Sure Start Norris Green
Evaluation Report 2005

Report by Steven Sahota
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1. Introduction

This report details the statistics and findings of the user satisfaction survey carried out by Steven Sahota, Information and Monitoring Officer for Sure Start Norris Green (SSNG) from Feb – April 2005.

a) Background.

In November 2004, a decision was made by the board of Sure Start Norris Green regarding the use of funds that had originally been set aside to complete an evaluation of the Sure Start (in line with government requirements). The decision took into consideration the move to the new Children’s Centre Utting Avenue East site in August 2005 and how service provision would alter to take into account our new requirements as a Children’s Centre. The money would be spent in other areas, and an internal evaluation would be initiated by the Information and Monitoring Officer. This evaluation report would focus on the services that the Sure Start offered, and on the relationship between the Sure Start and its locale, to allow the Sure Start to gauge its effectiveness in the area.

b) Methodology

The evaluation was carried out by postal questionnaire. The questionnaire was designed after research into other Sure Start’s evaluations showed that this simple questionnaire would provide a report on the services Sure Start provided, and also provide baseline data for the new children’s centre. The questionnaire is made up of the several strands of service provision, e.g. education, health and support services. The client is asked whether they have used the service and if they had, the quality of the service they had received. The questionnaire also had comment boxes for either a specific comment or more general comments.

A sample questionnaire can be found in Appendix C. The comments from all the questionnaires can be found in Appendix A + B.

The decision was taken that rather than take a random sample from the electoral roll, due to the nature of the evaluation, and the fact that the evaluation would not be carried out by a tendered organisation with expertise in this area, that the questionnaire would be sent to every address registered on the Sure Start Norris Green database. This would remove some of the impartiality that
the report would generate as it would only be completed by those registered with SSNG. Due to the evaluation being sent to 625 addresses, it was hoped that the data regarding our profile in the locale would be replaced with data regarding the quality of our service, owing to the higher than average questionnaires it was hoped would be returned. The total number of questionnaires sent out was 625, with a response rate of 218 questionnaires returned. This equates to a 35% response rate.

The charts and reports in this report are all based on the combined response of the 218 returnees.
2. **Summary and Conclusions**

**Summary**

The questionnaire represents a deliberately biased cross section of SSNG users. The questionnaire was sent out by post to every addressee on the SSNG database. Even though this was done deliberately, the returns still showed that a small minority of the local population were unaware of what Sure Start is and the services on offer.

**Satisfaction with Sure Start as a whole**

90% of respondents were aware of Sure Start. (196/218)

The evidence shows that despite advertising our services during the lifetime of the Sure Start by newsletters, mail-outs, door to door leafleting, 30% of respondents have never used a Sure Start service (65/218)

The average age of a respondent was 28.

99% of respondents were female (215/218).

56% of respondents said they were part of a single parent family (119/218)

61% of respondents were very satisfied with Sure Start Norris Green overall (133/218).

24% of respondents were satisfied with Sure Start Norris Green (52/218). 15% of respondents chose not to answer this question (32/218). No respondent claimed that they were unsatisfied with the service.

**A satisfaction rate of 85% overall with Sure Start Norris Green.**

*I think that Sure Start have really helped my son come along with his speech and social skills thanks to the chance to play with other children his age, also he has been able to go to places I could not afford to take him to, which I am very grateful.*

Comment 64, Appendix A
There was nothing like this when I had my first daughter, they touch on everything you need and the kids of course. I found Sure Start services extremely useful, no more boring days in the house, even in the holidays and half-term.

Comment 129, Appendix B

**Sure Start in the home – Home Visits**

Home Visits – of the 218 respondents to the evaluation, 104 had received 1 or more home visit - 48% of all respondents. Of those 98% said the service was useful or very useful with the service provided (102/104).

**Satisfaction with Children’s Services (specifically toddler groups and crèche)**

Ellergreen Toddler group – respondents were satisfied with the service provided. 34% of respondents had used this service (75/218). 97% of respondents who has used the service said the service was useful or very useful (73/75).

Ranworth Toddler group – respondents were satisfied with the service provided. 9% of respondents had used the Ranworth toddler group (20/218). 90% of respondents who had used the service said the service was useful or very useful (18/20).

Crèche Care – respondents were satisfied with the service provided. 25% of respondents had used crèche care (55/218). 91% of respondents who has used the service said the service was useful or very useful (50/55).

Concerning services directed at children under 4, (Ranworth/Ellergreen toddler groups, crèche care) respondents expressed satisfaction with the services provided.

**94% of respondents who had used the service, said services were useful or very useful (141/150).**

This is supported by comments made by respondents about the standard of service provided.

*I like the Ellergreen Toddler Group as it is a friendly environment & a great way for my child to mix with children his own age.*

Comment 29, Appendix A

*The toddler group has been brilliant for my son. When we first moved to the area he was painfully shy – attending the Sure Start activities has given him*
Confidence and he loves mixing with the other children. Everyone has noticed the difference in him. Thanks very much.

Comment 49, Appendix A

Conclusions

A relatively high proportion of respondents are using or have used, a Sure Start service. This indicates that programme awareness is reaching those already registered with SSNG and that they are taking advantage of the services on offer.

Parents accessing playgroups and crèche facilities think highly of these services and they have become an invaluable tool for promoting Sure Start throughout the community and also at encouraging intra-community friendships to develop.

Respondents receiving home visits indicate that this “buddy” service is successful in reaching those who have become hard to reach, and has also provided support into reintegration into the wider community. Home visits are also an invaluable tool in promoting Sure Start activities by word of mouth.

The respondent rate of single parent families at 56% indicates that services in the area should in part be focused at supporting single parent families in returning to work or education.

Course recognition is an area of potential improvement for SSNG. A number of respondents have indicated that they would like an explication of what each course teaches and the benefits that will be accrued from attending the course. SSNG would be advised in producing a booklet when the Clubmoor Children’s Centre opens its doors, outlining the course aims and objectives of each service on offer.

The evaluation also highlighted the lack of service provision for working parents. This appears primarily due to the opening hours of SSNG being standard business hours. A greater emphasis on supporting working parents outside of business hours should be foremost in planning for the new children’s centre. On activities that do take place outside normal business hours, e.g. Dad’s Club, respondents were enthusiastic about the benefits and applauded its usage.
All my kids love going to the Dads & Kids Club to do the art & craft, they love being with their dad. Because their dad works long hours they don’t see him much so its time for them together. Many thanks to David for it

Comment 32, Appendix A

Another of concern that has been highlighted has been the lack of provision for male carers and fathers. This did not flag in the evaluation answers, but appeared in several comments about male carers feeling uncomfortable when the activity was dominated by women.

Friendly staff but still found it difficult to mix with everyone (being male amongst females) partly my fault to I think, even after a few visits still felt uncomfortable.

Comment 2, Appendix B

Another area of concern is the stigma that may be attached to accessing Sure Start services by those not choosing to use Sure Start. What can be done to improve the image of Sure Start locally if a stigma does start to develop? How will this nascent stigma develop when the move into the children’s centre takes place?

A breakdown of each service follows, including appendices of comments and the original evaluation form.
Respondent details and Family Structure

1. Families

The majority of families taking part in this survey (119 out of the 218 respondents), comprised of single parent families.

![Family Breakdown]

2. Gender

The majority of respondents to the evaluation were women, comprising 215 out of 218 respondents.

![Gender Breakdown]
3. Age Range of respondents

The majority of respondents fell between the age range of 18-35 (85% of respondents = 186/218). Three respondents were under the age 18, whilst 2 respondents were in the 46+ age range.

The average age of respondents was 28.

4. Disabilities

The question “Do you or any of your family suffer from a disability was asked of respondents. This was to gauge the need for specialised Sure Start support services in the future. 14 out 218 respondents replied that had some sort of disability in the family. This equates to 0.6% of all respondents to the survey.
Sure Start Services

1. Antenatal Introduction to Sure Start.

10% of all respondents have used the ante-natal service provided by Sure Start (22 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 32% found the service very useful
- 18% found the service useful

**Only Once**
- 14% found the service very useful
- 36% found the service useful.
2. Art and Craft

18% of respondents and their families have used the Art and Craft activities (40 out of 218).

Respondents replied that of those that had used the service:

**More than once**
73% found the service very useful
15% found the service useful

**Only Once**
2% found the service very useful
10% found the service useful.
3. Baby Massage

9% of respondents have attended a Baby Massage session (20 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 50% found the service very useful
- 10% found the service useful

**Only Once**
- 15% found the service very useful
- 25% found the service useful.
4. Birth to Three Matters

10% of respondents have attended a Birth to Three Matters class (21 out of 218)

![Bar chart showing Birth to Three Matters feedback]

Respondents replied that of those that had used the service:

**More than once**
- 39% found the service very useful
- 14% found the service useful

**Only Once**
- 14% found the service very useful
- 33% found the service useful.
5. Bright Start

10% of respondents have attended Bright Start class (21 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 57% found the service very useful
- 5% found the service useful

**Only Once**
- 14% found the service very useful
- 23% found the service useful.
6. Chow Baby

10% of respondents have attended a Chow Baby class (21 out of 218).

Respondents replied that of those that had used the service:

More than once
67% found the service very useful
10% found the service useful

Only Once
19% found the service useful.

4% chose not to answer on the usefulness of the course (1 out of 21)
7. Community Sports Leadership Award

3% of respondents have attended a C.S.L.A class (6 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 50% found the service very useful
- 33% found the service useful

**Only Once**
- 17% found the service useful.
8. **Cook and Taste**

7% of respondents have attended a Cook and Taste class (15 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 47% found the service very useful
- 20% found the service useful
- 7% found the service not useful

**Only Once**
- 26% found the service very useful
9. Crèche Care

26% of respondents have used Crèche Care (57 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 67% found the service very useful
- 7% found the service useful
- 5% did not find the service useful

**Only Once**
- 3% found the service very useful
- 10% found the service useful.
- 3% did not find the service useful

2 people chose not to comment on the usefulness of the crèche.
10. Dads and Kids Club

5% of respondents have attended Dads and Kids Club (10 out of 218).

Respondents replied that of those that had used the service:

More than once
50% found the service very useful

Only Once
20% found the service very useful
30% found the service useful.
11. Ellergreen Toddler Group

33% of respondents have attended Ellergreen Toddler Group (74 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 66% found the service very useful
- 15% found the service useful

**Only Once**
- 3% found the service very useful
- 15% found the service useful.

1 person chose not to answer on the usefulness of the Ellergreen Toddler Group.
12. Our Family Matters

11% of respondents have attended a Family Matters class (24 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 54% found the service very useful
- 12% found the service useful

**Only Once**
- 17% found the service very useful
- 17% found the service useful.
13. Feeding Clinic

7% of respondents have attended a Feeding Clinic (16 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 56% found the service very useful
- 13% found the service useful

**Only Once**
- 6% found the service very useful
- 25% found the service useful.
14. Fit and Fun

20% of respondents have attended a Fit and Fun class (44 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 57% found the service very useful
- 11% found the service useful
- 2% did not find the service useful

**Only Once**
- 9% found the service very useful
- 16% found the service useful.

3 people chose not to answer on the usefulness of the Fit and Fun class.
15. Incredible Years

12% of respondents have attended an Incredible Years class (26 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 46% found the service very useful
- 4% found the service useful

**Only Once**
- 11% found the service very useful
- 23% found the service useful.

4 people chose not to answer on the usefulness of the Incredible Years course.
16. I.T Course

6% of respondents have attended an I.T class (14 out of 218).

![Bar Chart]

Respondents replied that of those that had used the service:

**More than once**
86% found the service very useful

**Only Once**
7% found the service very useful

1 person chose not to answer on the usefulness of the I.T. class.
17. N.V.Q. Taster

6% of respondents have attended the N.V.Q Taster class (14 out of 218).

Respondents replied that of those that had used the service:

More than once
43% found the service very useful
21% found the service useful

Only Once
7% found the service very useful
21% found the service useful.

1 person chose not to answer on the usefulness of the N.V.Q Taster course.
18. Ranworth Toddler Group

10% of respondents have attended Ranworth Toddler Group (21 out of 218).

Respondents replied that of those that had used the service:

**More than once**
- 52% found the service very useful
- 19% found the service useful

**Only Once**
- 14% found the service very useful
- 9% did not find the service useful.

1 person chose not to answer on the usefulness of Ranworth Toddler Group.
19. Storytime

17% of respondents have attended Storytime (38 out of 218).

Respondents replied that of those that had used the service:

More than once
50% found the service very useful
16% found the service useful

Only Once
10% found the service very useful
21% found the service useful.

1 person chose not to answer on the usefulness of Storytime
20. Toddler Swim

15% of respondents have attended Toddler Swim (33 out of 218).

![Toddler Swim Bar Chart]

Respondents replied that of those that had used the service:

**More than once**
- 61% found the service very useful
- 12% found the service useful

**Only Once**
- 6% found the service very useful
- 21% found the service useful.
21. Sure Start Home Visits

48% of respondents have had a Sure Start Home Visit (104 out of 218).

Respondents replied that of those that had used the service:

More than Once
34% found the service very useful
18% found the service useful
1% did not find the service useful

Only Once
11% found the service very useful
35% found the service useful

1 person chose not to answer on the usefulness of Sure Start Home Visits.
22. All Sure Start Services

Respondents answered this question as follows.

61% responded as being Very Satisfied with the overall service.
24% responded as being Satisfied with the overall service
15% chose not to answer this question.
APPENDIX A

Sure Start Norris Green
Evaluation Comments

1) Came to Arts & Craft days more than once, the kids loved it, great ideas for rainy days too.

2) The baby loves all the activities and the courses are really interesting. There is something for everyone.

3) I thought Sure Start coming to your home is very nice because they keep you up to date (Home Visits).

4) We have enjoyed going to the Sure Start groups and outings, and finding out useful information.

5) Sure Start provide lots of services – some of which I intend to use now I am eligible to do so. Providing new baby equipment at reduced prices is excellent.

6) Both Groups Ellergreen Toddler group and Crèche Care are well organised and set out.

7) All staff are helpful and welcoming.

8) The Toddler swim was very enjoyable, non-threatening.

9) Everyone who works at Sure Start are great and very helpful.

10) I thought Art & Craft brought my baby on well as she likes mixing with the kids a lot more and learning things.

11) Fit and Fun is my baby’s favourite group, she enjoys coming and getting tired out.

12) My daughter really enjoyed Story Time with Paula on Monday, it gave her a lot more confidence with other children which she needed before starting nursery.

13) Mary who is very helpful and understanding.

14) Mary is excellent help, I am very grateful.
15) Baby Massage is very useful because it can be used throughout your child’s development. My 9 year old still asks for one every night. The health benefit for all the children has been immeasurable.

16) My partner and children love the time spent together at Dads & Kids Club.

17) My son’s confidence in the water increased dramatically. (Toddler Swim)

18) Thanks for all you do.

19) It’s nice to see that dads have now been included in Baby Massage; this can be an important part of bonding.

20) Bright Start is a good way of meeting other mums and there is staff to support if needed.

21) The fact that there is a qualified midwife at the feeding clinic is excellent, the support offered, knowing there is someone to turn to if there are problems.

22) I would like to thank all the staff at Sure Start for their support.

23) I haven’t used some of the facilities probably due to the children’s ages. The ones I have used I have been impressed with activities and staff.

24) I have been very impressed with the services I have used. The children have enjoyed the clubs.

25) I would like my baby to attend the crèche as I am a working mum.

26) I liked the fact that I could include my older children in the Arts & Crafts.

27) All the staff go out of their way to be helpful and friendly – Thanks

28) Baby Massage was great as it gave a quiet relaxing bonding time with my baby.

29) I like the Ellergreen Toddler Group as it is a friendly environment & a great way for my child to mix with children his own age.

30) Fit & Fun was non stop fun, the songs & actions had my child wanting to join in. They played with balls which he loves and then the tent.

31) Thanks to Sure Start I am now getting out with my child & speaking to mothers whose child is going through the same stages as mine.
32) All my kids love going to the Dads & Kids Club to do the art & craft, they love being with their dad. Because their dad works long hours they don’t see him much so its time for them together. Many thanks to David for it.

33) IT course has helped me a lot to learn about the computer. The group are all very nice.

34) The staff are friendly and very nice and will help you if they can in any way.

35) They made me feel very welcome and they listened to me (home visits)

36) I am going to use this Sure Start service right the way through my child’s early years.

37) Cook & Taste was very good and gave good ideas for meals, I thought the course should have been longer.

38) (Ellergreen) Toddler group is good, it gets you out and to meet other families.

39) (Home visits) very good, told me about the services provided.

40) I think the mother & toddler group is great, and that it is great for the babies to meet each other.

41) My comments are that as a full time worker, I do not get time to use Sure Start to its full advantage. However I think the scheme is excellent and will be using many of the groups when on holidays from work i.e. school holidays.

42) (Feeding Clinic) excellent when you are worried there was somewhere for you to go for advice.

43) I think Sure Start is a wonderful facility with lovely staff, and a friendly welcoming office.

44) We love the toddler group, so friendly and local, more activities like playing games and singing songs please.

45) I really liked the IT course I met new people and have learnt a lot.

46) I attend Fit & Fun every week and find it beneficial for my children. I also enjoy seeing them mix and enjoy themselves with other children. This service is very good and run well.

47) I really enjoyed the Ante Natal – being new to the area made me feel welcome and not so “on my own” knowing there were other mums in the same situation.
48) Really enjoyed Bright Start – chance to let my daughter mix with other babies and she seems to really enjoy it. She loves the singing and it encourages me to interact with her more. Having a toddler as well it is sometimes difficult to give her the one on one attention so it’s brilliant to be able to leave my son at crèche and spend some time with her.

49) The toddler group has been brilliant for my son. When we first moved to the area he was painfully shy – attending the Sure Start activities has given him confidence and he loves mixing with the other children. Everyone has noticed the difference in him. Thanks very much.

50) Fit & Fun – great for the kids to burn off some energy, rain or shine we are there.

51) I think Sure Start is fantastic, Thanks very much.

52) I liked meeting other parents and seeing how their babies enjoy Baby Massage as did mine.

53) (Home Visits) very helpful I giving information about the useful events happening.

54) I am very unfortunate to have not been able to use any of your services but if I could I believe they would be very satisfied.

55) I think the staff are very approachable and friendly.

56) As my second child is due soon I will be attending more of the classes etc, as I was not fully aware of the services Sure Start had on offer until my first child was older.

57) We enjoyed Ellergreen Toddler Group very much as it allowed my son to mix with other children and also helped me make friends with the other mums.

58) My son and I have enjoyed many trips with Sure Start like Gulliver’s World etc. As I stated earlier in questionnaire I am due to have my second child so I will be joining in more of the activities on offer. Well done Sure Start.

59) I particularly liked the Art & Craft because it gave me some ideas on what to do with my son.

60) I particularly liked Cook & Taste because it gave me ideas on what to cook for my family, I also got some healthy eating ideas.

61) I enjoyed mostly the Family Matters course and my some enjoyed the Fit & Fun very much, I find that he enjoys the space to run around.
62) My son enjoys the Story Time, he enjoys the songs and stories and he loves to read books with me a lot more than he used too.

63) I liked my (Home) visit when my buddy worker cam because it was like having a friend come around to visit.

64) I think that Sure Start have really helped my son come along with his speech and social skills thanks to the chance to play with other children his age, also he has been able to go to places I could not afford to take him to, which I am very grateful.

65) NVQ – good idea, gave me more options with regard to career in childcare. The First Aid was good as well.

66) (Home Visits) Buddy workers are fantastic, offering non-judgemental advice and support, Lynsey is always there for a chat, she even once did my hoovering whilst I had a bath.

67) The staff are excellent and the services are good although I feel I have under used them, now my son is a bit older I will use different ones more often.

68) The Fit & Fun was fantastic and my boy really liked it.

69) The Family Matters was also useful but my boy will not settle in the crèche.

70) (NVQ Taster course) very enlightening but not what I really wanted as an individual.

71) (Home Visits) I really liked Lynsey because she is so nice and very pleasant. I particularly enjoyed her visits and always look forward to having her around.

72) Sure Start is excellent and I always recommend it to my friends. The staff are so helpful and pleasant.

73) I have only recently registered with Sure Start so I have not yet had a chance to join any groups as I am working part time and am expecting my 2nd child but I am really interested in you crèche care, toddler groups, NVQ courses, story time, and toddler swim groups. I’m sure I’ll find them very useful. Thank You.

74) (Ellergreen toddler group) very helpful for my kids to play and share with other kids and for me to have a chat with other adults.

75) I am finding this course (Incredible Years) very helpful it gives me some idea’s to pass on to my kids and make life a bit easier.
76) I love going on the IT course it gives me something to do for myself, I really enjoy it.

77) My kids and I love this (Toddler Swim) fun splashing, singing you can join in or just watch.

78) (Home Visits) The buddy worker came to my home about home safety we had a chat and I found it very helpful.

79) When my older kids where young there was no Sure Start but I am glad they are about now because they have been very helpful.

80) My mother took my children in the holidays and they really enjoyed it. I find it hard to make it there but my mother is going to try and make the event to get them involved in the future. All staff provided a professional service and made them most welcome.

81) (Home Visits) I find the buddy service good and I like my buddy Julie.

82) Whilst on courses with Sure Start I was unable to get a crèche place, Sure Start put extra staff on the Toddler group so I was able to attend which I was very grateful for and was great help.

83) I attend Incredible Years at the moment, I think it is a great help with good tips and advice. You also get to meet other parents who are experiencing the same problems as yourself.

84) (Home Visits) The buddy workers at Sure Start are very easy going and friendly, I have had lots of help and advice off them.

85) I think Sure Start is great for parents in Norris Green and also for the community it gives parents and children the chance to get to know people in our area.

86) Story Time is a good thing to go to. My daughter and I go every week.

87) Home Visits are very useful because they let you know what’s going on with Sure Start.

88) Sure Start services are great.

89) The staff at Sure Start are always friendly and welcoming at all activities and provides an excellent service.

90) I spoke to the midwife (Antenatal Group) because of the back pains I was having, she suggested I try a TENS machine to see if it helped, it did and I kept it until after my baby was born. I used it during labour and didn’t need any other pain relief.
91) (Ellergreen Toddler Group) Only in the holidays, my two year old son really enjoys going, playing with the other children and doing the activities. The staff are really nice and very helpful.

92) (Home Visits) It’s nice just to have a chat to someone who knows what it’s like looking after children everyday.

93) The CSLA was brilliant I passed and would recommend it to everyone.

94) The Cook & Taste was so good, it could have gone on longer than 6 weeks and I would still go every time.

95) Fit & Fun got me back in shape and got me to lose weight, brilliant.

96) My daughter and I love our Toddler Swim once a week.

97) I liked the Art & Craft day with my kids, I really got into it and had fun with my kids and now we do it at home.

98) (Home Visits) I think they are very important because lone parents get the change to talk to someone and learn about everything that is going on with Sure Start Services and what they provide.

99) Keep up the good work you all do and I will tell as many people about the services you provide.

100) Jan has brought me some information on diabetes, this was very useful.

101) I really love (Ellergreen) toddler group, it gives my son the chance to mix and do activities he wouldn’t really do.

102) (Home Visits) I love adult company, love the chance to talk and feel like someone there.

103) I missed out on Chow Baby as the next group started the week I returned to work but found the Bright Start Course, 1 hour to be useful.

104) I think Sure Start Norris Green provides excellent support for parents in this area.

105) Free safety features for children were useful (Home Visit).

106) I go to Young Mum’s Group and I find it very good to talk to other young mum’s.

107) Baby Massage was very useful and enjoyable for me and my child. Very relaxing and both bonded well with other parents and their children.

108) (Toddler Swim) It was really fun.
109) I think that Bright Start is the best group you could go to with a young child it is very useful.

110) (Ellergreen Toddler Group) I enjoyed meeting other mums and my son enjoyed it too.

111) (Fit & Fun) I really enjoyed my son getting involved.

112) (Home Visits) it’s nice to know that people care.

113) Sure Start makes people in the Norris Green area feel better, well done.

114) My partner is doing the CSLA course and is really enjoying it.

115) My partner takes the kids to Dad & Kids Club, he enjoys the closeness he feels when he does different activities with the kids.

116) I really appreciated this course (Incredible Years) now I have finished the course I still do some of the things I learnt with my daughter, she’s diagnosed with ADHD so it still helps.

117) I love my (Home) visits with Paula or phone chats and find out new things that’s happening.

118) Sure Start staff are doing a wonderful job.

119) The arts & crafts were great especially half-term, my eldest daughter (5 years old) particularly looked forward to going to what she calls my youngest daughter’s school. My youngest daughter just loved the activities and lots of children to play with.

120) I enjoyed all of these services (Birth to Three Matters, Bright Start) and found them extremely useful.

121) Crèche care is so convenient, usually in the place where your course is and the activities were good for the kids.

122) Family Matters is very enjoyable, a great chance to chat, share views and reflect.

123) Fit & Fun is a great way to burn the energy they have.

124) I have not been to Story Time but have used the library, its so convenient next to the shops, you can shop, get a book for the kids and peace while you put the shopping away.

125) (Home Visits) I was having a problem with housing and was helped through Sure Start.
126) There was nothing like this when I had my first daughter, they touch on everything you need and the kids of course. I found Sure Start services extremely useful, no more boring days in the house, even in the holidays and half-term.

127) Story Time was lovely for my twin daughters, they were very shy and it got them prepared for when they went to nursery, sitting on the mat listening to the story and Paula has a lovely way with the children.

128) Because my girls are so shy they don’t see many people, I don’t have many friends or family so seeing a different face is a change and they look forward to the (Home) visit.

129) The Sure Start staff that I have met have all been helpful and nice.

130) I find the child very interested in the art & craft doing collages, hand painting, making cards etc. exploring and using different materials and paints.

131) Both myself and my child have really enjoyed going to all the Sure Start course and activities and trips out in the summer and half-terms and I will really miss going.

132) I really enjoy the Cook & Taste course, the group were very enjoyable to work with as a team.

133) I really enjoyed the course on Family Matters. Also i’ve taken my child to Fit & Fun and the course Incredible Years, learning how to deal with your child and working as a team.

134) I liked the IT course, learning the basic skills and techniques.

135) I really like taking my child swimming and meeting other parents and children there.

136) (Home Visits) I enjoy our chats with Paula and she tells me about the courses, which I enjoy.

137) Loved the painting stuff and the variety, like the way you offer different things for my son to do each Friday, in relation to art & craft.

138) I liked the course (Chow Baby) and would have really loved it and really appreciated it with my first child, I knew nothing. Still I learnt stuff though.

139) I love (Ellergreen) toddler group would love another morning.

140) (Home Visits) very glad of adult company, good to get info and stuff.
141) (Home Visits) One to one advice given by a friendly non-judgemental person.

142) IT an excellent service but it is the staff that make it.
APPENDIX B

Sure Start Norris Green
Evaluation Comments – Improvements

1) My son went to the nursery in Ellergreen and I didn’t think much of it.

2) Friendly staff but still found it difficult to mix with everyone (being male amongst females) partly my fault to I think, even after a few visits still felt uncomfortable.

3) I think Chow Baby should also include dads if they want to come. An excellent course and really helps build confidence.

4) I would like to be involved with services for myself and my baby, as an older mum I worry I may be uncomfortable.

5) More Activities for babies would be great.

6) More organised exercise activities in Fit & Fun would be good

7) Bright Start gave me time to spend on my own with my youngest child. I would love to see a group for 1-2 year olds because although Fit & Fun can be good it would be nice to have a group just for toddlers.

8) Would like to know more about courses available but with my little boy being in afternoon nursery some of the times don’t suit me.

9) I would love to go to Story Time more often but I can’t make that day due to other commitments could you introduce a reading group on another day.

10) A wider time slot would be great (Toddler Swim) although 30 minutes is enough time in the pool for little ones you have to be on time in order to get enough time swimming, this can sometimes be difficult.

11) I would like more awareness and information of the services Sure Start provide, as I don’t know many of these.

12) I will benefit more doing a course when my baby’s a bit older, she has separation problems so I spend the time worrying about her.

13) I would like to see more people attending the toddler swim.

14) I am unable to attend Toddler Swim as I have a toddler and baby and I have supervision problems.

15) I was not aware of some of these services
16) I would like to know more about the services.
17) I didn’t have this information until after my daughter was born (Antenatal & Baby Massage).

18) I would like a service where you could drop children off for about 2-3 hours a day.

19) Some parents are the sole career for children in the day and would appreciate it if covers can be provided for children for all events e.g. the chow baby so we can also partake.

20) The crèche facility was fantastic only that my boy would not settle at all so it was not particularly useful to me as an individual.

21) (NVQ Taster course) very enlightening but not what I really wanted as an individual.

22) Ellergreen Toddler Group is great, I would like it if refreshments for parents were included even if a small charge was added for a cup of tea.

23) The baby enjoys Story time, perhaps it could be improved by using themes like animals and read stories and do activities linked to each animal.

24) I only found out about Sure Start after my baby was born so was unaware of antenatal services. I was due back in work so unable to take part in Baby Massage which I understand is very good.

25) I would like to see Family Matters introduced to me, it sounds interesting and would like to discuss and hear about other parents problems I would also like to go to Incredible Years.

26) I have never heard of a Buddy Worker and would like to know what they discuss when they come to your home. I would like a buddy worker to come to hear about the Sure Start Activities for my baby.

27) I would like to take my baby (Toddler) swimming but as he isn’t a toddler it’s a bit disappointing.

28) (Toddler Swim) with my disability it’s very difficult to get in and out of the pool with the baby, I would love a staff member maybe to offer a service where they would get into the pool with my baby, because the chlorine would affect my pressure sores.

29) I have some concerns about the crèche care my children received.

30) I am very satisfied with the Family Matters course but not the care in the crèche at Ellergreen.

31) I would like to see Sure Start more frequently but as I work full time I am unable to.
32) The crèche is no use to me as my son it, it isn’t structured enough for him
33) I find there seems to be a stigma attached to Sure Start, like we are all bums or something to use Sure Start’s services, I can’t even get my sister to join.
Sure Start Norris Green Questionnaire

All your answers will be confidential. Your name and address will be on a separate sheet which will be removed as soon as this form is received. You will receive your vouchers shortly after returning the form. All answers should be based on your family.

You and your family

1. Do you care for, or have any children living with you?
   Yes [ ] No [ ] Please do not complete the form. Thank you for your time.

   Please write their ages below

   1st child………………… 2nd child…………………
   3rd child………………… 4th child…………………

   Others…………………………………………………..

2. Are you a lone parent? Yes [ ] No [ ]

3. Are you Female [ ] Male [ ]

4. How old are you?………………………………………………

5. Do you or any of your children have a disability? Yes [ ] No [ ]

6. Do you know about Sure Start Norris Green and the services we offer? Yes [ ] No [ ]

   Please go to Q7 services

   If you would like to know more about these services

   Fill in your name and address on the vouchers sheet and tick the box at the end. We will send the information or we can arrange for a Buddy worker to come and see you
**Sure Start Services**

Sure Start provides many services. Please look through them and say if you used them, and if you did, were they helpful or useful. Please tick the boxes and make any comments in the comments box.

**Antenatal Introduction to Sure Start**

Have you used this service:

- More than once ☐
- Only once ☐
- Never ☐

Was the service:

- Very Useful ☐
- Useful ☐
- Not useful ☐

**Art & Craft**

Have you used this service:

- More than once ☐
- Only once ☐
- Never ☐

Was the service:

- Very Useful ☐
- Useful ☐
- Not useful ☐

**Baby Massage**

Have you used this service:

- More than once ☐
- Only once ☐
- Never ☐

Was the service:

- Very Useful ☐
- Useful ☐
- Not useful ☐

**Comments**

(Was their anything you particularly liked or disliked, or would like to see introduced?)

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
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Birth to Three Matters

Have you used this service:
More than once □ Only once □ Never □

Was the service
Very Useful □ Useful □ Not useful □

Bright Start

Have you used this service:
More than once □ Only once □ Never □

Was the service
Very Useful □ Useful □ Not useful □

Chow Baby

Have you used this service:
More than once □ Only once □ Never □

Was the service
Very Useful □ Useful □ Not useful □

Community Sports Leadership Award

Have you used this service:
More than once □ Only once □ Never □

Was the service
Very Useful □ Useful □ Not useful □

Comments
(Was there anything you particularly liked or disliked, or would like to see introduced?)

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
Cook and Taste

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Crèche Care

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Dads and Kids Club

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Ellergreen Toddler Group

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Comments
(Was their anything you particularly liked or disliked, or would like to see introduced?)

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____________________________________________________________________
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Family Matters

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Feeding Clinic and Drop In

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Fit & Fun

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Incredible Years

Have you used this service:

More than once □ Only once □ Never □

Was the service

Very Useful □ Useful □ Not useful □

Comments

(Was there anything you particularly liked or disliked, or would like to see introduced?)

_____________________________________________________________________

_____________________________________________________________________

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IT Course

Have you used this service:
More than once □  Only once □  Never □

Was the service
Very Useful □  Useful □  Not useful □

NVQ Taster Course

Have you used this service:
More than once □  Only once □  Never □

Was the service
Very Useful □  Useful □  Not useful □

Ranworth Toddler Group

Have you used this service:
More than once □  Only once □  Never □

Was the service
Very Useful □  Useful □  Not useful □

Story Time

Have you used this service:
More than once □  Only once □  Never □

Was the service
Very Useful □  Useful □  Not useful □

Comments
(Was there anything you particularly liked or disliked, or would like to see introduced?)
____________________________________________________________________
____________________________________________________________________
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____________________________________________________________________

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Toddler Swim

Have you used this service:

More than once ☐ Only once ☐ Never ☐

Was the service

Very Useful ☐ Useful ☐ Not useful ☐

Comments

(Was there anything you particularly liked or disliked, or would like to see introduced?)

_____________________________________________________________________

_____________________________________________________________________

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Sure Start Home Visits

Sure Start provides Buddy Workers that visit residents in their home. We would like to know if these visits are useful, or where they can be improved.

Have you been visited in your home:

More than once ☐ Only once ☐ Never ☐

Was the service

Very Useful ☐ Useful ☐ Not useful ☐

Comments

(Was there anything you particularly liked or disliked, or would like to see introduced?)

_____________________________________________________________________

_____________________________________________________________________

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Sure Start Services

Thinking of ALL the services that you or your children may have used, how satisfied with the services Sure Start Norris Green provides to the community?

Very Satisfied ☐ Satisfied ☐
Dissatisfied ☐ Very Dissatisfied ☐

Any other Comments

_____________________________________________________________________

_____________________________________________________________________

________________________
Thank you from Sure Start Norris Green for taking the time to fill in this questionnaire.

**Vouchers Page**

Anyone who has successfully completed this form, and returned it to Sure Start Norris Green will receive £10 in Asda vouchers. Please fill in the details section of this form, which will be separated from the questionnaire and will be entirely confidential, send the questionnaire back to us, and we will send you your vouchers.

Name ............................................................

Are you Male □ Female □

D.O.B ............................................................

Address ............................................................

............................................................

Postcode ............................................................

Tel no ............................................................

Would you like to know more about the services Sure Start offers?

Yes □ No □