Sure Start Aspley / Bells Lane

Parent Perceptions

On the impact of Sure Start Projects
Targeting the Sure Start Health Objectives

Accident Prevention
Smoking Habits
Breast Feeding
Post Natal Depression

Report by Rosalind Pearce, September 2004
rosalind_pearce@btinternet.com
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1 Summary of Findings and Recommendations

This report details the findings of a piece of research conducted by Sure Start Aspley Bells Lane parents supported by the Sure Start Health Development Worker and an external consultant, Rosalind Pearce.

The research is part of Sure Start's local evaluation programme and sought to find out from parents / users of health related services their opinion of the services and the impact these services have had on the health and wellbeing of their families.

The findings of this research will help to inform Sure Start Aspley Bells Lane of the impact that their services are having on the main health objectives as determined by the Sure Start Programme nationally and activities / services delivered locally.

The research looked at:

- Child Home Safety Scheme
- Smoking Habits
- Breast Feeding
- Post Natal Depression
- Satisfaction with Sure Start Services and other health related services

The findings are based on a sample of 53 respondents representing an estimated 10% of Sure Start families who completed a questionnaire over the summer of 2004. All respondents had benefited from the Child Home Safety Scheme.

In the following sections the findings of the research are detailed with recommendations in italics.
1.1 Child Home Safety Scheme

Over 50 per cent had had a safety gate (81%), smoke alarm (56%), socket covers (56%) or fire guard fitted in their homes.

The low percentage of fitted window locks (31% of sample) may reflect the number of households in this sample who have lockable upvc windows.

Sure Start should record whether UPVC windows with locks are fitted at premises where window locks are not requested.

46% of people waited over 5 weeks for fitting of safety equipment. On the face of it this is an unacceptable waiting time, however only one respondent complained about the waiting time.

Further research needs to be done to establish at what age the child is when referral made as this may influence the time waiting for fitting e.g. if the referral is made well in advance of the child gaining mobility and the equipment is fitted prior to the child gaining mobility then the waiting time between referral and fitting is not an issue.

Sure Start should ensure that the waiting time for smoke alarms is kept within 2 weeks.

Car seats were identified by 16 respondents (30%) as safety equipment they would like.

Sure Start should investigate the practicability of making available car seats within the Sure Start area. This could be on a loan or permanent basis. Such factors as proper fitting and liability should be addressed when developing a response to this request.

The majority of those who commented thought that having safety equipment had helped stop accidents in the home.

Sure Start should ensure that all safety equipment is promoted and that publicity material is supported by parent's views.

There is a consensus that the equipment and advice has made the home safer for the child and a more relaxing environment for the parent.

Sure Start should look to include parent comments taken from this research in the promotion of safety equipment in the home.
1.2 **Smoking Habits**
- 38% of respondents smoked during pregnancy, one gave up smoking during pregnancy
- 5 mothers have started smoking since having their last child
- 60% of households in our sample have at least one adult living there who smokes

These figures show that on the whole the non-smoking message is having little impact on this sample of mothers. It is assumed that this picture is reflected across the whole Sure Start Aspley / Bells Lane population.

*Sure Start needs to develop a family of strategies that will, at a minimum reduce the number of cigarettes smoked and create smoke free zones within homes.*

1.3 **Breastfeeding**
- 53% of the sample did breastfeed their last baby
- 54% of those who breastfed did so for longer than two months
- Lack of support in hospital and at home was quoted as being the most common reason for not breast feeding
- Most mothers gave up breast feeding because it became too painful

*Sure Start should investigate how they can work with health professionals in improving the level of support to mothers who want to breast feed.*

*Sure Start should consider how best to involve mothers who have breast fed or are currently breast feeding to support other mothers who are considering breast feeding e.g. peer support group.*

1.4 **Post natal depression**
Our research sought to gain an understanding from all mothers in the sample what they understood to be 'post natal depression'. We also wanted to find out from mothers who had experienced post natal depression what support they received and what they would like to have had.

51% of the sample said they did not experience post natal depression; 27% said they had experienced post natal depression and a further 22% said they were not sure.
The understanding of what post natal depression is does not differ significantly between those who have experienced it and those who have not.

Common words used to describe what post natal depression is include:

- Depressed, feeling low / down
- Stressed
- Cry all the time
- Happens after birth, can’t cope / bond with the baby

Mothers experiencing post natal depression wanted both emotional and practical help. They want help from their family, they want someone to listen to me / talk to; support from friends; and somewhere to go / to get out of the house.

**Sure Star must ensure that any buildings from which they deliver services are welcoming to mothers with new babies and provide a supportive environment.**

**Sure Star should consider how best they can support / guide / train family and friends in order that they that they are equipped and confident to support mothers with new babies.**

### 1.5 Satisfaction with Sure Start Services

Nine Sure Start Services were listed and people were asked to rate how satisfied / very satisfied / very unsatisfied they are with these services. We also asked people to indicate if they had never used a service. Not all Sure Start services were included in this list as the focus was on health related services. It is worth noting that some services that were on the list had only just started and so most probably were not well known within the community e.g. Baby massage started in April 2004.

Overall people were satisfied with the Child Home Safety Scheme but did not necessarily go on and use other Sure Start services. Aerobics, Baby Massage and Family planning had not been used by over 70% of our sample. Gym Tots and Community Nursery Nurse were the most used services with 53% and 55% respectively of people having used these services.
The overall satisfaction rating was very high:
- 54% rated services as very satisfactory
- 40% rated services as satisfactory

The main reason for being dissatisfied with a service was that it was busy/packed or the distance to travel to the service.

*Sure Start must continue to monitor both the use levels and satisfaction levels of all its' services. Sure Start must be aware that generally the higher the take up of a service is the more likely it is to be rated with a lower satisfaction level. The promotion of services must be supported by the ability of the service to cope with interest generated.*

1.5.1 Satisfaction with other health services

Overall satisfaction levels with other health services i.e. those not delivered by Sure Start was high - 74%.

Only baby clinics failed to reach 70% satisfaction rating - the reasons given were distance to the clinic, waiting times to be seen and unwelcoming reception at the clinic.

*Sure Start should discuss with its' partners how they can improve the baby clinic service specifically the reception and waiting times.*

1.6 Other health related issues

Respondents made clear links between crime, alcohol consumption, drugs, little money, poor housing and domestic violence and the health of the area and would expect improvements in these factors to have a positive impact on the health of people living in the area.

*Sure Start should consider how best they can work with other agencies and the community in addressing these factors.*

1.7 Conclusions

The findings of this research are many and have given parents an opportunity to comment on Sure Start services and so contribute to the ongoing development and improvement of the Sure Start Aspley / Bells Lane programme. Sure Start is delivering services that on the whole the users are very satisfied with; however the take up level of some services
should be investigated further by in depth monitoring and evaluation of these services.

The impact of the Child Home Safety Scheme is recognised by parents as making the home safer for the children and more relaxed environment for the parents. Parents do think that safety equipment has stopped accidents happening in the home. This is especially true of stair gates, cupboard locks and fire guards. Smoke alarms have raised the alarm when fire has broken out and raised the awareness levels of parents about the dangers of fire in the home. The visits by the fire safety officers have helped parents think about safety - prevention of fires and how to escape if one occurs.

Sure Start should continue to promote safety in the home, develop services and support that encourages a reduction in smoking and smoke free zones in the home, look to build on the active parent involvement in the programme in the delivery of peer group services - breastfeeding and post natal depression specifically.
2 Background

Sure Start Aspley / Bells Lane has been operating for over two years now and as part of the evaluation programme for 2003 and 2004 has identified the impact that Sure Start projects and activities are having on the main health objectives as being an area that they want to investigate.

Sure Start is committed to involving local parents in all areas of activity. Sure Start secured the services of Rosalind Pearce to facilitate the evaluation process, support the Sure Start member of staff who worked closely with the parents and to draft the final report. This report details the findings of 53 questionnaires completed by parents who have used the Sure Start Child Home Safety Scheme.

2.1 Child Home Safety Scheme

This is an initiative aimed at reducing accidents in the home and so reducing the number of emergency admissions to hospitals. The Child Home Safety Scheme provides the following:

Free safety gates, smoke alarms, window locks, socket covers, cupboard locks and corner cushions. These are all fitted free by Sure Start.

All families with a child under 2 are eligible for scheme. Over 100 families have now benefited from this initiative. All were sent a copy of the questionnaire – 53 returned it completed.

3 Context

Sure Start is a Government programme which aims to achieve better outcomes for children, parents and communities by:

- increasing the availability of childcare for all children
- improving health, education and emotional development for young children
- Supporting parents as parents and in their aspirations towards employment.
Sure Start local programmes aim to improve the health and well-being of families and children before and from birth, so children are ready to flourish when they go to school. This is done by:

- Developing partnerships and activities to improve services for families with children under four
- Spreading good practice learned from local programmes to everyone involved in providing services for young children.

3.1 Sure Start Objectives

Objective 2 of the Sure Start Programme is Improving Health. A key target within this objective is ’the reduction in children in Sure Start area ... admitted as an emergency with gastro-enteritis, a respiratory infection or a severe injury’. Sure Start Aspley / Bells Lane has developed a raft of initiatives aimed at supporting this Objective including the Child Home Safety Scheme, Fire Risk Assessment, “Cool It” Campaign and Safety Awareness Campaign at their allotment.

In addition to accident prevention increasing the percentage of mothers who breast feed, reducing the number of mothers who smoke during pregnancy and general smoking cessation and the delivery of appropriate and culturally sensitive support for those experiencing post natal depression are health related targets that all Sure Start Programmes are tasked with addressing. This research also sought to gain information about these aspects of the Sure Start Programme.

All Sure Start local programmes are required to undertake an evaluation of their programme. This will assist in understanding how services are performing and inform the ongoing development of each programme. This report is seeks to:

- Contribute to the identification of good practice and sharing of experiences between local sure start programmes
- Provide information for Sure Start Aspley / Bells Lane on the impact that their health initiatives have had on the families who have used them and what they would like in the future.
4 Methodology
Sure Start Aspley / Bells Lane have an extensive record of involving parents in the programme. Parents were actively involved in identifying services included in the delivery plan and in the planning and implementation of the Base Line Satisfaction Survey 2003. There are eleven parents / carers on the Sure Start Board.

4.1 Parent involvement
This evaluation study was designed and implemented with full parental involvement. This parental involvement was supported by Mark Hoyland Sure Start Health Services Co-ordinator. Local parents were involved through members of the Health Sub Group who contributed to the planning and delivery of this evaluation study; specifically the design of the questionnaire and the distribution and collection of questionnaires.

4.2 Questionnaire
Sure Start sent by mail the questionnaire (attached as Appendix 3) to 100 homes which had benefited from the Home Safety Project; this represents 50% of all homes that have had equipment fitted under this initiative. The Questionnaire sought information about:

- a. The Child Home Safety Scheme and what impact it has had on the home of recipients.
- b. the impact that other health services have had on the families
- c. The expectations of Sure Start and what future services that may be used by parents/carers in the area.

All beneficiaries of the scheme are families who have a child under 2 years old (this being the main criteria for acceptance) and the parents/carers were asked to complete the questionnaire. The parent volunteers who were involved in this research (see 4.1) offered support to the respondents in completing the questionnaire if this was requested on collection. 53 questionnaires were returned and analysed by the Consultant. This report details the findings from this analysis and recommendations.
5 Number of Children

The total number of children living in the households sampled was 83 of which 64 were under five years old. This represents an estimated 7% of all children under five living in the area.

<table>
<thead>
<tr>
<th>Age</th>
<th>No of children</th>
</tr>
</thead>
<tbody>
<tr>
<td>under12 months</td>
<td>13</td>
</tr>
<tr>
<td>One year old</td>
<td>18</td>
</tr>
<tr>
<td>2 years old</td>
<td>16</td>
</tr>
<tr>
<td>3 years old</td>
<td>14</td>
</tr>
<tr>
<td>4 years old</td>
<td>3</td>
</tr>
<tr>
<td>Total under 5</td>
<td>64</td>
</tr>
<tr>
<td>Over 5 years old</td>
<td>19</td>
</tr>
</tbody>
</table>

All respondents have benefited form the Child Home Safety Scheme and received ‘equipment from the Sure Start Home Safety Equipment Scheme’.

6 Child Home Safety Scheme

The following shows the percentage of respondents that have had various home safety equipment fitted in their homes:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>%</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety Gate</td>
<td>81</td>
<td>42</td>
</tr>
<tr>
<td>Socket Covers</td>
<td>56</td>
<td>31</td>
</tr>
<tr>
<td>Smoke Alarm</td>
<td>56</td>
<td>30</td>
</tr>
<tr>
<td>Fire Guard</td>
<td>54</td>
<td>28</td>
</tr>
<tr>
<td>Cupboard Locks</td>
<td>37</td>
<td>19</td>
</tr>
<tr>
<td>Window Locks</td>
<td>31</td>
<td>16</td>
</tr>
<tr>
<td>Corner Cushions</td>
<td>29</td>
<td>17</td>
</tr>
</tbody>
</table>

11% of the respondents had had all the available safety equipment fitted in their homes.

6.1 Length of time waited for fitting

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 weeks or less</td>
<td>22</td>
</tr>
<tr>
<td>3 - 4 weeks</td>
<td>32</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 - 8 weeks</td>
<td>28</td>
</tr>
<tr>
<td>Over 2 months</td>
<td>18</td>
</tr>
</tbody>
</table>

It is worth noting that waiting time may reflect the age of the child at time of referral; priority is given to families with children near to mobility over those who have new babies.
6.2 Happy with Equipment

- 80 per cent of respondents were happy with the equipment.
- 18 per cent were happy, but had problems with the equipment
- 2 per cent were not happy with the equipment

6.2.1 Reasons for dissatisfaction

The following reasons for being dissatisfied with the equipment were generally related to fitting - either the position or the fact that the equipment fell off the wall (stair gate) or fell down (fire guards).

<table>
<thead>
<tr>
<th>Reason</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitting problems - fall off wall etc</td>
<td>6</td>
</tr>
<tr>
<td>Wrong location (stair gates)</td>
<td>3</td>
</tr>
<tr>
<td>Length of time waited for fitting</td>
<td>1</td>
</tr>
<tr>
<td>Not enough equipment</td>
<td>1</td>
</tr>
<tr>
<td>Batteries for smoke alarm not last long enough</td>
<td>1</td>
</tr>
</tbody>
</table>

6.3 Other safety equipment would like?

Car seats were the most requested safety equipment not available. Perhaps the heightened awareness of safety that is a result of this Scheme (see responses to Q10 and Q11) has made people more safety conscious in regard to children travelling in motor vehicles. The request also suggests that parents are currently carrying children in motor vehicles without appropriate safety seats.

<table>
<thead>
<tr>
<th>Other Equipment Wanted</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Car seats</td>
<td>16</td>
</tr>
<tr>
<td>Bed guard</td>
<td>3</td>
</tr>
<tr>
<td>Carbon monoxide detector</td>
<td>2</td>
</tr>
<tr>
<td>Smoke alarm for deaf</td>
<td>1</td>
</tr>
<tr>
<td>Fridge locks</td>
<td>2</td>
</tr>
</tbody>
</table>

Additional existing equipment, most often quoted:

- Cupboard locks
- More safety stair gates
- Window locks
- Corner cushions

6.4 Accident prevention & safety

Three parents reported accidents in the home since having the safety equipment fitted. These were:
"one incident where “hot water got on him”
"once where a child managed to get into a kitchen cupboard that had not lock because “because you only gave me 2 of them and smashed a plate"
"when a child fell off a chair

Parents were asked whether ‘having safety equipment has helped stop accidents in the home’? The responses fall into two categories – those who said they had had no accidents and did not offer an opinion and those who thought it had. The majority of responses thought having safety equipment had helped stop accidents in the home. Their reasons for believing this fall into four main categories:

a) **Emotional responses** - reduction of the fear of accidents / injury, having a smoke alarm was a ‘weight off my mind’ / ‘big relief’

b) **Prevention of injury due to fire** - fire guard stopped from burning fingers / themselves, smoke alarms has ‘made us more aware of fire safety’

c) **Prevention of injury due to falling** either up/down stairs or out of windows. One person actually said that the stair gates have stopped her son falling down the stairs which he did before the gates were fitted

d) **Prevention of other injuries** caused by access to kitchen cupboards - cleaning materials and medicines, playing with electric sockets

"My freezer caught on fire …… and the smoke alarm went off"

"My 2 year old … always trying to climb up the stairs, there was a couple of times he fell down… but since we’ve had the gates he’s unable to do this”

Generally it is difficult to assess from the answers whether there were many accidents prior to the equipment being fitted - but it is clear that most parents are aware of the dangers and believe that the equipment fitted has helped prevent future accidents.

**6.5 Thinking about Safety in the Home**

Parents were asked if ‘having the equipment has made you think about safety in the home? Generally most parents agreed that it did make them more aware of safety issues - of "how 'unsafe' my home is". Many
parents said they already thought about safety. Some parents specifically referred to the visit from the Fire Service as being very helpful - in identifying escape routes, becoming more aware of potential fire hazards. There is a consensus that the equipment and advice has made the home safer for the child and more relaxing environment for the parent.

"It has made me think of things you wouldn't normally consider"
"Keeping my child safe helps me relax at home"
"...the fireman who came round gave me some good pointers."

7 Smoking Habits
We asked a series of questions related to whether the mother smoked during pregnancy, whether they gave up during pregnancy, what help they got and would ask for, and whether there are any other adults living in the household who smoke.

An analysis of the responses is as follows:

• 50 people answered this question i.e. 94% of respondents
• 38% of those who answered the question smoked during pregnancy
• One mother gave up smoking during pregnancy i.e. 5% of those who smoked during pregnancy
• 5 mothers have started smoking since having her last baby i.e. 10% of the sample have started smoking since having last baby
• 6 non smoking mothers live in a household with another adult who does smoke
• 22% of households in this sample have more than one adult living there who smokes
• 40% of this sample is non-smoking household holds i.e. no adult lives there who smoke.
• Analysis shows that a mother who smokes is more likely to live with another adult who is a smoker
7.1 Q17 - If you smoke, what if anything would help you cut down or give up smoking?

Responses to the above question were:

"If someone gave me patches I’d give up quite easily and I’d love to give up"

"Not to have any more children as they stress me out too much"

"I have tried everything, I believe hypnotherapy should be given free to people on benefits that really do want to stop smoking"

"I would like to cut down and hopefully quit altogether"

7.2 Summary

60 per cent of households in our sample have at least one adult living there who smokes. This is a significant number if it reflects the population as a whole. With only one mother having given up during pregnancy and five having started since having their last baby one can assume that the non smoking message is not getting through to the Sure Start population.

Sure Start must monitor activities it supports and seek to develop further activities that encourage and support mothers and other adults to give up or cut down the number of cigarettes smoked. Activities that promote smoke free zones in homes have proved successful in other Sure Start areas and should be developed and supported here.
8  Breastfeeding

49 people answered this question of which 26 (53%) said they DID breast feed their last baby. Of these 14 (54%) fed the baby for longer than two months.

Comments mothers made about breastfeeding included the following:

"My boy is 14 months and still breastfeeding him! But will have to stop because of new baby on the way.

"Loved breast feeding, really easy at night time

"The midwives help 'cause I was having trouble, but glad I persevered one of the most satisfying things I have ever done

"Didn't have enough help to wean my child off breastfeeding

"Tried but didn't get on well with it

"Wanted to breast feed didn't get enough support from staff

"After lack of support in hospital with third child - did not feel able to b/f but also on anti-depressants straight after birth

Reasons for giving up:

"After 2 months she came off of her own accord

"Sore boobs ; Too painful

"Made nip(ple) bleed Fed until her first tooth came.

With such positive statements about breastfeeding and the relatively high percentage that feed past 2 months it is apparent that the message about the benefits of breast feeding and support is generally there for mothers who want to breast feed. Sure Start should look to build on this and seek to develop appropriate support mechanisms with the health professionals such as peer support groups or a buddy system to supplement that given by midwives and health visitors.
9 Post natal Depression

Post natal depression is an area that is often quoted as 'difficult' to address. This survey was seeking information from mothers as to whether they thought they had experienced post natal depression and if so what support they received and would like. We also wanted to gain an understanding from all mothers as to their understanding of what post natal depression is. We did not seek to make any judgements as to whether these experiences and opinions are medically correct.

9.1 What do you understand the term 'post natal depression' to mean?

An analysis of the responses from those who said they experienced post natal depression and those who did not it is interesting to see that the understanding of post natal depression does not differ between these groups. Common words used by both groups are:

- Depressed, feeling low / down,
- Stressed
- Cry all the time
- Happens after birth, Can't cope / bond with the baby

Further analysis shows that 51% said they did not experience post natal depression, 27% said they did experience it and 22% were not sure. This is a significant number of people who if not sure but are able to describe feeling depressed / down etc and are not receiving any support. Perhaps the issue here is not necessarily missed diagnosis by the health professionals but the need for additional support for mothers with new babies without the need for diagnosis by health visitor or doctor.

9.2 What help would you like / have liked?

When asked to choose from the following list of help / support that might have helped them most the responses were as follows:
<table>
<thead>
<tr>
<th>Support</th>
<th>Number of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support from family</td>
<td>19</td>
</tr>
<tr>
<td>Someone to listen to me</td>
<td>15</td>
</tr>
<tr>
<td>Someone to talk to</td>
<td>15</td>
</tr>
<tr>
<td>Support from friends</td>
<td>14</td>
</tr>
<tr>
<td>Some where to go to get out of the house</td>
<td>14</td>
</tr>
<tr>
<td>Help from my health visitor</td>
<td>11</td>
</tr>
<tr>
<td>Somewhere friendly to go to</td>
<td>10</td>
</tr>
<tr>
<td>Help from my doctor</td>
<td>6</td>
</tr>
<tr>
<td>Things to help stress for example yoga</td>
<td>2</td>
</tr>
</tbody>
</table>

Thirteen people said all the above would have helped.

The above table shows that it is clear that when experiencing post natal depression, which is identified by mothers as depression / feeling low/down unable to cope after birth, the mothers want:

- Practical and emotional support from their family
- Emotional support from other people – someone to talk to, to listen to them
- Practical support – change of environment – somewhere to go to / get out of the house

Mothers are more likely to turn to their family for support (19) as opposed to professionals (Health Visitors 11, doctors 6).

9.3 Recommendations

Sure Start should seek to develop initiatives that create an environment where mothers with new babies can go, that provides a welcoming and supportive environment.

Sure Start should also consider ways that they can provide support / guidance / training to family members - partners perhaps - in order that they are equipped and confident to support mothers.
10 Satisfaction with Sure Start Services

The parents involved in this research and Sure Start staff wanted to take this opportunity to canvass the opinion of parents who had benefited from the Child Home Safety Scheme as to their satisfaction with other Sure Start Services they use/d. Not all Sure Start services were included in the list in the questionnaire as the focus of the survey was around health related services. It is worth noting that some services were relatively new at the time of the survey and so may not have been well known within the community and thus affected the take up figures; this is especially so of the baby massage that only started in April 2004.

Nine Sure Start services were listed as follows:

- Visited by Community Nursery Nurses / Health Workers
- Muddy land (Allotment Session)
- Stay and Weigh (Thursday after Gym Tots)
- Aerobics (Friday)
- Baby Massage (Wednesday or Friday)
- St Teresa’s Toddler Group
- Gym Tots on Thursday
- Family Planning (free pregnancy tests and condoms)
- Baby Milk from café or Minver Crescent

The respondents were asked to say whether they were:

- Very satisfied
- Satisfied
- Very unsatisfied with the service
- Or whether they had never used the services.

Space was allocated for comments about the service. Appendix 1 - Data Charts shows the responses for each service.

10.1 Satisfaction levels

The overall satisfaction level with these Sure Start services was high. 54% of people rated services as very satisfactory and a further 40% rating them as satisfactory giving a 94% satisfaction rating overall. Only
6% of people rated a service as very unsatisfactory with Gym Tots accounting for nearly half of this category. Further analysis shows that gym tots had one of the highest use levels in this sample and this could account for some of the dissatisfaction.

People were asked to comment about services they used. These comments will help to inform Sure Start as to the reasons for satisfaction / dissatisfaction. The full list of comments is attached as Appendix 4 to this report.

The table below shows the number and percentage of people who rated each service either very satisfactory, satisfactory or very unsatisfactory in response to the following question:

<table>
<thead>
<tr>
<th>Service</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
<th>No</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Nursery Nurse</td>
<td>16</td>
<td>59</td>
<td>5</td>
<td>56</td>
<td>10</td>
<td>50</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>50</td>
<td>5</td>
<td>50</td>
<td>11</td>
<td>48</td>
</tr>
<tr>
<td>Muddy Lane</td>
<td>9</td>
<td>33</td>
<td>4</td>
<td>44</td>
<td>2</td>
<td>100</td>
<td>2</td>
<td>50</td>
<td>4</td>
<td>40</td>
<td>9</td>
<td>39</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Stay &amp; Weigh</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>Aerobics</td>
<td>27</td>
<td>9</td>
<td>20</td>
<td>2</td>
<td>4</td>
<td>10</td>
<td>23</td>
<td>6</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baby Massage</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Baby Milk</td>
<td></td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

Overall satisfaction is calculated adding the satisfied and very satisfied percentages together. Thus all services achieved a satisfaction rating of over 85% and only four out of the 9 services were deemed very unsatisfactory by any users - these being Gym Tots (13%), St Theresa’s Playgroup (10%), Community Nursery Nurse (8%) and Stay & Weigh (5%).

All but Gym Tots (48%) achieved over 50% rating as being very satisfactory by the users. Gym Tots is the most used service and this could account for the relatively low satisfaction rating reflecting the fact that the service is busy, gets crowded and therefore generates a higher dissatisfaction rating form users.
10.2 What the parents say

Given the low numbers of people interviewed it is not really possible to claim that they are representative of all service users. However, what they said about the services give us a deeper insight into what people actually think about the services and what contributes to a good service from a user's point of view. The following sections include an analysis of what was said and includes sayings taken from the questionnaires. A full list of comments is attached as Appendix 4 to this report.

10.2.1 Visited by Community Nursery Nurses / Health Workers

This was the service that most people had used - 27 out of the 53 respondents. It had a very high satisfaction rating - 82% were satisfied (33%) or very satisfied (59%) with the service. Reading through the comments it appears that it is the people that are delivering the service that prompt this level of satisfaction. Generally people think the of the nursery workers as approachable and 'nice', 'lovely', 'really funny'. They think they are supportive and have motivated one respondent to go to groups - “...came to visit and after I decided to go to groups.”

It appears that people's opinions of this service are very much dependent on the personality and character of the staff - no comments were made as to what they did with the Nursery Nurse only about the personality of the worker.

" XXXX is really funny, all really nice health workers
" Very good
" XXXX came to visit and after I decided to go to groups she is a lovely lady
" Very supportive

Sure Start when monitoring this service should ensure that users comment on the service they receive as much as on the staff member who is delivering the service.

10.2.2 Muddy land (Allotment Session)

Only one of the nine respondents who had used this facility made any comment about it - 'great idea'. However, all were satisfied (44%) or very satisfied (55%) with it.
10.2.3 Stay and Weigh (Thursday after Gym Tots)
Twenty people said they have used this service of which 19 (95%) were satisfied or very satisfied with it. Only one person said they were very dissatisfied with the service. The overall impression is that the close proximity of the service together with the lack of waiting time are the main reasons for people being so please / satisfied with.

" No more waiting at clinics
" Very useful - don't have to wait as long as clinic
" Saves me going up to Strelley for my baby weighs
" Great idea

10.2.4 St Teresa's Toddler Group
- Too many children left for other people to look after while parents are doing craft
- Used this service a few times, a friendly group

10.2.5 Gym Tots on Thursday
- Nice and energetic group
- A nice group although a little too directed at times
- Too busy - not very controlled
- Great
- Would like to sit on a chair rather than the floor

10.2.6 Family Planning (free pregnancy tests and condoms)
- Forgot - I used it to find out about my new arrival soon!!!
- Get them free when I want them
- Very much needed

10.3 Never Used Sure Start Services

<table>
<thead>
<tr>
<th>Service</th>
<th>% never Used</th>
<th>Services</th>
<th>% never Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerobics</td>
<td>76</td>
<td>Baby Massage</td>
<td>74</td>
</tr>
<tr>
<td>Family Planning</td>
<td>70</td>
<td>Muddyland Allotment</td>
<td>64</td>
</tr>
<tr>
<td>St Theresa's Play Group</td>
<td>64</td>
<td>Baby Milk</td>
<td>60</td>
</tr>
<tr>
<td>Stay &amp; Weigh</td>
<td>51</td>
<td>Gym Tots</td>
<td>47</td>
</tr>
<tr>
<td>Community Nursery Nurse</td>
<td>45</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The above table shows that even though parents have benefited for the Child Home Safety Scheme and thought it very good they have not necessarily gone onto use other 'out of the ordinary' Sure Start Services for example aerobics, baby massage and Muddyland Allotment. The use level can be affected by many factors including how recent the service has been available, awareness of the service, availability of service - distance to travel, times, capacity etc. This research did not seek information about why people did not use services and as such future research should pursue this.

It is worth noting that the use levels of these services varied significantly with the Nursery Nurse visits achieving the highest use level of 55% of respondent and the aerobics the lowest use level of 24% of those who responded to this question. The chat below shows the full range.

Sure Start should monitor closely the use levels of their services and identify ways of promoting these services, bearing in mind that some services might be at maximum capacity and could not cope with increase demand without expansion.
11 Satisfaction with other Health Services

Seven Other Health Services were also listed:
- Health Visitors
- Baby clinics at Aspley Medical Centre, Melbourne Park Medical Centre or at Strelley Health Centre
- Doctors
- Hospitals
- Local chemist / pharmacy
- Dentists
- Midwifery services

The following table shows the number of responses and whether as users of the service they were satisfied, satisfied, very unsatisfied with the service.

<table>
<thead>
<tr>
<th>Satisfactory levels with services</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Very Unsatisfied</th>
<th>Total no of responses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>%</td>
<td>Number</td>
<td>%</td>
</tr>
<tr>
<td>Health Visitors</td>
<td>23</td>
<td>49</td>
<td>12</td>
<td>26</td>
</tr>
<tr>
<td>Baby Clinics</td>
<td>11</td>
<td>23</td>
<td>17</td>
<td>36</td>
</tr>
<tr>
<td>Doctors</td>
<td>17</td>
<td>36</td>
<td>19</td>
<td>40</td>
</tr>
<tr>
<td>Hospitals</td>
<td>16</td>
<td>33</td>
<td>21</td>
<td>44</td>
</tr>
<tr>
<td>Local Chemists</td>
<td>18</td>
<td>38</td>
<td>22</td>
<td>46</td>
</tr>
<tr>
<td>Dentists</td>
<td>9</td>
<td>21</td>
<td>22</td>
<td>51</td>
</tr>
<tr>
<td>Midwifery services</td>
<td>15</td>
<td>33</td>
<td>17</td>
<td>38</td>
</tr>
<tr>
<td>Overall</td>
<td>109</td>
<td>39.9%</td>
<td>130</td>
<td>47.6%</td>
</tr>
</tbody>
</table>

For the purpose of this analysis 'satisfaction with services' is defined as a combination of both responses of very satisfied and satisfied.

Overall satisfaction levels are very high with health services in the area - 87.5%. Only the baby clinics fall below 70% satisfaction level. The relatively few people who responded to the midwifery question most
probably reflects current use rather than historical use i.e. people only answered this question if they were still using the midwifery service.

The main reasons for dissatisfaction with the baby clinic service were cited as distance to the clinic, waiting times to be seen, times of clinics and not welcoming at reception. Sure Start should be able to influence changes at these clinics.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of people who answered the question</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health visitors</td>
<td>7</td>
<td>47</td>
</tr>
<tr>
<td>Baby Clinics</td>
<td>12</td>
<td>47</td>
</tr>
<tr>
<td>Doctors</td>
<td>4</td>
<td>47</td>
</tr>
<tr>
<td>Hospitals</td>
<td>6</td>
<td>48</td>
</tr>
<tr>
<td>Local Chemists</td>
<td>4</td>
<td>48</td>
</tr>
<tr>
<td>Dentists</td>
<td>9</td>
<td>43</td>
</tr>
<tr>
<td>Midwifery services</td>
<td>10</td>
<td>45</td>
</tr>
<tr>
<td>Overall</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

12 Other Health Related Issues

The final question asked:

'Do you think any of the following affect health of the community in Aspley / Bells Lane, and if so how?'

Not all respondents answered this question. The options given were:

- Drug taking
- Alcohol
- Poor diet
- Depression
- Domestic violence
- Racism
- Crime
- Lack of money
- Access to health services
- Poor housing
The above list was drawn up by the group of parents who spent time talking about what affect health has in the area and as such reflects their own opinions and experiences.

People were able to tick as many options as they thought; 14 respondents ticked all options.

12.1 What the parents thought

14 people thought that all these factors affect health of the community. An analysis of the data and comments shows that:

- Crime (28) and Drug taking (26) were the most often identified by respondents as a cause for people turning to crime being identified by six people of being a consequence of drug taking. Fear of syringes lying around in parks, on the street and in gardens was also a common comment.

- Alcohol was identified by respondents as leading to violent behaviour and crime

- Domestic violence was seen as a negative effect on families and children; and those experiencing it not talking about it - suffering in silence out of fear.

- Lack of money was most often cited as caused by not having enough to live on when on benefits, leading to crime and stress. Poor diets were also linked to lack of money.

- Poor housing raised the issue of environmental improvements to houses, repairs being behind and “the estates really need some desperate TLC.”

The table below shows how many people, by ticking against each option, identified it as having an impact on the health of the community.
Generally people made the link between a characteristic of the area e.g. crime, its cause (stealing for drug money) and the impact it has on the health of people living in the area. This is reflected in the following comments, which are just a sample of what was said:

- All of these areas affect the community’s moral and respect for each other and each other’s property. Some of these I think cause the others e.g. poor housing may lead to depression, drugs, violence, crime etc.
- It is awful to see the teenagers hanging around the streets, smoking cannabis, they can be very intimidating
- Everywhere you go on the estate people are drinking alcohol and talking about taking drugs
- Alcohol is a big problem you see young children drinking in the streets and then they commit a crime. Tougher laws are needed.
- Poor diets lead to: Obesity or rotten teeth or under nourished
- Depression … Can affect other people by causing stress & friction
- Lack of money:
  - Unable to buy what you need each week
  - Having lack of money leads to all kinds of crime - not just drug users

A full list of comments is attached in Appendix 5 to this report.
12.2 Conclusion

It is safe to say that by impacting on these other factors especially crime, drug taking, alcohol consumption and domestic violence people would expect the health of those living in the area to improve. As such Sure Start should consider how it can influence changes and initiatives in the area that address these identified issues and so have an impact on the long term health of the young of today.

13 Conclusions

The findings of this research are many and have given parents an opportunity to comment on Sure Start services and so contribute to the ongoing development and improvement of the Sure Start Aspley / Bells Lane programme. Sure Start is delivering services that on the whole the users are very satisfied with; however the take up level of some services should be investigated further by in depth monitoring and evaluation of services.

The impact of the Child Home Safety Scheme is recognised by parents as making the home safer for the children and more relaxed environment for the parents. Parents do think that safety equipment has stopped accidents happening in the home. This is especially true of stair gates, cupboard locks and fire guards. Smoke alarms have raised the alarm when fire has broken out and raised the awareness levels of parents about the dangers of fire in the home. The visits by the fire safety officers have helped parents think about safety - prevention of fires and how to escape if one occurs.

Sure Start should continue to promote safety in the home, develop services and support that encourages a reduction in smoking and smoke free zones in the home, look to build on the active parent involvement in the programme in the delivery of peer group services - breastfeeding and post natal depression specifically.
APPENDIX 1 - DATA CHARTS
CHILD HOME SAFETY SCHEME
Types of Safety Equipment Fitted

- Safety Gates: 42
- Fire Guards: 28
- Cupboard Locks: 19
- Window Locks: 16
- Socket Covers: 31
- Smoke Alarms: 30
- Corner cushions: 17

Number Fitted
Are You Happy with the Equipment?

- Yes: 80%
- Yes but Problems: 18%
- No: 2%
Length of time waited for Fitting of Equipment

- <2 weeks: 18%
- 3 - 4 weeks: 24%
- 5 - 8 weeks: 27%
- over two months: 31%
SMOKING HABITS
Smoking Habits

- Smoked during Pregnancy: 19
- Gave up during Pregnancy: 1
- Started since pregnancy: 5
- Do not smoke but other in hh does: 6
- >1 adult smoking in hh: 11
- Non-smoking hh: 20

Number of people
Others who smoke living in the household

- Yes: 44%
- No: 56%
Smoked during Pregnancy

- Yes: 40%
- No: 60%
Smoke Now

- Yes: 48%
- No: 52%
BREASTFEEDING
Did you breast feed your last baby?

- Yes: 53%
- No: 47%
Length of time breast fed last baby

- More than 2 months: 56%
- Up to One Month: 16%
- Up to 2 months: 12%
- Up to 1 week: 16%
SATISFACTION WITH SERVICES USED
Satisfaction with ST Teresa's Playgroup

- Very Satisfied: 50%
- Satisfied: 40%
- Very Unsatisfied: 10%
Satisfaction with Baby Massage

- Satisfied: 50%
- Very Satisfied: 50%
Satisfaction with Aerobics

Satisfied
100%
Satisfaction with Baby Milk

- Very Satisfied: 64%
- Satisfied: 36%
Satisfaction with Family Planning

- Very Satisfied: 67%
- Satisfied: 33%
Satisfaction with Gym Tots

- Very Satisfied: 48%
- Satisfied: 39%
- Very Unsatisfied: 13%
Satisfaction with Stay & Weigh

- Very Satisfied: 50%
- Satisfied: 45%
- Very Unsatisfied: 5%
Satisfaction with Muddy Land

Very Satisfied 56%
Satisfied 44%
Satisfaction with Community Nursery Nurses Service

- Very Satisfied: 60%
- Satisfied: 33%
- Very Unsatisfied: 7%
% of People who had never used the service

- Community NN: 45%
- Muddy Land: 64%
- Stay & Weigh: 51%
- Aerobics: 76%
- Baby Massage: 74%
- St Teresa TG: 64%
- Gym Tots: 47%
- Family Planning: 70%
- Baby Milk: 60%
APPENDIX 2 – ACCIDENT & INJURY

The following is an extract of a report made to Sure Start by the Health Co-ordinator Mark Hoyland, it details activities developed and delivered by Sure Start Aspley Bells Lane with respect to reducing the number of accidents and injury affecting children in their area.

| Summary of Activities | • Child Home Safety Scheme – Free safety gates, smoke alarms, window locks, cupboard locks and corner cushions fitted. All families with a child under 2 are eligible for scheme.  
• Fire Risk Assessment carried out in all homes where safety equipment fitted.  
• “Cool it” campaign – promoting dangers of hot drinks and other dangers associated with scalds.  
• Safety awareness information campaign relating to Aspley and Bells Lane Sure Start Café and Sure Start Allotment “Muddyland.” |
|---|---|
| Barriers overcome | • Working in partnership with other agencies including Local Primary Care Trust, Fire and Rescue Service and City Council.  
• Ability to provide “free” safety equipment to all families within area.  
• Access to homes with, “hard to reach,” families who may not attend regular sure start activities or events. |
| Success stories/outcomes so far | • 194 homes in area fitted with home safety equipment in its first full year of operation.  
• “Cool it” campaign commenced – all homes who receive safety equipment will also receive a fridge magnet and tea towel carrying the “cool it,” message.  
• Effective partnership working to make accident prevention strategy a reality.  
• Safety scheme to be extended to other areas within Nottingham using ours as a model. |
APPENDIX 3 - QUESTIONNAIRE QUESTIONS

Sure Start Aspley / Bells Lane
Health Questionnaire

SECTION ONE

1 Please enter your Full Post Code below

N G 8

2 How many children have you got under 5 years old living with you and how old are they?

<table>
<thead>
<tr>
<th>Number of children under 5 years old</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
</tr>
<tr>
<td>Under 12 months</td>
</tr>
<tr>
<td>1 year old</td>
</tr>
<tr>
<td>2 years old</td>
</tr>
<tr>
<td>3 years old</td>
</tr>
<tr>
<td>4 years old</td>
</tr>
<tr>
<td>5 years and older</td>
</tr>
</tbody>
</table>

SECTION TWO
The following questions are about the Home Safety Equipment Scheme we have been supporting.

Have you had equipment from the Sure Start Home Safety Equipment Scheme?

Please tick One

YES

NO

If not, why not?
4. What safety equipment have you had installed?
   Please tick only those you have had installed by Sure Start.

<table>
<thead>
<tr>
<th>TICK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety gates</td>
</tr>
<tr>
<td>Fire Guard</td>
</tr>
<tr>
<td>Cupboard locks</td>
</tr>
<tr>
<td>Window Locks</td>
</tr>
<tr>
<td>Socket Covers</td>
</tr>
<tr>
<td>Smoke Alarms</td>
</tr>
<tr>
<td>Corner cushion for tables</td>
</tr>
</tbody>
</table>

5. How long did you have to wait for the equipment to be fitted?

<table>
<thead>
<tr>
<th>Please tick one</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 2 weeks</td>
</tr>
<tr>
<td>3 – 4 weeks</td>
</tr>
<tr>
<td>5 – 8 weeks</td>
</tr>
<tr>
<td>over two months</td>
</tr>
</tbody>
</table>

6. Are you happy with the equipment?

<table>
<thead>
<tr>
<th>Tick one only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>Yes, but problems</td>
</tr>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

7. Please tell us what problems you may have had with the equipment for example waiting to have it fitted, not working properly, repairs etc

8. Is there any other safety equipment for your children you would like?
   e.g. car seats

9. Have any children had any accidents in your home that needed to be treated by a doctor or hospital since the safety equipment was fitted?

   | No |
   | Yes |

Please tell us about the accident and what happened:

Sure Start Aspley / Bells Lane
Parents Perceptions
September 2004
10. Please tell us how having safety equipment has helped stop accidents in the home.

11. Please tell us how having the equipment has made you think about safety in the home.

SECTION THREE
The following questions are about Sure Start services in general and how satisfied you are with them.

12. Thinking about the Sure Start services and facilities you use that are for young children under five and their families in this area, how satisfied or dissatisfied are you with each service / activity:

**Do you use any of these services?**

and **How Satisfied Are you With It?**

(Please tick ONE box for each service)

<table>
<thead>
<tr>
<th>Sure Start Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Very Unsatisfied</th>
<th>Never used the service</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visited by Community Nursery Nurses / Health Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muddy land (Allotment Session)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stay and Weigh (Thursday after Gym Tots)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aerobics (Friday)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baby Massage (Wednesday or Friday)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>St Teresa’s Toddler Group</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Gym Tots on Thursday

### Family Planning (free pregnancy tests and condoms)

### Baby Milk from café or Minver Crescent

**Other Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Unsatisfied</th>
<th>Never used</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Visitors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Baby clinics at Aspley Medical Centre, Melbourne Park Medical Centre or at Strelley Health Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doctors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospitals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local chemist / pharmacy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dentists</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Midwifery services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

13 **Any other comments:**
SECTION FOUR
YOUR GENERAL HEALTH
The following questions are about general health related actions that concern Sure Start. Please answer all questions.

SMOKING
Please circle one answer

14 Did you smoke while you were pregnant Yes / No / Not sure
15 Do you smoke now Yes / No / Not sure
16 Does anyone else smoke in your household Yes / No / Not sure
17 If you smoke, what if anything would help you cut down or give up smoking?

BREAST FEEDING
Please circle one answer

18 Did you breast feed your last baby? Yes / No / Not sure
19 If YES for how long? Up to one week
Up to one month
Up to 2 months
More than 2 months

Please write any comments below

POST NATAL DEPRESSION

20 What do you understand the term 'post natal depression' to mean?

21 Did / do you suffer from Post Natal depression before or after you had your last child? (Please circle one)

Yes
No
Not sure
22. From the list below what do you think are the things which would have helped you most when you had Post natal depression?

<table>
<thead>
<tr>
<th>Help</th>
<th>Tick</th>
<th>Feel free to write any comments you may have below</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support from family</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support from friends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone to listen to me</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone to talk to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help from my doctor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Help from my health visitor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Things to help stress for example yoga</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhere friendly to go to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Some where to go to get out of the house</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others – please state</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SECTION FIVE
GENERAL HEALTH ISSUES IN THE AREA

Do you think any of the following affect the health of the community in Aspley / Bells Lane, and if so how?

<table>
<thead>
<tr>
<th>Drug taking</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol</td>
<td></td>
</tr>
<tr>
<td>Poor diets</td>
<td></td>
</tr>
<tr>
<td>Depression</td>
<td></td>
</tr>
<tr>
<td>Domestic violence</td>
<td></td>
</tr>
<tr>
<td>Racism</td>
<td></td>
</tr>
<tr>
<td>Crime</td>
<td></td>
</tr>
<tr>
<td>Lack of money</td>
<td></td>
</tr>
<tr>
<td>Access to health services</td>
<td></td>
</tr>
<tr>
<td>Poor housing</td>
<td></td>
</tr>
</tbody>
</table>

Thank you for completing this questionnaire - a Sure Start representative will call soon to collect it from you.
### APPENDIX 4 – COMMENTS ABOUT SURE START SERVICES & OTHER HEALTH SERVICES

<table>
<thead>
<tr>
<th>Sure Start Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visited by Community Nursery Nurses / Health Workers</td>
</tr>
<tr>
<td>• XXXX is really funny all really nice health workers</td>
</tr>
<tr>
<td>• Never had any visits</td>
</tr>
<tr>
<td>• Very good</td>
</tr>
<tr>
<td>• XXXX came to visit and after I decided to go to groups she is a lovely lady</td>
</tr>
<tr>
<td>• Very supportive</td>
</tr>
<tr>
<td>• They haven’t come out for a while</td>
</tr>
<tr>
<td>• Never had home visits</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Muddy land (Allotment Session)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Great idea</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stay and Weigh (Thursday after Gym Tots)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No more waiting at clinics</td>
</tr>
<tr>
<td>• Very useful - don’t have to wait as long as clinic</td>
</tr>
<tr>
<td>• Saves me going up to Strelley for my baby weighs</td>
</tr>
<tr>
<td>• Great idea</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aerobics (Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Didn’t know about it</td>
</tr>
<tr>
<td>• Trying to attend</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Baby Massage (Wednesday or Friday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Have done in the past</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>St Teresa’s Toddler Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Too many children left for other people to look after while parents are doing craft</td>
</tr>
<tr>
<td>• Used this service a few times, a friendly group</td>
</tr>
</tbody>
</table>
### Gym Tots on Thursday
- Nice and energetic group
- A nice group although a little too directed at times
- Too busy – not very controlled
- Great
- Would like to sit on a chair rather than the floor

### Family Planning (free pregnancy tests and condoms)
- Forgot – I used it to find out about my new arrival soon!!!
- Get them free when I want them
- Very much needed

### Baby Milk from café or Minver Crescent
- Less travelling to Strelley Clinic
- I feel Minver Crescent never has enough SMA white but does save me some sometimes as Aspley Lane can be far to walk with a toddler.
- Saves walking to the nearest HC

### Other Services

### Health Visitors
- We love XXXX, very friendly and full of great advice
- Never see XXXX my health visitor
- No visits
- Think advice given out by HV should be reviewed particularly around inappropriate advice for managing behaviour
- Friendly
- Very good
- My health visitor helps with lots of my worries and I like that.
- Very little contact
- No one comes to see or check on his health
- My health visitor is great, she is very supportive and has been a huge help to me in the past.
### Baby clinics at Aspley Medical Centre, Melbourne Park Medical Centre or at Strelley Health Centre

- Melbourne Park takes too long
- I get lots of support and advice from clinic.
- Not that pleasant when asking for advice
- Don’t use M Park clinic anymore, long waits only Tues pm not convenient for me.
- Sometimes I have to wait along time
- Long wait
- Wanted to get on Aspley Medical Centre books always say not taking new patients
- I go to Lime Tree
- Baby clinics should be at a better time as it can be busy; never get to go as my daughter finishes nursery before I get seen.
- Find baby clinic not well organised have been missed on visits to clinic – receptionist not as helpful as would like. Receptionist forgot to book us in on 2 visits to clinic & very reluctant to warm baby’s bottle up. I feel I would prefer to avoid clinics and attend stay & weigh with Sure Start.
- Occasionally use but I have to be back for 3 pick child up by the time I am seen it is too late

### Doctors

- Never get in when I need to
- Have to wait at least 10 days for an appointment, not always sympathetic to sick children
- Hard to get an appointment some times
- Long wait
- Sometimes ok sometimes not

### Hospitals

- City is the best, the staff are great
- Long wait
- Took son with a hurt leg – said it was ok and it was broken
**Local chemist / pharmacy**
- Always happy to help – Aspley Lane & Nuthall Road
- Really helpful
- Sometimes have things in sometimes you have to keep going back
- The new scheme is brilliant it saves lots of time rather than going to doctors for basic prescriptions
- Don’t get prescription picked up on Aspley Lane

**Dentists**
- Use a dentist out of area
- Need to sign up
- Had one but died and finding hard to get one now
- I feel the dentist should be closer for the estate of Aspley

**Midwifery services**
- XXXX is really great
- Fantastic midwife (XXXX) unfortunately not in the area any more
- Ok
- Youngest child 9 months only been in area 8 months so not used and don’t intend to
- No support when I moved in didn’t know who my midwife was when my child was born
APPENDIX 5 - OTHER HEALTH RELATED ISSUES

The following are a list of comments made by the respondents when answering the final question 'Do you think any of the following affect the health of the community in Aspley / Bells Lane, and if so how?'

General comments:
- All lead to others
- All of these areas affect the community’s moral and respect for each other and each other’s property. Some of these I think cause the others e.g. poor housing may lead to depression, drugs, violence, crime etc.
- Don’t bother asking – arson attack in middle of cleaning up.
- Don’t understand the question

Drug taking
- It is awful to see the teenagers hanging around the streets, smoking cannabis, they can be very intimidating.
- Needles etc. unsafe for kids
- Yes – scared of finding needles in garden
- Syringes lying around in public places
- Turn to crime to feed habit
- Steal to buy drugs, fights
- Add to petty crime
- Too many drugs are a problem but I feel not much help is there for drug users
- Very addictive when got none they get very aggressive
- I can’t take my children to any parks in this area because of the syringes that are just lying around
- Causes bad behaviour
- Is wrong - health
- Smoking outside where kids are
- Everywhere you go on the estate people are drinking alcohol and talking about taking drugs
- (leads to) crime house robberies

Alcohol
- Alcohol is a big problem you see young children drinking in the streets and then they commit a crime. Tougher laws are needed.
• Violence usually comes with the use of alcohol
• Drunken louts about the street causing trouble
• Lead to health problems
• Fights
• Causes disruption in evenings
• Alcohol leads to all kinds of trouble and should be banned
• Do see quite a lot of people walking around with cans of beer
• Makes you violent and your on a different world to other people and you could get ulcers
• Causes bad behaviour
• Should not be sold to under age

Poor diets
• Most kids want a MacDonalds - not mine!
• Obesity
• Probably due to lack of money
• Obesity or rotten teeth or under nourished
• You could end up in hospital
• unwell

Depression
• Will lead to the above
• Can affect other people by causing stress & friction
• It is depressing living in Aspley, there is nothing for children or adults to do as a family
• Sad tearful etc.
• Anger people's behaviour
• A lot of depression not recognised in young people and they don't have confidence to speak about it and get the help they need

Domestic violence
• Linked to the above
• Can affect families and cause families to be torn apart
• Bring down themselves, silly to stay with someone who is violent
• Disruption as children in area can hear it
• From suffering this I believe the only people who suffer are the people it happens to
• Isolated, scared etc.
• A lot of people won't speak up they too upset and frightened
• Domestic violence is a big problem I have witnessed this several times with my neighbours.

Racism
• Not good for any reason what so ever
• Potentially lead to gang fights
• We need to show children in schools this is bad
• Very

Crime
• Feeds habits like above
• Where I live used to be very quiet and nice but every night you have the police speeding past in car chases. Aspley isn’t what it used to be.
• Joy riders are a big problem
• Everyone gets affected by crime
• The police do not do enough about yobbos on the street selling and taking drugs in front of kids & people it is disrespectful.
• House break-ins car stolen all crime
• Some parents commit crimes themselves which is not a good example to their children
• Worry of Joy riders / inadequate drivers
• Feel gangs are getting larger - feel intimidated
• Unsafe, frightened for property / personal etc.
• Very

Lack of money
• Leads to crime
• If people can’t afford things they may steal
• Too many people on benefits
• Unable to buy what you need each week
• Most people on benefits
• Having lack of money leads to all kinds of crime - not just drug users
• They go out steeling to get money and its not fare on everyone else because 9/10 its their stuff
• I think that you don’t get enough money to support your family when you are on benefits.
• Stress
• More money helps
• Most of the people on these estates are on benefits and you can't survive on the little amount the government gives you
• Help you get on

**Access to health services**
• I think we are actually in a good area for this. 10 mins. either way for hospitals
• Hard to get appointment
• People have to travel to get to doctors – some people haven’t
• There are not many health services to get to easily
• Access is good
• At Melbourne HC you have to wait a week for an appointment
• No help for people who are dizzy, bit slow, bit thick

**Poor housing**
• Council estates are always going to be bad, coupled with above.
• Takes ages for council to come out and do repairs
• Lots of houses are boarded up
• Not enough houses available in Aspley
• The estates really need some desperate TLC & help for single parents to keep their properties & gardens maintained.
• If the Council offered things free to improve homes and areas people would pay more attention to housing.
• Council & Housing Assn should do more for cosmetic looks of gardens and properties
• Councils’ is rubbish
• People need to be motivated to better themselves
• The Council are so far behind with repairs