Mixed Heritage	4.1%	3.8%	2.3%
Of whom			
Mixed White/Black Caribbean	1.2%	0.7%	0.7%
Mixed White/Black African	2.3%	0.6%	0.2%
Mixed White/Asian	0.6%	1.3%	0.8%
Other Mixed Heritage	0.0%	1.1%	0.6%
Asian or Asian British	47.7%	43.3%	14.9%
Of whom			
Indian	23.8%	16.4%	7.7%
Pakistani	16.3%	15.5%	4.2%
Bangladeshi	4.1%	5.8%	2.1%
Other Asian	3.5%	5.6%	0.9%
Black or Black British	9.9%	7.0%	2.4%
Of whom			
Black Caribbean	0.0%	0.7%	1.2%
Black African	8.1%	5.8%	1.0%
Other Black	1.7%	0.5%	0.1%
Chinese or Other Ethnicity	4.1%*	3.5%	2.2%
Unknown		5.6%	

Base: 172
Source: 2001 Census ONS; questionnaire returns, SS Central Registration Database
Percentages rounded
*Other includes Afghanistani; Iraqi; Middle East; Syrian and 'other'

4.2 Residency and Sure Start Registration

Over half of all respondents (58%) had lived in the Central Southampton area for more than three years, as shown in the following table:

Length of Time Lived in the Local Area

Length of Time	% all respondents
0-6 months	4.0%
7 months to 1 year	7.0%
1-2 years	12.6%
2-3 years	18.4%
more than 3 years	58.0%

Base: 174
Percentages rounded

A high proportion of respondents (80.7%) were registered with Sure Start Central Southampton; 13% stated that they didn't know if they were registered and 6% of respondents were not registered with Sure Start Central Southampton.

4.3 Children aged Under Five Years Old

Respondents were asked to indicate how many children they had aged under five years old, by age group. Two-thirds of respondents (66%) had one child aged under five years old:

Number of Children aged Under Five Years Old

Number of Children	% respondents	number
One	66.1%	117
Two	23.7%	42
Three	9.0%	16
Four	0.6%	1

Base: 177
Percentages rounded

In total the 177 respondents providing information regarding the number and ages of children had 257 children, of whom 42% were aged between 2 and 3 years old:

Ages of Children

Age	% of all children	number
Aged 0 – 6 months	10.5%	27
Aged 7 – 11 months	9.3%	24
Aged 1 year old	19.5%	50
Aged 2 years old	19.5%	50
Aged 3 years old	23.3%	60
Aged 4 years old	17.9%	46

Base: 257
Percentages rounded

7.9% of respondents (14 respondents) were expecting a baby at the time of the questionnaire survey; 1% (2 respondents) had a disabled child.

4.4 Information Sources and Levels

Respondents were asked to indicate from a list of different sources, how they obtained information about provision and activities for families with children under five years of age living in Central Southampton. Nearly two-thirds (65.3%) of respondents indicated that they obtained information from Sure Start workers and just over half (50.6%) obtained information from newsletters or letters to the home. 6% of respondents (11 respondents) indicated that they do not receive any information (of those, 50% were registered with Sure Start Central Southampton). Responses are shown in the following table:

Information Sources

Information source	% indicating as a source of information	number
Sure Start workers	65.3%	115
Newsletters or letters to the home	50.6%	89
From other parents and carers	36.9%	65
From posters or leaflets	35.8%	63
From Health Visitor or Health Clinic	21.6%	38
From people running provision/activities	17.6%	31
From Midwife	7.4%	13
Do not receive any information	6.3%	11
From Home Visitor/home visit	4.5%	8
Other*	3.4%	6

Base: 176, multiple response
 Percentages rounded
 *Other includes Community Workers; Family; nursery; Startpoint Northam; pre-school and school

Over a third (38.2%) of respondents indicated that they received information from only one source; 24.2% received information from two sources, as shown in the following table:

Number of Sources of Information

Number of Sources Indicated	% of Respondents	number
One	38.2%	63
Two	24.2%	40
Three	17.6%	29
Four	12.7%	21
Five or more	13.9%	23

Base: 165 (excludes those receiving no information)
 Percentages rounded

25% of all respondents indicated that they had all of the information that they needed about the range of provision and activities for children under five years of age living in Central; conversely, 14% of respondents indicated that they had little or no information about provision and activities:

- 25% of respondents (43 individuals) had all of the information that they needed about the range of provision and activities for children under five years of age living in Central;
- 22.7% (39 respondents) indicated that they only knew about the provision and activities that they used;
- 38.4% (66 respondents) had some information about provision and activities but not enough and;
- 14% (24 respondents) had little or no information about provision and activities.

Base: 172

Percentages rounded

- 64% of respondents (108 individuals) felt that the information that they had was very useful;
- 32% (54 respondents) felt that the information that they had provided some useful information but not enough and;
- 4.1% (7 respondents) felt that the information that they had was not useful.

Base: 169

Percentages rounded

In the region of a quarter (24.9%) of respondents indicated that they had regular access to the internet. National data varies, however it was estimated that in 2002 in the region of 45% of UK households are on-line and 47% of adults in the UK are regular internet users (UK ON-line Annual Report 2002); this figure is likely to have increased in the intervening period.

4.5 Expressed Levels of Satisfaction with Provision and Activities for Families with Young Children In Central

Respondents were asked to indicate from a list of provision and activities their level of satisfaction with each. Respondents were also asked to place a tick against each provision and activity that they had used. A number of respondents expressed a level of satisfaction with a provision or activity without indicating that they had used that provision or activity. Data was analysed both for those indicating that they had used a provision or activity and

those who had expressed a satisfaction rating without indicating use; results showed a broadly similar pattern, therefore the satisfaction levels expressed by all respondents offering a view are shown below.

In general respondents indicated a high level of satisfaction (very satisfied or satisfied) with the provision and activities that they rated. The provision that attracted the most ratings was parent and toddler groups (48% of all respondents offered a rating of this provision); of those a very high proportion (95.2%) indicated that they were satisfied or very satisfied with the provision.

The following table shows the provision and activities listed on the questionnaire and the satisfaction ratings provided by respondents for each. Respondents were also asked to provide an explanation for each rating and a number chose to do so. Where explanations for ratings have been provided they have been grouped according to a) provision or activity and b) the satisfaction level expressed. Comments regarding expressed satisfaction levels are included in the appendices.

Provision/Activity	% of Respondents Expressing a View (number)	% of whom Very Satisfied or Satisfied (number)	% of whom Very Dissatisfied or Dissatisfied (number)
Parent and toddler groups	48.3% (86)	95.2% (82)	4.7% (4)
Health visiting	35.4% (63)	92.1% (58)	7.9% (5)
Toy libraries	31.5% (56)	94.6% (53)	5.4% (3)
Let's play together	28.1% (50)	95.0% (49)	2.0% (1)
Children's dentist	25.3% (45)	93.4% (42)	6.6% (3)
Baby clinics	24.7% (44)	93.3% (41)	6.8% (3)
Family support worker	21.3% (38)	94.7% (36)	5.3% (2)
Music groups	18.5% (33)	100.0% (33)	0.0%
Crèches	19.7% (35)	91.5% (32)	8.6% (3)
Library groups	19.7% (35)	100.0% (35)	0.0%
Midwifery	15.7% (28)	96.0% (27)	3.6% (1)
Nursery nurse	13.5% (24)	95.9% (23)	4.2% (1)
Parenting courses	13.5% (24)	100.0% (24)	0.0%
Local training opportunities for parent/carers	11.8% (21)	90.5% (19)	9.5% (2)
Home play visitor (CPL)	8.4% (15)	93.3% (14)	6.7% (1)
Crisis support from Sure Start	7.3% (13)	92.3% (12)	7.7% (1)
Access to interpreting	6.2% (11)	100.0% (11)	0.0%
Portage worker	2.8% (5)	100.0% (5)	0.0%
Quitters	2.2% (4)	100.0% (4)	0.0%

4.6 Making a Difference

73% of those responding (119 individuals) felt that they had noticed a difference generally in provision and activities available for families with young children living in Central during the past three years.

Where respondents had noticed a difference in provision and activities available for families with young children living in Central during the past three years:

- 73% (84 respondents) felt that provision and activities have got a 'lot better';
- 26% (30 respondents) felt that provision and activities had got a 'bit better' and;
- 1% (1 respondent) felt that provision and activities have got a 'bit worse'

The questionnaire instrument was sent to all households with children under the age of five years in Central; 80% of respondents were registered with Sure Start Central. When registration is taken into account, the proportion of respondents noticing a difference in provision and activities increases to 78% (i.e. 78% of respondents who are registered with Sure Start Central have noticed a difference generally in provision and activities for families with young children); the percentages indicating the level of difference are the same as for all respondents.

Respondents were asked to provide an explanation for their judgement regarding provision and activities for families with young children; where provided, explanations are shown in the appendices.

4.7 Overall Satisfaction Levels

Overall just under 90% of respondents (89.9%, 151 respondents) reported that they were happy with provision and activities for families with children under five years of age living in the area. Of the respondents who are registered with Sure Start Central, 92% reported that they were happy with provision.

Respondent living in Sure Start Central Southampton for three years or more were less likely to report feeling happy overall with provision and activities:

Length of Residency and Overall Satisfaction

Residency	Overall, happy with provision and activities for families with young children in Central	
	Yes	No
0 – 6 months	100.0%	0.0%
7 months – 1 year	100.0%	0.0%
1 – 2 years	90.0%	10.0%
2 - 3 years	96.7%	3.3%
more than 3 years	86.3%	13.7%
Overall	89.9%	10.1%

Base: 165
Percentages rounded

4.8 Views Regarding Provision and Activities

Respondents were asked to read a series of statements relating to provision and services for families with young children and invited to indicate how much each statement reflected their own opinion using a five point scale (ranging from a rating of 5 = strongly disagree to a rating of 1 = strongly agree). Responses are shown in the following tables (a mean rating of 1 for each statement would indicate perfect strong agreement with the statement).

Input to services

The majority of parent/carers would know who to talk to if they had a suggestion to make about provision and activities for families with young children and felt that those offering provision or activities would be interested in their opinion.

It is notable however that a large minority of respondents were unable to express an opinion regarding input and in the case of knowing who to talk to if they had a suggestion to make, 14% responded negatively:

Ratings - Input

Statement	1 Strongly Agree	2 Agree	3 No Opinion	4 Disagree	5 Strongly Disagree	Mean Rating
If I have a suggestion to make about provision and activities for families with young children I know who to talk to	15.8% (25)	46.8% (74)	22.8% (19)	12.0% (19)	2.5% (4)	2.4
Those offering provision or activities for my young child are interested in my opinion	15.9% (24)	49.7% (75)	29.1% (44)	4.6% (7)	0.7% (1)	2.2
Combined Ratings	15.9%	48.2%	25.9%	8.4%	1.6%	2.3

Range of Activities

Just under 70% of respondents agreed with statements relating to there being plenty of provision and activities for young children; notably a relatively large minority (15%) responded negatively, disagreeing or strongly disagreeing that there are plenty of provision and activities available. In particular, a relatively high proportion of respondents felt that there were not plenty of outside play areas in the local area that they would be happy to visit with their child.

Ratings – Range of Activities

Statement	1 Strongly Agree	2 Agree	3 No Opinion	4 Disagree	5 Strongly Disagree	Mean Rating
There are plenty of activities for my child (under 5) to do in the area	23.9% (38)	50.9% (81)	15.7% (25)	8.2% (13)	1.3% (2)	2.1
There are plenty of outside play areas in the local area that I am happy to visit with my child	20.3% (31)	45.1% (69)	9.2% (14)	18.3% (28)	7.2% (11)	2.5
There are plenty of services and activities in the area where my child can play and learn new things	19.3% (29)	48.0% (72)	22.0% (33)	10.0% (15)	0.7% (1)	2.2
Combined Ratings	21.2%	48.1%	15.6%	12.1%	3.0%	2.3

Access to Provision and Activities

The majority of respondents felt that provision and activities were accessible and available at convenient times; a relatively large proportion of respondents did not feel that services and activities were open at convenient times:

Ratings – Access to Services and Provision

Statement	1 Strongly Agree	2 Agree	3 No Opinion	4 Disagree	5 Strongly Disagree	Mean Rating
It's easy for me to get to provision and activities for my child in the area	21.9% (27)	50.6% (81)	17.5% (28)	8.1% (13)	1.9% (3)	2.2
It's easy for me to go on family activities	17.3% (27)	51.3% (80)	16.0% (25)	9.6% (15)	5.8% (9)	2.4
Services and activities for families with young children in the area are available at convenient times	16.2% (25)	48.7% (75)	18.2% (28)	14.3% (22)	2.6% (4)	2.4
Combined Ratings	18.5%	50.2%	17.2%	10.6%	3.4%	2.3

Advice, Support and Information

Ratings for statements relating to accessing advice, support and information were generally highly positive; 68% of respondents responded positively (either agreeing or strongly agreeing with statements) when combined ratings for statements relating to accessing support, advice and information were taken into account.

However respondents indicate that they are less informed regarding accessing information and support about debt, employment, domestic violence and benefits and tax credits than other forms of advice and support.

Ratings – Advice, Support and Information

Statement	1 Strongly Agree	2 Agree	3 No Opinion	4 Disagree	5 Strongly Disagree	Mean Rating
I could ask for support and advice about my child from professionals or people running provision and activities if I needed it	20.6% (32)	60.6% (94)	16.8% (26)	1.3% (2)	0.6% (1)	2.0
I have enough information and advice about healthy eating for myself and my family	27.6% (43)	44.2% (69)	10.3% (16)	16.0% (25)	1.9% (3)	2.2
I have enough information and support if I need help with being a parent	23.2% (35)	46.4% (70)	16.6% (25)	11.9% (18)	2.0% (3)	2.2
I know where to go for information and support about benefits and tax credits	20.1% (32)	52.8% (84)	10.7% (17)	13.2% (21)	3.1% (5)	2.3
I know where to go for information and support about debt	11.3% (17)	36.7% (55)	25.3% (38)	20.0% (30)	6.7% (10)	2.7
I know where to go for information and support about employment	13.9% (22)	49.4% (78)	15.8% (25)	16.5% (26)	4.4% (8)	2.5
I know where to go for information and support about domestic violence	12.7% (19)	37.3% (56)	27.3% (41)	17.3% (26)	5.3% (8)	2.7
If I have any concerns about my child's development or health I know who I can talk to	30.3% (47)	54.8% (85)	7.7% (12)	5.8% (9)	1.3% (2)	1.9
Combined Ratings	20.0%	47.9%	16.2%	12.7%	3.2%	2.2

Reception

A very small proportion of respondents did not feel that other parent/carers using local provision and activities for children under 5 years were welcoming; the majority (76%) did.

Ratings - Reception

Statement	1 Strongly Agree	2 Agree	3 No Opinion	4 Disagree	5 Strongly Disagree	Mean Rating
Other parent/carers using local provision and activities for children under 5 years are welcoming	23.6% (37)	52.2% (82)	20.4% (32)	2.5% (4)	1.3% (2)	2.1

4.9 Additional Provision

88% of respondents indicated that they felt that additional provision or activities should be made available for families with young children living in the area. The most commonly cited requirement (indicated from a list of possible provision/activities) was for more safe outdoor play activities for children (e.g. parks).

Additional Provision/Activities Indicated as Required

Provision/Activity	% indicating required	number
More safe outdoor play activities for children	74.0%	108
Activities for the whole family to do together	57.5%	84
Easier access to a Dentist	56.8%	83
Weekend and/or evening activities	47.9%	70
Crèche facilities	44.5%	65
More indoor play activities for children	44.5%	65
Easier access to health services	41.1%	60
Full day care	39.7%	58
Support to help parents and carers to get paid work	36.3%	53
Information about how to help my child develop	36.3%	53
Information about healthy eating	30.8%	45
Parenting support	28.8%	42
Opportunities to spend time with other parents	25.3%	37
Other*	2.7%	4

Base: 167, multiple response
Percentages rounded
*Other includes courses; more things for over 5's; Punjabi songs etc.; support for working parents and more provision for older children

Respondents who had selected more than three options were asked to indicate which three choices were most important; these responses, taken with the responses of those that indicated three or fewer choices have been collated to provide an indication of priorities for additional provision and activities for families with young children living in the local area.

The types of provision/activities prioritised by respondents were:

- more safe outdoor play activities for children (prioritised by 42.5% of respondents stating a preference);
- easier access to a Dentist (34.2% of respondents)
- crèche facilities (23.3% of respondents) and;
- activities for the whole family to do together (23.3% of respondents)

Base: 167

Percentages rounded

4.10 Comments

Respondents were invited to make any comment they might have regarding Sure Start Central at the end of the questionnaire; 73 respondents (41% of total) chose to do so. The comments provided covered a wide range of issues, and some comments could be related to more than one issue, however, all comments have been collated according to loose categories and are included verbatim in the appendices.

Of the comments made:

- 43.8% (32 comments) provided complimentary feedback regarding the Sure Start Central Southampton programme;
- 28.8% (21 comments) were related to suggestions for improvements or issues that respondents wanted to highlight;

- 12.3% (9 comments) were related to a need for additional information; a similar number provided examples of positive outcomes and; 2.7% (2 comments) related to geographical or age limitations

5. Consultations with Parents and Carers – Summary of Findings

To complement the questionnaire survey of Sure Start Southampton Central service users, two focus groups were held to explore participants' views regarding a range of issues:

- facilities used;
- benefits of accessing services;
- barriers to accessing services;
- identified requirements for additional services.

Participants to the focus groups were recruited from existing service users with the support and co-operation of Sure Start workers. A total of nine parent/carers participated in two focus groups.

Discussions were semi-structured to allow participants to express their views regarding their experiences of Sure Start and their local area and to focus on the elements that they felt were most relevant to them.

The semi-structured nature of the focus groups allowed a comparison of key themes arising from the discussions, each of which is addressed below.

Facilities Used and Benefits of Access

Participants accessed a number of different types of provision on a regular basis:

“We go to everything – everything”

Participants identified a number of activities that were considered to be particularly popular:

- organised outings;
- toy library;
- book bus;
- indoor play facilities.

Whilst participants had accessed outdoor play areas concern was raised regarding the safety and security of such provision (e.g. parks):

“I don’t use Town Park, it’s not safe. There’s no fence and there’s a busy road, buses and traffic problems...”

Parents/carers report that there are considerable benefits derived from accessing Sure Start Central services, both for themselves and for their children. Children are able to access a range of different activities and play facilities:

“They can paint there, and cook”

“The kids love the Book Bus – it comes to Fun Days and events”

“It’s all new, not just any old rubbish (toy library)”

Participants were positive about the effects accessing provision had on their children’s confidence and socialisation skills:

“(The children) make friends – it’s important for them to mix, share”

One participant in particular had noticed a marked change in provision since the birth of her first child some years ago:

“For me it’s the benefits for the kids – there was nothing here when my first child was born”

Participants also identified a range of benefits that they themselves derived from accessing Sure Start services in particular accessing advice and support from Sure Start workers (in context of feedback from respondents and participants ‘Sure Start workers’ refers to the wider Sure Start team, including Partner agencies). One participant described difficulties encountered when she first arrived in Sure Start; having English as an additional language and being unfamiliar with the area this participant had encountered a number of problems that were relieved when she accessed Sure Start:

“The people can get help solving problems. I went to the Job Centre but they lost my files; I was kept waiting for appointments, it was very difficult. I found out myself about Sure Start from the GP – I asked everyone who would help me – they do very good work”

Sure Start also provides parents and carers with opportunities for learning, training, socialising and involvement, and for new experiences and development (albeit that barriers to accessing the latter were identified).

Barriers to Access

The barriers to access identified by participants were primarily concerned with resource limitations and childcare issues, for example:

- problems identified with outdoor play facilities, including physical access (transport) and security and safety in outdoor play facilities;
- a lack of resources (e.g. shortage of crèche places and a perceived shortage of staff such as Health Visitors);
- a lack of childcare or crèche provision which are identified as presenting a barrier to accessing training;

- transport and access issues – going out in bad weather or going further afield if you did not drive a car.

“There’s a limit on space in the crèche. Other kids have to come into meetings...and with kids in the meeting you can’t concentrate. If you are coming to a meeting like that you go away very frustrated”

“I would go on a course if there was a crèche”

Improvements to Services

Participants were asked to identify any improvements to services that they would like to see. Health advice, specifically advice on healthy eating was a high priority for one focus group:

“We need Sure Start to go out and talk about health and diet and not giving kids sweets”

It was generally felt that there needs to be some flexibility to the timing of provision, e.g. a lack of weekend activities and difficulties accessing morning provision for some.

Concern was raised regarding a lack of involvement of male carers/fathers in family life and the need for Sure Start to target activities aimed at men, albeit that participant’s views differed:

“My husband thinks it’s my responsibility (to raise children)”

“An activity day (is required) – a physical thing for older kids with their fathers”

“I doubt of anyone would come”

Concerns over the safety and security of existing outdoor provision ensured that safe outdoor play areas were a priority for the majority of participants.

Overall

Overall participants were highly positive about Sure Start and the benefits that they and their children have derived from accessing services; in particular it is felt that children benefit from Sure Start services.

It was evident from discussions and observations that Sure Start staff are highly valued and that many parent/carers who access Sure Start services feel involved and committed to the programme.

APPENDICES

Appendix One	Methodology
Appendix Two	Survey questionnaire
Appendix Three	Comments regarding expressed levels of satisfaction with provision and activities for families with young children in Central
Appendix Four	Comments regarding noticing a difference in provision and activities for families with young children living in Central
Appendix Five	Respondents' comments

Appendix One – Evaluation Methodology

I. Questionnaire Survey

Working with members of each Sure Start Programme a questionnaire instrument was devised to explore:

- To establish the extent to which families are accessing Sure Start services
- To explore how services are accessed (levels of information, introduction points)
- To establish perceived levels of satisfaction with services accessed
- To explore perceived barriers to access
- To explore additional service needs

The questionnaire was piloted with parent/carers living in Sure Start Weston.

Each area had a specific range of services that needed to be explored; this resulted in the production of four questionnaire instruments, each with areas of similarity and difference.

Questionnaires were sent to all households with a child aged under five years old living within each area; for data protection purposes questionnaires were dispatched by each area.

Given different resource issues, questionnaires were dispatched at different times; Sure Start Central and Sure Start Weston questionnaires were mailed in July 2004 for return by the end of August 2004. Sure Start MRM and Swaythling questionnaires were mailed at the beginning of September 2004 for return by the end of September 2004.

Each programme (area) supported the questionnaire with parents and carers to maximise response; activities included encouraging individuals to complete a questionnaire when attending Sure Start provision or services; promoting the survey via providers; and supporting individuals who required assistance to complete the questionnaire.

To further encourage participation, each area offered recipients the opportunity to be involved in a prize draw – the prize being £50 worth of ‘Early Learning Centre’ vouchers.

Recipients of the questionnaire were provided with a reply-paid envelope to return completed questionnaires directly to Hemsall Consultancies.

2. Consultations with Parents and Carers

Consultations were undertaken with parent/carers in the three Sure Start areas (Central, MRM and Weston). Participants were recruited with the support and facilitation of Sure Start staff in each of the three areas; consultations were not undertaken in Swaythling as at the time of the evaluation developments were in the planning stage.

The consultations took the form of focus groups, two in each of the three Sure Start areas. Participants were existing Sure Start service users. The focus groups were undertaken to support the findings of the questionnaire survey.

3. Consultations with 'Professionals'

A number of 'professionals' (e.g. individuals working within organisations that have an affect on or are affected by Sure Start) were invited to attend a meeting at Sure Start Central's offices to explore:

- Evidence of re-configuration of services to deliver beyond that which they would otherwise have done as a result of Sure Start in Southampton
- The impact of Sure Start on the provision of services
- Examples of partnership and community working

The meeting was held at the end of the data collection period (26th October 2004) with six people in attendance; two of whom represented Sure Start programmes. Information derived from the meeting has been used to inform the overview Executive Summary and can be read in that report.

Appendix Two – Survey Questionnaire

Appendix Three – Respondents comments regarding expressed levels of satisfaction with provision and activities for families with young children

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
<p>Parents and toddler groups</p>	<p>My children can play with other children.</p> <p>My child enjoys</p> <p>Even though my daughter is small yet, I think it good for her to get used to this environment.</p> <p>My child can play and I can meet a new mum.</p> <p>Helps to get our children to share toys</p> <p>Get my child out and stop him clinging to me</p> <p>Baby learns from others and socializes</p> <p>My child loves 'tots & tunes' – great book/toy library</p> <p>Watch my children communicate with others</p> <p>Opportunity for kids to interact</p> <p>Child can play, parents can chat.</p> <p>A way of my son meeting other children and me meeting other parents</p> <p>My son learns to interact with other children</p> <p>Children learn to mix with other colours and race</p> <p>My children play with others and myself meet other parents</p> <p>My child very happy</p>	<p>Hated the way other parents looked at me</p> <p>Because they only have them on the same day and it is not always good</p> <p>Cotton tails – because there were hardly any toys, kids were fighting over them</p> <p>There should be more funding</p>

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
	<p>Parents can socialize and share problems</p> <p>There is a chance to meet children and parents</p> <p>My child can make friends and I can have a break and talk to other parents.</p> <p>Parents can share their views and give each other tips.</p> <p>They do so much for the kids, activities, trips, story time, songs etc.</p> <p>Sessions are very good but attendance tends to vary</p> <p>Well organised</p> <p>I can discuss any problem</p>	
Toy Libraries	<p>My children like listening to the story tellers</p> <p>My child loves new toys</p> <p>My child enjoys toys</p> <p>My child likes playing and enjoys</p> <p>My Kids can learn the value of books</p> <p>My child loves borrowing the toys – very educational games – helps him learn</p> <p>Huge variety of toys</p> <p>We can borrow toys easily</p> <p>Access to a variety of toys</p> <p>Able to get books</p> <p>My child got a new toy</p>	<p>My child is not allowed to choose toys for himself – I have to.</p> <p>My child used to use it, it was good selection but not all there</p> <p>Not always regular</p>

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
	<p>Good idea to get variety in toys and books without having to buy.</p> <p>Baby not get bored with changing toys</p> <p>Great toys available, educational, good condition.</p> <p>Children won't get bored of the same toys</p> <p>My son is able to play with a different toy each week</p> <p>My children like borrowing toys.</p> <p>Variety of the toys.</p> <p>Try before you buy. Chance to try new toys before you buy</p> <p>I have heard about it.</p>	
<p>Library Groups</p>	<p>My child likes reading books</p> <p>My child enjoys with other children</p> <p>Baby loves books and develops skills</p> <p>My child picks things up from books e.g. colours</p> <p>Because it introduces my child to books and reading</p> <p>My son loves looking and listening to all sorts of books</p> <p>Good activities – appropriate books</p> <p>My child will be able to find more new things</p> <p>Good activities – lovely staff and story times</p>	

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
	<p>Have attended story time at the local library, but not that recently.</p>	
Creches	<p>My son can play with other children</p> <p>Allows me to attend courses/meetings while good care is taken of the child.</p> <p>Allows me to take part in Sure Start courses</p> <p>Some time for me and time to take courses</p> <p>Helps parents take part in adult activities</p> <p>Get new skills and my son can play</p> <p>With crèche we can enjoy meeting</p> <p>It helps my child to socialize without me being there (own space)</p> <p>Very useful when I have to attend meetings.</p>	
Let's play together	<p>My children can play and enjoy other children</p> <p>To make new friends</p> <p>Because it introduces my child to other children and making friends.</p> <p>Help kids play alongside one another.</p> <p>My child is very happy with other children</p> <p>Yes, my child plays with other kids</p> <p>Nice to get out and about and meet others</p>	<p>I don't want to play with my son, I want to have a rest.</p> <p>But does not run in the afternoon in my local area.</p> <p>Too quiet</p>

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
	<p>A way of getting into 'messy stuff' out of the home.</p> <p>The group regularly gives activity packs to use at home.</p> <p>Particularly liked the outdoor session at the local park</p> <p>Good fun Lots of fun activities for children</p>	
Baby Clinics	<p>Can compare stories and problems</p> <p>Have met other mothers with same age children</p> <p>Extra checks on babies can be made</p> <p>Staff are very helpful</p> <p>Because I get my child weighed</p> <p>I was able to talk to them about concerns of child health</p> <p>I found the advice very good.</p> <p>I have a chance to talk to someone about my baby and meet other parents</p> <p>Any questions I have are answered and son's progress checked.</p> <p>Useful advise always available.</p> <p>I learn new things</p> <p>The Health Visitor is very supportive</p> <p>My queries are answered</p> <p>Well, it's easy to get to, that is about all.</p>	<p>It's like waiting at the doctor's for an appointment</p> <p>Hated not being able to talk to Health Visitor in private.</p>

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
Midwifery	<p>I liked being examined in the comfort of my own home</p> <p>Looks after the parent/mother for once.</p> <p>They visit me once a month to check my pregnancy and they are very friendly.</p> <p>Useful advice always available</p> <p>The Midwife has been very supportive</p> <p>Very friendly and helpful</p>	<p>I'm not interested</p>
Family Support Worker	<p>They help me through tough times with my child.</p> <p>Good info and help – not text book but experienced.</p> <p>I need somebody to support me.</p> <p>Helps out.</p> <p>Help me through a bad time.</p> <p>She is there when I need her and helps me through tough times.</p> <p>My family support worker has been good but I wish that she was a bit more understanding with my children</p> <p>Good to talk to but that's all I feel I am getting.</p>	<p>You can never get one to come and see us when you want.</p>
Home Play Visitor (CPL)	<p>Good for kids, picking up more</p> <p>Don't go out much, they look forward to it.</p> <p>Comes and plays but feel that more could be achieved.</p>	

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
Local training opportunities for parent/carers	<p>Fruitful use of time</p> <p>Helped me</p> <p>It gave me the opportunity to begin a career in childcare.</p> <p>Life doesn't end with having children</p> <p>Updates are always sent via post.</p>	
Access to Interpreting	<p>Satisfied Comments</p> <p>I need to know more information</p> <p>People have their say despite what language</p>	
Crisis support from Sure Start	<p>Meet new people</p>	
Quitters	<p>No comments</p>	
Health Visiting	<p>To know if my child is healthy</p> <p>She's great</p> <p>Any queries about my children.</p> <p>I can visit the groups and see the HV when I have a problem.</p> <p>Able to express any concern of child's health.</p> <p>It's good to find out how to maintain your child, having good advice from health visitors.</p> <p>Provides information, very friendly, there to answer questions.</p> <p>If I have a problem with my child's health they help.</p> <p>The first two months that I had my baby they were very helpful.</p> <p>Can talk about any need of my child</p>	<p>Not very good on helping you when asking for help with baby groups</p> <p>Like waiting for an appointment at doctors</p> <p>Haven't heard from one for nearly a year.</p> <p>I just had one visit since 8 months</p>

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
	<p>Get her weighed and helps with any questions that I have.</p> <p>As I can talk to her whenever I need, if I feel low.</p> <p>My HV has been very supportive and helpful. Because they listen to you and then give good advice (Rowena Davies).</p> <p>My HV (Fiona Butt) is very supportive.</p> <p>Would prefer to see Health Visitor at my home.</p> <p>Average.</p>	
Children's Dentist	<p>Keep their teeth in good condition.</p> <p>It is important to my child.</p> <p>The dentist is good with the children.</p> <p>Good to have checkups for my son's teeth.</p> <p>Very scaring but my son feels OK about going.</p> <p>My child has his teeth checked regularly.</p> <p>I am happy with dentist. My child can get her teeth checked.</p> <p>Regular checkups put my mind at ease.</p>	Have no idea where nearest one is.
Portage Worker	<p>Help speaking better, earlier the better.</p> <p>They help with my child's behaviour and helps me.</p> <p>I need some help with my son</p>	

SERVICE	SATISFIED COMMENTS	DISSATISFIED COMMENTS
Nursery Nurse	<p>Knows some things we don't.</p> <p>Someone to talk to about any worries I may have.</p> <p>Helped me through a bad time.</p>	<p>Do not get feedback at home to tell if my son is hurt.</p>
Music Groups	<p>My child is really enjoying.</p> <p>(deleted) and (deleted) love their music and instruments.</p> <p>My child can learn sounds and rhyming.</p> <p>Fun and good for baby's development and enjoyment.</p> <p>It gives my child more confidence.</p> <p>Teaches my child to interact.</p> <p>Tots and Tunes – lovely staff – my children love it.</p> <p>It helps me as a parent to know how to work with my children.</p> <p>Useful to learn different types of parenting. Always something to learn.</p> <p>It has given me more confidence in being a first time parent. I can learn to deal with my children.</p> <p>To get more information about children and my child plays with other children.</p>	
Parenting Courses	<p>It helps me a lot and good information.</p> <p>Again, lots of helpful advice.</p>	

Appendix Four – Comments regarding noticing a difference in provision and activities for families with young children

Question - Have you noticed a difference generally in provision and activities available for families and young children living in Central during the past three years?

In answer to this question the majority of responses agreed that provision and activities had got either a bit or a lot better. Only one response indicated that it had got worse.

Why do you feel that is?

‘A bit or a lot better’ responses:

Because it is more available to you on your doorstep, rather than having to go too far.

Providers take into account the feedback provided by the facility users

Because I have heard a lot of Mum's say their children or family would not be able to go places like Legoland and things because of the money side of things. Being a part of Sure Start helps a lot of families in other things and support which is what a lot of us young mum's need.

On the whole the community has seemed to finally pull together and work together to help with all the needs of the under-fives.

The government has become more aware of the needs of parents and babies and is making an effort to help those who need it.

Help and support with one to one basis.

Because there is more support and activity groups.

What I've seen of Southampton or even in the St Mary's area has changed over the last few years very quickly for the better, because it's more for children and for Mum's who need support, hope for their and their children's future.

Much more for children to do and more opportunities for parents are given too. Much better.

Because more parents go to the groups and children enjoy the activities that go on around Sure Start Central..

I have noticed a lot of difference, generally, in provision and activities, there are a lot of group activities, more than the last three years.

Well, it's got play groups, crèches, fun days etc. There are a lot of activities for families and I'm very happy about it.

There are lots of different activities for children that are held at different days/times to suit you and you are encouraged to come along and workers come regularly to make sure you have all the info you need.

Toy Libraries, story times, parent toddler groups etc. are available. My daughter when at home prefers me to take to groups.

There seems to be plenty of groups/activities within walking distance of my house now compared with when my eldest boy was under four.

More activities are now provided.

There are more things we can do with our toddlers and babies than just sit at home.

There is more available for families, local baby and mother groups provide so much for the children. I am very pleased with all Sure Start Central do for the kids.

There is more for children as well as families to do.

It has brought together a lot of mixed families and gives mothers and children opportunities to get to know each other.

I feel that the staff are so helpful and they are trying to make better and better.

Sure Start activities very good. Children learn lots of things and parents also. Have done lots of courses, my daughter likes music and play dough. She is very shy girl but now she is fully prepared for Nursery (very nice crèche workers).

Activities whole family can do together are very good.

I think that Sure Start has helped, but feel that there is still more work to be done.

In Summer children do get bored and going out is expensive a lot, for some families.

Because Sure Start has helped a bit, but it could have more activities on other days of the week.

Because Central still lacks facilities for under fives

'A bit or a lot worse' response

Some key workers for crèches are very biased, they want to tell us about children and much too forceful to insert/ injected their personal opinions

Appendix Five – Questionnaire respondents' comments

Comments
When you ask about access to the Internet, could I get sent some more information about getting access to access.
I hear from other people about trips and events, but I don't get no post telling me about it.
As myself I didn't know about a lot of things as I was never told about, this makes me feel quite angry, as I feel my son has missed out.
You could give out more information on what activities for under 5's at Sure Start. I would like to be informed of activities and register with Sure Start.
Would like to know where and when and what can this offer me and my child.
I attend some Sure Start projects but I would like more information about outings, day trips out.
As I don't know the area well, I would like information on local activities for my children. Also I don't know about Sure Start and what they do.
It's very helpful and I'm glad I now have that security feeling if I need help.
Thank you very much for your support
Sure Start Central is very good
Good services
I am very satisfied with the service
It is very good
I like it
Very happy with activities
It's wonderful
Thoroughly enjoy breast feeding group, very supportive workers, easy going group, glad to have somewhere to go for breast feeding Mum's
Very helpful breast feeding clinic
Sure Start good services and access to our needs.
Yes, Sure Start are doing a very good job, it is very good for mums/children. It is very helpful to have.

Comments

I am happy that we have Sure Start. I do go to the groups when I can. I enjoy Sure Start activities.

Sure Start is a great place, I would recommend it to any parents.

I am very pleased to know Sure Start staff and families. I love Sure Start staff because they are always supportive and I love to work with them.

I think they are doing well.

Just, it's great!

They provide lots of activities and opportunities in our area.

I am happy with this service

Very happy with service provided.

The staff are great

Very friendly staff

Considerate people, try to give as much support as possible.

We like Sure Start Central

Thank you to all Sure Start staff, especially R Davies, Health Visitor and my community worker, R Field.

It's good, staff and helpful.

I think they are doing a good job trying to provide for families.

I am really grateful to Sure Start, don't know what I would have done without it.

Thank you for all your hard work.

I am very happy so far with the help and support I have received from Sure Start, the staff are approachable and friendly too.

It is good for children and parents – training courses.

A well organised group with friendly and helpful staff – felt very assured that advice was available when my first child was born! Please keep it up!

Our local provision is very good and the facilities at the Northam Community Centre are excellent - Newtown/Nicholstown needs a similar base.

Sure Start is helpful to the parents and toddler in every possible way. It has made life

Comments

simple and opened the door for personal development.

It's absolutely great-has been a great centre of support since I've moved – just knowing that there is help available and that someone can point me in the right direction to access it.

Sure Start Central has given me a little of my life back, it's given me hope and shown me that although a lot of people in the beginnings don't have anything, they can have everything, especially Veronica, who supported me a lot and all of the team.

Me and my daughter like very much Sure Start activities. When I register with them I have lots of friends and my daughter also. She learns lots of things and she mixes with other people, now she is prepared after going to Nursery. They give us lots of opportunities to learn more things, they support us very well. When I am coming to this country I feel very lonely, with Sure Start I build my confidence after attending some of the AGM meeting, it's good experience for me. In future want to work with your team.

I like Sure Start very much, if Sure Start not helped me then I don't know where I am ruined. I would like to say thank you very much to Sure Start.

Excellent. I am moving soon to a new town and hope they too will do the Sure Start scheme, as it gets you out, of course, meeting people and exchanging ideas and baby has fun and meets other children and babies.

I felt Sure Start do so many positive things for the children. I feel we are lacking safe outdoor play areas and equipment, particularly in our own housing areas e.g. Play areas on estates. My area has an awful play area for the kids.

I really appreciate the service, it's probably the best thing for me and my child which happened in UK. I am thankful to Satpaljee and Sure Start team for this.

I think Northam Sure Start is a very good school, it has helped my boy a lot.

Northam Sure Start have a lot more than St Mary's, if we had a lovely centre like Northam, lots of people would go.

More training would help Mum back to work and better paid work.

There should be something for young people like funfair, and like henna, kite flying and Indian stage show - Child under 0-6months – something people should remember all their lives and I will be pleased.

Always receiving information about local activities but not enough need a regular group or club for young children.

After long or several attempts I was registered with Sure Start Central.

Support our traditions.

Comments

I like to have a doctor at Northam Sure Start building in Centre.

Yes, it would be nice for my two children to have more things to do in the area like in holidays, weekends etc.

If Sure Start could do more for the Mum's and Dad's, as well as the children, like gym and swimming etc.

I would like if Sure Start tries to give us lots of information to all parents, like meetings, playgroups, funfairs etc.

I am grateful for Sure Start as it has helped me get out more and give more time to my son (positive time), but I feel that there is still something lacking in the service, but I'm sure that Sure Start will get it right soon.

I request that all information about activities/days out be sent to me. I have missed a few days out because information has not been sent or has been sent too late.

A great initiative, friendly, helpful staff. More public awareness needed, perhaps in Polish/Romanian groups.

I would like to see more physical activities for my son such as Tumble Tots etc. Football, as he has a lot of energy to burn off and maybe physical fitness for adults.

I think it's brilliant since Sure Start began but, I think they need to send out more information as to what they are about, as it seems more than child's play which a lot of help I know nothing about and would find very helpful.

It would be nice to invite all parents for chat and tea and coffee and get to know each other as well.

I feel as a working mother the times available to me and my son aren't acceptable, so we don't tend to use the service.

I would like to know more about Sure Start.

More information and support about mothers who are single or students. I think that the Nursery in St Mary's should have a nit nurse as my child kept getting them.

I would like to see some more baby groups on Mondays, Wednesdays and Friday afternoons in Newtown for under 5's.

You don't hear about Sure Start once your child reaches 5 which is a shame.

Please, please include children over 4 – but under 5 when there is a trip to go somewhere and that child is still in Nursery. Also more afternoon play sessions for children so they can come either morning or afternoon.

Comments
Spend your funds more appropriately toward the real needs for the communities.