

**Sure Start Rowley Regis, Sandwell**  
**Handling Children's Behaviour Course- Evaluation**  
2005 Valencia Anderson

**What is the Handling Children's Behaviour (HCB) Course?**

The course is an 8-week positive parenting programme aimed at parents of children aged 2-8 years for whom behaviour is seen as a problem. Designed by NCH it aims to help parents to understand how their own behaviour and expectations impact upon their children's behaviour. The course arms parents with understanding and practical methods to adjust their own reactions and expectations and ultimately could lead to improvement in their child's behaviour.

There is a wide range of behaviour that is covered by the course; all deemed as difficult behaviour that may be very frustrating to parents. A child may be displaying one or many of the outlined modes of behaviour, which can include:

- Defiance, answering back
- Playing up
- Breaking toys
- Clinging
- Jealousy
- Refusing to eat properly
- Sleep problems
- Doing things they know they shouldn't
- Stubbornness
- Wetting, temper tantrums
- Fighting with siblings

This short list is not exhaustive; any other type of 'difficult' behaviour can also be addressed by the course.

The course topics covered are:

- Observing behaviour
- Appropriate discipline
- Families and rules
- The reality of caring for children
- Managing Children's Behaviour
- Encouraging parents
- Feedback
- Making Mistakes
- Putting all the learning together

A full 'Parents Guide'<sup>1</sup> to the course produced by Graham Finch is available from NCH which contains full definitions of the above, and also exercises for parents to complete to support them adjusting.

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<sup>1</sup> 'Handling Children's Behaviour- A parents Guide by Graham Finch 1995, NCH. ISBN 0 900984 67 8

## Sure Start Rowley Regis and the Handling Children's Behaviour Course

The programme Family Support Worker, a qualified Social Worker facilitates the course, supported by Health Visitors who are based at the programme who also provide developmental and health advice. All have undertaken the NCH Handling Children's Behaviour course, a requirement for anyone facilitating the course. (All health visitors during the late 1990's were offered HCB training, however limited funding was provided meaning that few could deliver the course on a regular basis).

It was felt that more families could be supported in a shorter time if a group course was held, adding a further aspect of support, sharing and understanding from other parents in a similar position and reducing stigma. Group activities held in this way also help to keep associated costs and staff time at a minimum. The course can also be held on a one to one basis, a method that is soon to be offered to families at the programme where one to one support is deemed to be more appropriate.

- The course is open to any parent from the local area that feels that they are experiencing difficulty with their child's behaviour. The course also is open to parents outside the Sure Start area.
- Families can self refer to the course, or can be (and are) referred by any one of a number of mainstream professionals including;

Health Visitors (including those outside of the Rowley Sure Start area)  
School Nurses  
Social workers  
Teachers  
Early Years staff

Local nurseries have also referred their staff to attend the course as the learning is deemed to be very useful for the daily handling of children at a nursery.

## The HCB Course in relation to our Targets

- The course was introduced at the programme with a view to ensure that, in accordance with PSA 1 there is: "an increase the proportion of babies & young children with normal levels of social & emotional development for their age" in the area, by way of improving family relationships and the quality of parenting.
- The course also supports our target to ensure that in accordance with SDA 2B "Parenting information & support is available to all parents"
- And it is expected to contribute to the outcome of work towards target SDA 4 that "75% of families to report personal evidence of an improvement in the quality of services providing family support"
- Attending the course can allow progression towards PSA 4 "to reduce the number of children living in a household where no-one is working by 12%" if a child's behaviour is preventing a parent/parents from working because childcare establishments are not able to care for a child.

- Although no longer specifically a Sure Start target, the Staying Safe outcome under the Every Child Matters Outcomes Framework indicator “to reduce the number of children re-registered on the child protection register” is also progressed towards through the running of the course. By improving parenting skills and the understanding between parents and children (along with the clear statement made by staff at the beginning of the course that smacking is not condoned) it is felt that child protection cases could be reduced.

## The Format of the Course

The course runs 3 times through the year, Jan/Feb to March, May to July and September to November. The course is run regardless of the number of attendees, which is in line with the aim to ensure that parents have access to [parenting support](#) when it is needed. The maximum capacity is 15 families due to the capacity of the community room where the training is held, and so as not to overwhelm parents. Having to wait to attend a HCB course could lead to unnecessary frustration and even worsening parent child relationships, especially as behaviour patterns are constantly being developed in a young child’s life, therefore the maximum wait for a course is 8 weeks.

### Pre-course visit

After referring, or being referred to the HCB course families are visited at home. This pre-course visit serves several purposes; the first is to explain the purpose of the course fully to potential attendees.

The second is so that the family or attending carer(s) can become acquainted with the programme and staff prior to the course.

The third purpose is to give families an opportunity to allay any anxiety they may have about attending the course, providing a private opportunity to ask any questions that they may have while not in the company of other course attendees.

A copy of a letter written by a previous course attendee is also given to the family (appendix 1). The letter is an expression of the benefits experienced by a carer who attended the first HCB course run at the programme, and was sent to the programme, subsequently it was felt that the letter would serve to encourage prospective attendees. The letter details her feeling prior to, and when first attending the course, and mentions some of the key learning points that she found most useful. An anonymous copy of the letter is provided.

### The first week

Families visit the crèche, where they meet the crèche manager and leave their child(ren) at the crèche and proceed to the training room.

They are welcomed by staff and offered a drink and biscuits.

Staff introduce themselves and the HCB course. Domestic issues such as the fire drill are covered.

An icebreaker exercise takes place, such as to say ones name and then say something brief about what they like or dislike about their name.

It is explained to the group that the group is ‘theirs’ and that they are responsible to share with the group only what they see fit. Attendees are reminded that should any major concerns arise,

such as a child protection issue, staff have a duty to report it to the relevant agency such as Social Services.

Ground rules are decided between the group.

The group are asked to complete a brief questionnaire, (provided by NCH for the purpose of evaluating the HCB course) (app 2) that ascertains their feelings about their parenting skills and their relationship with their child(ren) prior to taking the course. The same questionnaire is completed at the end of the course. The use and quality of this evaluation tool will be addressed later in this document under the heading [‘How the HCB is evaluated’](#).

### [The HCB programme Starts](#)

Although there is a set programme for the course, there needs to be a certain degree of flexibility depending on the circumstances of the attendees. A topic may arise which attendees may wish to discuss for longer, or indeed the group may not feel that the topic is particularly relevant to them and their experiences and so may wish to cover the topic quickly.

Generally each week a topic is introduced and the group divides in to small discussion groups to share relevant experiences and thoughts. The group reconvenes to report back to the whole group. Next factual information is provided about appropriate developmental expectation of young children at given ages in relation to carer expectations.

Advice and tips are offered regarding handling different behaviour relating to the topic. A large whole group discussion then takes place concerned with the information and advice provided and handouts contained in the course manual are provided to attendees.

Each week ‘homework’ is given, usually concerned with attendees going home to observe and consider social, domestic and personal issues and experience relating to the topic. The following week a brief re-cap and discussion of ‘homework’ takes place before the next topic in undertaken to the same format.

Despite some flexibility, for consistency, staff try to stick as closely to the NCH HCB delivery manual as possible, with the exception of week 6. In week six ‘Play’ is the topic, however instead of the usual group exercise and subsequent discussion, attendees have preferred to view videos- The Nought- Sixes Parenting Programme (Family Trust 0-7 yr olds, 1999.) and Toddler Taming by Chris Green (recorded from ITV in 1999 by Pat Mcketty, Social worker at the Programme). Past attendees have preferred the viewing of these videos stating that they feel that they are more practical, showing real families with real issues.

Various handouts relating to the topics covered are given out to parents so that they can be referred to later. Handouts include a copy of the official NCH HCB course booklet- Handling Children’s Behaviour- A Parents Guide by Graham Finch<sup>1</sup> and various handouts also produced by Graham Finch for the purpose of the course (contained in the course manual).

### [The end of the course](#)

At the end of the 8-week programme there is a mini celebration held and certificates are given out to mark the achievement.

A support group to convene after the completion of the course has been offered in the past when appropriate where parents may still like to have the support of others when dealing with

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<sup>1</sup> ‘Handling Children’s Behaviour- A parents Guide by Graham Finch 1995, NCH. ISBN 0 900984 67

behaviour issues, or where issues have been particularly complex and the input of experienced staff is still desired.

How is the HCB course regularly evaluated?

A repeated measure questionnaire is used (app 2). During the first week/day each attendee is asked to complete the questionnaire, designed and provided by NCH for use with the course. The questionnaire is designed to record how attendees feel about their parenting skills and relationship with their child prior to taking the course. The same questionnaire is then repeated in the final week to measure how those feeling may have changed over the training period.

At Rowley Sure Start this evaluation tool has been used for the benefit of course attendees only, in that the questionnaire has largely not been collected or copies retained by the programme after completion, therefore it is not possible to assess the perceptions of the majority of carers before and after attending the course. The responses of 4 parents have however been obtained from the most recent course (Sep-Nov 2005) and reviewed below;

8 questions are asked, the respondents are asked to rate themselves in a Likert style rating of 'very poor', 'poor', 'average', 'fair', 'good' or 'very good' for a variety of statements. Each response has been assigned a score for the purpose of this report with 'very poor' receiving a score of 0, and 'very good' receiving a score of 5.

Response score

	Parent A		Parent B		Parent C		Parent D	
Response	Pre Course	Post Course						
Score	15	30	15	32	15	28	18	33

Pre-course scores are quite consistent and average 15.75, which falls in the range of 'average' on the scale. Post-course scores are again quite consistent with an average of 30.75, which falls in the range of 'good'. This shows that overall and individually, all parents that attend the course feel that their skills rate significantly higher after attending the course.

The full responses of the four attendees are enclosed in appendix 3.

It should be borne in mind that the sample size reviewed above is very small when considering the number of families that have attended the course, and therefore only represents a sample.

Upon undertaking this evaluation and with evaluation methods consequently being assessed it is recognised that such evaluation is inefficient at informing the programme about the impact that parents feel the course has. Plans to collect completed questionnaires at the start and end of the course are being discussed with the relevant parties- the main identified concern for this approach being confidentiality and disclosure as it is felt by facilitating staff that carers may be less inclined to answer honestly and openly with the knowledge that questionnaires will be collected by staff.

## Input

### Staff training

Staff facilitating the HCB course need to have undertaken the course training, a 3-day course held at Corner Stones Family Centre in Coventry. There are no prerequisites required in order to attend the course. Three Staff at Rowley Regis Sure Start have attended and completed the course, that is, the two health visitors and the family worker at the programme.

### Professional input

The presence of the family worker, who is a qualified social worker and health visitors in-house brings a degree of professional support to the course. This professional experience enhances the quality of what can be delivered. Developmental, health and social questions and issues can be identified and advised upon as soon as they are recognised, and relevant referral and signposting to other agencies and services made immediately where necessary. This comprehensive approach allows for faster identification of underlying issues of concern that may be present for a family.

### Equipment & cost

#### Purchased/ obtained once only;

NCH course Delivery Manual  
Video tapes (for week 6)  
Video recorder/player

Flip Chart/pens- required once only

#### Cost

Provided with training  
Approx £5-10  
Programme equipment (not exclusively for course)  
£1.20

**Total Initial Cost: £6.20-£11.20**

#### Purchased/obtained each time course run;

Handouts/ questionnaires (b/w photocopies)  
NCH Leaflet for parents  
Refreshments- tea/coffee, squash, biscuits  
Crèche  
Training Room  
Letters to prospective attendees  
Phone calls

#### Cost

£1.00 (half ream)  
£15/£1 each (up to 15 per group/course)  
£15  
£480 for each 8-wk course  
Community Room at programme  
£3.15 (up to 15 per group/course)  
£2 (approx)

**Total cost per course: £516.15**

### Cost per family:

If the maximum of 15 families attend the cost equates to **£34.41** per family

If 10 families attend the cost equates to **£51.62** per family

If 5 families attend the cost equates to **£103.23** per family

On average 5 families attend each course at a cost of **103.23** per family.

### Staff hours

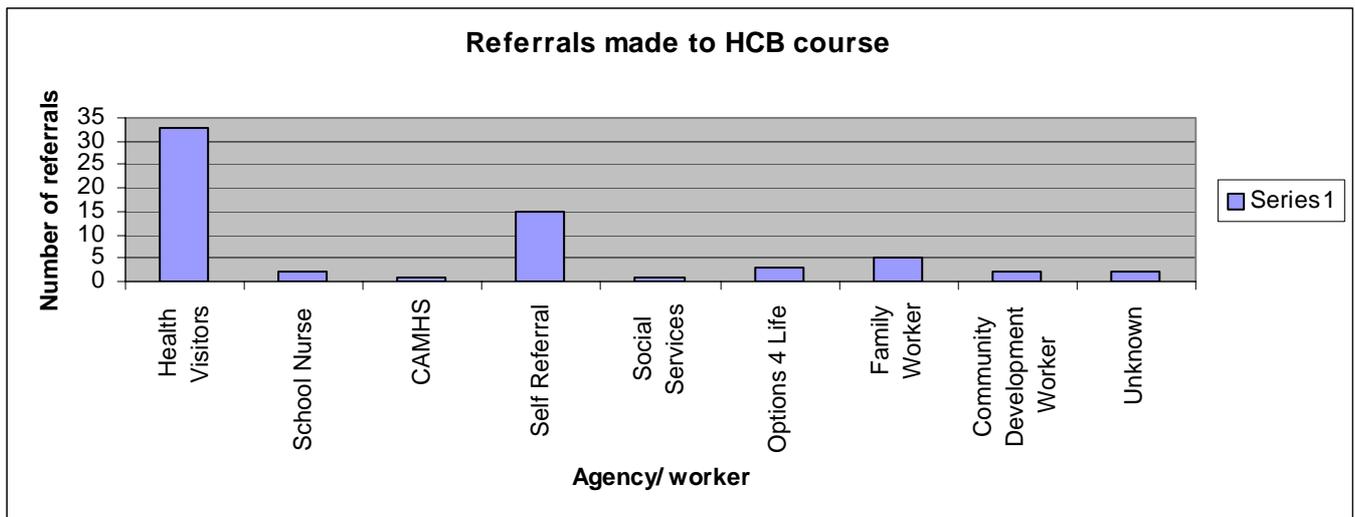
The family worker who delivers the course spends approximately 2 hours per week delivering the course (during the weeks that it runs), plus 30 minutes debriefing with other staff and 30 minutes spent on each pre-course home visit. For the average number of attendees (5) running a HCB course takes up 19 staff hours plus 3 ½ hours of admin time prior to the course.

## Output

### Referrals made to the HCB course

Between September 2004 and November 2005 64 families were referred to the course at Rowley Sure Start.

	Sep 04-Nov 04	Jan 05- Mar 05	May 05- Jul 05	Sep 05-Nov 05	<b>Total</b>
Health Visitors	9	8	6	10	<b>33</b>
School Nurse	2	-	-	-	<b>2</b>
CAMHS	1	-	-	-	<b>1</b>
Self Referral	4	3	3	5	<b>15</b>
Social Services	-	1	-	-	<b>1</b>
Options 4 Life	-	3	-	-	<b>3</b>
Family Worker	-	-	3	2	<b>5</b>
Community Development Worker	-	-	-	2	<b>2</b>
Unknown	2	-	-	-	<b>2</b>
In area sub total	2	9	5	8	<b>24</b>
Out-of-area sub total	16	6	7	11	<b>40</b>
<b>TOTAL</b>	<b>18</b>	<b>15</b>	<b>12</b>	<b>19</b>	



- There is a proportionately high number of referrals being made for families from [outside of the Sure Start area](#) (40 out of 64), indicating that there is a wide-reaching need for the HCB course that is being met by the local programme.
- Referring agencies and workers are having to refer to the course when a need is identified as, to our knowledge there is no other provision for such a course outside of the Rowley Sure Start area (and the entire Sandwell Borough) to meet the needs of families.
- To date there have been 14 full courses completed at the programmes Springfield and Rowley Hall sites and at St Giles Court since March 2001 to end of October 2005.

- The course is approached in a fun way enabling parents to feel relaxed and be willing to participate in the activities contained in the course, it is made clear that difficult behaviour is a common and normal occurrence for almost every parent.
- Course start dates are published on programme literature and parents are invited to attend. A waiting list of referrals is kept in the interim between courses.
- The programme provides a crèche, staffed by Rainbow End Crèche Services so that parents do not need to worry about childcare during training.

The course is held over 8 consecutive weeks, one two hour session per week, unless it is interrupted by school holidays when it is postponed to facilitate full attendance, and because the programme is not able to cater for the care of older children while parents attend the course.

### Attendance

- There have been 14 HCB courses run so far at the programme.
- 123 carers have signed up for courses, and 64 of those attended at least half of the sessions.
- Three fathers have attended a HCB course.
- Between September 2004 and November 2005 64 families were referred to the course at Rowley Sure Start, 24 of those are from within the Sure Start area and 40 are from outside of the area.
- Between 1<sup>st</sup> November 2004 and 31<sup>st</sup> October 2005 15 children and 17 carers have completed the course- this is a total of 16 individual families.
- A mean average of 9 families sign up for each course and an average of 5 attend at least half of each course from within and outside of the area.
- Three carers are attending the current course that started on 27<sup>th</sup> September 2005. More parents may join this course (17 have expressed an interest).
- The maximum number to sign up for the course is 15 carers.
- The maximum number of carers to attend at least half of a course is 10
- The lowest number to sign up has been 5 with 2 (the lowest number across all courses held) of those completing at least half of the course.

### Why do some carers leave before completing the HCB course?

Staff feedback indicates that many of the carers that do not complete at least half of the course fail to do so for various reasons, those reasons mainly being:

-A quick fix is sought and the course does not offer that.

-Some say that their child is now 'ok' and so cannot see a need to attend.

-Parents are now employed and cannot attend.

-Some parents have said that they feel that the course approach blames them for the child's behaviour.

-Some believed that the focus would be on changing the child's behaviour and not the parents approach to the behaviour.

-Some simply report that their child's behaviour is no longer problematic after implementing skills learnt early on the course.

- Given the relatively high number of carers that fail to complete the HCB course together with the benefit that it can have upon families, it would be beneficial to the programme to ask those that do not finish the course to complete a questionnaire in an attempt to ascertain a) why they do not wish to finish, b) and to see if there are measures which the programme can take to better retain those that sign up.

### Anticipated issues resulting from NOT having a HCB course available at Rowley Sure Start.

The health visitors and the family worker at the programme were interviewed and asked what issues they thought that a family may experience if behavioural problems were present and ongoing but the HCB course was not readily available. It was assumed that without the course at Rowley Sure Start behavioural issues would continue without timely intervention or parental support available. Rowley Sure Start is the only local service provider that runs the HCB course continually 3 times a year, although Sure Start Smethwick & Cape Hill, and Sure Start Tipton run HCB courses approximately once a year.

Several possible arising issues were identified:

Children would become 'out of control' which could lead to:

- Problems at school (which could eventually lead to suspension)
- Conflict at home between parent and child
- Poor parental control
- Possible child protection issues
- Poor family relationships
- Lack of understanding of appropriate child development expectation

Increased referrals to mainstream intervention services:

- Increased referrals to CAMHS of 5 year olds.
- Increase in referrals to Child Protection Service/ Social Services

CAHMS have introduced a pre-requisite for taking referrals for children under 5. A parent must have undertaken the HCB course prior to referral. Otherwise a family would have to wait until the child started school at aged 5 before intervention could be offered, by this time many of the issues identified above could well have manifested.

## Outcomes

### Parental Outcomes

Over and above responses to the questionnaires, parents have made positive comments about the benefits of attending the course both verbally to staff and in writing (see app 4 for full written comments)

Those stated benefits are:

- “I am not alone!” Many parents have said that attending the course makes them appreciate that their experiences and perceived difficulties are not unusual and are in fact **normal aspects of parenting**.
- “I have learnt a lot about how to communicate with my child”. Parents have reported that they have learnt through the course, **more effective and positive ways of communicating with and disciplining their children** as well as minimising the level of ‘bad’ behaviour that they experience.
- “I understand that what I thought was bad behaviour is in fact a normal part of growing up”. The course has helped parents to recognise the difference between bad behaviour and misaligned expectation and normal age/stage-appropriate behaviour. This understanding is likely to result in **improved carer-child relationships**.
- Importantly, parents are reporting that their children’s behaviour is fact improving when the skills and understanding learnt during the course are put into practice, and the effect is a largely a lasting one.
- Some **parents** have forged friendships through the course, **maintaining contact with each other** after the course has ended. This is particularly positive when considering that some parents feel isolated, especially during the day-time when they are usually at home alone with their children.
- Some mums have reported that even after taking the course they are having **difficulty implementing change because their partners** are not backing them up with the new skills that they have learnt as they have **not also attended the course**. This indicates a need for consistency among parents handling their children’s behaviour for the benefits of the course to be optimal. **Fathers** have proven to be far harder to reach than local mothers and are a recognised ‘hard to reach’ group for the programme. It is thought that the introduction of **‘out or hours’** services, and sessions specifically for fathers and children could be a way to engage more fathers and so should be considered by the programme for the future.
- “I am a quiet and reserved person I felt a little uneasy, but after a short period of time I felt relaxed and at ease”, “...were all very professional, but I felt at ease with them”. Parents have reported that attending the course has led them to feel **more confident when engaging with the programme** in general.
- “I have seen them since the course and still feel that I can talk to them on a professional and friendly basis... also I have spoken to [health visitor at programme] on the phone a couple of time which I have found very helpful. Carers who have attended the course

seem to be [more willing to contact the programme for advice and further support](#) with behaviour and parenting issues.

### [The HCB and mainstream services](#)

Staff anticipate that the HCB course helps to prevent future referrals to mainstream [intervention](#) services, by way of delivering [early prevention](#) of problems that would otherwise become more serious if left unchecked, and then possibly need to be referred to agencies such as social services and CAMHS.

Similarly, staff feel that the course deals with issues that would not 'make the grade' for mainstream intervention, but nonetheless helps families in a clear and positive way.

### [Staffing the HCB course](#)

The staff that facilitate the HCB course are also mothers, a quality which they feel helps them to better deliver the course as they understand the realities of raising children and dealing with challenging behaviour.

### [The sustainability of the HCB course](#)

As a trailblazer Rowley Regis Sure Start has reached the end of its 100% funding phase and are now entering the 25% year on year funding taper (starting yr 2006/7) and as such the sustainability of running the HCB should be addressed. The following costs and staffing hours would need to be covered in order for the course to continue:

#### [Cost of running the HCB course:](#)

If the maximum of 15 families attend the cost equates to **£34.41** per family

If 10 families attend the cost equates to **£51.62** per family

If 5 families attend the cost equates to **£103.23** per family

On average 5 families attend each course at a cost of **103.23** per family (average of **£516.15** per course X 3 courses per year = **£1548.45** per annum, serving 15 families).

Better cost efficiency could be attained if more families attended each course i.e. If 10 families attended each course at a cost of **£51.62** per family, then the annual cost, using the same formula as applied above would give the same annual running cost of **£1548.45** per annum but would serve **30** families. Similarly if the maximum of 15 families attended each course **45** families per year would be served.

- The programme should consider ways of increasing the average number of attendees per course for better cost-efficiency.
- However consideration should also be given to the issue raised about not keeping families waiting for too long before being able to get support through the course.
- Given that there are a significant number of families that attend the course who are not residing in the Sure Start area, match funding could be sought from other programmes and other concerned/ referring agencies.

### Staffing/facilitating the course:

The family worker who delivers the course spends approximately 2 hours per week delivering the course (during the weeks that it runs), plus 30 minutes debriefing with other staff and 30 minutes spent on each pre-course home visit.

- The programme will need to consider whether this level of staff hours is maintainable, particularly in light of uncertainty about the core staff and service offer yet to be clarified for Children's Centres.
- Again, given the significant number of families that attend the course who are not residing in the Sure Start area, staffing support could be sought from other programmes and other concerned/ referring agencies who are equipped to delivery the course or support it's delivery.

### Issues arising/ Recommendations

- The repeated measure questionnaire needs to be redesigned to identify the same respondent so that the change in responses can be seen (and a copy kept by the programme) Confidentiality & disclosure issues.
- Given the relatively high number of carers that fail to complete the HCB course together with the benefit that it can have upon families, it would be beneficial to the programme to ask those that do not finish the course to complete a questionnaire in an attempt to ascertain why they do not wish to finish the course and to see if there are any measures the programme can take to better retain those that sign up.
- The introduction of out of hours' services, and sessions specifically for fathers and children could be a way to engage more fathers and so should be considered by the programme for the future.

## Appendices

- 1) Letter of recommendation from previous attendee
- 2) Copy of evaluation questionnaire used
- 3) Responses to questionnaire (x4)
- 4) Feedback comments from attendees.

## Appendix 1

### **Letter of recommendation from previous attendee (given to carers at pre-course visit)**

March 15<sup>th</sup> 2001

'After having a few "problems" with my child's behaviour my health visitor suggested the Handling Children's Behaviour course to me, and I thought yes, why not I'll try anything once! But the day of the first meeting arrived and I have to say that I was more than a little apprehensive as I walked through the doors of St Giles Court I was dragging my feet a little not knowing if I was doing the right thing.

Well I needn't have worried. I was greeted with warm smiles and the offer of a hot drink and biccies and I immediately felt at ease.

When we were all settled in we were asked to say our name and what we liked/disliked about it. I think that little exercise broke the ice a little.

I remember the first thing to have a big impact on me was the realisation that I was not alone. The second thing was that there was nothing wrong with my child, that he was in fact quite "normal". I think that the group has taught me to stop and think a little about how I as a parent "handle my child's behaviour". Sometimes I think I expect too much of my child, he's only four after all! Bt my problem I think, is my inconsistency when I am trying to "reprimand" (for want of a better word) him, i.e. sometimes I'll say "Brad stop it, or Brad stop doing that"....But for the first time I was conscious of saying "Brad stop switching the T.V on and off". He stopped first time because I'd said exactly what I wanted him to do, but I have to admit that was something that I hadn't really thought about until we discussed it at the group. This is just one example of something I've learned from the group- "stop and think about what you are saying to your child".

When the group first started we took ownership of it ourselves and made some rules, which I think made everyone feel more at ease and able to discuss their own situations that were, on the whole similar throughout the group.

So now we are five weeks into the course and I must confess I do quite look forward to Friday mornings. I feel like it my release time and place where I can let off steam a little and discuss things within the group safe in the knowledge that I am not going to be judged, criticised or made fun of. Instead I know I'm going to be encouraged, supported and understood by my fellow group members.

So yes, I will be sorry when the course ends I will be happy in the knowledge that I am doing the best by my child, and I'll be taking with me all the tips I've learned and hopefully putting them into practice as my child develops. I am not saying that all my problems are solved, but it has given me food for thought and I think that the relationship between my child and I has improved greatly in the last few weeks.

So, if someone were to ask me "Are you getting anything out of this course?" I would answer truthfully "Yes I am, a great deal!"

Appendix 2

**Course Evaluation Questionnaire provided by NCH**

PLEASE COMPLETE THIS FORM BEFORE COMMENCING THE COURSE AND THEN AGAIN AFTER COMPLETION OF THE COURSE

*Please circle as applicable*

1 How would you rate your abilities at generally handling your children's behaviour?

**Very poor   Poor   Average   Fair   Good   Very Good**

2 Please rate how successfully you feel you discipline your children

**Very poor   Poor   Average   Fair   Good   Very Good**

3 What rating would you give yourself as a parent?

**Very poor   Poor   Average   Fair   Good   Very Good**

4 How are you at playing with your children?

**Very poor   Poor   Average   Fair   Good   Very Good**

5 How would you rate your levels of praising and positive encourage to your children?

**Very poor   Poor   Average   Fair   Good   Very Good**

6 Please rate how effective you are at looking after your own needs

**Very poor   Poor   Average   Fair   Good   Very Good**

7 How would you rate your level of teamwork, if applicable, with any other carers of your children

**Very poor   Poor   Average   Fair   Good   Very Good**

8 How would you describe your relationship with your children?

**Very poor   Poor   Average   Fair   Good   Very Good**

Appendix 3

**Pre and post course responses to questionnaire by 4 parents attending most recent course.**

Actual responses

Response	Parent A		Parent B		Parent C		Parent D	
	Pre Course	Post Course						
Question								
1	Poor	Good	Poor	Good	Average	Good	Average	Good
2	Poor	Good	Average	Good	Fair	Good	Poor	Very Good
3	Average	Fair	Average	Good	Average	Fair	Average	Very Good
4	Poor	Fair	Average	Good	Poor	Fair	Very Good	Very Good
5	Very Good	Very Good	Average	Very Good	Average	Very Good	Fair	Good
6	Poor	Fair	Poor	Average	Poor	Average	Very Poor	Fair
7	Average	Good	Average	Good	Average	Average	Average	Fair
8	Average	Good	Fair	Very Good	Average	Very Good	Fair	Good

Score represented responses

Response	Parent A		Parent B		Parent C		Parent D	
	Pre Course	Post Course						
Question								
1	1	4	1	4	2	4	2	4
2	1	4	2	4	3	4	1	5
3	2	3	2	4	2	3	2	5
4	1	3	2	4	1	3	5	5
5	5	5	2	5	2	5	3	4
6	1	3	1	2	1	2	0	3
7	2	4	2	4	2	2	2	3
8	2	4	3	5	2	5	3	4
Score	15	30	15	32	15	28	18	33

Very Poor	0
Poor	1
Average	2
Fair	3
Good	4
Very Good	5

**Written course feedback comments by attendees**

'Dear Pat,

Nov 2004

I have decided to leave the course because I believe that most of \*\*\*\*\*'s problems are stemming from his health and medical history. I will continue to go to Dr Gupta at Churchill house instead. I just want to thank you for your help and advice.

Yours, (name retained)'

'Whilst on the Handling Children's Behaviour course back in January-March 2003 I found that I learnt a lot about how I can resolve the situation(s) with my daughter- so I was very pleased with the course and how it went. I would definitely do a course like this again if another course like this was to come up in the future.' (unsigned)

'Have just finished the child behaviour course and would like to thank the ladies for running it so well. Don't really have any problems with my girls 'yet' but still, found the course useful, it made me stop and think about things a little more, especially the cross-leg thing, brill, well done ladies.

The course was informative, interesting and very well run, the ladies who ran it were willing to join in with the discussions which made a nice change, they didn't sit there and give advice, tell you that you were doing wrong and you should do it like this, they came across as 'human' nice one. Don't think you could improve it at all, after doing this course (which was my first) I wouldn't hesitate to join in others. Thank you ladies for sharing your experiences with us, 10 out of 10.' (Signed)

'I attended the HCB course in Feb-April 2001. At first, because I am a quiet and reserved person I felt a little uneasy, but after a short period of time I felt relaxed and at ease. The course was extremely helpful. All the other parents were friendly, we all shared our own stories and did not feel like failures as we were all there for the same reason. Paulette, Julie and Pat were all very professional, but I felt at ease with them. I have seen them since the course and still feel that I can talk to them on a professional and friendly basis. I still have my notes which I can look back at, also I have spoken to Paulette on the phone a couple of time which I have found very helpful.

The last session we had the staff made a real effort, we had a cold finger buffet and all the children of a new book. Finally the crèche facilities were very good, my little boy enjoyed the activities and games.

I would recommend the course to any parent experiencing the same problems that I was. Parenting is one of the hardest jobs a parent will ever have to do, but the course makes you feel human and not alone. Well done everyone.' (Signed)

'I found the behaviour course very helpful and enjoyable. It helped me to understand my children's behaviour and why they behave the way they do, and made me understand that it wasn't just bad behaviour but part of growing up. The course also helped me with how to deal with 'bad behaviour' and sometimes how to minimize it. It also helped me with how to talk to the children and help them understand certain situations. I also learned that 'no' should mean no and this has improved my children's behaviour in certain situation e.g. public places. I can honestly say that this course was most helpful and would recommend it to anybody. It also

helped me a lot as I could put my youngest child in the crèche giving me some time to myself, which I never get. Thank-you for all the help I received whilst on this course.' (Signed).

### **Week 1 feedback**

'I thought it was good to know that I wasn't the only one having 'problems' with my child. And also that he wasn't so bad after all! But was quite normal. I was a little apprehensive about joining the group but was pleasantly surprised when I came last week'.

'I also agree with the above comments'.

'I think last week helped me to realise that the situation was quite common and normal. I also picked up on things that I have yet to be accustomed to'.

'It was nice to know that you are not on your own in this situation. It was helpful to talk about things as a group'.

'I found it very interesting and was nice to know little boy was normal. It was nice to talk as a group'.

'Had a pleasant surprise, enjoyed it very much realised I wasn't the only one with naughty children'.

'Found the first week very interesting, found I learnt a few things about my children I hadn't realised'.

'Gave me a new way of looking at what to expect from my child'.

'Nice to know you're not the only person with behaviour problems'.

### **Week 8 feedback**

'This course has been absolutely brilliant, it has opened my eyes to my family life. From day one the course helped, not only with the kids behaviour, but also with my attitude towards the kids'.

'This course has been really good, I have learnt a lot about how to deal with my boy, and have a different attitude which has had a positive outcome, I will miss coming to this course on a Friday'.

'I have enjoyed attending the course, it makes you think about your actions and how to make changes to help handle your children. I have gained new knowledge and will hopefully use this in the future'.