

An Evaluation of the Home Safety Equipment Scheme delivered for:

5 Sure Start Programmes

April 2004 - March 2005

A telephone questionnaire survey of 10 clients from the 5 Sure Start Programme areas of Bradley & Whitefield, Brierfield & Walverden, Duke Bar & Burnley Wood, South West Burnley and Waterbridge who have had the Home Safety Equipment Scheme visit and equipment.

10 randomly selected clients were telephoned to ask questions regarding the quality of service delivered by ACAP and Pendle Home Care & Repair for the Home Safety Equipment Scheme.

Health Professionals were also invited to comment on the Scheme in a questionnaire which had the opportunity to be sent anonymously or with names supplied.

For the period 01.04.04 - 31.03.05:

242 visits by ACAP were carried out for **Bradley & Whitefield**

184 visits by ACAP were carried out for **Brierfield & Walverden**

173 visits by ACAP were carried out for **Duke Bar & Burnley Wood**

201 visits by ACAP were carried out for **South West Burnley**

157 visits by ACAP were carried out for **Waterbridge**

Grand Total = 957 visits by ACAP

242 fittings by PHC&R were carried out for **Bradley & Whitefield**

179 fittings by PHC&R were carried out for **Brierfield & Walverden**

188 fittings by PHC&R were carried out for **Duke Bar & Burnley Wood**

207 fittings by PHC&R were carried out for **South West Burnley**

167 fittings by PHC&R were carried out for **Waterbridge**

Grand Total = 983 fittings by PHC&R

Summary of Comments from Families:

'I had to call ACAP back to re-fit the safety gate. I'd had to wait a long time from signing up for it first, but the Fitter came back to fix it the next day' (Bradley & Whitefield)

'It's a really good Scheme - I wouldn't have known what to buy' (Bradley & Whitefield)

'It was really helpful that the equipment was fitted and not just left' (Bradley & Whitefield)

'I learnt so much! I don't hold my hot drink and my baby now and I do my ironing in a different room now and then put the iron away when I've finished with it' (Bradley & Whitefield)

'Before having the Scheme, my son turned his baby walker over outside and cracked his head open' (Brierfield & Walverden)

'The Project Worker was very helpful with the other things we needed' (Brierfield & Walverden)

'I'm glad the Fitters came out - my husband's no good at DIY' (Brierfield & Walverden)

'Before the Scheme, my niece burnt her hand on the iron and another fell down the stairs' (Brierfield & Walverden)

'David is a very nice man - lovely!' (Duke Bar & Burnley Wood)

'I would recommend ACAP and Sure Start to anyone' (Duke Bar & Burnley Wood)

Summary of Comments from Families:

'I'm gald the ACAP visit was done in my home' (Duke Bar & Burnley Wood)

'After I'd had the ACAP Scheme, I realised Sure Start is for all people - not just the lazy ones not working and on the dole' (Duke Bar & Burnley Wood)

'We had a house fire started by arson after ACAP had visited, the smoke alarm alerted us and the safety advice on how to get out of the house quickly and safely saved us from the house fire' (South West Burnley)

'The fitters were really helpful and friendly' (South West Burnley)

'It would be nice to have more safety gates' (South West Burnley)

'The Scheme's wonderful - I can't believe you get everything for £5' (South West Burnley)

'I learnt to look at safety from a child's perspective' (Waterbridge)

'I didn't learn anything new - it's all common sense' (Waterbridge)

'I wasn't in at the fitting so the Fitted phoned me on my mobile to discuss safe use of the equipment - I was very impressed with this' (Waterbridge)

'I would have wanted to buy some safety equipment bust cost is a problem' (Waterbridge)

Summary of Comments from Health Professionals:

None Submitted (Bradley & Whitefield)

'Wonderful Scheme - having great beneficial effort on local population' (Brierfield & Walverden)

'Absolutely no complains or criticisms about the Scheme' (Brierfield & Walverden)

'From a programme & family perspective the Scheme is smooth and effective. The service is valued and appreciated by families. As a programme we have found the system/referral/admin process of the ACAP Scheme very simple and easy to operate - to the extent where we have duplicated that for other services' (Duke Bar & Burnley Wood)

'The HSES is a very valuable service, all clients who have received an ACAP visit have been satisfied. It is very educational for the clients and professionals. Helen Durham, student Health Visitor, enjoyed the day she spent with ACAP and found that it informed her practice very well' (Duke Bar & Burnley Wood)

'We have no specific suggestions [to improve the Scheme] in its present form - can see a potential for more diversity' (Duke Bar & Burnley Wood)

'ACAP provides an excellent, professional, effective service. Their staff are friendly and approachable and easy for the families to work with. They always deal with referrals on time and go out of their way to accommodate any demands we make of them' (South West Burnley)

'Would like the Scheme to be widened so more people could be included' (South West Burnley)

Summary of Comments from Health Professionals

'We cannot think of anything which would actually improve the service we receive from ACAP. We are only afraid due to funding limitations we may not be able to afford to commut as we have in the past' (South West Burnley)

'ACAP do not only fulfil their own responsibilities whilst visiting our families but also refer to other appropriate agencies as necessary. They inform the families of all Sure Start activities and encourage them to attend. They have also dealt with Child Protection issues in an appropriate and professional way' (South West Burnley)

'Delay in families being contacted due to Sure Start 'holding and deciding' which families are eligible for the Scheme' (Waterbridge)

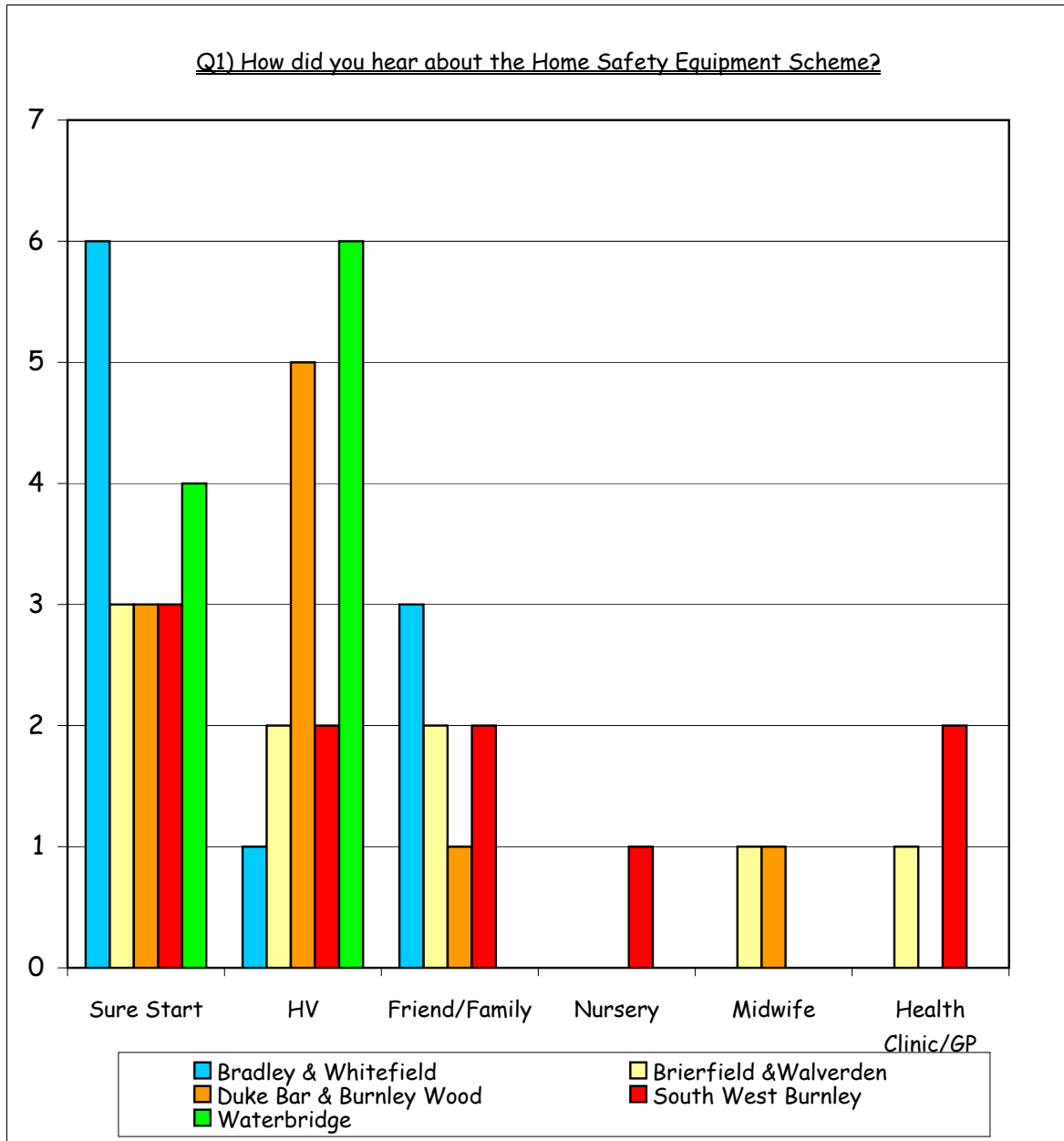
'Due to backlog, parents are constantly asking us about their forms. Some toddlers seem to get ACAP quite late on when they could do with the equipment earlier' (Waterbridge)

'Sure Start should become more efficient at processing referrals at their end to enable essential visits and equipment being fitted prior to 6 months' (Waterbridge)

'The visit to home cannot be underestimated and the networking of information cascading to the who family/friends/community is essential' (Waterbridge)

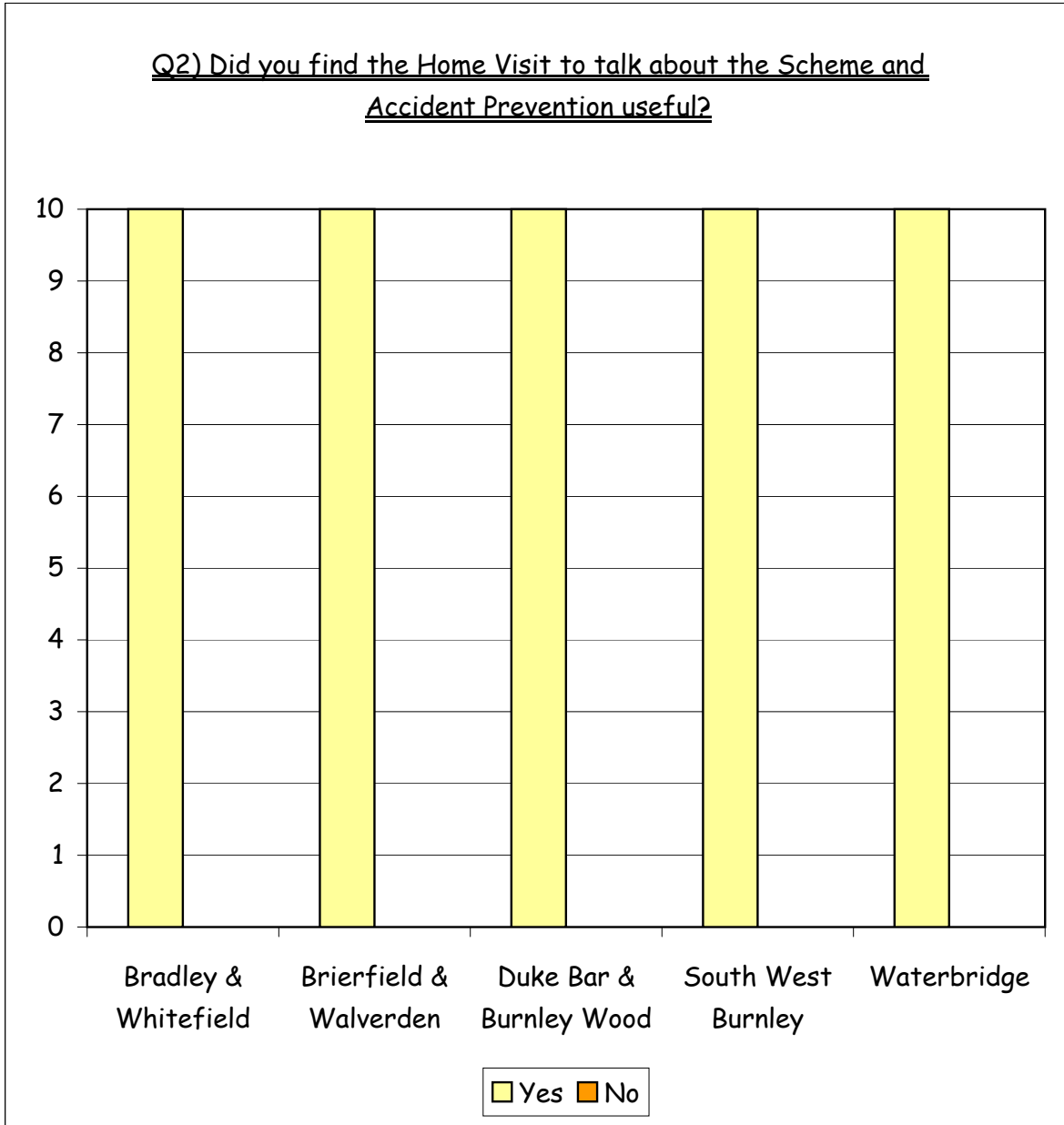
Q1) How did you hear about the Home Safety Equipment Scheme?

	Sure Start	HV	Friend/Family	Nursery	Midwife
Bradley & Whitefield	6	1	3	0	0
Brierfield & Walverden	3	2	2		1
Duke Bar & Burnley Wood	3	5	1	0	1
South West Burnley	3	2	2	1	0
Waterbridge	4	6	0	0	0



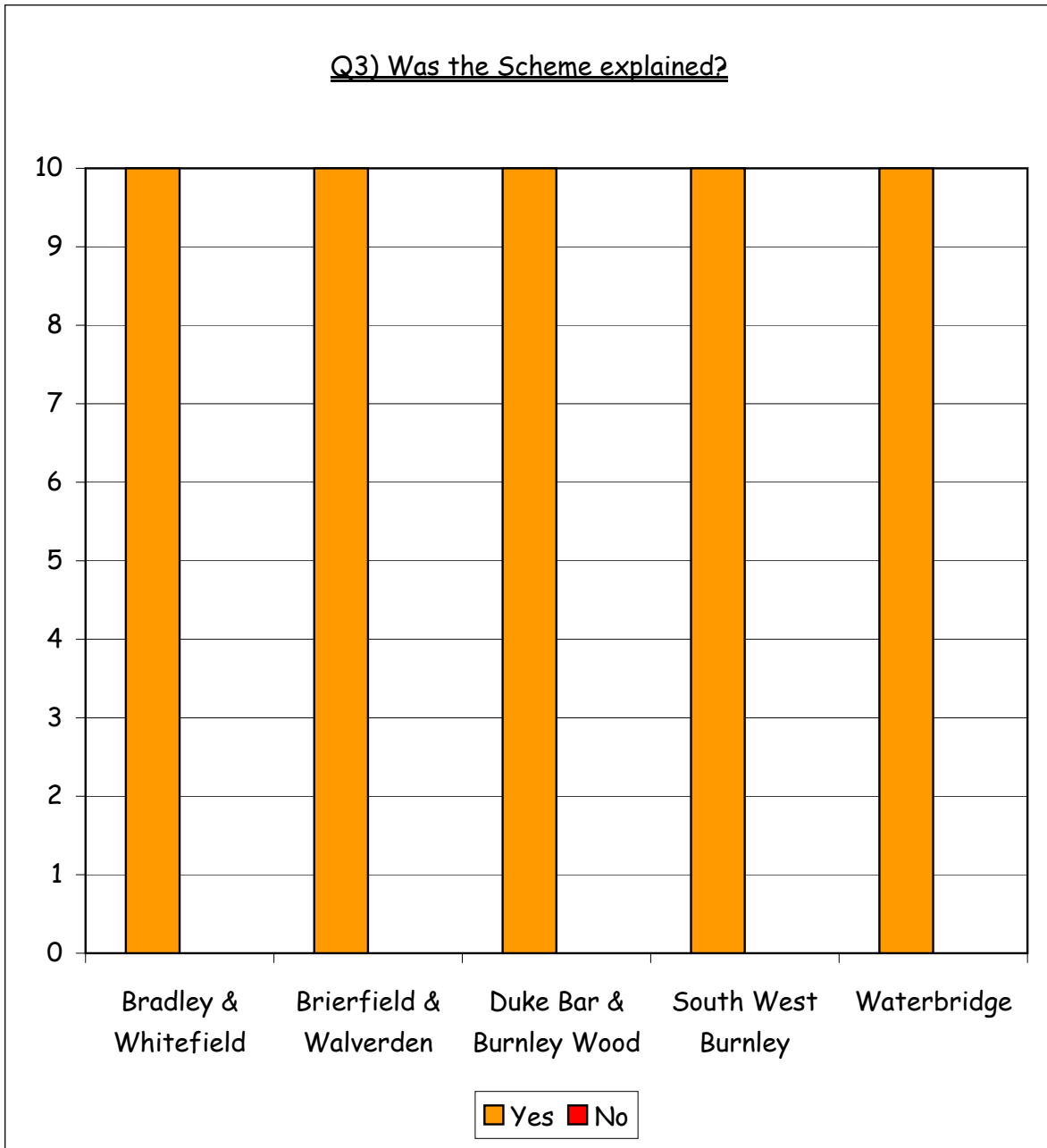
Q2) Did you find the Home Visit to talk about the Scheme and Accident Prevention helpful?

	Yes	No
Bradley & Whitefield	10	0
Brierfield & Walverden	10	0
Duke Bar & Burnley Wood	10	0
South West Burnley	10	0
Waterbridge	10	0



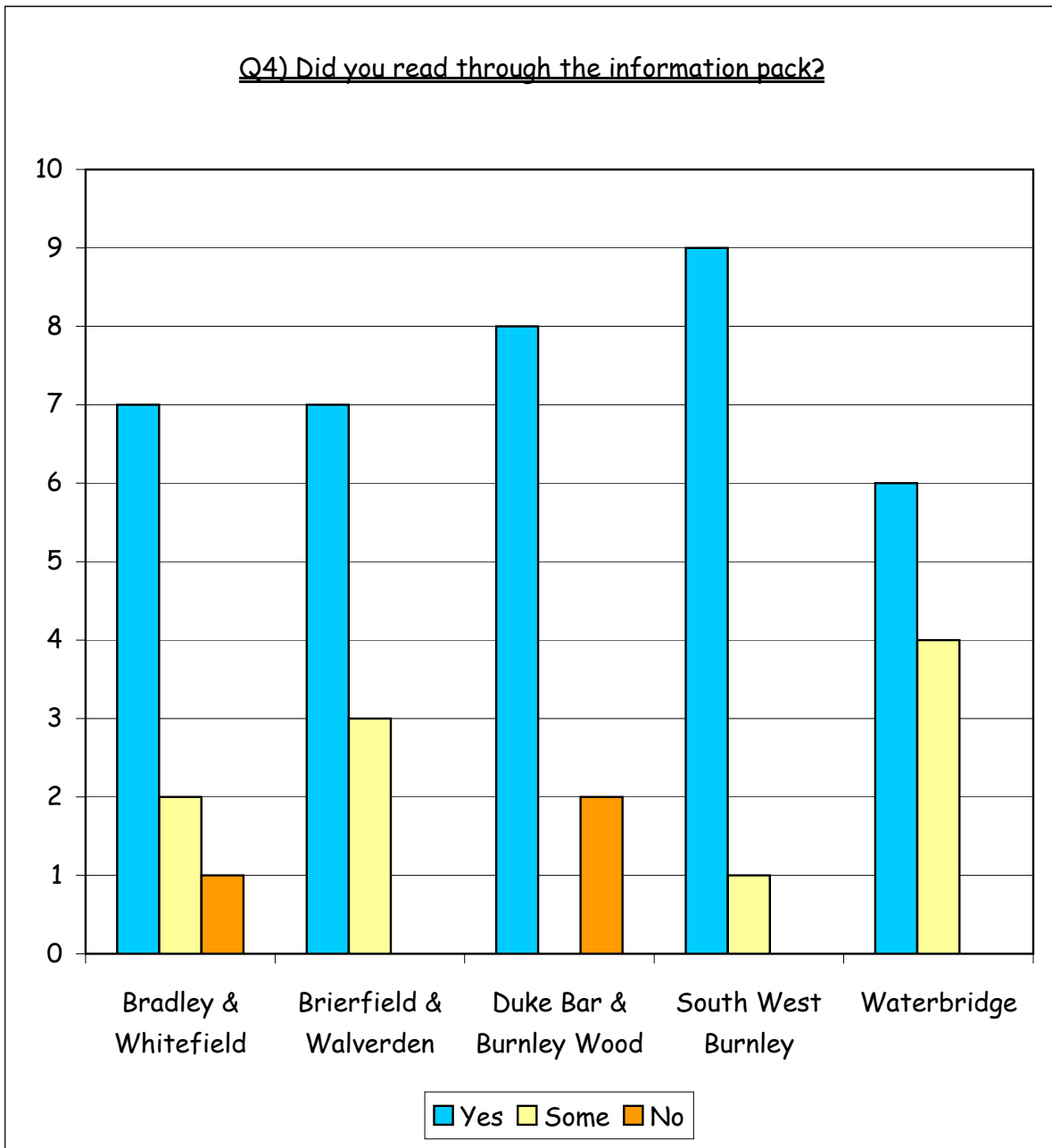
Q3) Was the Scheme explained?

	Yes	No
Bradley & Whitefield	10	0
Brierfield & Walverden	10	0
Duke Bar & Burnley Wood	10	0
South West Burnley	10	0
Waterbridge	10	0



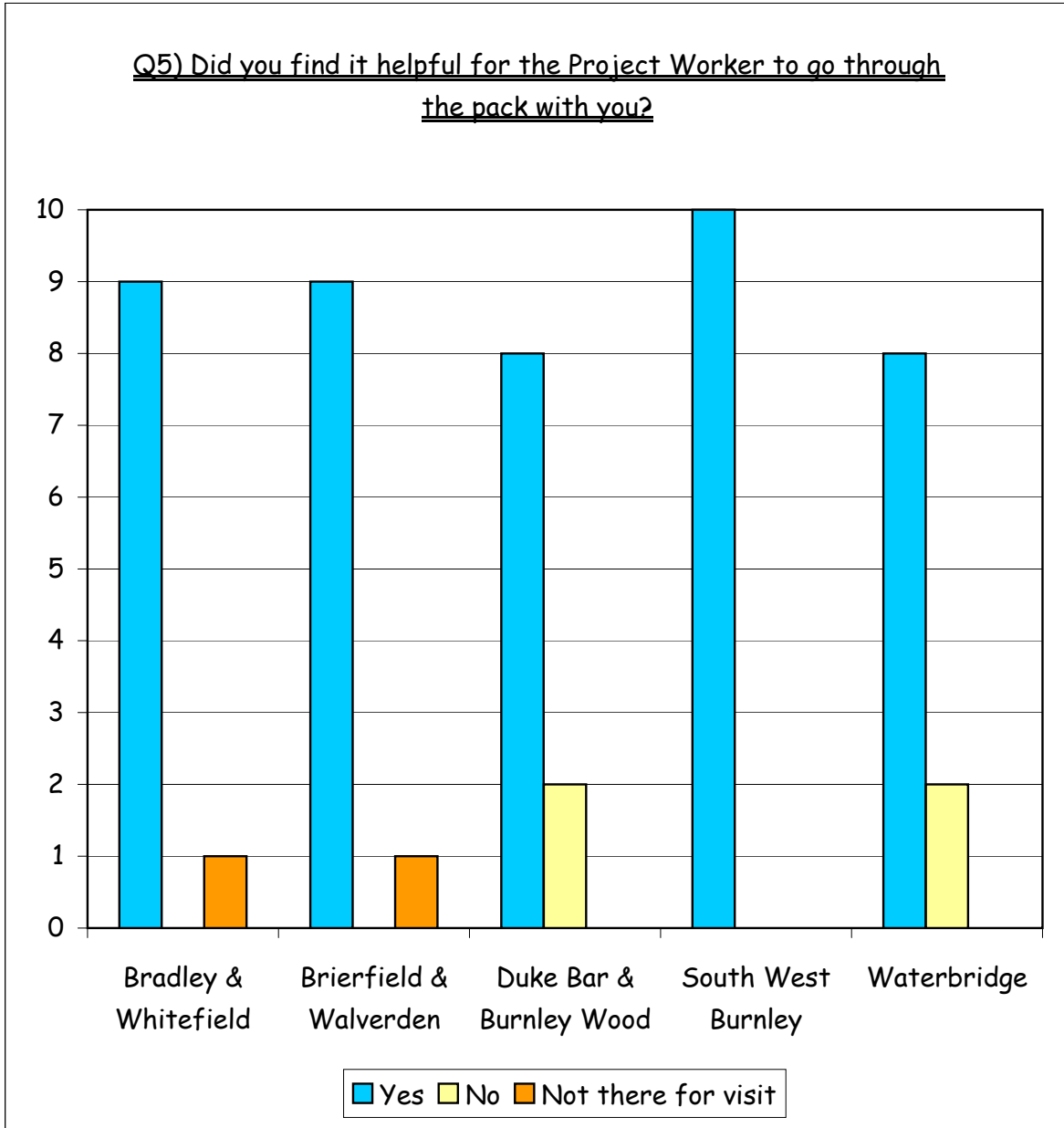
Q4) Did you read through the information pack?

	Yes	Some	No
Bradley & Whitefield	7	2	1
Brierfield & Walverden	7	3	0
Duke Bar & Burnley Wood	8	0	2
South West Burnley	9	1	0
Waterbridge	6	4	0



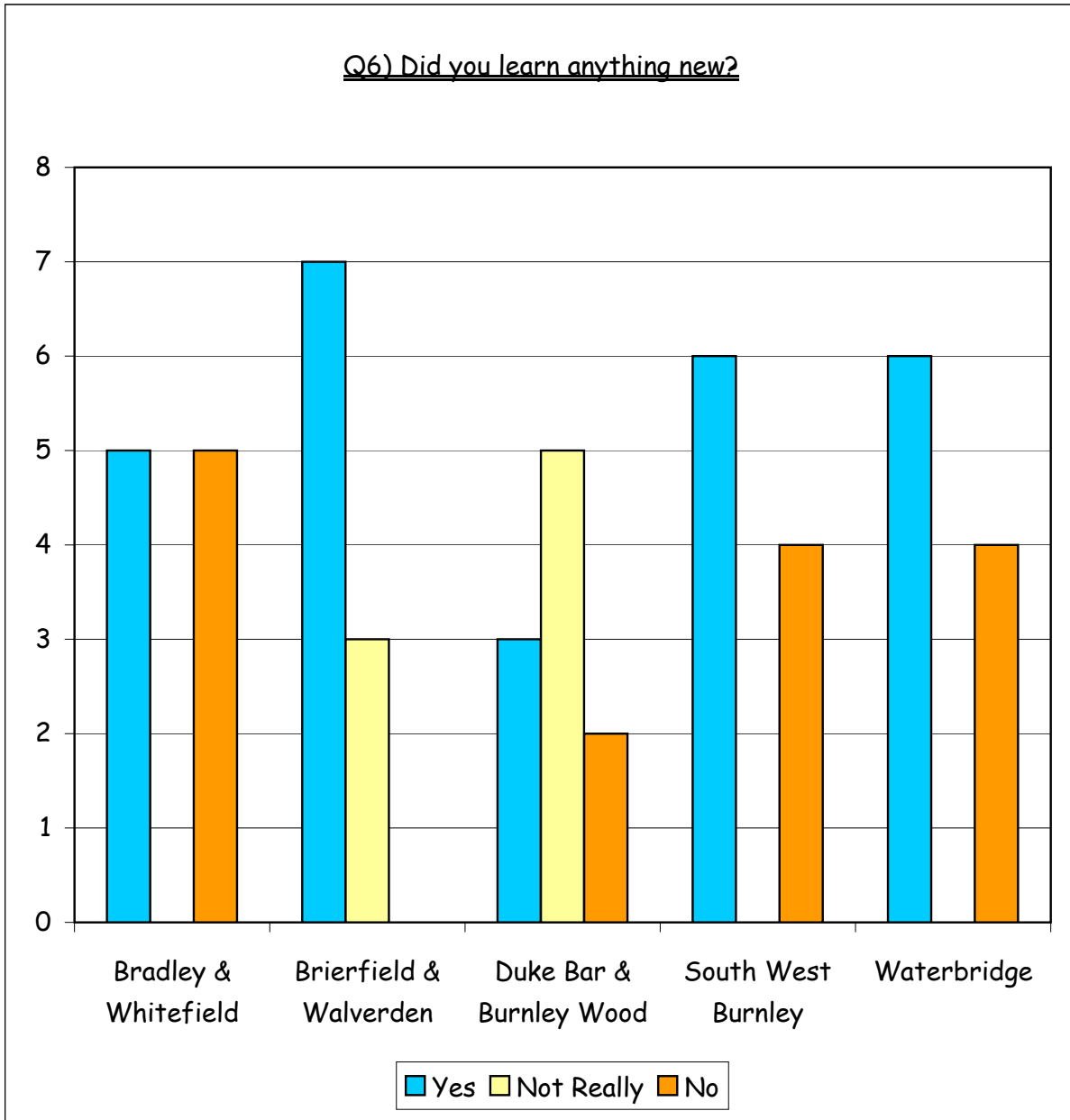
Q5) Did you find it helpful for the Project Worker to go through the pack with you?

	Yes	No	Not there for visit
Bradley & Whitefield	9	0	1
Brierfield & Walverden	9	0	1
Duke Bar & Burnley Wood	8	2	0
South West Burnley	10	0	0
Waterbridge	8	2	0



Q6) Did you learn anything new?

	Yes	Not Really	No
Bradley & Whitefield	5	0	5
Brierfield & Walverden	7	3	0
Duke Bar & Burnley Wood	3	5	2
South West Burnley	6	0	4
Waterbridge	6	0	4



Q7) How long did you to wait for the equipment to be fitted?

Bradley & Whitefield	Percieved	Actual
1-2 weeks	4	2
3-4 weeks	2	2
1-2 months	1	6
3-4 months	2	0
Quite long	1	N/A
Not long	3	N/A

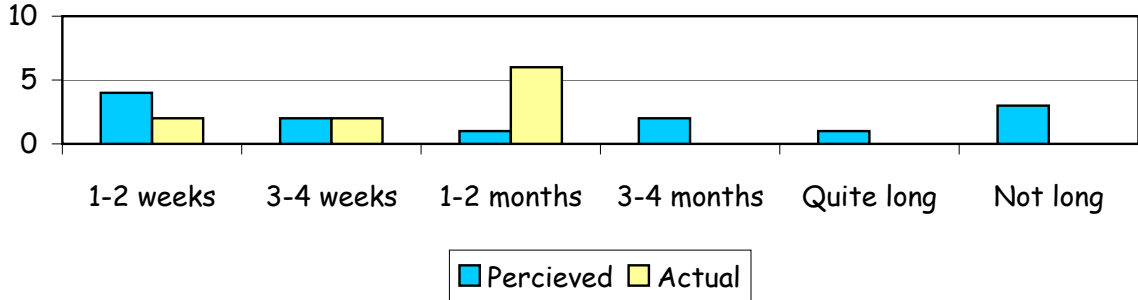
Brierfield & Walverden	Percieved	Actual
1-2 weeks	2	5
3-4 weeks	2	4
1-2 months	0	1
3-4 months	0	0
Quite long	0	N/A
Not long	6	0

Duke Bar & Burnley Wood	Percieved	Actual
1-2 weeks	3	4
3-4 weeks	1	5
1-2 months	0	1
3-4 months	0	0
Quite long	0	N/A
Not long	6	N/A

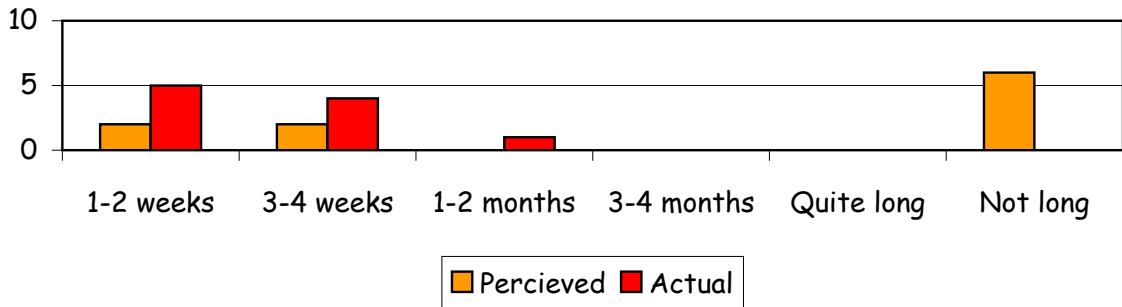
South West Burnley	Percieved	Actual
1-2 weeks	0	0
3-4 weeks	2	2
1-2 months	2	7
3-4 months	2	1
Quite long	1	N/A
Not long	4	N/A

Waterbridge	Percieved	Actual
1-2 weeks	3	4
3-4 weeks	3	5
1-2 months	0	1
3-4 months	0	0
Quite long	1	N/A
Not long	3	N/A

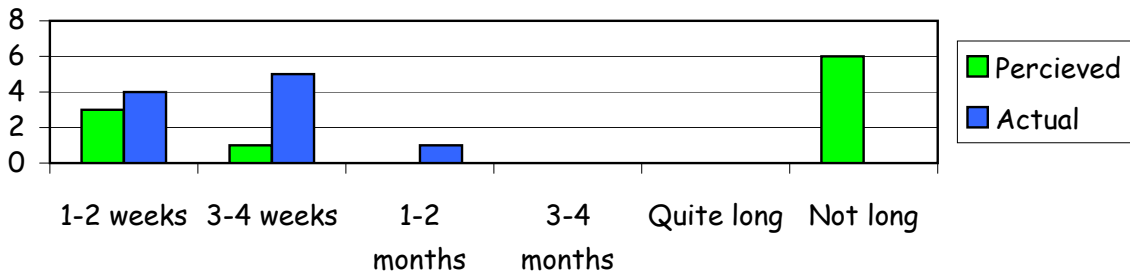
Q7) How long did you wait to have your equipment fitted - Bradley & Whitefield?



Q7) How long did you wait for the equipment to be fitted - Brierfield & Walverden?



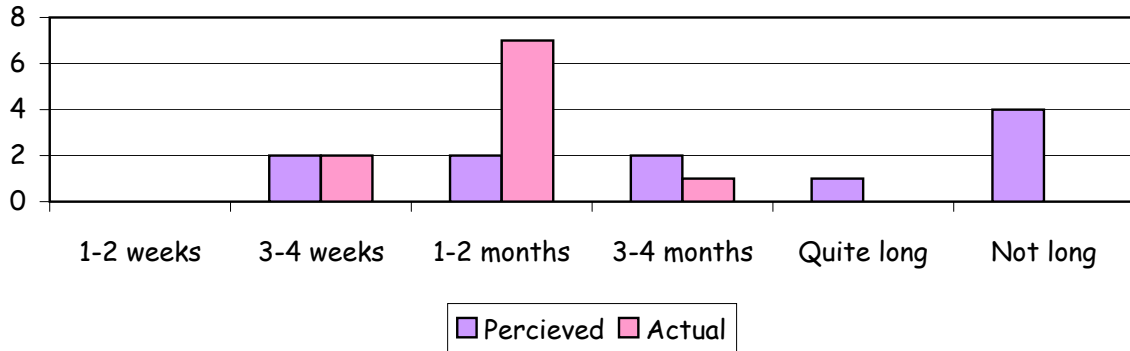
Q7) How long did you wait to have the equipment fitted - Duke Bar & Burnley Wood?



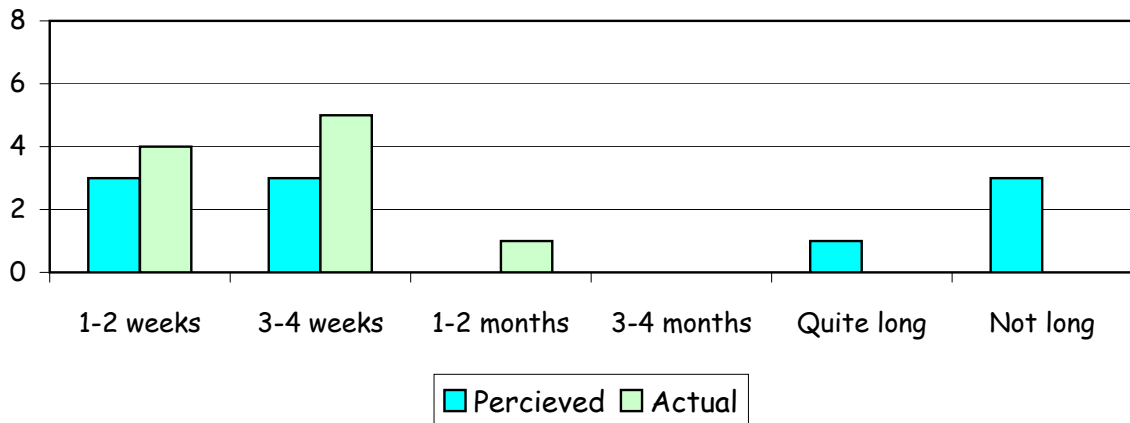
Q7) How long did you wait to have your equipment fitted - South West

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Q7) How long did you wait to have your equipment fitted - South West
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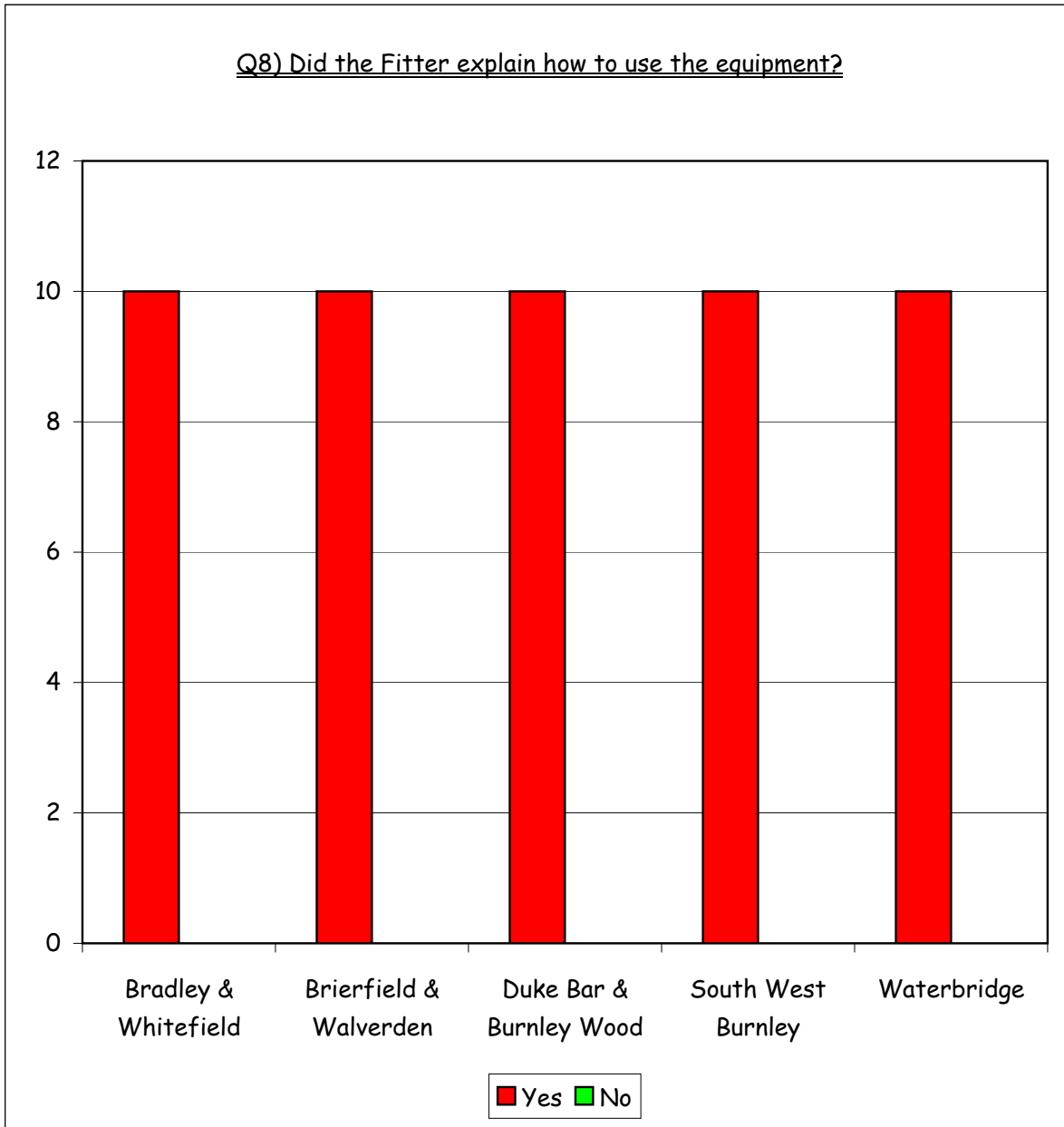


Q7) How long did you wait to have you equipment fitted?



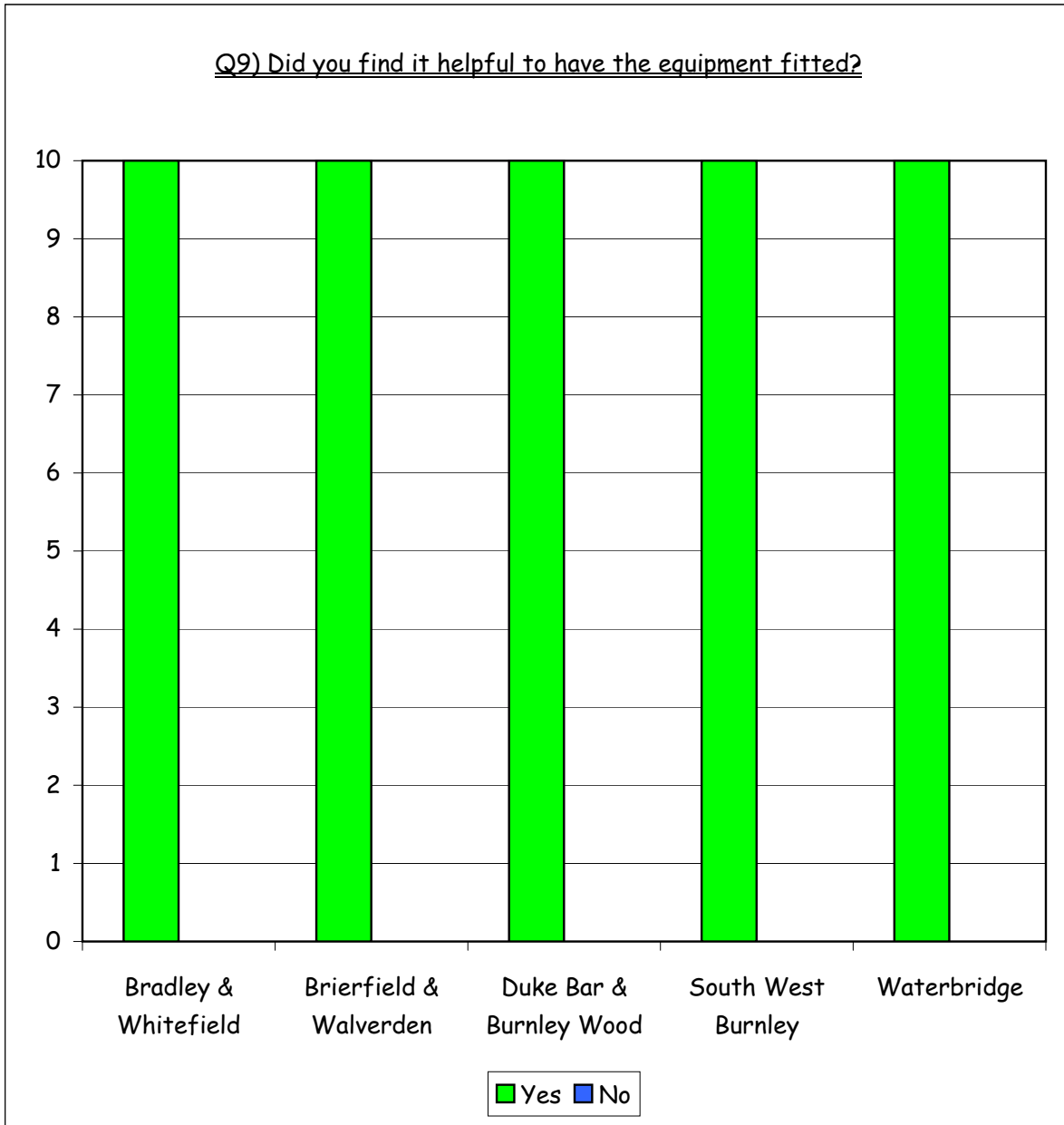
Q8) Did the Fitter explain how to use the equipment?

	Yes	No
Bradley & Whitefield	10	0
Brierfield & Walverden	10	0
Duke Bar & Burnley Wood	10	0
South West Burnley	10	0
Waterbridge	10	0



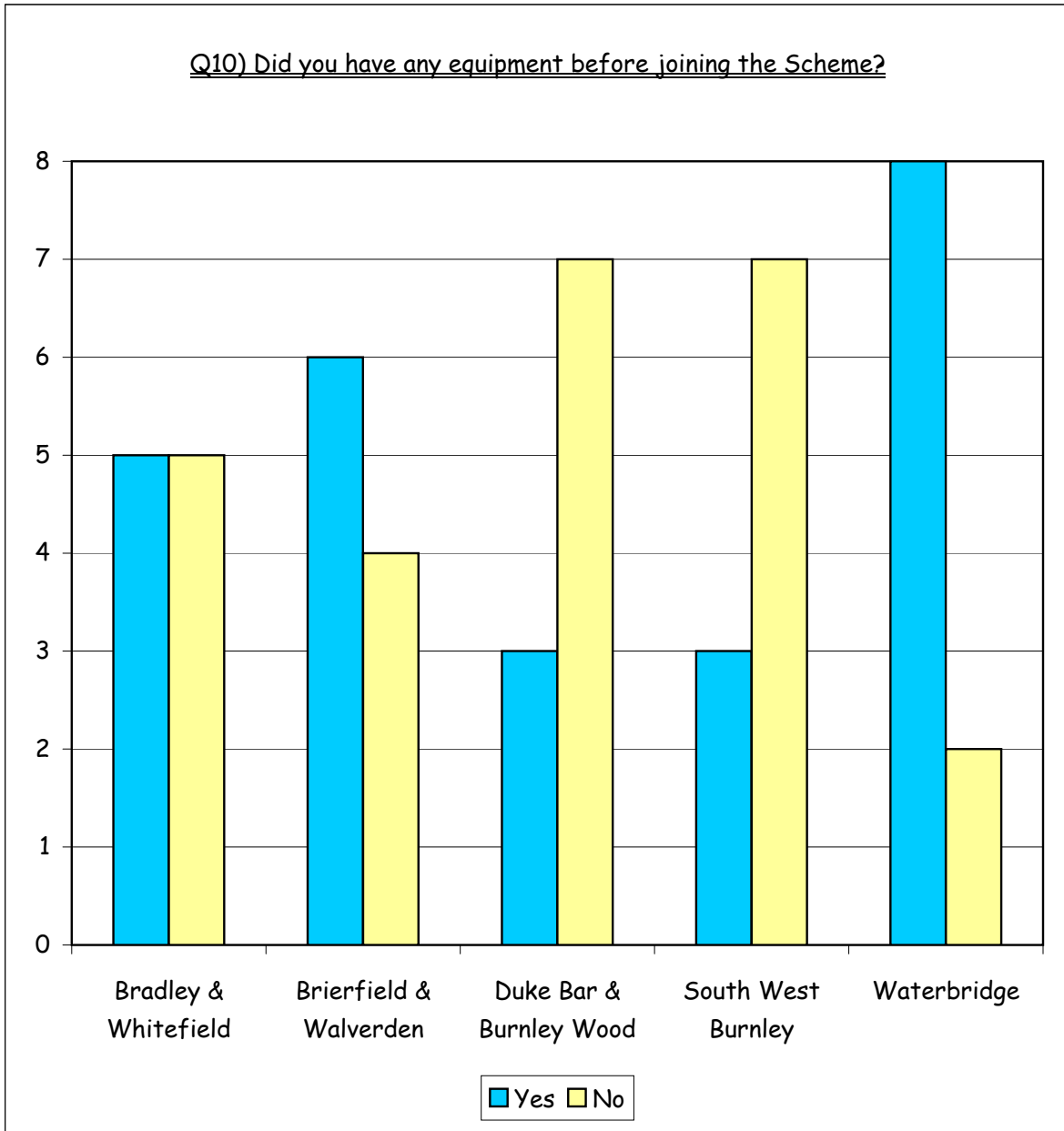
Q9) Did you find it helpful to have the equipment fitted?

	Yes	No
Bradley & Whitefield	10	0
Brierfield & Walverden	10	0
Duke Bar & Burnley Wood	10	0
South West Burnley	10	0
Waterbridge	10	0



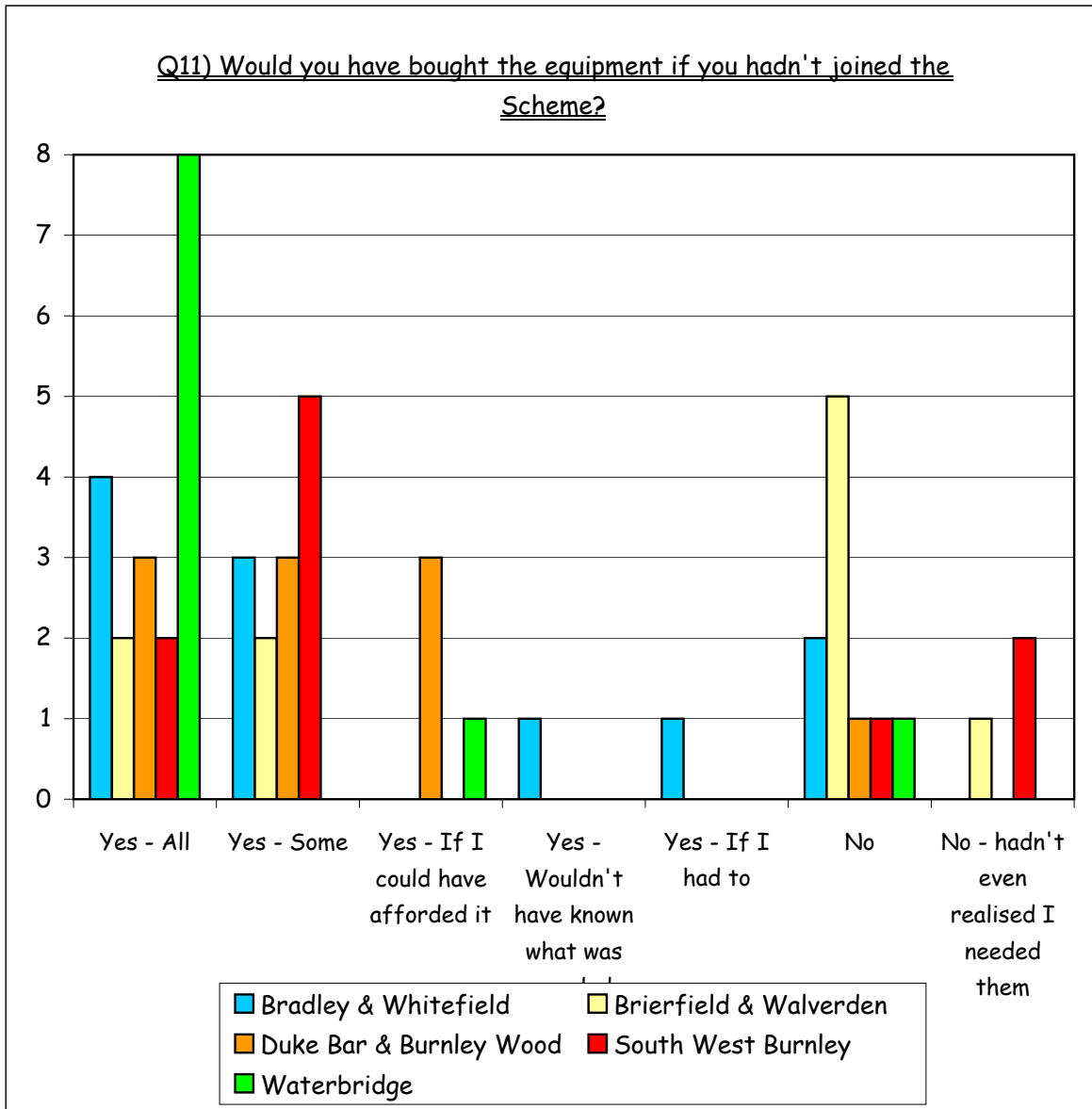
Q10) Did you have any equipment before joining the Scheme?

	Yes	No
Bradley & Whitefield	5	5
Brierfield & Walverden	6	4
Duke Bar & Burnley Wood	3	7
South West Burnley	3	7
Waterbridge	8	2



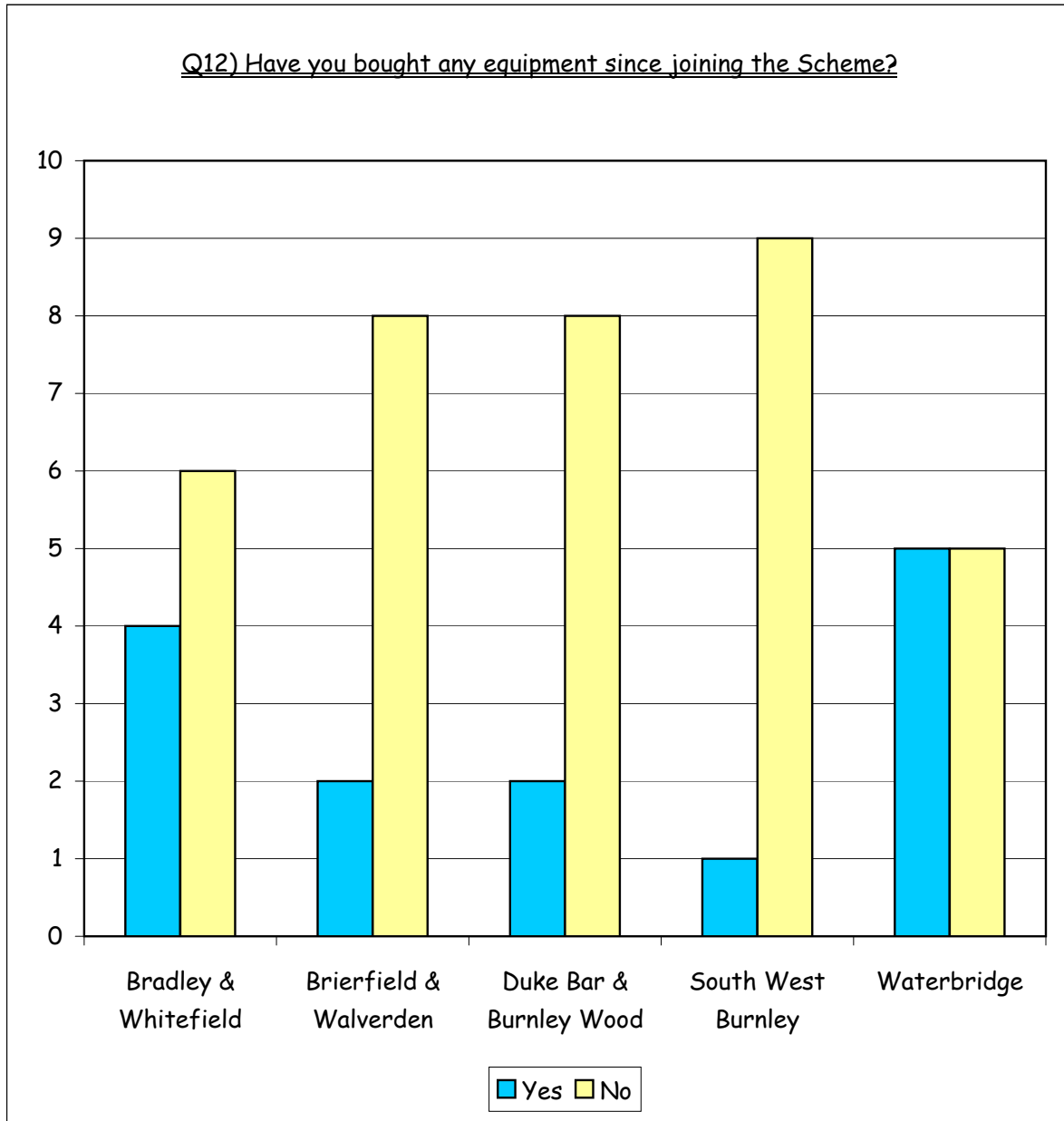
Q11) Would you have bought the equipment if you hadn't joined the Scheme?

	Bradley & Whitefield	Brierfield & Walverden	Duke Bar & Burnley Wood	South West Burnley	Waterbridge
Yes - All	4	2	3	2	8
Yes - Some	3	2	3	5	0
Yes - If I could have afforded it	0	0	3	0	0
Yes - Wouldn't have known what was ne	1	0	0	0	0
Yes - If I had to	1	0	0	0	0
No	2	5	1	1	0
No - hadn't even realised I needed the	0	1	0	2	0



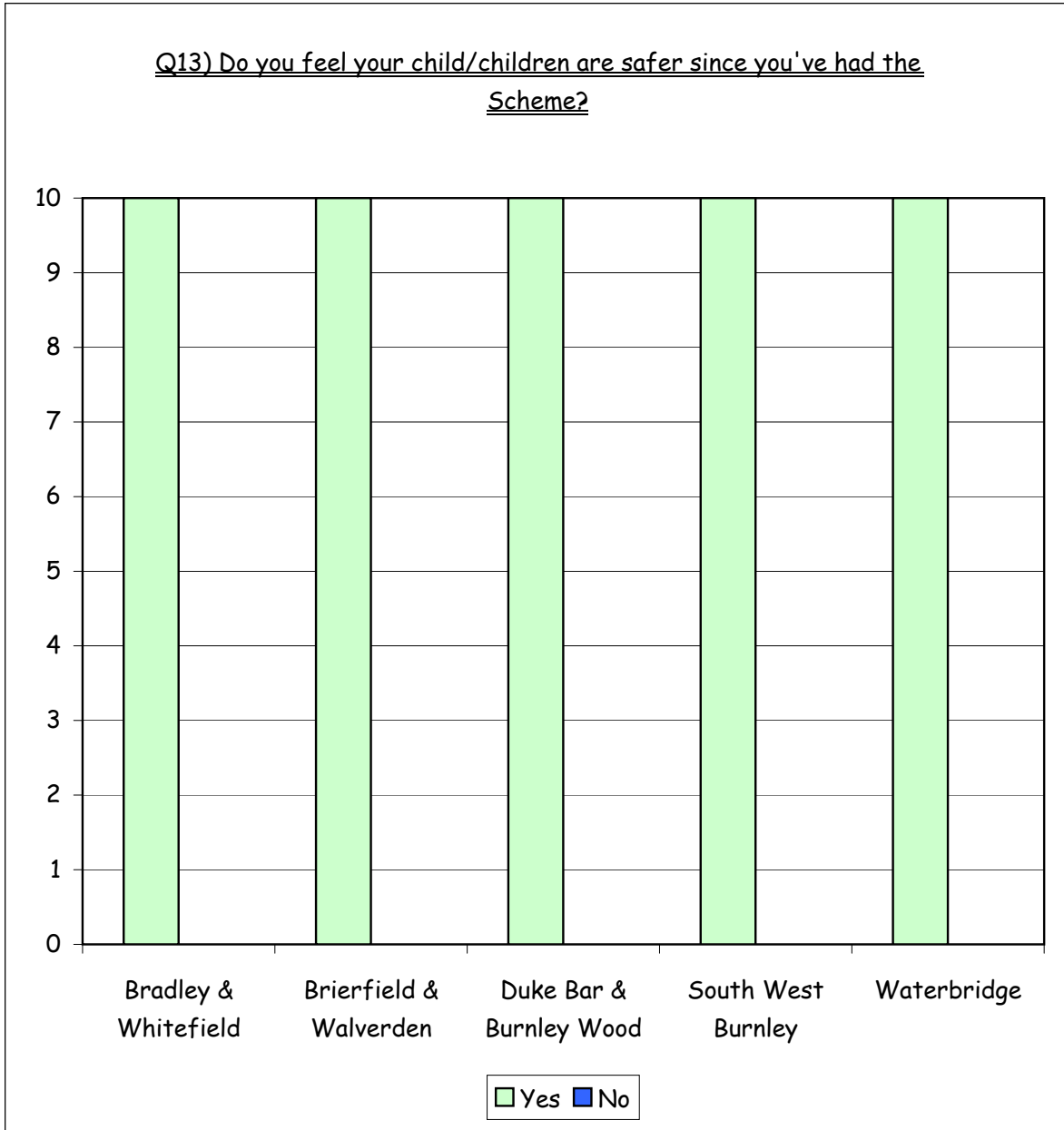
Q12) Have you bought any equipment since joining the Scheme?

	Yes	No
Bradley & Whitefield	4	6
Brierfield & Walverden	2	8
Duke Bar & Burnley Wood	2	8
South West Burnley	1	9
Waterbridge	5	5



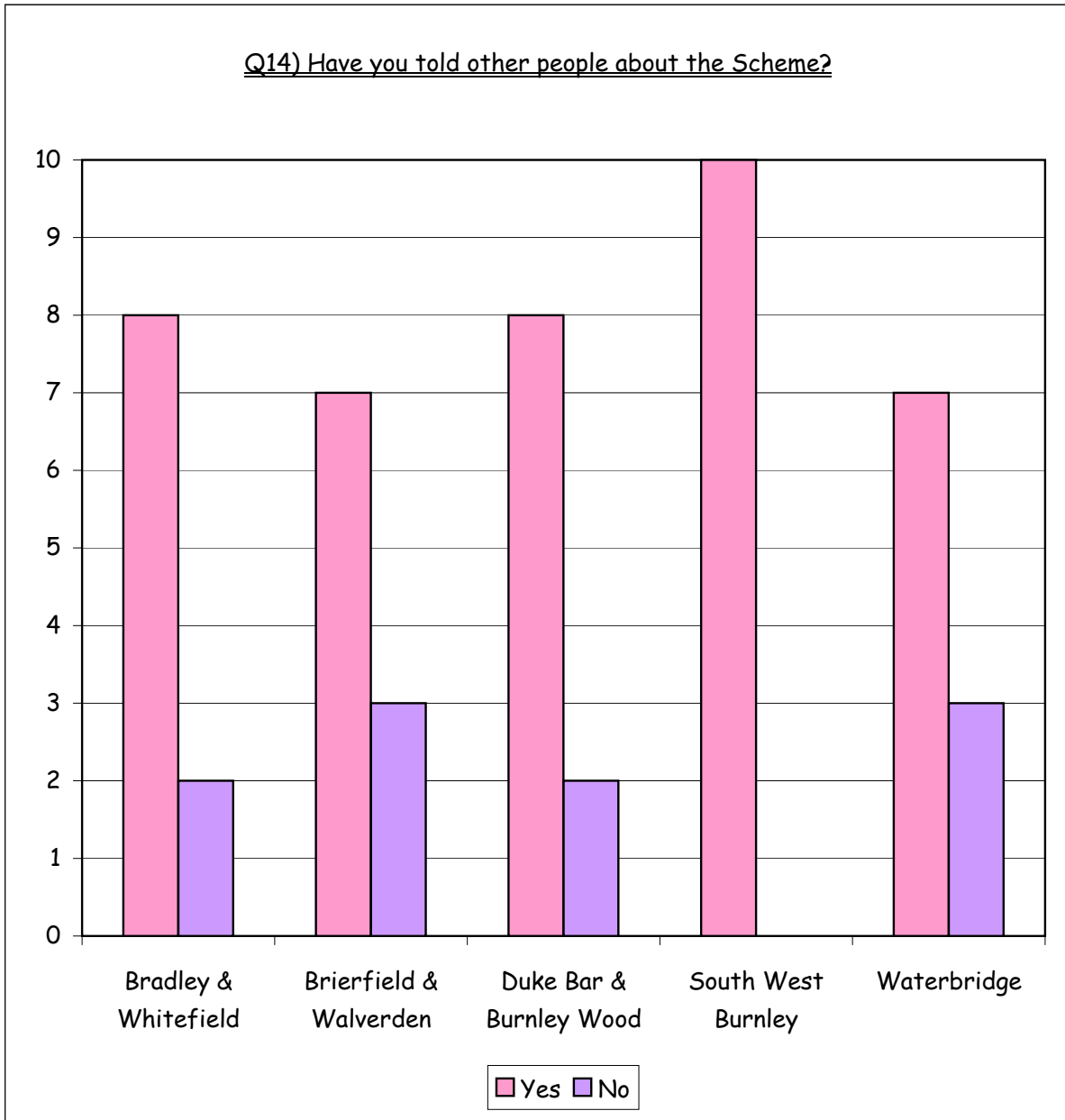
Q13) Do you feel your child/children are safer since you've had the Scheme?

	Yes	No
Bradley & Whitefield	10	0
Brierfield & Walverden	10	0
Duke Bar & Burnley Wood	10	0
South West Burnley	10	0
Waterbridge	10	0



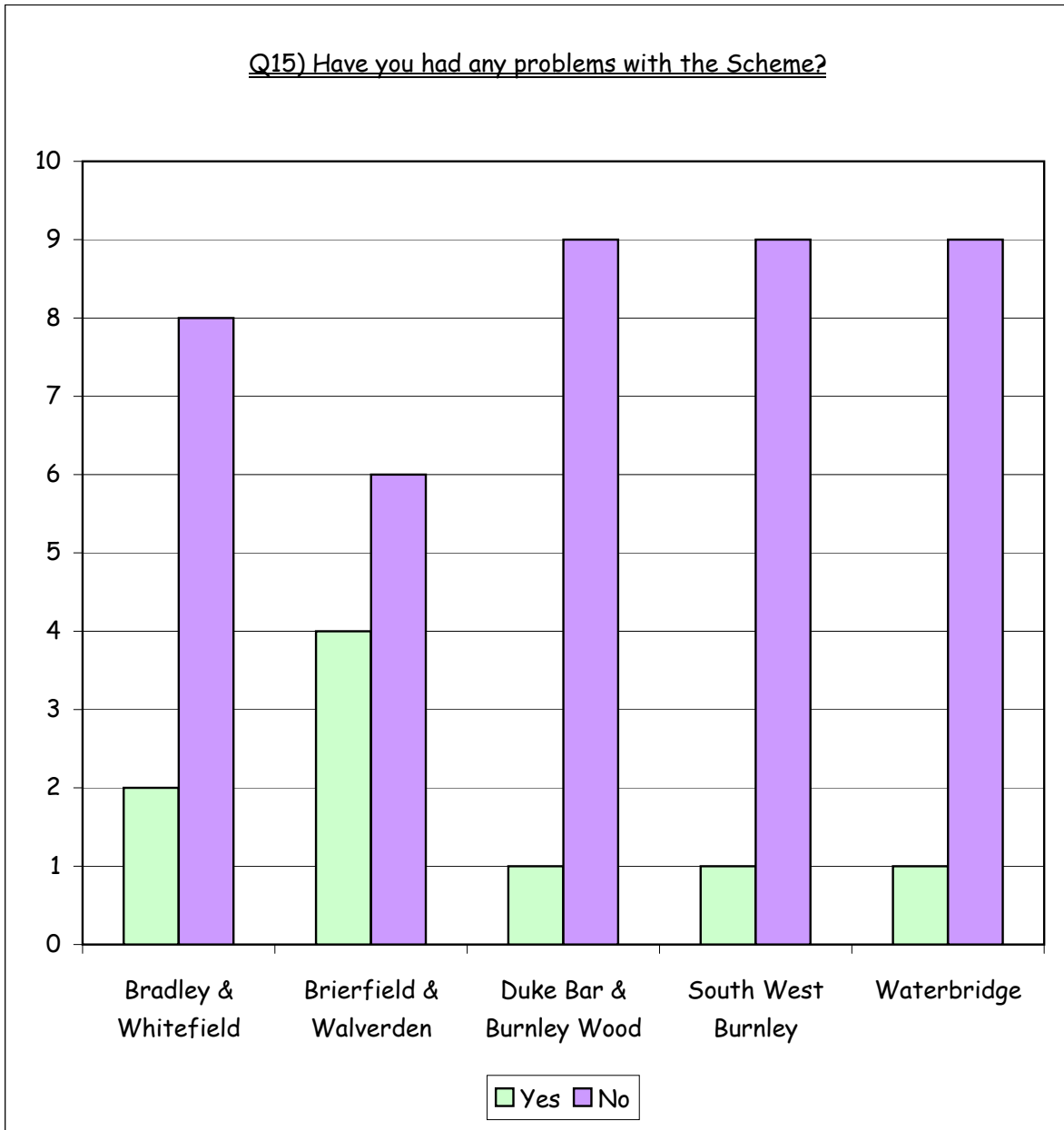
Q14) Have you told other people about the Scheme?

	Yes	No
Bradley & Whitefield	8	2
Brierfield & Walverden	7	3
Duke Bar & Burnley Wood	8	2
South West Burnley	10	0
Waterbridge	7	3



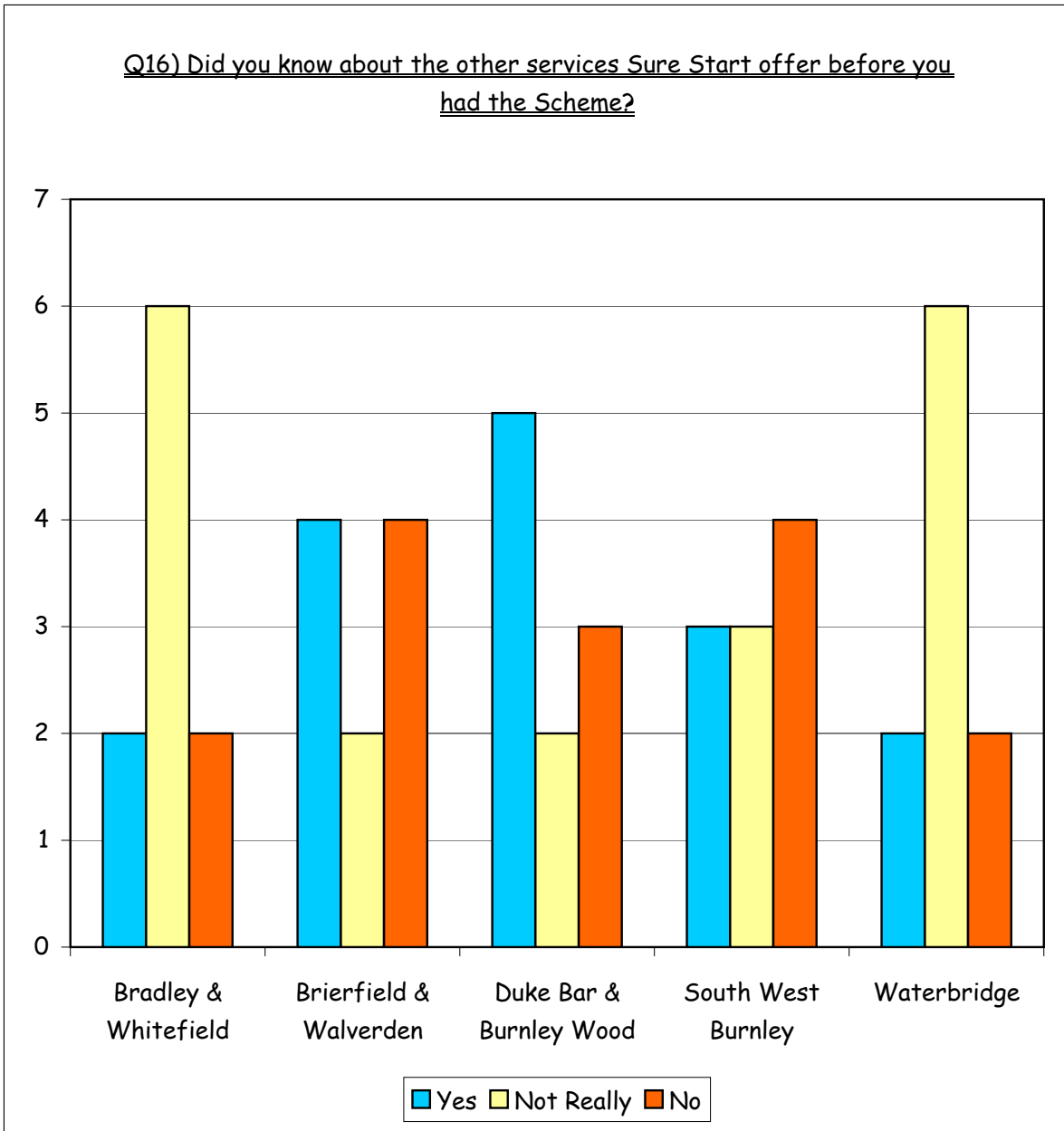
Q15) Have you had any problems with the Scheme?

	Yes	No
Bradley & Whitefield	2	8
Brierfield & Walverden	4	6
Duke Bar & Burnley Wood	1	9
South West Burnley	1	9
Waterbridge	1	9



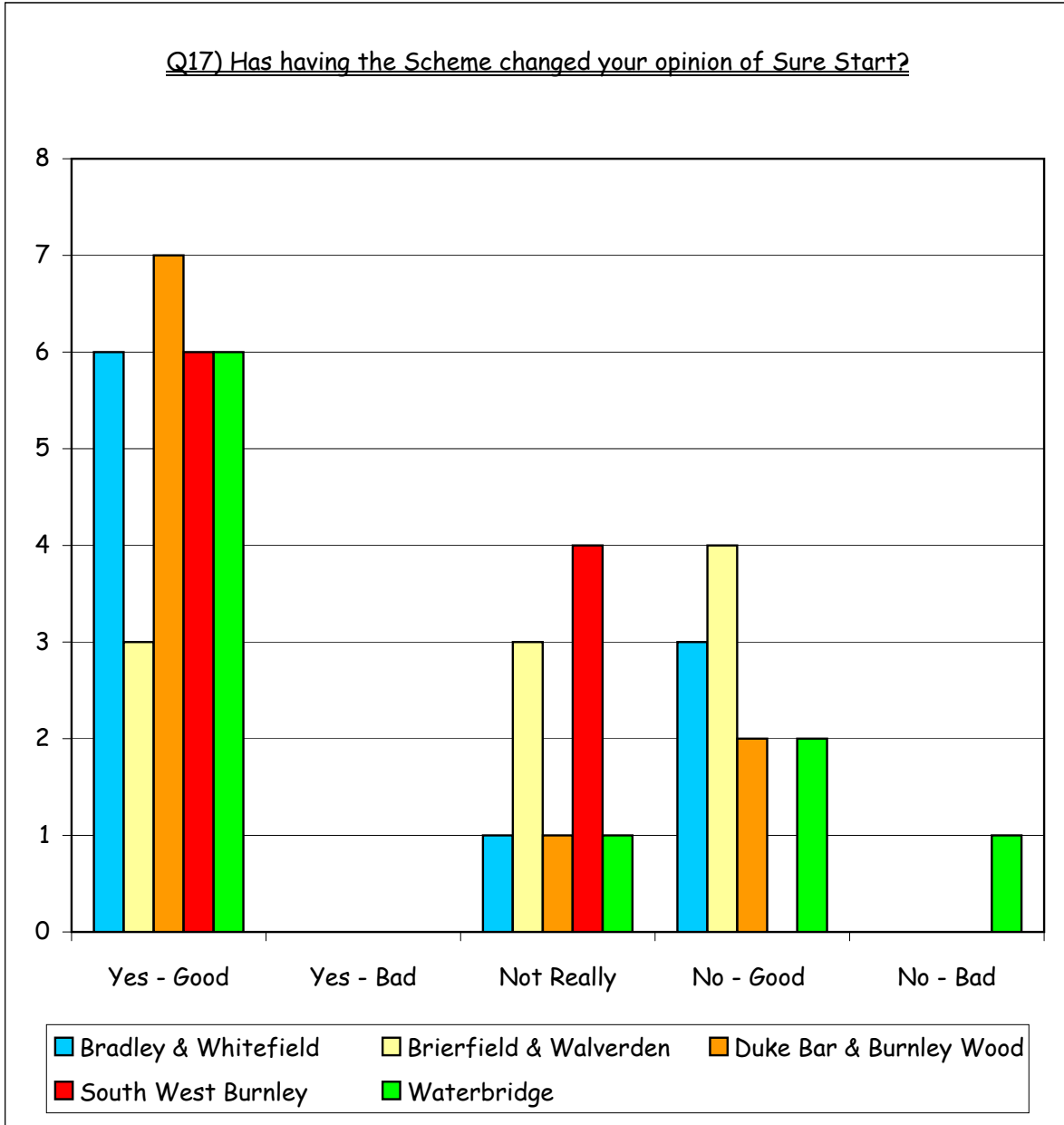
Q16) Did you know about the other services Sure Start offer before you had the Scheme?

	Yes	Not Really	No
Bradley & Whitefield	2	6	2
Brierfield & Walverden	4	2	4
Duke Bar & Burnley Wood	5	2	3
South West Burnley	3	3	4
Waterbridge	2	6	2



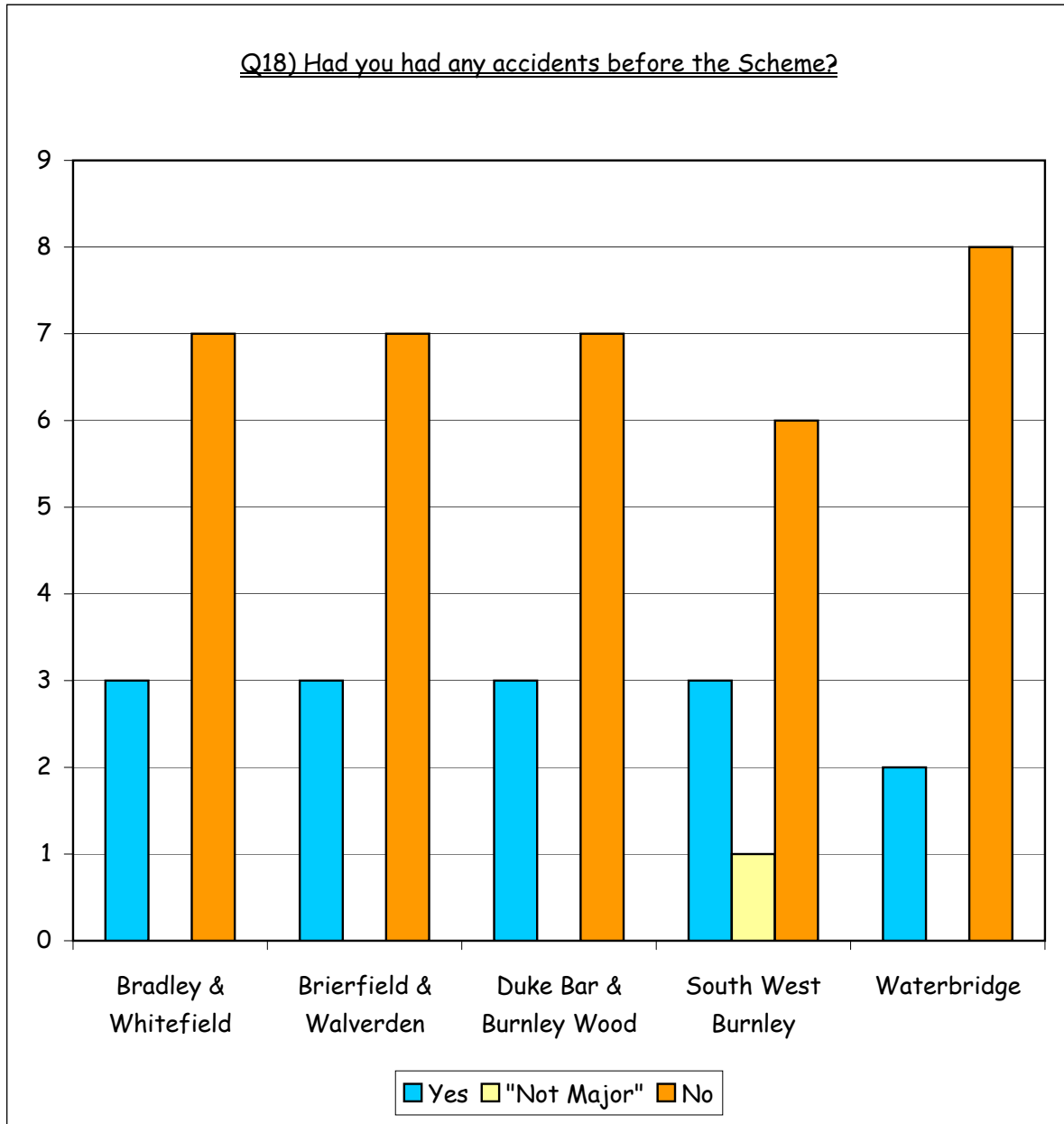
Q17) Has having the Scheme changed your opinion of Sure Start?

	Yes - Good	Yes - Bad	Not Really	No - Good	No - Bad
Bradley & Whitefield	6	0	1	3	0
Brierfield & Walverden	3	0	3	4	0
Duke Bar & Burnley Wood	7	0	1	2	0
South West Burnley	6	0	4	0	0
Waterbridge	6	0	1	2	1



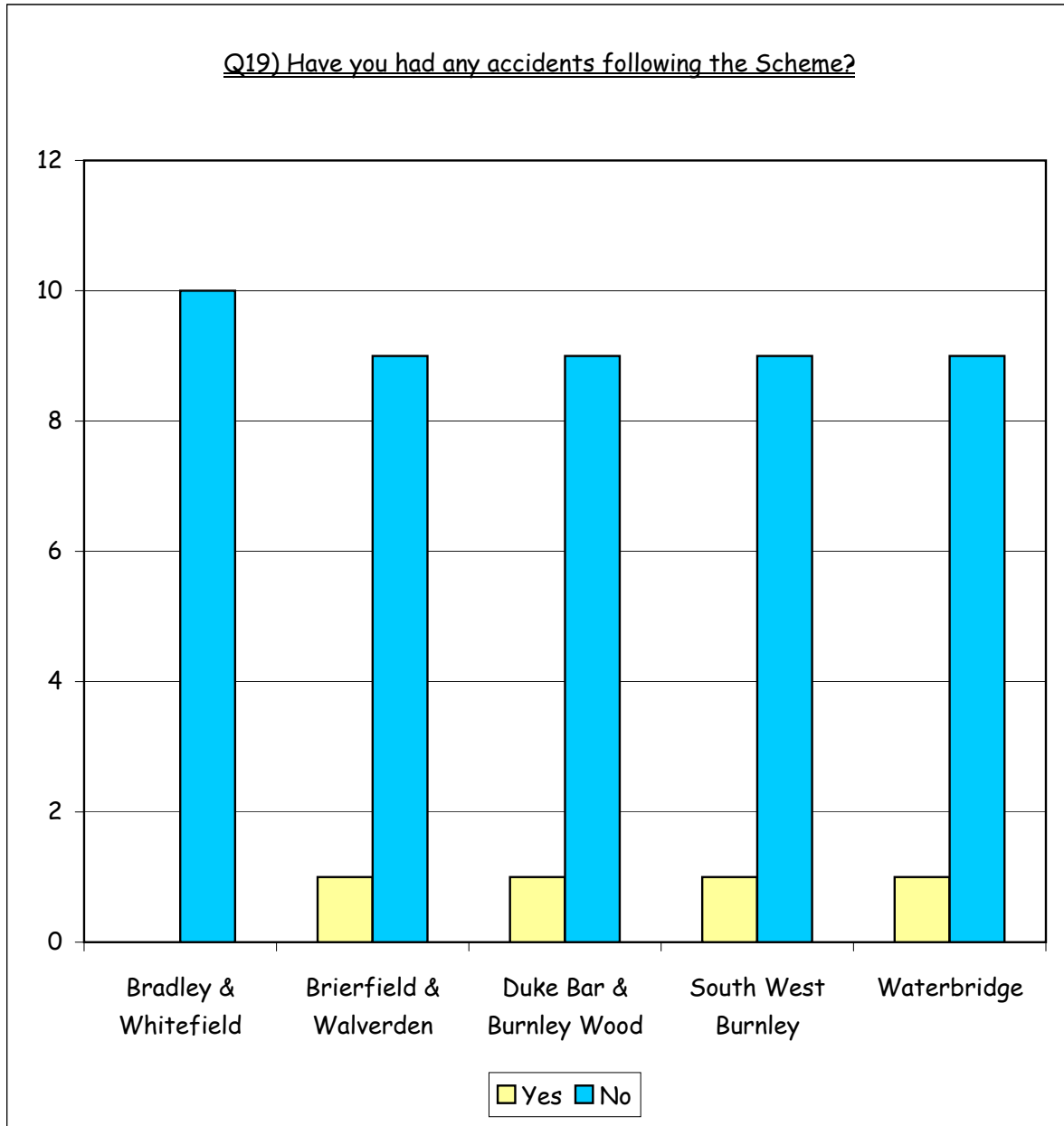
Q18) Had you had any accidents before the Scheme?

	Yes	"Not Major"	No
Bradley & Whitefield	3	0	7
Brierfield & Walverden	3	0	7
Duke Bar & Burnley Wood	3	0	7
South West Burnley	3	1	6
Waterbridge	2	0	8



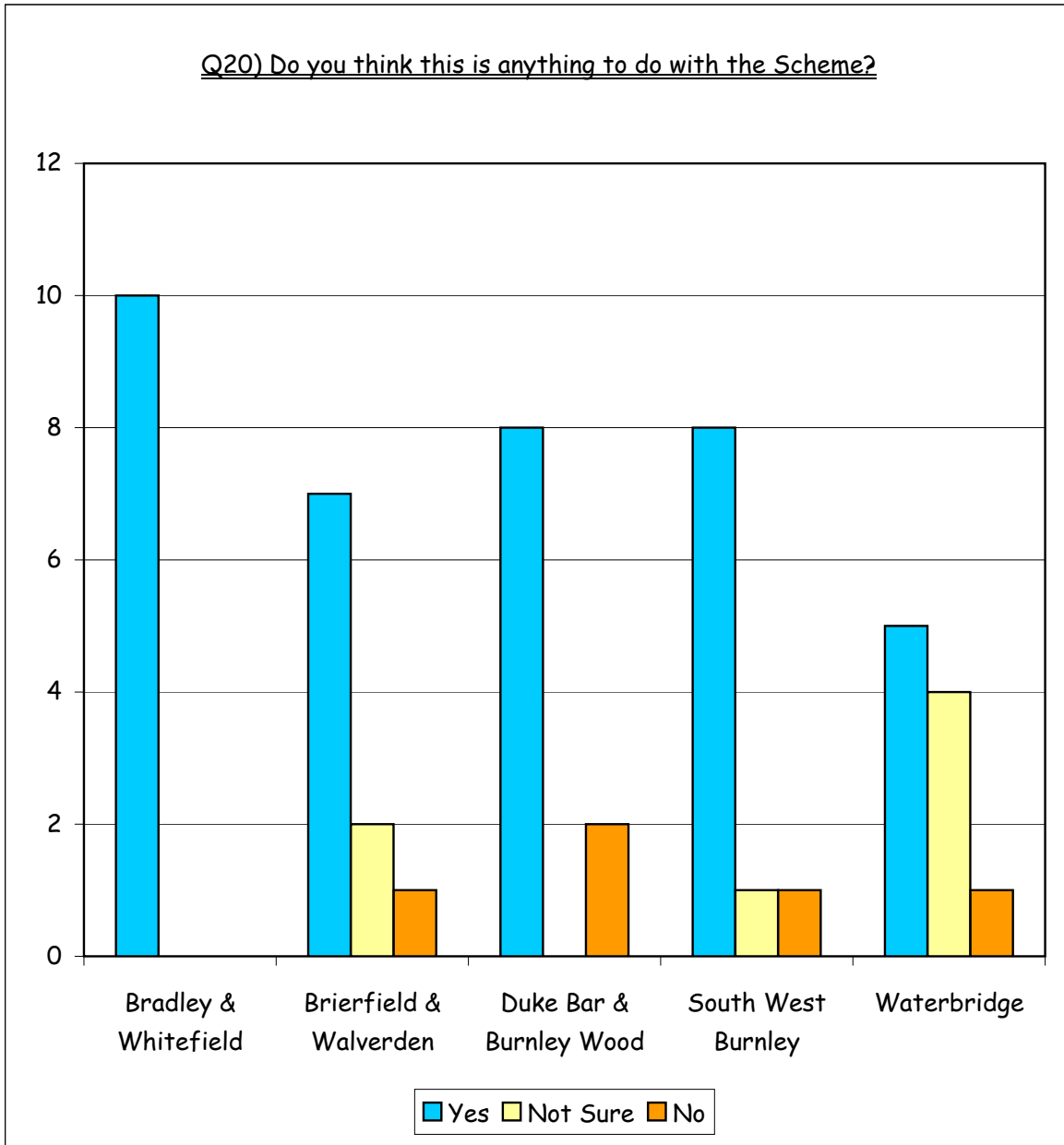
Q19) Have you had any following the Scheme?

	Yes	No
Bradley & Whitefield	0	10
Brierfield & Walverden	1	9
Duke Bar & Burnley Wood	1	9
South West Burnley	1	9
Waterbridge	1	9



Q20) Do you think this is anything to do with the Scheme?

	Yes	Not Sure	No
Bradley & Whitefield	10	0	0
Brierfield & Walverden	7	2	1
Duke Bar & Burnley Wood	8	0	2
South West Burnley	8	1	1
Waterbridge	5	4	1





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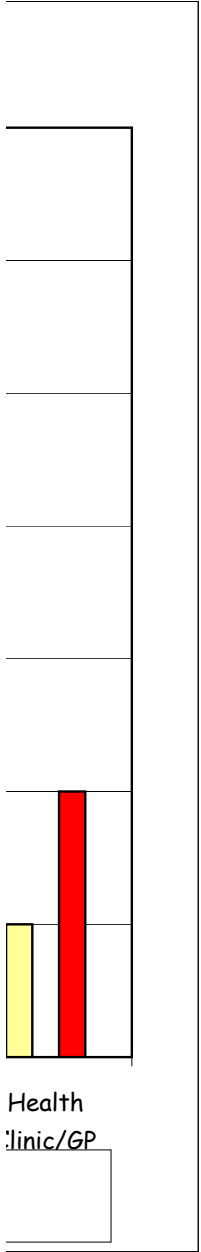
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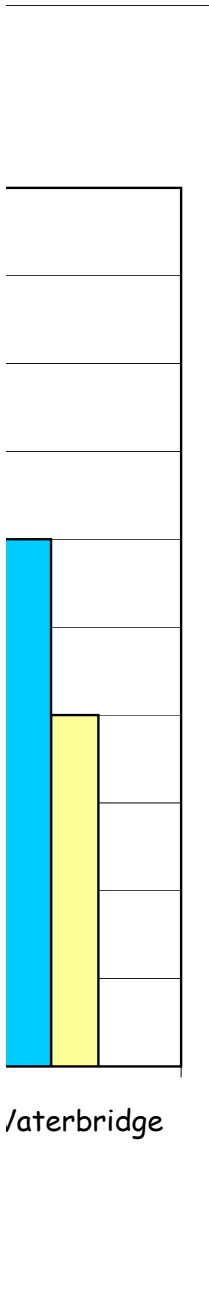
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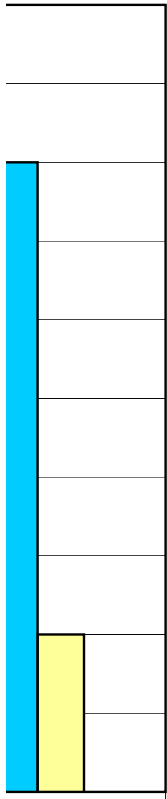
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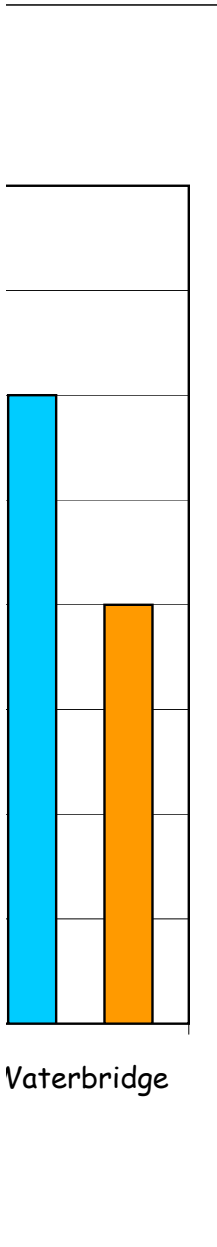




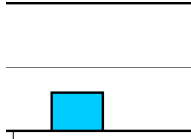
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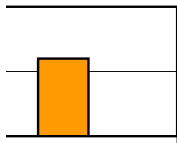


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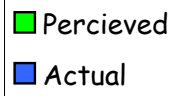
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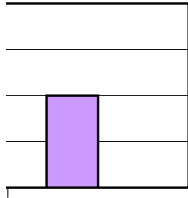
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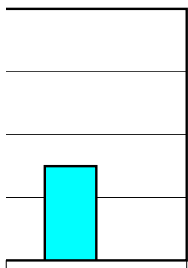


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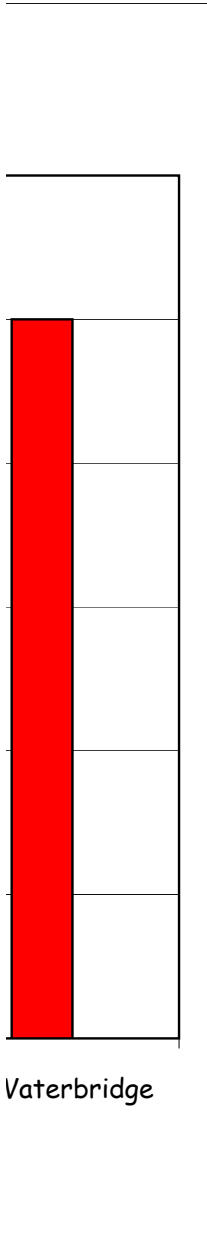
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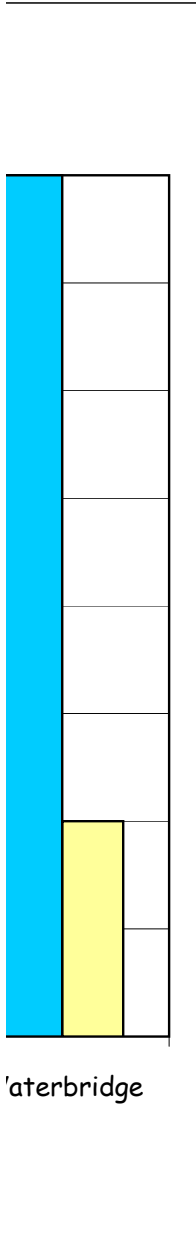


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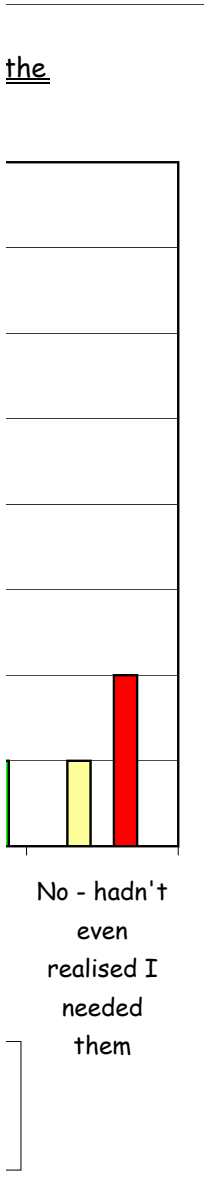


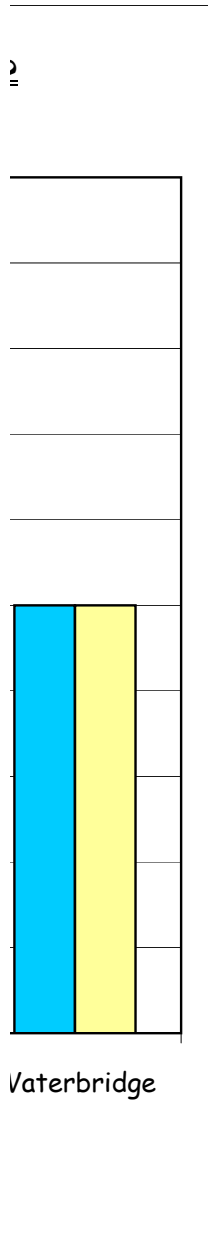
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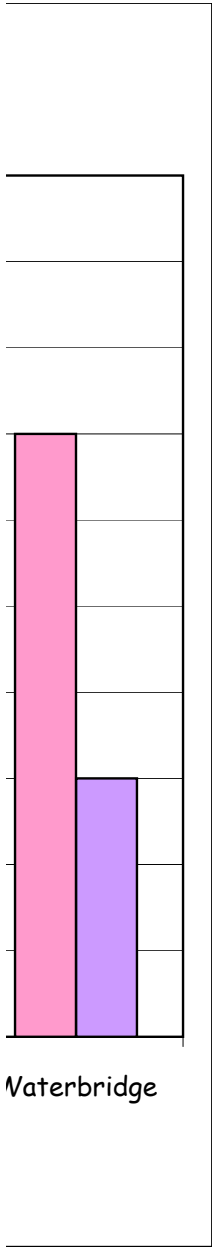
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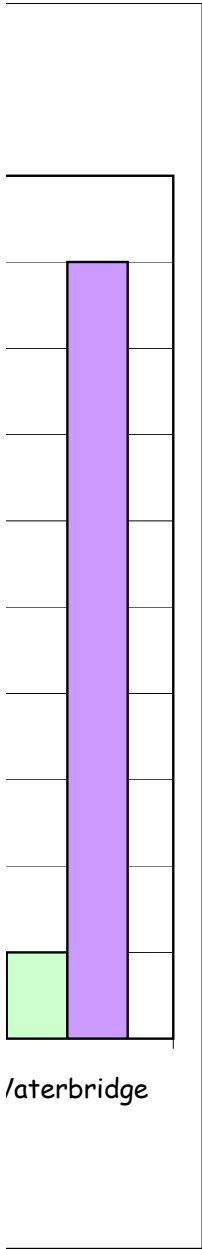
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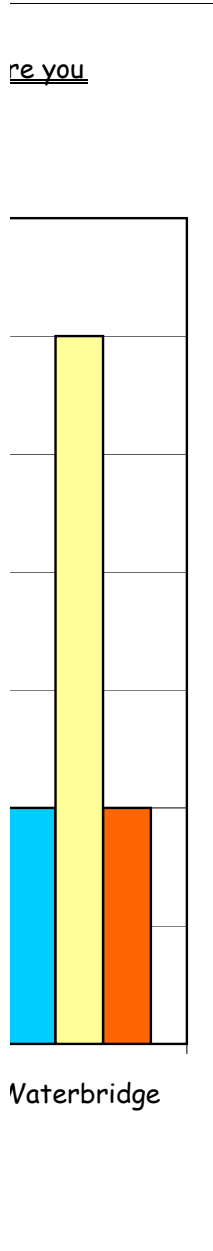




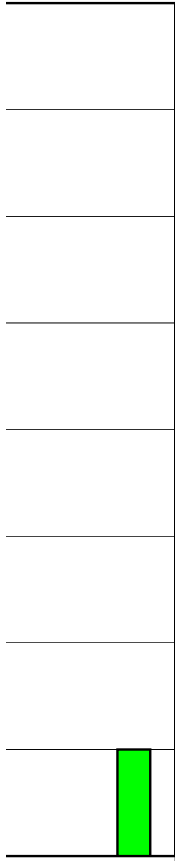




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