

## Abbey Bucknall Sure Start Satisfaction Survey



Report by Pam Carter, Senior Evaluation Officer

With grateful acknowledgements to staff and parent volunteers who administered the survey and assisted with word processing.

September 2003

## Contents

Executive summary	3
Introduction	4
Survey method	5
Characteristics of respondents	6
Knowledge of Sure Start services	9
Demand for and use of services	11
Customer satisfaction	14
What difference is Sure Start making?	23
Conclusion and Recommendations	25
Bibliography	26
Appendix – questionnaire	27

## Executive Summary

A parent satisfaction survey was carried out during one week in July 2003. Fifty two people completed questionnaires. 83 % had heard of Sure Start Abbey Bucknall, 65 % (total 38) had used Sure Start Abbey Bucknall services and 69 % would like to make more use of these. Most people had found out about Sure Start Abbey Bucknall from friends, G.P.s and health visitors. Of those using the services, 75% (28) gave services a top star rating (three out of a possible three stars) and 84 % (32) reported that Sure Start services had made a difference to their lives. The most used service was the crèche and this was rated highly. Respondents gave play areas and parks in the area a low star rating, and the survey indicates that they may be using them less now than in the past. Of families surveyed, 69% would like to make more use of Sure Start Abbey Bucknall and 93 % would recommend it to their friends. Suggestions made by Sure Start parents include extending the hours of the crèche, more support with toilet training and behaviour problems, more leisure and relaxation activities and weekend opening.

## Introduction

This questionnaire survey represents the first opportunity that Abbey Bucknall Sure Start has had (since early consultation) *as an overall programme* to invite families to express their views on services.

The purpose of the survey was to provide a base-line measure for the Sure Start Service Delivery Target to achieve by 2006 “An increase in the proportion of families with young children, reporting personal evidence of an improvement in the quality of family support services.” This survey will be repeated in 2006 to measure whether Sure Start has led to an improvement in satisfaction. Of equal importance to meeting Sure Start Unit’s national requirements, is the need for the local Sure Start Abbey Bucknall to be responsive to local children and families. Reach statistics routinely monitor the numbers of families accessing Sure Start services but do not indicate the value that families place on services nor whether they would prefer to see services delivered in other ways. This survey is represents a small snapshot of families’ opinions.

Questions have been themed for this report into characteristics of respondents, knowledge of Sure Start services, demand for and use of services, customer satisfaction and the difference that Sure Start is making to families. This report details the quantitative and qualitative findings and makes recommendations. These recommendations are made in the body of the report and repeated in the conclusion.

## **Survey Method**

The survey was carried out during one week in July 2003. Sure Start programme staff managed the survey “in-house”. A questionnaire was downloaded from the NESS web-site and adapted to suit local circumstances. Interviewers were Sure Start staff and some parent volunteers who had received training in confidentiality. Sampling was opportunistic and relied upon interviewers accessing respondents in various locations including homes, outside shops, or whilst at an induction session at a local nursery.

<b>Location of interview</b>	<b>Number of respondents</b>
Bucknall	5
Townsend	14
St Johns	3
Holehouse Rd community house	8
Abbey Shops	4
Not identified	18

The survey results are anonymous. Although at the end of the questionnaire respondents were offered the opportunity to give their name and address, to ensure confidentiality at the data analysis stage, any such names and addresses were detached from the questionnaire so that answers to the questionnaire could not be attributed to individuals.

Questions and answers were coded and, entered onto a spreadsheet by programme administrators and analysed by the Senior Evaluation Officer. This analysis is informed by theories of customer satisfaction, involvement and participation, Sure Start NESS guidance and data collated from other sources such as the baseline delivery plans. Where categories of answers are mutually exclusive then answers are expressed as percentages. Where respondents could

select more than one category, answers are expressed as numbers. Not all questionnaires were 100 % complete. The sample size is 52.

**Recommendation 1 :**

When conducting any future surveys, the Programme Board is recommended to seek expert advice at the outset on research methods to ensure scientific reliability and validity. There is guidance available on the NESS (National Evaluation of Sure start) website [www.ness.bbk.ac.uk](http://www.ness.bbk.ac.uk).

**Characteristics of respondents**

The sample consisted of 51 women and one man. 92 % of respondents were parents, 8 % were relatives or full-time carers.

---

**Q.17** Which part of the area do you live in ?

Abbey Hulton	Townsend	Bucknall	Carmountside
42 %	4 %	52 %	2 %

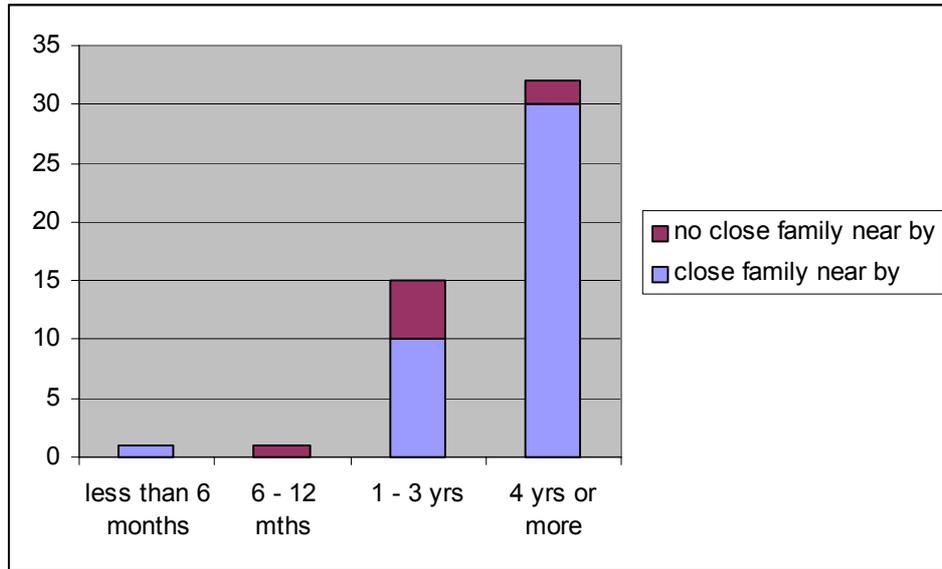
---

50 responses

The response for Carmountside is low and the Board is recommended to ensure that families from this area are able to express their views in the future. The database could be analysed to see if current monitoring information can identify whether Carmountside families are accessing services or not. Townsend figures also appear low but it may be that local people do not distinguish between Townsend and Bucknall. Further discussion with local residents could help in understanding local perception and naming of places.

Question 18 asked “do you have close family living near by?” and question 16 asked “How long have you lived in the area? “

Length of residence and close family living near by or not Qs 16 & 18



85 % of respondents had close family living near by and 65 % of all respondents had lived in the area for more than four years.

---

**Q.23 Marital status**

Married	37%
Lone parent	35%
Living with partner	28%

---

Total responses to this question = 49

---

**Q. 24 Employment status**

Full time carer/mother/father	74%
Employed part-time	18%
Employed full-time	4%
Other relative eg. Grandparent	4%

---

Total responses 51

---

**Q. 25 Age of respondents**

Under 20	12 %
20 – 30	54 %
over 30	28 %
over 40	6 %

---

Total responses 49

---

**Q. 27 Race / Ethnicity of respondents**

White British	92 %
Irish	8 %

---

---

**Q. 22 Do any of your children under 5 have any disabilities or special needs ?**

Yes 3

Could you explain ?

*“Speech problems - behind in school”*

*“Stills disease”*

Are there appropriate services to meet their needs ?

Yes 2

No 1

---

**Recommendation 2 :**

Carmountside families should be targeted to seek their views and opinions.

Further research may be needed to understand how Bucknall and Townsend residents' name their neighbourhoods.

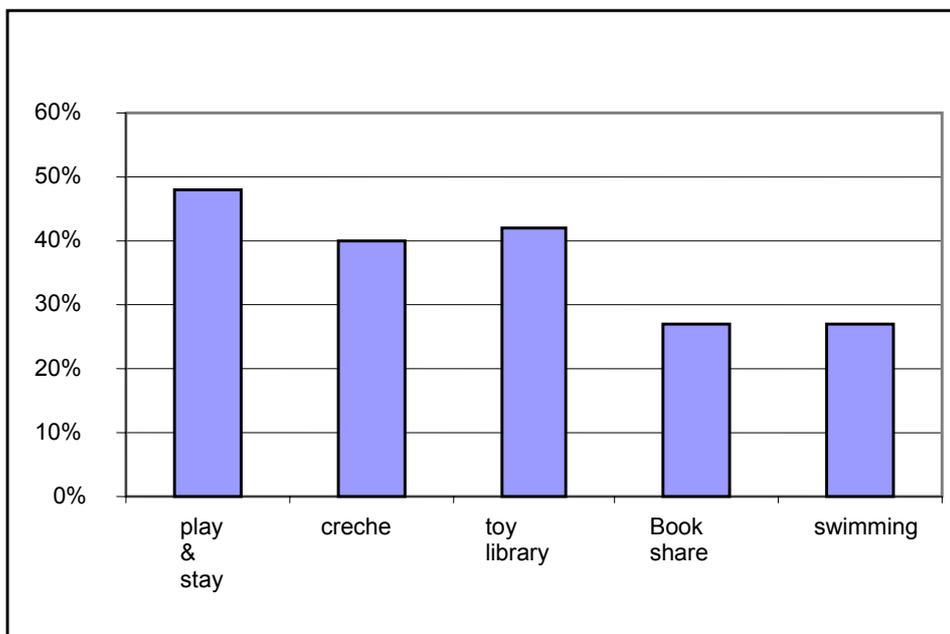
## Knowledge of Sure Start services

A precondition for accessing services and exercising choice is information.

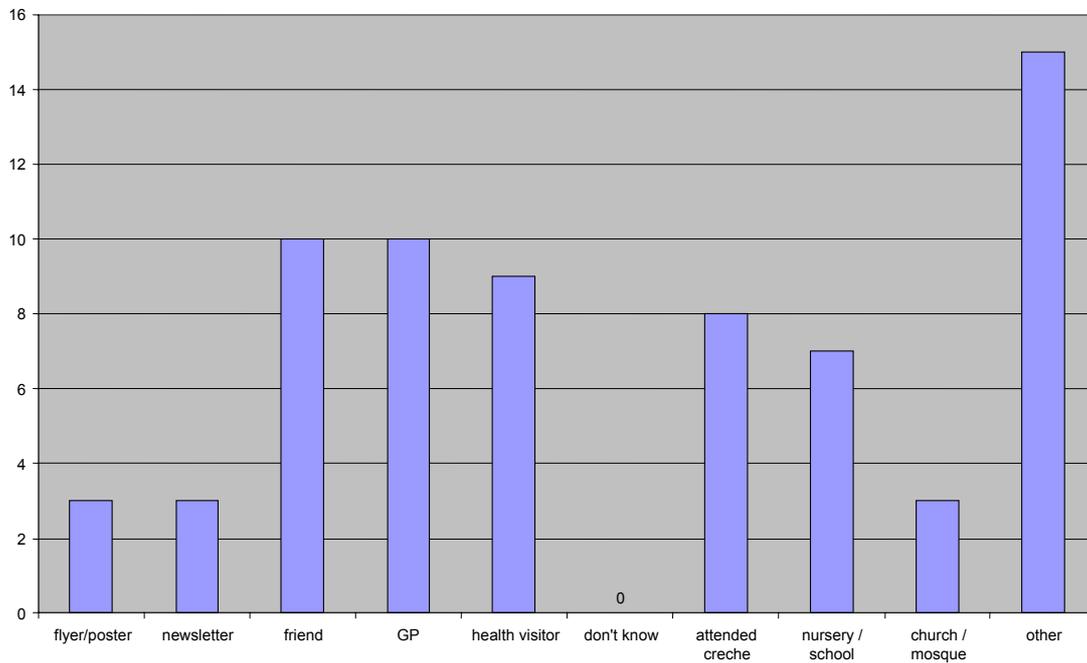
Parents were asked if they had heard of Sure Start Abbey Bucknall ? (Q 2)

83% said “yes”. In response to question 4, “Do you know where Sure Start Abbey Bucknall is based ?” 83% also answered “yes”.

**Q2** Have you heard of or do you attend any of the following activities?



**Q3** How did you hear or come to know about Sure Start Abbey Bucknall?



The majority response of “other” is not very helpful as it does not identify how people heard about the programme. No category was given for community development. It is likely, as this was an early service, that the high response for “other” incorporates community development. However, there appears to be good inter-agency communication going on with G.P.s, nurseries, schools and health visitors as well as friends spreading the word about services on offer to families. The low response for church / mosque may be consistent with the decline in religious attendance but research suggests that faith communities can have a role to play in strengthening families and communities.<sup>1</sup> Fewer people said that they had heard of Sure Start Abbey Bucknall from posters, flyers or newsletters and it must be acknowledged that there are low levels of literacy in this area.

---

<sup>1</sup> National Strategy for Neighbourhood Renewal Policy Action Team 9 Community Self-Help

---

**Q11** do you feel you have enough information about services that are available ?

too much	0	not enough	33 %	just right	67 %
----------	---	------------	------	---------------	------

---

Total response 43

**Recommendation 3:**

It is recommended that GPs, health visitors, schools, nurseries and other agencies receive acknowledgement for their role as communicators and receive regular accurate information about the programme. This should be kept fairly low cost as information will need to be updated frequently.

## Demand for and Use of Services

In reply to question five “Have you used any Sure Start services?”, 65% said yes.

Those who answered “no” were asked :

---

### Q. 5 “Do you mind me asking why is that ?”

Don't want to get involved	2
Don't need anything they offer	0
Difficult to settle my child in creche	0
I think I could afford it	0
Don't know anyone who goes	1
Inconvenient time	0
To difficult to get there	0
Too far from where I live	0
Cultural reasons	0
Don't really know much about it	3
Didn't think I could afford it	3
Needed someone to encourage me	1
I work full-time	0
It doesn't offer what I need	1
Negative impression / bad experience	1
(Please briefly explain)	
Other	3

---

*“Only just found out”*

*“Staff too overpowering”*

*“Staff Are too bossy”*

*“Parents who have been told me its too cliquey”*

There are indications here that at least some parents or carers do not feel comfortable or confident in accessing Sure Start services. Satisfaction rates of 100% with any service would be unrealistic. However, parents and carers should be able to express their views and influence services. Where complaints are justified, services should be changed in response wherever possible.

**Q6** What would you like to see Sure Start Abbey Bucknall offer in order for you to use the services ?

nothing would make me use it	3
training	1
art / craft	2
leisure / relaxation	5
children's activities	8
other	1

These responses may be worth exploring further to gain a better understanding of what kind of leisure / relaxation activities and children's activities would be welcomed by families.

**Q10** Would you like to make more use of Sure Start Abbey Bucknall ?

Yes	27	no, just right	8	not at all	4
What would enable you to use it more ?					
open in the afternoon			3		
open in the evenings			3		
open at weekends			10		
more variety of activities			9		
don't know			2		
more activities for children			4		
more joint activities for parents & children			4		
other			3		

Most people said that weekend opening would allow them to use Sure Start Abbey Bucknall more, This needs further investigation to determine whether families want weekend access to general support services or particular services such as the crèche.

**Recommendation 4 :**

The programme should develop a strategy for encouraging parents' to express their views on current services and participate in planning any future services. This could be in liaison with schemes such as the PALS ( Patient Advocacy Liaison Service) service, via the Programme Board, newsletter, home visiting managers, community development staff, suggestion box, open days or other forms of social marketing (see Chapter 11 in Sidell et al 1997 for a discussion of social marketing techniques). On their own, these techniques may not be sufficient to reach the views of all parents and it should be born in mind that not all demands could be satisfied. There are clearly many ways in which parents can currently express their views, including via the existing services but the above findings demonstrate that there is unfulfilled demand, some perception that staff are bossy or overpowering but that parents *are* willing to offer suggestions for activities.

## Customer satisfaction with local services

Q7 asked Do you use the crèche or play facilities at Abbey Bucknall ?

65% said “often or sometimes” and of these, 75% rated the service 3 star

23% 2 star

2% 1 star

35% said “once or never” and these people were asked “Why is that ? “

Don't need it / have alternative care	5
Don't like it	0
Not the right time	3
Not culturally appropriate	0
Didn't know about it	1
Other	10

Irrespective of how often people used the creche, they were asked “**How could it be improved ?**” People answered –

*“Sometimes lacks organisation”*

*“Name of child down but no place yet”*

*“Staff could be more polite, less controlling”*

*“More crèche at Townsend school in the holidays”*

*“More activities at stay and play eg. Painting”*

*“Can't think of anything”*

*“More days and longer sessions”*

*“Don't know enough”*

*“Not yet”*

*“Crèche for three hours not two”*

The crèche and Play and Stay are heavily used services by respondents. The demand for more and longer sessions echoes responses to question 10, which indicated a desire to see services open at weekends. Unfulfilled demand may be satisfied when the new buildings are in operation and it will be worth investigating families' expectations of this

**Recommendation 5 :**

The programme should develop a positive complaints policy and staff should be trained in listening skills and working with parents to offer quality services.

**Q.8 Which Sure Start Abbey Bucknall services do you currently use or have you used in the past?**

Service	Now	Before	Once	Few Times	Once a Week	More	Star Rating		
							*	**	***
Anti-bullying	1		1		1				
Baby Massage		1	1					1	1
Community Psychiatric Nurse	0	0							
Creche Support	11	2	2	2	5	5	1	1	9
Family Link Support	5	5	5	1	4	0	0	2	8
1 <sup>st</sup> Steps Psychology	1	0				1			1
Midwife	0	1			1				1
Outreach Home Visiting / HV	4	1	0	3	2	0		1	4
Parenting Programmes	1	0			1			1	
Play & Rhyme	4	1	1	2	2	0	1		4
Play Specialist	3	1	2		2		0	0	4
Speech & Language	2	2	2	1	1	0	1	2	1
<b>TOTAL</b>	<b>32</b>	<b>14</b>	<b>14</b>	<b>9</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>33</b>



**Q.15** Which other services that are available to families with children under 5 in the area have you used in the past?

Do you use this service now or have You Used it previously?

How often do / did you use this service?

Service	Now	Before	Only Once	Once a Week	More than Once a week	Star Rating		
						*	**	***
Midwife	3	14	3	8	4	1	6	9
Health Visitor	17	10	10	10	13	1	3	8
Social Services	0	0	0					
Play Group	12	10	4	12	5	5	9	7
Creche	27	2	4	7	4	0	4	11
LEA Nursery	1	7	0	1	7	1	0	8
Private nursery / childminder	2	1	0	0	3	1	1	1
Parent & toddler	8	4	4	0	7	4	0	7
Play areas / parks	0	11	6	7	2	7	5	3
Library	3	2	2	1	2	1	2	2
Museum	2	2	3	1	0	1	2	1
Home Start	0	0						
C.A.B	1	3	1	2	1	1	2	1
Mum 2 Mum	0	0						
Charles St clinic	3	4	2	4	1	1	1	5
Community Centre	0	1	1					1
WEA	0	0						

A core part of all Sure Start services is support to families and parents, consisting of befriending and social support as well as parenting information and support.

<b>Q 19</b>	<b>Do you have enough personal / social support ?</b>	
	Yes	82%
	No	12%
	Not sure	6 %

Total responses to this question = 50

Those who responded “no” or “not sure” were asked “Why is that ?” Answers given were :

*“Should have more support with behaviour problems”*

*“family break up”*

*“nobody available”*

*“good group of friends”*

*“no help from partner”*

The last comment indicates that it should not be assumed that two parent families provide more social and personal support to one another than lone parent families. Friendship is clearly important in providing support and evidence shows that family break up is likely to impact on the need for support to parents and children.

The service which shows the largest difference between services used now and previously is the crèche service with 32 % of respondents reporting that they use it now compared to 6 % who used it previously. This service is rated highly and is used flexibly, as is the playgroup. Play areas / parks are rated low. Some services such as Home Start, Social Services and Mum to Mum have never been used by respondents which is not especially surprising as these are targeted, rather than universal services. However, many respondents have not used universal services such as the museum and the library. It will be interesting to

see if Sure Start can make a difference to the way in which parents might use the library and the museum, given that these might be expected to play a role in child development and family recreation.

**Recommendations**

**6:** The Board should be provided with routine monitoring information on uptake of services.

**7 :** Further research into the use of and satisfaction with parks, play areas, libraries and museums could provide information on the reasons behind these statistics. A community planning technique could be useful here and Sure Start Abbey Bucknall should link with the City Play Strategy and any local environmental strategy.

Parents were asked a follow on to question 19 “What support would you like ?”

Responses were :

*“more offers to speak to Health Visitors”*

*More Triple P*

*Support on toilet training*

*None really*

*“Open to suggestions”*

*“Information about the crèche “*

*“happy with Sure Start support”*

*“more for older children”*

*“more information”*

*“none”*

*“help with baby”*

**Q.20** Where do you go when you have a concern or worries for your child's general health ?

	NHS			local					
GP	Health visitor	direct	A&E	Emergency Doctor	clinic	Books	Friends / family	Sure Start Centre	TV
40	26	6	4	6	4	2	12	6	0

**1 respondent volunteered “community neo natal nurse”**

**Q.21** Where do you go when you have a concern or worries for your child's learning and development ?

Sure Start	Health Visitor	GP	Local nursery	Crèche / parent toddler group	school	books	Friends / family	TV
6	26	10	2	2	5	2	5	0

These answers show the key role that G.P.s, Health Visitors as well as friends and families play in advising or informing parents and carers.

**What difference is Sure Start making ?**

Self-reported outcomes for parents, carers and grandparents

**Q.12** Do you think that Sure Start services have made a difference to your life ?

No 16%

Yes 84%

How?		Why Not?	
20	Made new friends	2	I was OK before
15	Gained more confidence	2	I can afford to do my own thing
10	More time for me / breathing space	1	Lack of professionalism
9	Learned new skills	1	Staff unfriendly
7	Discovering new interests	0	I've nothing in common with others
8	Opportunities for training	0	Intimidating to come here
13	Helped me think about my future	0	Not a friendly place
7	Gained parenting skills	0	Does not meet my cultural needs
14	Enjoyed being with my child	0	Does not cater for my special needs
5	Able to look after my child better	0	Other
8	More involved in the community		
16	Made me feel happier		
2	Other		

1 peson commented: *"I recently attended a sports day and older staff were unfit"*.

Outcomes for children

**Q.13** Do you think that Sure Start services have made a difference to your child / children's lives?

No 16%

Yes 84 %

How?		Why Not?	
22	Made new friends	0	Still lacks confidence
22	Enjoys coming here	0	Did not like it
9	Improved behaviour	0	Not enough stimulation
11	Extra confidence to relate to adults	2	Was OK before
15	More confidence with older children	1	Cultural needs were not met
5	More caring	0	Special needs were not met – conflicting advice
9	More stimulated		
2	Better health		
3	Early identification of a problem		
11	Made early start learning		
19	Given opportunities for new experiences		
11	Made my child happier / communicates better		

## Conclusion

This parent satisfaction survey is a small snapshot of parents' and carers' views of Sure Start Abbey Bucknall. Caution is urged in generalising from these findings – they cannot be considered as representative of the whole Sure Start Abbey Bucknall population. Nevertheless, parents and carers have made some important statements regarding their experience of Sure Start services, their opinions of other services in the area and they have offered positive suggestions for changes to services. The survey has also found out some useful information about how parents and carers hear about Sure Start (often from other agencies). A summary of survey findings will be reported in the newsletter and this report will be presented to the Programme Board. In addition, those parents who carried out surveys will be made aware of findings. Recommendations in this report are aimed at the Sure Start Abbey Bucknall Board. The Board should consider the recommendations and formulate an action plan in response.

## Recommendations

1. When conducting any future services, expert guidance must be sought on research methods.
2. Carmountside families should be specifically targeted to seek their views and opinions. Further research may be needed to understand how Bucknall and Townsend residents' name their neighbourhoods.
3. It is recommended that GPs, health visitors, schools, nurseries and other agencies receive acknowledgement for their role as communicators and receive regular accurate information about the programme. This should be kept fairly low cost as information will need to be updated frequently.

4. The programme should develop a participation strategy for encouraging parents' to express their views on current services and participate in planning any future services.
  
5. A positive complaints procedure should be developed and staff should be trained in listening skills and working with parents to offer quality services.
- 5 The Board should be provided with routine monitoring information on uptake of services.
  
- 6 Further research should be conducted into the use of and satisfaction with parks, play areas, libraries and museums.

## **Bibliography**

Ball M How Was It For you ? A brief guide to conducting user satisfaction surveys for local Sure Start programmes NESS July 2002

Henderson J, Wilkins K and Barnes J Getting Started with a Local Sure Start Programme Evaluation 25/4/02 <http://www.ness.bbk.ac.uk>

National Strategy for Neighbourhood Renewal Policy Action Team report summaries : a compendium April 2000

Sidell M, Jones L, Katz J and Peberdy A Debates and Dilemmas in Promoting Health A Reader Macmillan press Ltd., Hampshire, 1997

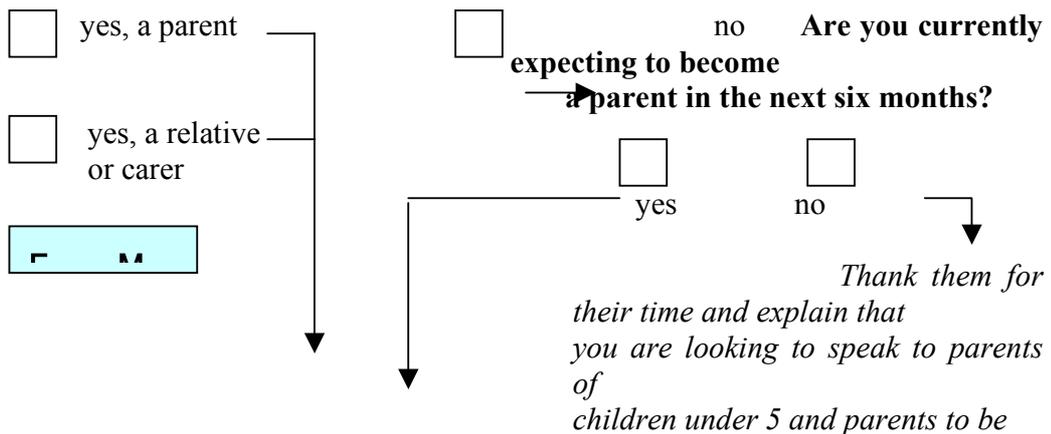
<b>Interviewer initials:</b>	<b>Date:</b>
<b>Location:</b>	<b>Telephone:</b>

Hello... My name is \_\_\_\_\_ and I am one of a group of local parents and Sure Start staff who are trying to find out what other parents and carers think of locally available services for parents and their children. Did you know that this area has been given extra money to improve the lives of local parents and their children under 5

**Do you live in this area?** (*show map*)

If the answer is YES, continue. If NO, thank them for their time and explain that you are looking to speak to people that live in the area.

**Are you a parent, other relative or full-time carer of a child under 5 years old?**



We are trying to find out what people think of the local services and how they could be better. I am not trying to sell you anything, nor am I looking for any

donations to charity. Can you spare between 5 and 10 minutes to answer some questions? Your answers will be confidential. Your name will not be written on this sheet. Your views will help to improve local services.

**Q1 How many children do you have?  How many of these are under 5?**

**Q2 Have you heard of Sure Start Abbey Bucknall?**

yes       no       not sure

have you heard of or do you attend any of the following activities?

yes		no
	Play & Stay Groups	
	Parent & Carers Crèche Sessions	
	Toy Library	
	Bookshare	
	Swimming at Blackfriars	

go to Q3 over page **if YES TO ANY of these**      **if NO TO ALL of these, go to Q16**

**Q3 How did you hear or come to know about Sure Start Abbey Bucknall ?**

<input type="checkbox"/>	saw a poster / flyer	<input type="checkbox"/>	attended an activity
<input type="checkbox"/>	saw a newsletter	<input type="checkbox"/>	from nursery/crèche
<input type="checkbox"/>	friend told me	<input type="checkbox"/>	from school
<input type="checkbox"/>	GP told me	<input type="checkbox"/>	from church/mosque
<input type="checkbox"/>	health visitor told me	<input type="checkbox"/>	other:
<input type="checkbox"/>	don't know	<input type="checkbox"/>	

**Q4 Do you know where Sure Start Abbey Bucknall is based?**

yes       no       not sure

**Q5 Have you used any Sure Start services?**

go to Q7 ← yes  no  not sure

Do you mind me asking why is that ? ←

<input type="checkbox"/>	don't want to get involved	<input type="checkbox"/>	don't really know much about it
<input type="checkbox"/>	I don't need anything they offer	<input type="checkbox"/>	didn't think I could afford it
<input type="checkbox"/>	difficult to settle my child in crèche	<input type="checkbox"/>	needed someone to encourage me
<input type="checkbox"/>	it's just for women	<input type="checkbox"/>	I work full-time
<input type="checkbox"/>	don't know anyone else who goes	<input type="checkbox"/>	it doesn't offer what I need
<input type="checkbox"/>	inconvenient time	<input type="checkbox"/>	Negative impression/bad experience (please briefly explain)
<input type="checkbox"/>	To difficult to get there		
<input type="checkbox"/>	To far from where I live	<input type="checkbox"/>	Other:
<input type="checkbox"/>	Cultural Reasons		

**Q6 What would you like to see Sure Start Abbey Bucknall offer in order for you to use the services?**

<input type="checkbox"/>	nothing would make me use it <i>(please briefly explain)</i>		
<input type="checkbox"/>	Training	<input type="checkbox"/>	Leisure and Relaxation
<input type="checkbox"/>	art/craft	<input type="checkbox"/>	Children's activities
<input type="checkbox"/>	Other		

↓  
**NOW GO TO Q16**

**Q7 Do you use the crèche or play facilities at Abbey Bucknall?**

<input type="checkbox"/> often	<input type="checkbox"/> sometimes	<input type="checkbox"/> never	<input type="checkbox"/> not sure
--------------------------------	------------------------------------	--------------------------------	-----------------------------------

If you were to give a star rating to this service, would it get:

<input type="checkbox"/>	1 star	*
<input type="checkbox"/>	2 stars	**
<input type="checkbox"/>	3 stars	***

Why is that?

<input type="checkbox"/>	don't need it / have alternative care
<input type="checkbox"/>	don't like it
<input type="checkbox"/>	not the right time
<input type="checkbox"/>	not culturally appropriate
<input type="checkbox"/>	didn't know about it
<input type="checkbox"/>	other:

How could it be improved?

**Q8 Which Sure Start Abbey Bucknall service do you currently use or have you used in the past? (you may need to refer to your prompt card on the back of your map)**

Service (write in services)	Do you use this service now or Previously?		How often do/did you use this service?	If you were to give a star rating to this service, would it get:	Did the service meet your needs?
	now	previously			
Anti Bullying			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Baby Massage			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Community Psychiatric nurse			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Crèche Support			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly

Family Support	Link			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
1 <sup>st</sup> Psychology	Steps			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Midwife				<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Outreach Visiting Health Visitor	Home Health			<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Parenting Programmes				<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Play & Rhyme				<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Play Specialist				<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Speech & Language				<input type="radio"/> once only <input type="radio"/> a few times <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly

**Q10 Would you like to make more use of Sure Start Abbey Bucknall?**

yes, want to use it more

just right

no  all



**What would enable you to use it more?**



**Why not?**

<input type="checkbox"/>	open in the afternoon
<input type="checkbox"/>	open in the evenings
<input type="checkbox"/>	open at weekends
<input type="checkbox"/>	more variety of activities
<input type="checkbox"/>	don't know
<input type="checkbox"/>	more activities for children
<input type="checkbox"/>	more joint activities for parents & children
<input type="checkbox"/>	other:

<input type="checkbox"/>	doesn't offer anything I'd use
<input type="checkbox"/>	quality is poor / didn't enjoy it
<input type="checkbox"/>	last experience was poor
<input type="checkbox"/>	because it is for deprived people
<input type="checkbox"/>	because it is not really for me
<input type="checkbox"/>	it didn't give me what I wanted
<input type="checkbox"/>	because I did not feel supported culturally inappropriate
<input type="checkbox"/>	Special needs not catered for
<input type="checkbox"/>	other:

**Q11 Do you feel you have enough information about services that are available?**

too much  not enough  just right

**How could it be improved?**

**Q12 Do you think that Sure Start services have made a difference to your life?**

<i>yes please briefly explain how:</i>	<i>no please briefly explain why not:</i>
made new friends	I was OK before
gained more confidence	I can afford to do my own thing
more time for me/breathing space	lack of professionalism
learned new skills	staff unfriendly
discovering new interests	I've nothing in common with others
opportunities for training	intimidating to come here
helped me think about my future	not a friendly place
gained parenting skills	Does not meet my cultural needs
less stressed	Does not cater for special needs
Enjoyed being with my child	Other:
able to look after my child better	
more involved in the community	
Made me feel happier	
other:	

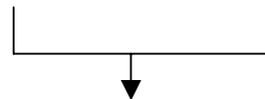
**Q13 Do you think that these services have made a difference to your child's/children's life?**

*Go to Q14 if the parent is a pregnant woman*

<b>yes</b> please briefly explain how:	<b>no</b> please briefly explain why not:
made new friends	Still lacks confidence
enjoys coming here	Did not like it
improved behaviour	not enough stimulation
extra confidence to relate to adults	was OK before
more confidence with other children	Cultural needs were not met
more caring	Special needs were not met
more stimulated	Conflicting advice
better health	
early identification of a problem	
made early start on learning	
Given opportunities for new experiences	
Made my child happier	
Communicates better	

**Q14 Would you recommend Sure Start Abbey Bucknall to your friends with children under 5?**

yes, definitely  yes  maybe  probably not  definitely not



**Why is that?**

**Q15 Which other services that are available to families with children under 5 in the area do you currently use or have you used in the past?** *(you may need to refer to your prompt card on the back of your map)*

service	Do you use this service now or have you used it before?		How often do/did you use this service?	If you were to give a star rating to this service, would it get:	Did the service meet your needs?
	now	before			
Midwife			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Health Visitor			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Social Services			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Play Group			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Crèche			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Local Educational Nursery			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Private Nursery / Childminder* * delete as appropriate			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Parent & Toddler			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Play areas / Parks			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Library			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Museum			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Home Start			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly

Citizens Advice Bureau			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Mum 2 Mum			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Charles Street Clinic			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
Community Centre			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly
WEA			<input type="radio"/> once only <input type="radio"/> once a week <input type="radio"/> more than once a week	<input type="radio"/> 1 star * <input type="radio"/> 2 stars ** <input type="radio"/> 3 stars ***	<input type="radio"/> very well <input type="radio"/> yes <input type="radio"/> reasonably <input type="radio"/> poorly

**Q16** Now I am going to ask you a few questions about living in the area.

**How long have you lived in the area?**

<input type="checkbox"/>	less than 6 months	<input type="checkbox"/>	more than 6 months, under 1 year
<input type="checkbox"/>	1 to 3 years	<input type="checkbox"/>	4 or more years

**Q17** Which part of the area do you live in?

Abbey Hulton    Townsend    Bucknall    Carmountside

**Q18** Do you have close family living near by?

yes    no

**Q19** Do you feel that you have enough personal/social support?

yes    no    not sure

**Why is that?**

**What support would you like?**

**Q20 Where do you go when you have a concern or worries for your child's general health?**

*If the person is pregnant with first child, please go to Q23*

	GP		Local clinic
	health visitor		Books
	NHS direct		Friends/family
	Accident & Emergency (hospital)		Sure Start Centre
	Emergency Doctor		Television programmes
	Haywood Walk in Centre		

**Q21 Where do you go when you have a concern or worries for your child's learning and development?**

	Sure Start		School
	Health Visitor		Books
	GP		Friends/ Family
	Local nursery		Television Programme
	Crèche/parent toddler group		

**Q22 Do any of your children under 5 have any disabilities or special needs?**

no       yes → **Could you explain?**

no  
 yes

**Are there appropriate services to meet their needs?**

yes     no

*We are nearly at the end of the interview.*

**Q23 Are you:**

	married
	living with your partner
	lone parent

**Q24 Are you:**

	A full-time mother/father/carer
	Other relative e.g. grandparent
	employed, part-time
	employed, full-time

**Q25 Are you:**

	Under 20
	between 20 and 30
	over 30
	Over 40

**Q26 What is the main language that you speak at home?**

	English		Urdu
	Somali		Bengali
	Arabic		Punjabi
	Cantonese		Turkish
	Other:		

**Q27 How would you describe your race and ethnicity?**

<b>White</b>	
	British
	Irish
	any other background
<b>Mixed race</b>	
	White & Black Caribbean
	White & Black African
	White & Asian
	any other mixed background
<b>Asian or British Asian</b>	
	Indian
	Pakistani
	Bangladeshi
	Any other black Asian background
<b>Black or Black British</b>	
	Caribbean
	African
<b>Chinese or other ethnic group</b>	
	Chinese
	Other ethnic group:

**Would you like a copy of the latest Sure Start Abbey Bucknall newsletter?**

     yes            no

**If you are not a member would you like to become one?**

     yes            no

**The details below are optional and will be held in the strictest of confidence.**

Name: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel

no: \_\_\_\_\_

*Thank you for your time in helping us with our survey. Your views will be used to improve local services.*