



# **SURE START WEYMOUTH AND PORTLAND**

**COMMUNITY SURVEY  
MARCH/MAY 2003**

Alison Dumbrell  
Catherine Abery  
Caroline Marshall

## **SUMMARY OF FINDINGS**

One of the requirements for all Sure Start programmes is that a local survey is undertaken with residents who live within Sure Start areas and who are parents of children under five. In the local context, Sure Start Weymouth and Portland requires the local evaluators (Bournemouth University) to undertake 'satisfaction with services' surveys at the beginning and end of the evaluation period.

The primary aim of the 'satisfaction with services questionnaire' was to find out what local parents with children under five who live in the Sure Start Weymouth and Portland area think about the Sure Start services which are already available, the professional support received after the birth of their youngest child, play and learning opportunities available for their children under five, special needs services for children under five, local play and learning opportunities and other community services in the area. In addition the survey aimed to identify what other Sure Start services parents want and need for their children and themselves. It aimed also to facilitate provision of start-point data required by the Sure Start Weymouth and Portland programme for submission to the Sure Start Unit.

The community questionnaire was developed in consultation with the Sure Start Weymouth and Portland Manager, the Sure Start Business Manager, Sure Start Project Workers, members of the Evaluation Working Group which included Sure Start residents. It also drew on examples from other Sure Start programmes.

A total of 714 questionnaire were sent out to all Sure Start residents with children under the age of five. The overall response rate was 31%.

A number of important issues emerged from the analysis of the data which link both to the Sure Start National Objectives and how Sure Start Weymouth and Portland will respond. The Evaluation Team will be able to use this data in future evaluations.

### **Support needs as a parent**

The results showed overall very good levels of satisfaction:

- Professionals described as being approachable and friendly.
- Good accessibility to professional support, especially during pregnancy and the first two months of the child's life.
- Respondents indicated a greater need for increased breast-feeding support during the early stages.
- The majority of respondents were satisfied with their quality of life however, some suggested extra crèche facilities would be beneficial.

### **Children's health and development**

The community health services used by respondents received a good satisfaction level rating:

- The majority of respondents were satisfied with the child centred community services.

- Concerns were raised about the condition of parks and the quality of outdoor play in the Sure Start areas.
- Respondents expressed the need for more information and support for their children with additional needs.

### **Children's play and early learning opportunities**

The majority of respondents felt that their child did have good quality play and learning:

- Almost half of respondents either read to their child or used the library services. Increasing library membership is one of the aims of Sure Start Weymouth and Portland and the employment of a librarian is planned.
- Respondents stated that extra community services were needed, which included indoor and outdoor play facilities, weekend / holiday play sessions and more clubs / activities for children.
- Respondents stated that they generally heard about services from others. Better publicity of present and future services was requested.

### **Sure Start Weymouth and Portland**

Overall satisfaction levels were good and many positive comments were made:

- Parents who were accessing Sure Start services expressed high levels of satisfaction. Although not all parents were aware of Sure Start services, the programme was still in its early stages and it is anticipated that as it evolves awareness and engagement with services will increase dramatically.
- One of the main conclusions drawn from the findings is the need for comprehensive information sharing.

It is clear that Sure Start Weymouth and Portland are addressing many of the suggestions made by respondents for example introducing new project workers to provide support for breastfeeding, speech and language and early learning opportunities. Crèche and outdoor play facilities have also been improved. Courses for families covering training, education, art and improving quality of life are also underway.

The conclusions from this community survey have provided valuable insights into family profiles, satisfaction with services and service development needs. The survey findings will be used as one of the means of assessing whether Sure Start Weymouth and Portland is achieving not only Sure Start National Objectives, but also responding to local need. Good progress has been made with the majority of staff now in post and many services and activities available or being developed, which will in turn be evaluated during the life of the programme. The results from this survey will also be fed into all the individual Sure Start projects. This Community Survey will be repeated in two years time to measure the extent to which the objectives are being reached.

<b>Contents</b>	<b>Page</b>
<b>1 Background and rationale</b> .....	<b>1</b>
<b>2 Aims of the survey</b> .....	<b>1</b>
<b>3 Questionnaire development &amp; distribution</b> .....	<b>2</b>
<b>4 Findings</b> .....	<b>4</b>
4.1 Information about the families: .....	4
4.2 Support needs as a parent: .....	11
4.3 Children’s health and development: .....	15
4.4 Children’s play and early learning opportunities: .....	19
4.5 Sure start Weymouth and Portland .....	22
<b>5 Conclusion and recommendations</b> .....	<b>26</b>
Future Developments .....	29
<b>6 References</b> .....	<b>29</b>

Thanks

- To parents of children under five who live in the Sure Start Weymouth and Portland area who responded to the questionnaire.
- To the residents, the community workers and Sure Start staff who assisted the researchers in the distribution of the questionnaire

<b>List of Figures:</b>	<b>Page</b>
Figure 1 Proportion of sample living in each of the Sure start areas .....	4
Figure 2 Age of sample .....	5
Figure 3 Age range of children .....	6
Figure 4 Employment details of respondents .....	6
Figure 5 Employment details of respondents' partners .....	7
Figure 6 Services that would help respondents return to training/education .....	7
Figure 7 Household smoking habits .....	9
Figure 8 Smoking habits during and after pregnancy .....	9
Figure 9 Improving respondents' quality of life .....	14
Figure 10 Extra community services .....	20
Figure 11 Options that would help respondents to use services .....	20
Figure 12 Finding out about services .....	21
Figure 13 Preferred way to find out about services .....	21
Figure 14 Contact with Sure Start .....	22

<b>List of Tables:</b>	<b>Page</b>
Table 1 Number of children living in each household .....	5
Table 2 Other suggestions made by respondents that would help them return to training/education .....	8
Table 3 Suggestions made by respondents that would help them get to their chosen activity .....	8
Table 4 Satisfaction with support received to stop smoking .....	10
Table 5 Reasons for being satisfied or dissatisfied with the help received to stop smoking: .....	10
Table 6 Satisfaction levels with the local professional support received during the first three phases of the child's life .....	11
Table 7 Reasons for being satisfied/dissatisfied with the local professional help .....	12
Table 8 Duration of breast feeding for youngest child .....	12
Table 9 Satisfaction levels with community health services .....	15
Table 10 Satisfaction with child centred community services .....	16
Table 11 Respondents use of library services .....	19
Table 12 Satisfaction levels with Sure Start Services .....	23
Table 13 Reasons for being satisfied/dissatisfied .....	24
Table 14 Reasons why some respondents were not using services .....	25

## **1 Background and rationale**

One of the requirements for all Sure Start programmes is that a local survey is undertaken with residents who live within Sure Start areas and who are parents of children under four. In this survey parents who lived within these areas who had children under five were selected. The reason for this was that at the time of their children being four they were using the services.

Programmes are required to carry out a local survey, therefore, (either a Sure Start specific survey or community survey) within three months of the programme's approval, i.e. baseline, and again at the end of year 3.

In the local context, Sure Start Weymouth and Portland requires the local evaluators (Bournemouth University) to undertake satisfaction with services surveys during the 2nd quarter of 2003 and again in the 2nd quarter of 2006.

Local surveys will provide a means of assessing progress towards the achievement of all Sure Start National Objectives and Targets: Objective 1- Improving Social and Emotional Well Being, Objective 2 - Improving Health, Objective 3 - Improving Children's Ability to Learn, but have particular relevance to Objective 4 - Strengthening Families & Communities, which has as one of its targets:

'75% of families report personal evidence of an improvement in the quality of services providing family support' (NESS, 2003)

In addition, the Sure Start Unit has cited local surveys as a source/possible source for start-point data in the following areas: per cent of women smoking during pregnancy; percentage of parents (of young children) very satisfied, satisfied, dissatisfied, very dissatisfied with local services for young children; per cent of children in Sure Start area whose one or both (residential) parents smoke in their first 2 years of life; per cent of mothers who smoked prior to pregnancy, but stopped during pregnancy: at confirmation, by 6 months, by 9 months (Sure Start: a guide to planning and delivering your programme, Autumn, 2001)

## **2 Aims of the survey**

- The primary aim of the 'satisfaction with services questionnaire' was to find out what local parents with children under five who live in the Sure Start Weymouth and Portland area think about the Sure Start services which are already available, the professional support received after the birth of their youngest child, play and learning opportunities available for their children under five, special needs services for children under five and other local community services in the area.
- The survey aimed to identify what other Sure Start services parents want and need for their children and themselves, what leisure/sport facilities they would like to see in the area, suggestions for other family support services, play and early learning opportunities and other local community services.
- The survey aimed to facilitate provision of start-point data as required by the Sure Start Weymouth and Portland programme for submission to the Sure Start Unit.

### 3 Questionnaire development & distribution

The community questionnaire was developed in consultation with the Sure Start Weymouth and Portland Manager, the Sure Start Business Manager, Sure Start Project Workers, and parents and drew on examples from other Sure Start programmes. The final draft was approved by the Evaluation Working Group.

The questionnaire contained 53 questions and was designed, in sections, to find out what parents with children under five think about the Sure Start Weymouth and Portland services already available, the professional support received after the birth of their youngest child, play and learning opportunities available for their children, special needs services for children under five, and other local community services in the area:

- **Information about the families** - basic demographic information as well as transport issues and smoking habits within the household.
- **Support needs as parents** - satisfaction with professional support received for youngest child, breast-feeding, and quality of life.
- **Children's health & development** - satisfaction with health and play/development services locally for children under 5, satisfaction with services received and speech and language learning plus behavioural development. Additional needs and satisfaction with any help being received.
- **Children's play and early learning opportunities** - play & learning opportunities, reading with child(ren), suggestions for extra community services use of existing services and finding out about services.
- **Sure Start Weymouth and Portland** – Knowledge about Sure Start Weymouth and Portland, contact with Sure Start, satisfaction with Sure Start Weymouth and Portland services, use of Sure Start services.

The full questionnaire is shown in appendix No 1. Each section of the questionnaire related to one or more of the Sure Start National Objectives and questions were designed to explore these areas. Links to Sure Start National Objectives will be summarised in the Findings Section of this report.

#### **Sample and response rate:**

A self-completing questionnaire was selected as the tool for collecting the information. Self-completing questionnaires avoid the potential for bias towards expressed satisfaction with services in a face-to-face interview situation (Blaxter, 1995). Stamped addressed envelopes were provided. An incentive of a prize draw was included with the survey to encourage completion.

The sample was selected by obtaining a list of names and addresses of all the families with children under the age of five years old that lived within the designated postcodes covered by the Weymouth and Portland Sure Start. Due to confidentiality issues and data protection, the strategy had limitations as only a few members of staff were permitted access to this list. A total of 714 questionnaires were sent out to the addresses.

The number of questionnaires returned was 217 giving an overall response rate of 31%. The response rate for Littlemoor was 22% and Underhill 29%. Melcombe Regis and Westham had a combined response rate of 41%. It was not possible to calculate individual response rates for these two areas. These responses were anticipated as surveys of this nature tend to have response rates of between 25-30% (Burns & Grove 1993).

This report contains general background information about the families and households of the respondents to the survey and includes detailed findings from both the closed and open-ended questions included in the questionnaire.

## 4 Findings

The analysis is based on the 217 questionnaires that were returned from parents with children under the age of five who lived within the Sure Start area. The findings are presented below under the following headings:

- Information about the families
- Support needs as a parent
- Children's health and development
- Children's play and early learning opportunities
- Sure Start Weymouth and Portland

### 4.1 Information about the families:

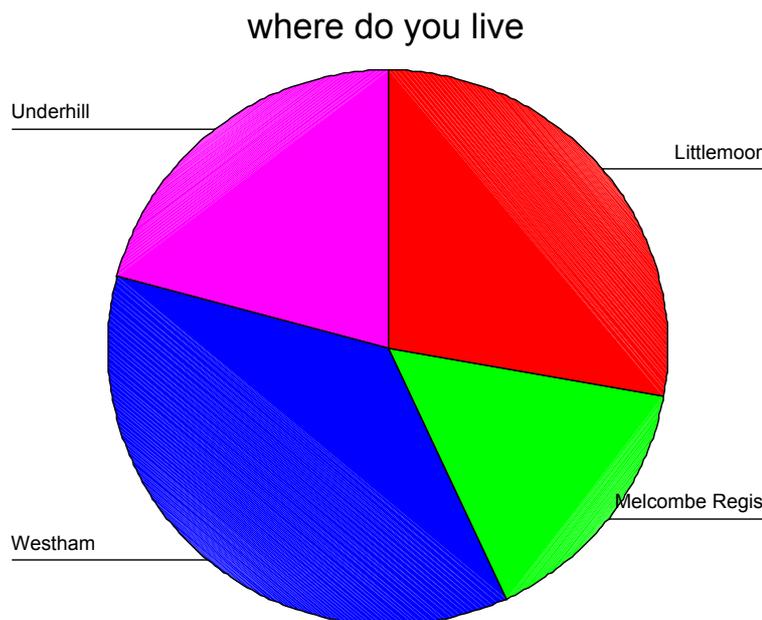
It was felt necessary to include some basic demographic information about the sample. Questions regarding location lived in, gender, age, household composition, ethnicity and employment were asked.

**Location:** The largest proportion of the sample came from Westham (35.9%), Littlemoor had the second largest (27.7%), Underhill was third (20.9%) and the smallest proportion (15.5%) was from Melcome Regis (illustrated in Figure 1).

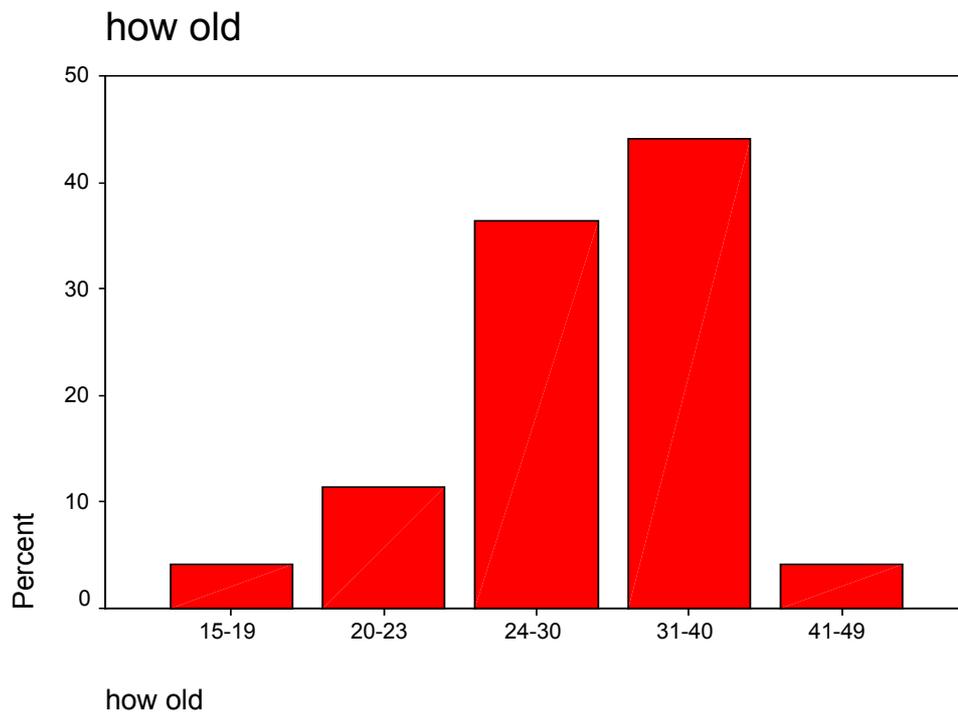
**Gender:** The vast majority of the respondents were female (99%), with only 1% being male.

**Age:** Most respondents were within the 31-40 year old age category (44.1%), the second largest age category was 24-30 years (36.4%), 20-23 years was the third (11.4%) and both the 15-19 years and the 41-49 years had 4.1% of respondents in the age categories (Figure 2).

**Figure 1 Proportion of sample living in each of the Sure start areas**



**Figure 2 Age of sample**



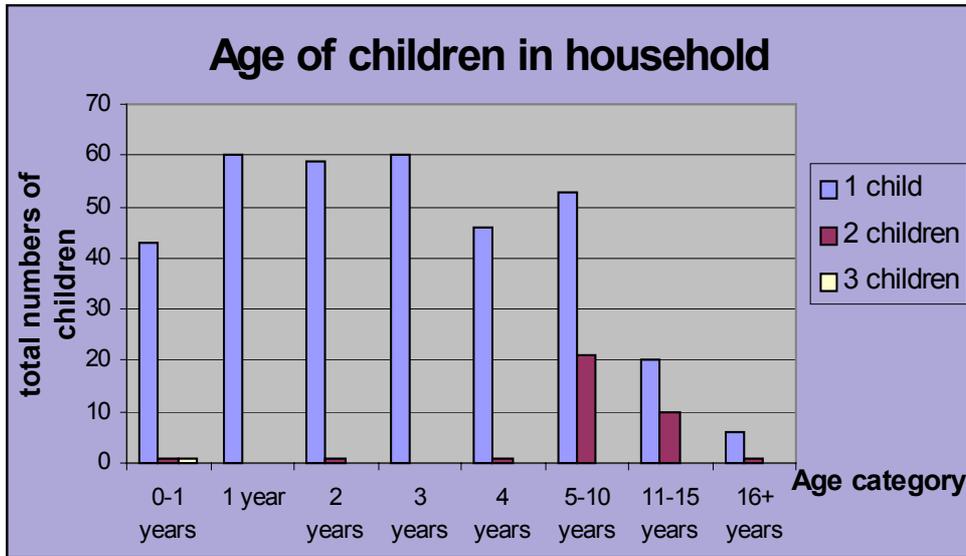
**Household composition:** The majority of respondents lived with a partner (76.3%), several lived on their own (21%), a few lived with adult relatives (2.3%) and less than 1% lived with other adults. The number of children living in each household ranged from one child to six children, with the majority having one child ((41.4%) (see Table 1)).

**Table 1 Number of children living in each household**

Number of children	% of households
One	41.4
Two	37.3
Three	15.0
Four	5.5
Five	0.5
Six	0.5

The age range of these children is shown in Figure 3. Some of the households had two or three children in one age category and the frequencies for these are also shown.

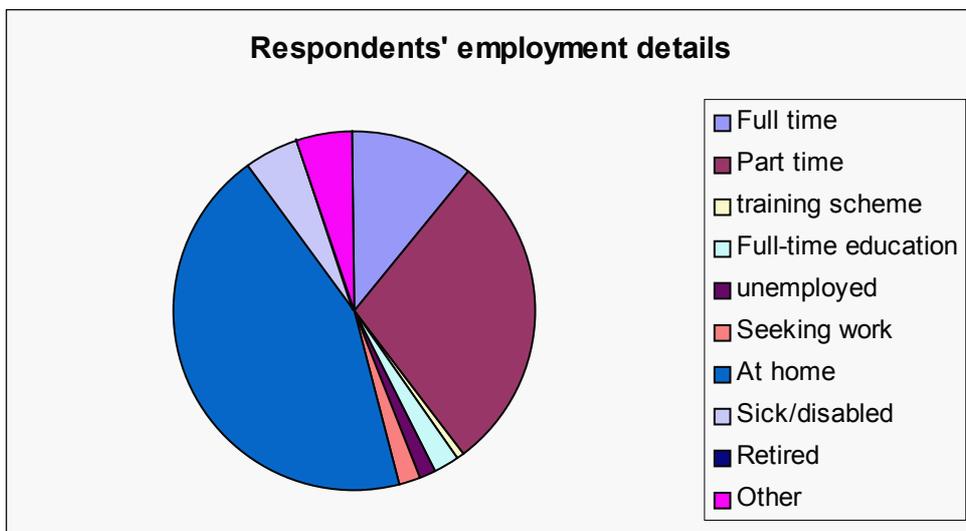
**Figure 3 Age range of children**



**Ethnicity:** The ethnic background of respondents was mainly White British (95.3%). A small proportion were White Other (0.9%), White Asian (0.9%) and Asian Bangladeshi (0.9%). An even smaller proportion were Black/Black British Caribbean (0.5%), Mixed White/Black Caribbean (0.5%), Chinese (0.5%) and Any Other Asian background (0.5%).

**Employment:** The employment details showed the majority of respondents to be at home not seeking work (44.3%). Part-time work (28%) and full time work (11%) were the next largest categories (Figure 4). When asked about the employment status of partners, 79.5% of respondents had a partner with a full time job. Partners who were 'long term sick /disabled' accounted for 4.1%, as did 'at home not seeking work' (Figure 5). Those who lived with adult relatives had 60% of them in full time work, 20% in part-time work and 20% seeking work. Only two respondents lived with 'other adults' who were both in part time employment.

**Figure 4 Employment details of respondents**

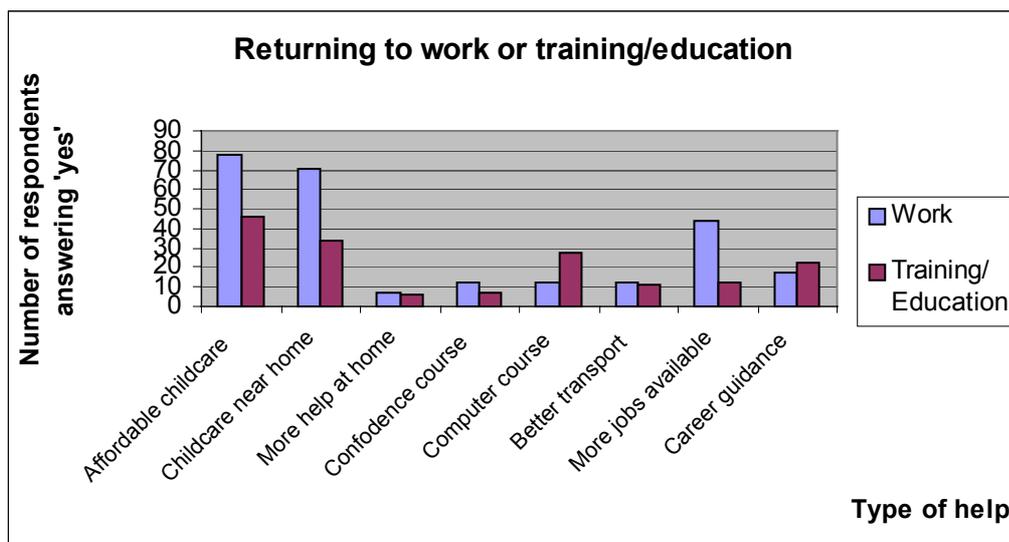


**Figure 5 Employment details of respondents' partners**



**Training/education needs:** Respondents were asked what would be helpful to them if they were considering returning to work or training/education and a list of options provided. The most common options selected for returning to work were affordable childcare (30.8%) and childcare near home (28.1%). Then came more jobs being available (17.4%) and career guidance (6.7%). The most common options for training/education were affordable childcare (27.7%) and childcare near home (20.5%) being the most common options selected. Then came computer courses (16.7%) and career guidance (13.3%). The options provided and the frequency of respondents answering 'yes' to them being helpful for returning to work or training/education are shown in Figure 6. Other suggestions made by respondents on what would be helpful are shown in table 2. They are in order of the number of respondents making the suggestion, with the most common listed first.

**Figure 6 Services that would help respondents return to training/education**



**Table 2 Other suggestions made by respondents that would help them return to training/education**

<b>Returning to work or training/education- suggestions made by respondents that would be of help</b>	
■	Income
■	Disabled help
■	Crèche in the workplace
■	Flexible working hours
■	Flexible courses to fit around nursery & work
■	Help and advice on evening education courses
■	At home training courses that do not cost a fortune
■	Child care for children over 11

**Transport difficulties:** The next two questions in the questionnaire asked for information concerning transport issues. The first question asked if transport difficulties prevented children’s activities from being attended. The majority of respondents (83.3%) answered ‘no’ and 16.7% answered ‘yes’. Those who answered ‘yes’ to this question were then asked what would help them to get to their chosen activities. The responses to this are given in table 3 and the numbers show how many respondents made the suggestion.

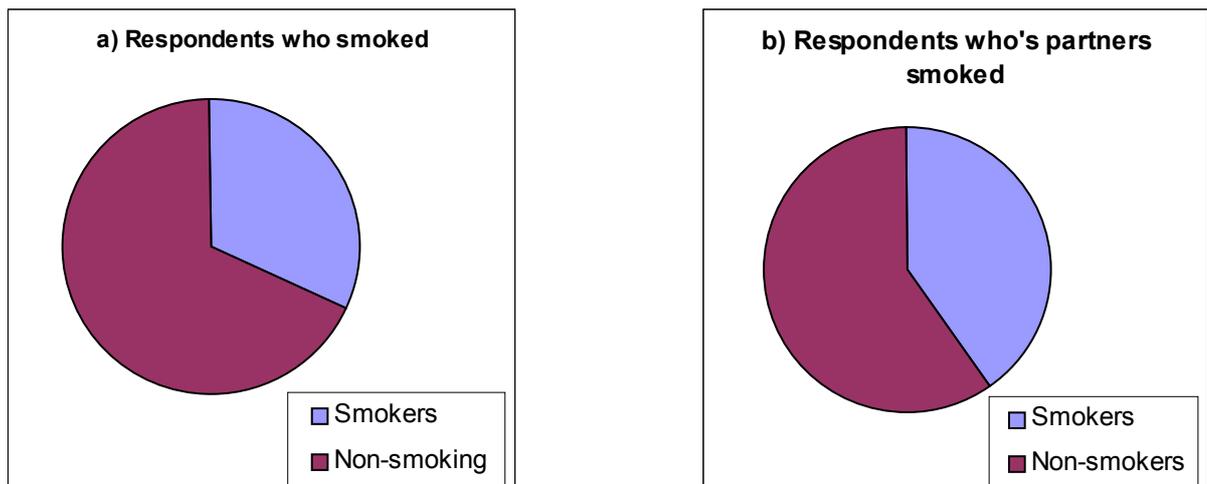
**Table 3 Suggestions made by respondents that would help them get to their chosen activity**

<b>What would help you get to your chosen activity?</b>	
Transport (6)	
Reduced cost transport services:	Cheaper train services (2) Cheaper bus services (5) Free bus passes (4)
Improved transport services:	More useful bus routes (3) More frequent/bigger busses (3) Improved reliability (4) Easier access with prams (9)
Children’s activities to run pick up & drop off system (2)	
Activities held locally nearer home (2)	

**Smoking:** The last few questions in this section of the questionnaire asked for information concerning smoking habits in the household. Respondents were asked if either they or other household members smoked. Just under a third (31.9%) of the respondents were smokers (see Figure 7a). A greater proportion of other household members were smokers (40.3%) (see Figure 7b).

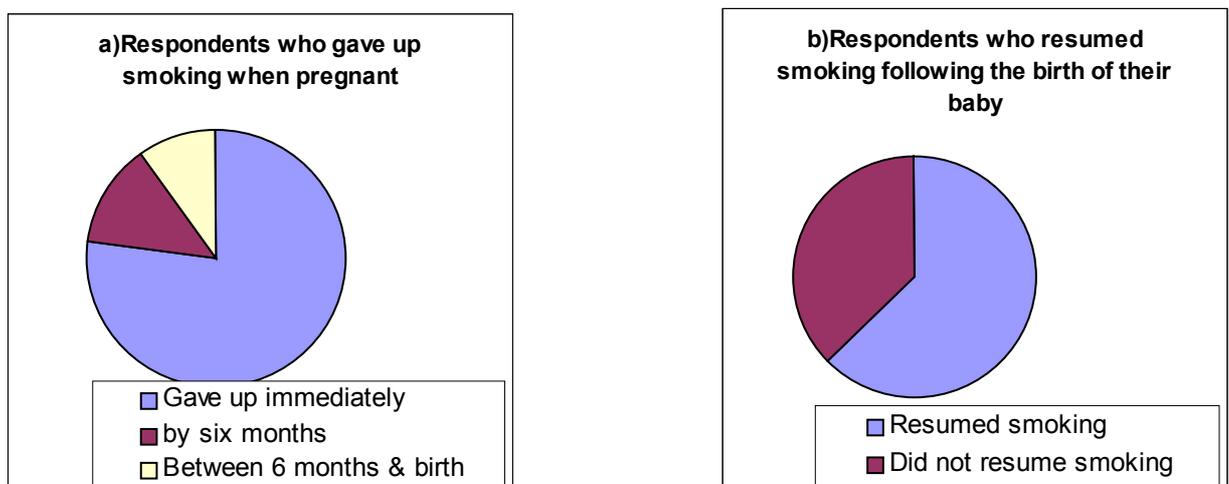
When asked if they smoked before they found out that they were pregnant, 47.9% of respondents answered that they did and 52.1% that they didn't. During their last pregnancy, over half (59%) of respondents who smoked, answered that they had given up smoking completely. The remaining 41% had continued to smoke during the pregnancy. Out of the 59% of respondents who had given up smoking, the majority (77%) answered that they had done this as soon as they found out that they were pregnant. By six months another 13.1% and given up. Between six months and the birth of their baby a further 9.8% had given up smoking completely (see Figure 8a).

**Figure 7 Household smoking habits**



Respondents were also asked if they had then resumed smoking following the birth of their baby. Just under two thirds (62.5%) answered that they had and slightly over a third (37.5%) that they had not started smoking again (see Figure 8b).

**Figure 8 Smoking habits during and after pregnancy**



The final questions concerning smoking asked about satisfaction with the support received to stop smoking. Just under two thirds of respondents (64.6%) were either very satisfied or satisfied. Slightly under one third (35.4%) were either dissatisfied or very dissatisfied (full results in table 4).

**Table 4 Satisfaction with support received to stop smoking**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
%	27.7	36.9	23.1	12.3
Frequency	18	24	15	8

The last question in this section asked if respondents could explain why they were satisfied or dissatisfied with this support. The answers are shown in table 5 and the numbers show how many respondents made the comment.

**Table 5 Reasons for being satisfied or dissatisfied with the help received to stop smoking:**

Satisfied with support:

- Professional support available if needed (5)
- Adequately informed (11)
- Gave up on my own (1)
- Stop Smoking Clinic helped (3)
- Assisted by family & friends (2)
- Satisfied with support but just unable to stop (3)

Dissatisfied with support:

- Lack of support (27)
- Dissatisfied with information (7)
- Only supported by myself (3)
- Only supported by family (1)
- Lack of/timing of support groups (2)
- Dissatisfied with G.P. (1)
- Stopped but restarted (1)

## 4.2 Support needs as a parent:

This section contains information on the professional help received for their youngest child, breast feeding and quality of life issues.

**Professional help:** The first question asked for satisfaction levels with the local professional support received for the youngest child during three different phases; pregnancy, the first two months after birth and the first four years of the child's life. The results are shown in table 6. The first number in the table relates to the number of respondents answering yes and the second number shows the percentage (%) of these answers for that particular phase of the child's life.

**Table 6 Satisfaction levels with the local professional support received during the first three phases of the child's life**

Services	*	Very satisfied Number %	Satisfied Number %	Dissatisfied Number %	Very dissatisfied Number %
During pregnancy	216	109 (50.5)	92 (42.6)	12 (5.6)	3 (1.4)
In the first two months after the birth of child	217	123 (56.7)	80 (63.9)	11 (5.1)	3 (1.4)
In the first four years of the child's life	182	66 (36.3)	96 (52.7)	18 (9.9)	2 (1.1)

\* Total number of responses

Respondents were then asked to explain why they were satisfied or dissatisfied with the support. The comments have been analysed and the findings listed in table 7. The numbers in brackets following a comment indicate the number of respondents that made that point. The following quotes give examples of some of the comments made:

*'The support provided throughout our pregnancy, birth and aftercare was fantastic, from an extremely committed group of professionals.'*

*'The midwife and health visitors have always been at hand and quick to respond to any query I've had.'*

*'I was dissatisfied during pregnancy as I was a first time mum and felt I was not given enough information at the right time. It felt like I was meant to know.'*

*'After the brilliant care in the first two to three months (after birth) it just stops. No one really bothers to keep checking on you like they did before and there is a lack of information available about 'well child check-ups' with GP or other healthcare person.'*

**Table 7 Reasons for being satisfied/dissatisfied with the local professional help**

	Satisfied comments	Dissatisfied comments
Standard Of Care	Felt supported (81) Approachable/friendly (9) Efficient (1) Good treatment in hospital (2)	Care adequate (7) Disappointed with care (11) Dissatisfied with hospital treatment (1) No continuity in health visitors (1)
Contact / Appointments	Professionals accessible (8) Not always on your doorstep (1)	Not enough contact with professionals after pregnancy (19) Difficulty getting appointment with professionals (10)
Information giving	Informative care (6)	Disappointed with information giving (5) Timing of anti-natal classes (1) Feeling pressured by midwife to breastfeed (1)

**Breast feeding:** Respondents were asked if their youngest child was breast-fed. Just under two-thirds (63.8%) answered ‘yes’ to this and slightly over one third (36.2%) answered ‘no’. Information on how long the breastfeeding was able to be continued was also requested. Just over half (51.8%) managed to continue the breastfeeding for 16 weeks plus and the full range of the data is shown in table 8.

**Table 8 Duration of breast feeding for youngest child**

Duration of breastfeeding	% of respondents
Birth to five weeks	23.7
6 weeks to 15 weeks	21.6
16 weeks plus	51.8
Still breastfeeding	2.9

The next question asked about satisfaction levels with the support received to breastfeed. Around a third (34.6%) were very satisfied, slightly under a half were satisfied (48.7%), a lesser proportion were dissatisfied (12.2%) and a very small proportion were very dissatisfied (4.5%).

Those respondents who were dissatisfied with the support were then asked what would have helped them to breastfeed. The majority of comments concerned support and understanding. Several respondents stated that they would have liked more support at the start of breastfeeding.

*‘After a caesarean it is very difficult to breastfeed and the nurses in hospital just gave me bottles of milk for my baby’*

*'I was advised to put my son on a bottle due to low birth weight. This decreased my supply of milk and worsened the problem. Practical advice on how to increase milk and emotional support would have helped.'*

The midwives on the hospital ward were described by a few as being too busy to provide the support that was needed. A general comment about more support being needed was made by a few and the need for local support groups was also mentioned. More contact with the midwife or health visitor was stated by a couple as being needed. The midwife being unsupportive was felt as being the case by another couple of respondents. Moving onto understanding, several respondents stated that greater understanding from others would have been helpful. The following quotes give examples of a couple of the comments.

*'An acceptance that some people find it difficult, time consuming and painful.'*

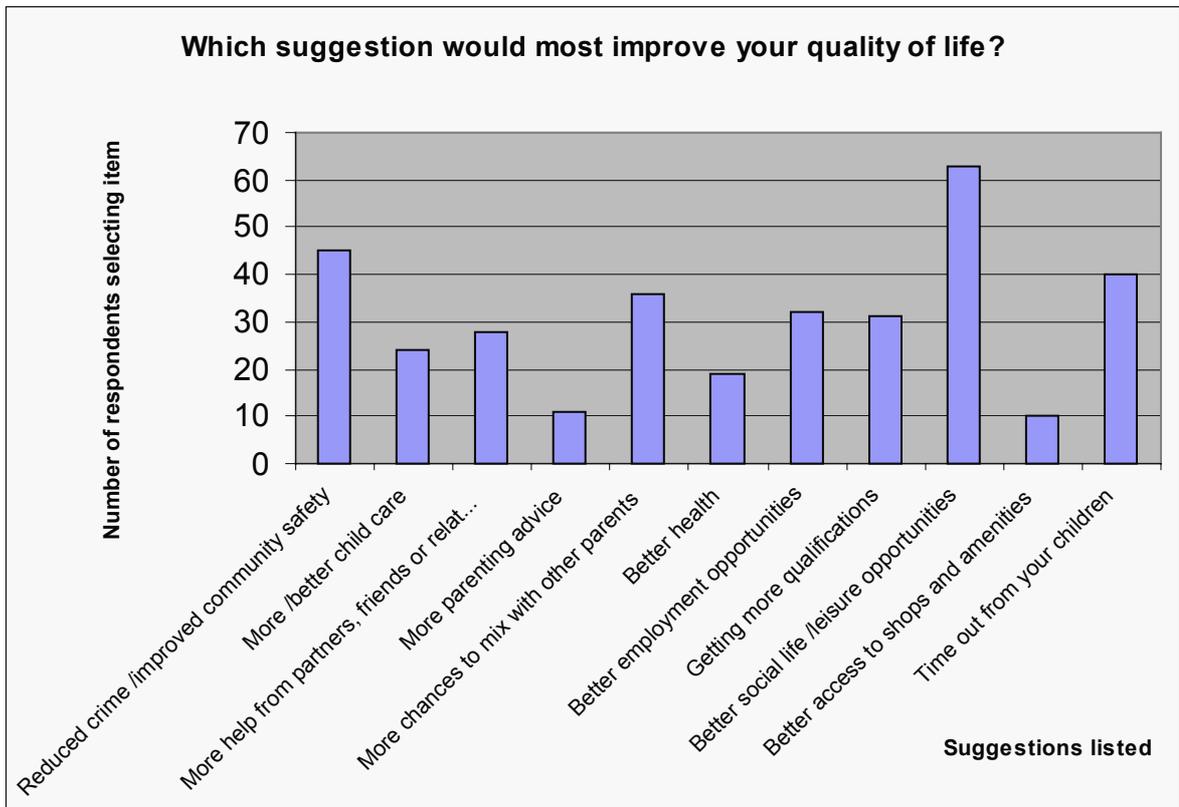
*'Everyone thinks it is easy but my daughter would not feed and had to go into hospital to sort this out and I felt a failure.'*

The health visitor not being very helpful was a problem for one respondent. The midwife being too pressurising about having to breastfeed was a problem for another. Information giving was mentioned. A couple of respondents stated that more advice would have been helpful. One respondent missed out on being able to get information from a breast feeding workshop because of the timing of the sessions were during her working hours. Another respondent stated that inconsistencies in the information received from her midwives caused confusion. The final area mentioned was facilities for breastfeeding. A couple of respondents stated that better facilities for breastfeeding would have helped them. Another wanted health visitors to be able to provide breast pumps to mums more easily when they wanted a night/day out.

**Quality of life:** The last couple of questions in this section concerned quality of life. Respondents were asked about satisfaction with quality of life at the moment. Over half replied that they were satisfied. A quarter were very satisfied with their quality of life at the moment. A lesser proportion stated they were dissatisfied. A very small proportion were very dissatisfied with their quality of life.

Respondents were then asked which three of the following suggestions listed would most improve their quality of life. The suggestions most frequently selected were better social life /leisure opportunities, followed by reduced crime /improved community safety and time out from children. The full information is shown in the following graph (Figure 9).

**Figure 9 Improving respondents' quality of life**



### 4.3 Children’s health and development:

This section contains information on respondents’ satisfaction levels concerning the community health and child centred community services they have used with their child. Speech and language information follows on from this, including dummy use and parents concerns about their child’s language learning and behaviour. The last part of this section contains information on additional needs, parents who feel their children may fall into this category, the help they are receiving and their satisfaction levels concerning this help.

**Community health services:** Respondents were asked to rate their satisfaction levels with any of the community health services they had used with their child. The results are shown in table 9. The first number in the table relates to the number of respondents and the second number shows the overall percentage (%) of these answers for that particular service.

**Table 9 Satisfaction levels with community health services**

Services	*	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied	
		Number	%	Number	%	Number	%	Number	%
Midwife	137	79	(57.7)	47	(34.3)	11	(8.0)		
Health visitor	191	116	(60.7)	66	(34.6)	7	(3.7)	2	(1)
District nurse	51	23	(45.1)	26	(51)	1	(2)	1	(2)
Baby/child clinic	135	68	(50.4)	60	(44.4)	7	(5.2)		
Social worker	27	13	(48.1)	10	(37)	1	(3.7)	3	(11.1)
GP	192	96	(50)	77	(40.1)	12	(6.3)	7	(3.6)
Dental services	129	53	(42)	67	(50.4)	8	(6.7)	1	(0.8)
NHS Direct	84	35	(41)	40	(48.7)	6	(6.4)	3	(3.8)
Speech & language therapist	27	9	(33.3)	16	(59.3)	2	(7.4)		

\* Total number of responses

Respondents were given the opportunity to give more information about what they found was most helpful, or what it was that had dissatisfied them with the services. Health care professionals were described as being supportive, understanding and having time to listen. Most were accessible, with the exception of the GP service in Underhill. The baby/child clinic had a couple of dissatisfied comments, which concerned them being too busy and waiting times. A couple of respondents were dissatisfied due to being unable to get an appointment with a NHS dentist, or their local dentist. NHS Direct was described as being accessible and helpful.

**Child centred community services:** The next question asked respondents about the child centred community services that they had used. The results are shown in table 10. Again the first number in the table relates to the number of respondents and the second number shows the overall percentage (%) of these answers for that particular service.

**Table 10 Satisfaction with child centred community services**

Services	*	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied	
		Number	%	Number	%	Number	%	Number	%
Playgroups	81	51	(63)	21	(25.9)	5	(6.2)	4	(4.9)
Parent & toddler group	96	51	(53.1)	32	(33.3)	9	(9.4)	4	(4.2)
Nursery school	77	63	(81.8)	12	(15.6)	1	(1.3)	1	(1.3)
Private child care	43	29	(67.4)	11	(25.6)	2	(4.7)	1	(2.3)
Toy Library	25	12	(48)	10	(40)	2	(8)	1	(4)
Library	83	41	(49.9)	34	(41)	5	(6)	3	(3.6)
Parks	141	15	(10.6)	35	(24.8)	48	(34)	43	(30.5)
Sports/leisure	75	15	(20)	28	(37.3)	21	(28)	11	(14.7)
Other	9	6	(66.7)	1	(11.1)	2	(22.2)		

\* Total number of responses

The opportunity to explain why they were either satisfied or dissatisfied with the services for their child's development was given to the respondents.

#### **Satisfaction with services:**

Most of the respondents were satisfied with the child care services they had accessed and found the staff friendly, supportive, offering good advice and very dedicated. Parent and toddler groups, playgroups and nurseries were described as providing a welcoming, stimulating and safe environment in which their child could mix with other children. The good local availability of child care services was also appreciated. Respondents at the toddler groups valued the opportunity to mix with other parents. The respondents who had children attending playgroups, pre-schools and nurseries could see that their child was enjoying the experience and therefore didn't feel so guilty about having time to themselves or going to work.

*'Staff are committed to providing the best they can.'*

*'My child has benefited from the experience in confidence, sharing with others, talking and, friendships.'*

The main library was described as having very good facilities for young children and very helpful staff by several respondents. A lot of positive comments were made about the toy library at Littlemoor.

### **Dissatisfaction with services:**

Respondents were asked if they were dissatisfied, or very dissatisfied, with any of the services they had accessed for their child's play and development. Many respondents were very dissatisfied with the condition of the parks in the Sure Start areas.

*'The outdoor play areas in Weymouth are very poor and the equipment is old, in some cases dangerous, and does not stretch the child's imagination.'*

Other problems were vandalism, dog fouling, general untidiness, lack of facilities for young children and nowhere for parents to sit.

Some respondents thought that there was a lack of leisure facilities in the area. The need for a crèche at the town centre pool was mentioned by a few as were the changing facilities that were described as being basic.

A small number of respondents were dissatisfied with parent and toddler groups, nursery, playgroup and private childcare. Comments such as unwelcoming, poor communication and not enough stimulation for various age groups were made. The lack of toy libraries in some Sure Start areas was commented on. A few respondents commented on the lack of toilets in the main library and felt there should be more facilities for the under fives.

**Language learning:** The first question concerning language learning asked respondents if their child, over the age of one, used a dummy. Just under two thirds (63.6%) stated that their child never used a dummy. Several answered that their child had occasional day use of a dummy (17.1%), or only used their dummy at night (13.4%). A few (5.9%) had children having frequent day use of their dummy. The relevance of this is that it can influence a child's expressive language learning, speech clarity and health.

Respondents were then asked if they had any concerns about their child's language learning such as talking, understanding, clear speech, or listening skills. The majority (91.7%) answered that they didn't. A few respondents (8.3%) did have concerns about their child's language learning. Behaviour was also inquired about and respondents were asked if they had any significant concerns about their child's behaviour. The majority of respondents (93.9%) did not have any concerns but 6.1% did have significant concerns about their child's behaviour. Often children with behaviour difficulties have undetected language delay. The 6.1% who noted concerns about their child's behaviour therefore could also have language needs.

Of those who did have concerns, half related to children having unclear speech. A few of these children had been recognised as having hearing problems such as glue ear. The other concerns mentioned centred around children who were late talkers. Some of the children were already seeing a speech therapist.

The comments concerning behaviour mainly involved hyperactivity and aggression. Over a third of the comments were from respondents who considered their child to be hyperactive and to have short concentration spans. Problems with aggressive behaviour were mentioned by some of the respondents and few children had sleep problems.

**Additional needs:** Any respondents who considered that their child had additional needs were asked to outline their child's needs. The main areas of need described were Attention Deficit & Hyperactivity Disorder (ADHD), speech & language and dietary needs. A couple of respondents mentioned asthma and special educational needs. Single cases of epilepsy and surgical treatment were also mentioned.

The help being received by the child in-order to help with their additional needs was then asked to be described. The main help being received was speech and language therapy. Several respondents were seeing various specialists or agencies regarding their child's needs such as doctors, psychologists, specialist nurses and family centres. A few respondents had children receiving special educational needs.

Respondents were asked to rate their satisfaction with the help being received. Just under half (48.9%) were satisfied, 34% were very satisfied, 12.8 % were dissatisfied and 4.3% were very dissatisfied.

The final question in this section asked the respondents who had been dissatisfied with the support to describe what would make a difference to them and their child. The majority of responses involved more information and assistance being offered such as a contact list of people, help with assessment processes, help to calm their child down. More frequent speech therapy sessions would have helped a couple of respondents. Holiday play schemes for special educational needs children and the opportunity to have a break from caring would have helped some respondents. The need for other groups such as playgroups and support groups to be more informed and welcoming of special need children and their carers was also mentioned.

#### 4.4 Children’s play and early learning opportunities:

This section asked respondents about the quality of play and learning that they felt their children under the age of five were receiving. Reading opportunities and visits to the library were then asked about. There are some questions on extra community services that the respondents would like to see and factors that would help families to use them. The final part to this section asks about finding out about these services.

**Quality of play and learning:** The first question in this section asked about good quality play and learning opportunities for children under the age of five. The majority of respondents (88.1%) felt that their child did have good opportunities, leaving 11.9% who disagreed.

**Reading opportunities:** When asked about reading with their children, just under half (47.4%) of the respondents read to their child every day. Over a third (38.3%) read to their child three or four times a week. A smaller proportion (10.2%) read to their child once a week. A minority (2.6%) read to their child once a month and even less (1.5%) were less than once a month.

**Library use:** Library use was inquired about. Just under half (43.1%) of respondents never used the library. However, over a quarter did visit the library once a month and this was mainly to take books out for their child. The full information for this question is shown in table 11.

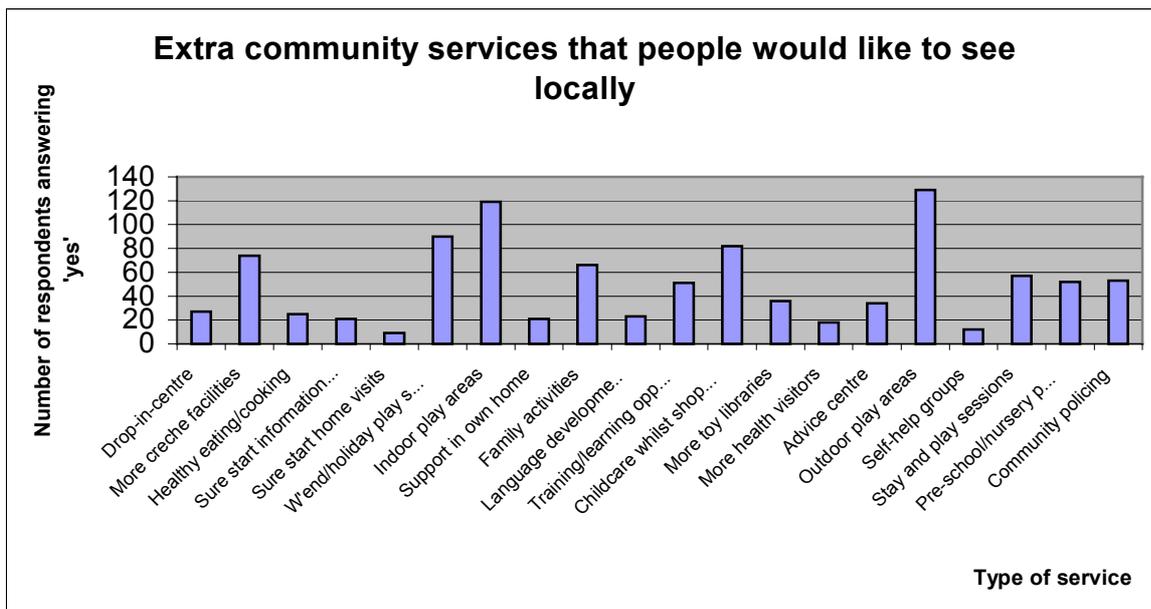
**Table 11 Respondents use of library services**

	Once a week %	Once a month %	In the last three months %	Never %
Use the library	13.3	26.5	17.1	43.1
Books out for your child	8.1	26.7	18	47.2
Books out for yourself	8.3	17.2	24.1	50.3

**Extra community services:** Respondents were asked if there were any extra community services that respondents would like to have locally. A list of 21 items was offered to respondents and they were asked to tick which services they would like. Play area facilities were the most frequent responses wanted with 66.8% of respondents answering yes to outdoor play areas and 61.7% to indoor play areas. The next most frequently selected item was weekend / holiday play sessions, with a selection of 46.4%. The full results are shown in Figure 10.

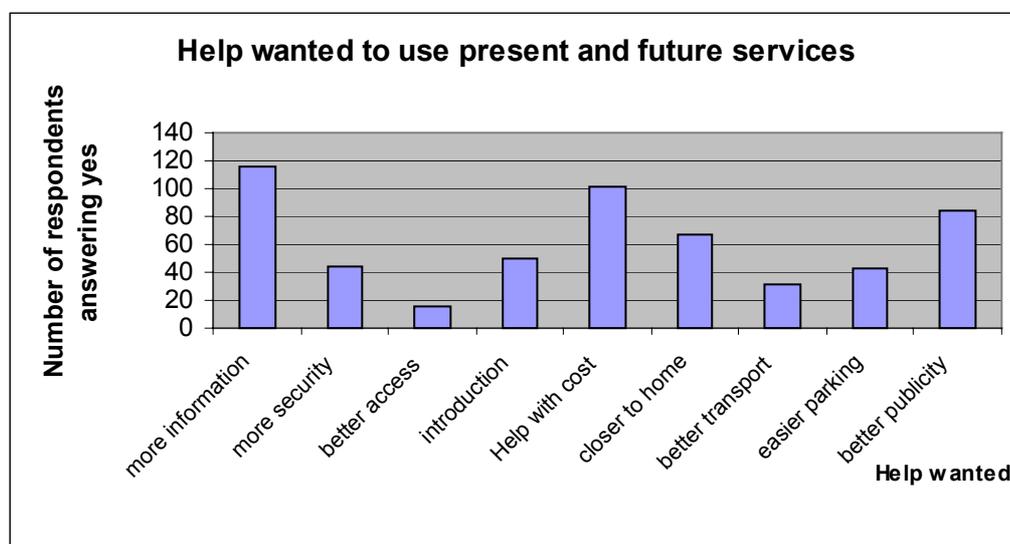
Any other ideas were also sought as respondents were invited to offer any other suggestions that they may wish to see in their area. The responses fell into the categories of services for the parents, improved clubs / activities for children, support for parents and issues about child care. Parents were interested in having sessions on a variety of subjects, including stress relief and ‘pampering days’ at the local college, with crèche provision. Improved clubs and activities for children included better play area provision in local areas, a range of clubs providing activities for the under fives, activities for older children and family activities / day trips. Support for parents included improved health visitor contact and the setting up of a breastfeeding support group. Finally, issues about childcare mainly centred around crèche provision.

**Figure 10 Extra community services**



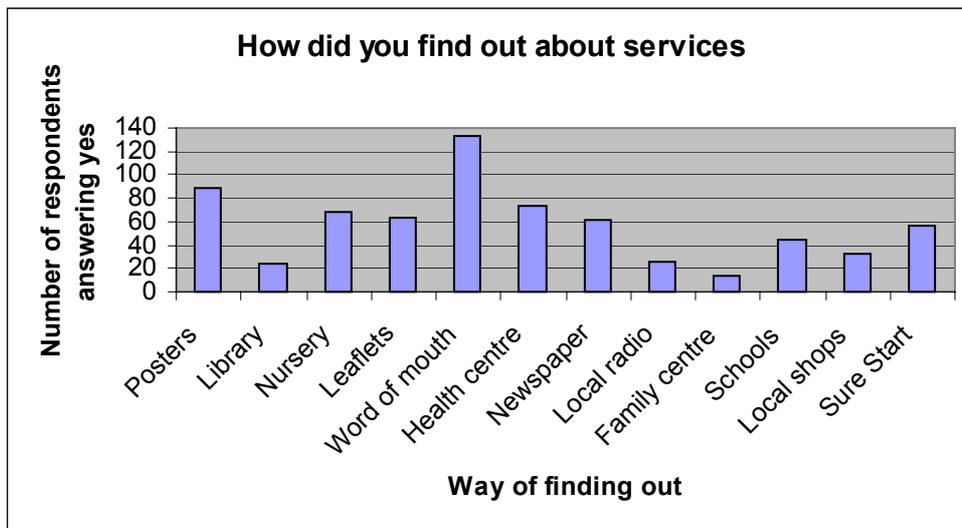
Respondents were asked what would help and encourage them and their families to use present and future services. A list of nine suggestions was then offered. More information, cost and better publicity were the more commonly selected options. The number of respondents answering ‘yes’ to each option is shown in Figure 11.

**Figure 11 Options that would help respondents to use services**



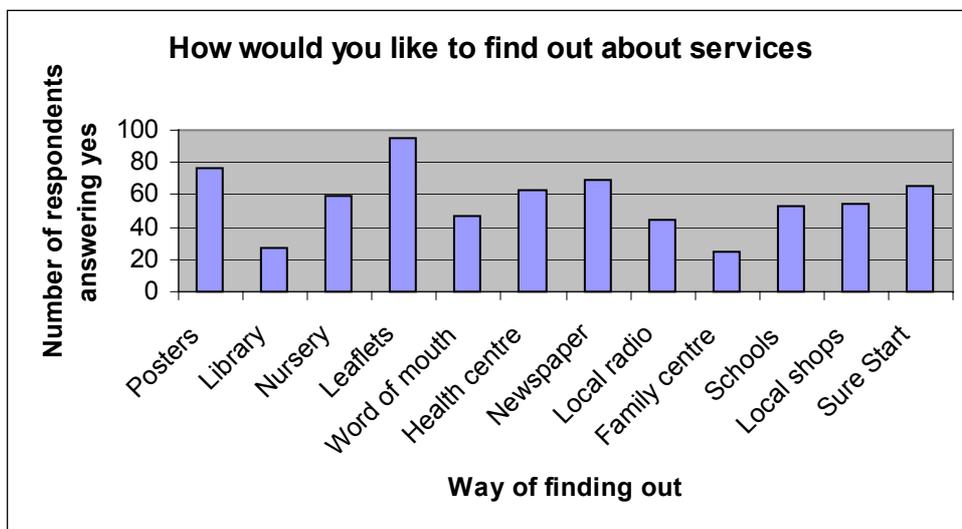
**Finding out about services:** The final questions in this section gathered information on how respondents found out about services and also how they would prefer to find out. A list of 12 suggestions was offered and respondents were asked to tick all the options that they had used in order to find out about services. The options most frequently selected for how respondents found out about services were word of mouth, posters and GP/health centre. The full range of data is shown in Figure 12.

**Figure 12 Finding out about services**



When respondents were asked how they would prefer to find out about services the most frequently selected options were posters, leaflets and newspapers. The full range of data is shown in Figure 13.

**Figure 13 Preferred way to find out about services**

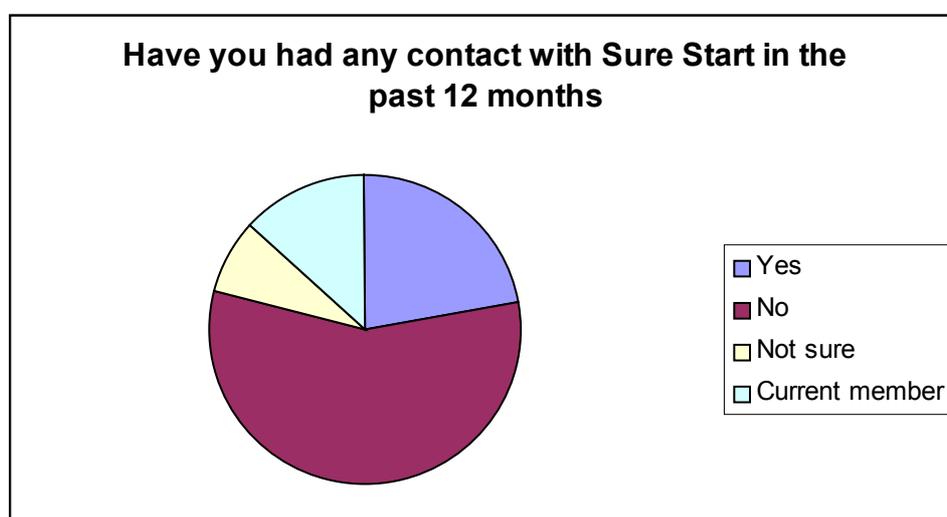


## 4.5 Sure start Weymouth and Portland

The final section of the report contained questions about Sure Start Weymouth and Portland. Respondents were asked if they had already heard about Sure Start Weymouth and Portland, how had they heard about it and how much contact they had had with it. They were also asked for their satisfaction on a range of services that Sure Start fund or support. Finally, reasons for not using services are inquired about.

**Awareness of sure start Weymouth and Portland:** When asked if they had already heard about Sure Start 62.7% answered that they had and 37.3% that they had not. Most respondents learnt about Sure Start by receiving a leaflet about the organisation. Information from the health visitor and word of mouth were the next most common ways to find out about Sure Start. The amount of contact had with Sure Start in the last 12 months was also asked about. Most of the respondents had no previous contact with Sure Start. The full range of data is shown in Figure 14.

**Figure 14 Contact with Sure Start**



**Satisfaction with Sure Start services:** The next question asked respondents to rate their satisfaction levels for a ten item list of services that Sure Start may fund or support. The results are shown in table 12. The first number in the table relates to the frequency (Fr) of respondents and the second number shows the percentage (%) of these responses for each particular service.

**Table 12 Satisfaction levels with Sure Start Services**

Services	*	Very satisfied Number %	Satisfied Number %	Dissatisfied Number %	Very dissatisfied Number %
Time out crèche	26	14 (53.8)	11 (42.3)	1 (3.8)	
Local crèche	18	6 (33.3)	9 (50)	1 (5.6)	2 (11.1)
Drop-in centres	27	14 (51.9)	9 (33.3)	4 (14.8)	
Arts projects	20	15 (75)	5 (25)		
Toy library	16	10 (62.5)	5 (31.3)	1 (6.3)	
Beach play	16	8 (50)	7 (43.8)	1 (6.3)	
Parent groups	21	13 (61.9)	7 (33.3)	1 (4.8)	
Sharky's play zone (reduced cost)	67	41 (61.2)	25 (37.4)	1 (1.5)	
Speech & language development	10	4 (45)	5 (50)	1 (10)	
Stay & play	16	9 (56.3)	7 (43.8)		

\* Total number of responses

Respondents were then given the opportunity to provide more information about why they were satisfied or dissatisfied and the main findings are shown in table 13. The numbers in brackets indicate how many respondents made the comment.

To give examples of some of the comments made, the following quotes have been included:

*'Sure start are a great team for help and advice, somewhere to go and I am glad it took off.'*

*'Satisfied as it stimulated my child and allows me to expand my horizons and I have made new friends in my local area.'*

*'My little girl loves Sharkies and the reduced cost now makes it affordable to me.'*

*'Although we had heard of "Sure Start" until now we did not know of the services provided by the scheme. Thank you for the information. It sounds like a great initiative.'*

**Table 13 Reasons for being satisfied/dissatisfied**

Service	Satisfied comments	Dissatisfied comments
Time out crèche	Stimulating and safe environment (4) Helpful and friendly staff Low cost (2) Parents get a break (5) Child meeting other children and adults (3)	Too small an area (4) Sessions too short (2) Travelling problems from Underhill (2)
Drop in centres	Friendly / caring staff (7) Stimulating for child (5) Well run (3) Local social links (2)	Felt uncomfortable (4) Not helpful (1) Not enough toys (1) Not well attended (1)
Arts projects	Learning new skills (1) Great fun (3) Develops confidence (1)	
Toy Library	Stimulating and safe (3) Friendly (1) Useful (1) Low cost (1)	
Beach play	Safe environment (4) Toys provided (1) Social and relaxing for parents (1)	Rubbish on beach (1)
Sharky's play zone	Safe environment (9) Fun for children (9) Low cost (11) Social for children and parents (7)	Can get crowded (1)
Stay and play	Stimulating and fun (7) Friendly atmosphere (1) Good location (1)	
Other comments	Excellent services and facilities (3) Great team for help (1) Mums can expand horizons (2)	Services not publicised enough (1)

**Reasons for not using services:** The final question invited respondents who were not using the services to give reasons why. The comments are summarised in table 14. They are in order of the number of respondents making the suggestion, with the most common listed first.

**Table 14 Reasons why some respondents were not using services**

- Did not know about them
- Too busy to fit them in (work, school, pre-school)
- Need to know how to become a member, where services are and how to use them
- Don't know people/the area so don't go
- Due to young age of child
- Transport issues
- Because of money
- Not interested in the services offered
- Health issues of child/parent

## **5 Conclusion and recommendations**

A great deal of valuable information has been gained from this survey due to the good response rate and the amount of detailed information parents were willing to give. A number of important issues have emerged from the analysis of the data and these link to both the National Objectives and Sure Start Weymouth & Portland's response to the local situation and resultant need.

### **■ Information about the families**

The majority of respondents (44.3%) were at home not seeking work. When asked what would help them to return to work or training/education, affordable child care, childcare near home and a greater availability of jobs were the most common choices. However some respondents stated that they would be helped by computer courses (16.7%) and career guidance (13.3%). It was also added that these would have to be flexible enough to fit around nursery and work or to have a crèche attached. Sure Start has already responded to this need and is running education and training courses, such as computing and future development of these are being planned.

Some of the sample (16.7%) also experienced transport difficulties and this affected their ability to attend work/courses and activities. The suggestion of reducing travel costs and free bus passes were made to overcome such problems.

There was a need for more support when respondents had tried to give up smoking.

Just under a third (31.9%) of respondents smoked at the time of the survey and an even greater proportion of their partners (40.3%). Over half (59%) of these respondents had managed to give up smoking during their last pregnancy, but only a third (37.5%) had stayed stopped following the birth of their baby. The satisfaction levels relating to the support that was received to stop smoking showed one third of respondents to be either dissatisfied or very dissatisfied. When asked for reasons for this lack of support and poor information giving were the main responses. There is therefore a need to improve the support that is offered to stop smoking especially during the postnatal period.

### **■ Support needs as a parent**

The results showed an overall very good level of satisfaction for the professional help received for the youngest child during the first three phases of their life (pregnancy, the first two months after birth and the first four years of the child's life). This was especially so for the first two phases where there was more scheduled contact with professionals. Most respondents said they felt supported and that the professionals were accessible. Professionals were described as being approachable and friendly. The few comments concerning dissatisfaction centred around the reducing of scheduled contact with professionals that occurs during the latter phase. The number of respondents feeling dissatisfied/very dissatisfied increased in this phase to a total of 11%. Initiatives already in place at Sure Start Weymouth and Portland, in response to Sure Start National Objective 1: Improving Social and Emotional Development and Objective 2: Improving Health, include service provision in the following areas: a Project Worker (Health Visitor) and Community Midwife.

When asked about breastfeeding the majority of respondents had breastfed. This however left 36.2% that had not and a total of 16.7% of respondents stating that they felt dissatisfied/very dissatisfied with the support they had received regarding breastfeeding. Several respondents would have liked more support at the start of breastfeeding and the midwives on the ward were described as being too busy to provide this support. Some other comments involved the need for greater understanding from others when difficulties are encountered. Sure Start Weymouth and Portland in response to Objective 2: Improving Health, has already started running breastfeeding support groups in the area. Liaising with the midwifery unit may also help to improve this situation.

Quality of life information was gathered. The majority of respondents were very satisfied/satisfied. The remaining 17.3% of the sample were either dissatisfied or very dissatisfied with their quality of life. When asked what would most improve this situation better social life /leisure opportunities, reduced crime /improved community safety and time out from the children were the most common suggestions. Sure Start in response to National objective 1: improving social and emotional well being and national objective 4: Strengthening families and communities has provided days out, events and parties and more are planned which should help to provide some social relief for families. Many courses are also available via Sure Start such as self esteem, confidence building, career advice and counselling services. The local council has initiated many opportunities to improve health in the area and liaising with them may increase opportunities for Sure Start families. Working with the police service and the establishing of community groups with a support worker may help to reduce crime and improve community safety in the Sure Start areas. Sure Start does provide crèche facilities and these have been expanded so there is some opportunity for parents to have time away from their children.

#### ■ **Children's health and development**

The community health services used by respondents received overall a good satisfaction level rating. Most professionals were thought to be accessible with the exception of the GP service in Underhill. There was a lot of difficulty in obtaining an appointment in this area. Most respondents were satisfied with the child centred community services. However, there was one issue that caused a lot of dissatisfaction and that was the condition of parks in the Sure Start areas. Some respondents also thought that there was a lack of leisure facilities and that the main swimming pool needed a crèche. There is a definite need for the outdoor park facilities to be improved in the area and Sure Start Weymouth and Portland have already begun the construction of an outdoor park at Underhill.

When asked about language learning, a few respondents (5.9%) still had children over the age of one using a dummy. As this can have an effect on speech and health parents need to be encouraged to try to wean their child off using one. A few respondents did have concerns about their child's language learning, most of them relating to unclear speech, however, numbers were low. Additional needs information revealed a total of 17.1% of respondents, who's children fell into this category, being dissatisfied or very dissatisfied. When asked what would help them the majority of comments asked for more information and assistance and Sure Start Weymouth and Portland in response to National Objective 3: Improving the ability to learn and in particular the early identification of children with special needs, has introduced a speech therapist and assistants, occupational therapist and health visitor. A 'ditch the dummy' campaign has also been launched by the speech and language therapist.

### ■ **Children's play and early learning opportunities**

The majority of respondents (88.1) felt that their child did have good quality play and learning, leaving 11.9% who disagreed. Only 47.4% of respondents read to their child every day, but several commented that they believed their child to be too young. Use of the library was also quite poor with 43.1% of the sample never using the library services. Sure Start National Objective 3: Improving the ability to learn has as one of its targets increasing library membership in order to encourage parents to read with their children. Encouragement and support will be offered to parents by the employment of a Sure Start Librarian who can introduce new initiatives aimed at young children.

Extra community services were inquired about and the main ones that respondents wanted were play area facilities (indoor and outdoor), weekend /holiday play sessions and more clubs /activities for children. Sure Start is running art and music courses which parents and children find very fulfilling. Beach play also runs throughout the summer holidays where the Sure Start families can use facilities set up for them on the beach.

Finding out about services was asked about and the main method of gaining information was through word of mouth. Better publicity of present and future services was asked for by respondents especially the use of posters, leaflets and newspapers.

### ■ **Sure Start Weymouth and Portland**

In this section the need for better publicity was again addressed. At the time of the survey, Sure Start was just starting to implement some initiatives and consequently local awareness was low. Over a third of the sample had not heard of Sure Start and there were numerous comments concerning the need for more information about services. One of the main conclusions drawn from the findings, which links to all of the Sure Start National Objectives, is the need for comprehensive information sharing, such as those suggested by respondents (posters, leaflets and newspapers). The lack of awareness will have no doubt improved, due to the many activities that have been initiated, since the data was obtained.

Respondents were also asked to comment on their satisfaction levels concerning services offered or supported by Sure Start Weymouth and Portland. The overall satisfaction levels were good and many positive comments were made. Sure Start Weymouth and Portland is also planning to move to a new site with will enable the facilities and services offered to be developed and further improved.

## **Future Developments**

The results of the community survey reveal an overall satisfaction with the quality of services being received by families. Many positive comments have been reported, especially regarding the services provided by Sure Start, but insight has also been gained regarding areas that need to be improved. Wide ranging suggestions have been gathered as to how these problems could be addressed. In addition the results provide services with important start point data required for the National Sure Start Unit.

The conclusions from this community survey have provided valuable insights into family profiles, satisfaction with services and service development needs. The survey findings will be used as one of the means of assessing whether Sure Start Weymouth and Portland is achieving not only sure Start National Objectives, but also responding to local need. Good progress has been made with the majority of staff now in post and many services and activities available or being developed, which will in turn be evaluated during the life of the programme. The results from this survey will also be fed into all the individual Sure Start projects. This Community Survey will be repeated in two years time to measure the extent to which the objectives are being reached.

## **6 References**

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- NESS. [www.ness.bbk.ac.uk](http://www.ness.bbk.ac.uk). November 2003



# PRIZE DRAW



**8 prizes of £75 of supermarket shopping vouchers plus  
£25 of Early Learning vouchers**

PLEASE HELP **SURE START** IN YOUR AREA BY  
ANSWERING THIS QUESTIONNAIRE

**WE NEED YOUR VIEWS ABOUT SERVICES**

If you would like to be entered into the **PRIZE DRAW** please fill in  
your details overleaf and return it with your completed questionnaire  
within 10 days.



Sure Start Weymouth & Portland is based in Littlemoor, Melcombe Regis, Westham and Underhill. We are giving this questionnaire to families living in those areas with children aged under five years, because we really want to hear your views.

If you could spare a few minutes to complete this questionnaire it would help us to develop the best possible services for pre-school children and their parents in your area. If you have any questions you can ring the Sure Start centre on 786367.

**Bournemouth University has been asked to evaluate how well the Sure Start Weymouth & Portland programme is working. In order to do this we need to know how parents view existing services. All of the information you provide will be treated in the strictest confidence. YOU WILL NOT BE PERSONALLY IDENTIFIED IN ANY WAY.**

**When you have completed the questionnaire please send it back in the envelope provided. No stamp is needed.**

**If you would like to be entered into the PRIZE DRAW please fill in your details below and return it with your completed questionnaire within 10 days.**

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Would you be interested in hearing more about Sure Start Weymouth & Portland?

YES  NO

PLEASE REMEMBER ALL THE INFORMATION YOU PROVIDE WILL BE TREATED IN THE STRICTEST CONFIDENCE.

## About you



1. Which of the following areas do you live in?

Littlemoor  Melcombe Regis  Westham  Underhill

2. Please write in your postcode

\_\_\_\_\_

3. Are you? Female  Male

4. What is your age? 15-19  20-23  24-30   
31-40  41-49  50+

5. Do you and your child (children) live with: Partner  Adult relatives  Other adults  No-one else

6. How many children are living with you?   
*Please write in number*

7. How old are the children in your household? *(Please write in age)*

1<sup>st</sup> child      2<sup>nd</sup> child      3<sup>rd</sup> child      4<sup>th</sup> child  
\_\_\_\_\_  
\_\_\_\_\_

**8. Ethnic background**

We need this information to make sure that we are meeting the needs of everybody in the community. (Please tick one box).

<p><b>White</b></p> <p>British <input type="checkbox"/></p> <p>Irish <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p>	<p><b>Black or Black British</b></p> <p>Caribbean <input type="checkbox"/></p> <p>African <input type="checkbox"/></p> <p>Any Other Black Background <input type="checkbox"/></p>
<p><b>Mixed</b></p> <p>White/Black Caribbean <input type="checkbox"/></p> <p>White/Black African <input type="checkbox"/></p> <p>White Asian <input type="checkbox"/></p> <p>Any Other Mixed Background <input type="checkbox"/></p>	<p><b>Asian</b></p> <p>Indian <input type="checkbox"/></p> <p>Pakistani <input type="checkbox"/></p> <p>Bangladeshi <input type="checkbox"/></p> <p>Any Other Asian Background <input type="checkbox"/></p>
<p><b>Chinese or other Ethnic Group</b></p> <p>Chinese <input type="checkbox"/></p> <p>Other Ethnic Group <input type="checkbox"/></p>	

**9. Which of the following best describes what you (or any other adult in your household) are doing at present?** (Please tick one box for each person)

	you	partner	adult relatives	other adults
Employee in full-time job (30 hours plus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee in part-time job (under 30 hours)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local/Government Training Scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Full-time education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registered unemployed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not registered but seeking work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At home/not seeking work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term sick/disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retired from work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(please state) _____				

10. If you are considering returning to work or training/education, which THREE of the following would be most helpful to you?

	Work	Training/education
Affordable childcare	<input type="checkbox"/>	<input type="checkbox"/>
Childcare near home/ at workplace	<input type="checkbox"/>	<input type="checkbox"/>
More help at home	<input type="checkbox"/>	<input type="checkbox"/>
Confidence building course	<input type="checkbox"/>	<input type="checkbox"/>
Computer course	<input type="checkbox"/>	<input type="checkbox"/>
Better public transport	<input type="checkbox"/>	<input type="checkbox"/>
More jobs available locally	<input type="checkbox"/>	<input type="checkbox"/>
Employment/Career guidance	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>

11. Do difficulties with transport prevent you from attending activities with your child?

Yes  No

12. If yes, please could you tell us what would help you get to your chosen activities.

---



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13. Do you (or others in your household) smoke?

You	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other household member	Yes <input type="checkbox"/>	No <input type="checkbox"/>

14. Did you smoke before you found out that you were last pregnant?

Yes  No

If you have answered no to the above question, please go to question 20.

15. Did you give up smoking completely any time during your last pregnancy?

Yes  No

16. If you answered yes to the above question was this:- (Please tick one box)

As soon as you found you were pregnant   
By six months   
Between six months and the birth of your baby

17. Did you start smoking again after the birth of your baby?

Yes  No

18. How satisfied were you with the support you received to stop smoking?

Very satisfied  satisfied  dissatisfied  very dissatisfied

19. Could you please explain why you were satisfied or dissatisfied with this support.

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## Your own support needs as parents



20. What did you think about the local professional support (e.g. health/social) you or your partner received for your youngest child?

*Please tick the box that is closest to how you feel*

Services	very satisfied	satisfied	dissatisfied	very dissatisfied
During pregnancy				
In the <b>first two months</b> after the birth of your child				
In the <b>first four years</b> of your child's life				

21. Can you tell us why you were satisfied or dissatisfied with the support?

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22. Was your youngest child breast-fed?

Yes  No

23. If yes, how long were you able to breastfeed your baby for?

birth to five weeks   
 6 weeks to 15 weeks   
 16 weeks plus

24. How did you feel about the support that you received to breastfeed?

very satisfied  satisfied  dissatisfied  very dissatisfied

25. If dissatisfied with the support, can you tell us what would have helped you to breastfeed?

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26. In general, how satisfied are you with your quality of life at the moment?

very satisfied  satisfied  dissatisfied  very dissatisfied

27. If not very satisfied, which THREE of the suggestions below would most improve your quality of life? (Please tick 3 boxes)

- Reduced crime /improved community safety
- More/better childcare.
- More help from partners, friends or relatives
- More parenting advice.
- More chances to mix with other parents
- Better health
- Better employment opportunities
- Getting more qualifications
- Better social life /leisure opportunities.
- Better access to shops and amenities
- Time out from your children

## Your child's health and development



*In the last twelve months*

- 28. If you have used any of the following services with your child (CHILDREN UNDER 5), please tell us how you feel about them in general**  
*Please tick one box for each service you have used*

Services	very satisfied	satisfied	dissatisfied	very dissatisfied
Midwife				
Health visitor				
District nurse				
Baby/child Clinic				
Social worker				
GP				
Dental Services				
NHS Direct				
Speech & language Therapist				

- 29. If you have used any of the following services with your child (CHILDREN UNDER 5), please tell us how you feel about them in general**  
*Please tick one box for each service you have used*

Services	very satisfied	satisfied	dissatisfied	very dissatisfied
Playgroups				
Parent & Toddler group				
Nursery school				
Private child care				
Toy Library				
Library				
Parks				
Sports/leisure				
Other (specify)				

- 30. If you were very satisfied or satisfied with any of these services, can you say what it was about the service that was most helpful?**

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31. If you were *dissatisfied* or *very dissatisfied* with any of these services, can you say what it was that dissatisfied you?

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32. Does your child over the age of one use a dummy?

Only at night  Occasional day use  Frequent day use  Never

33. Do you have any concerns about your child's language learning e.g. talking, understanding, clear speech, or listening skills?

Yes  No

34. Do you have any significant concerns about your child's behaviour?

Yes  No

35. If you have answered 'Yes' to either of the last two questions, please tell us what your concerns are?

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36. If you consider that your child has any additional needs e.g. dietary, special educational needs, ADHD, please give details below.

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**37. Please tell us about the help you are receiving for your child's additional needs.**

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**38. How satisfied are you with the help you are receiving?**

*Please tick one box*

very satisfied  satisfied  dissatisfied  very dissatisfied

**39. If you are dissatisfied with this support, what would make a difference to you and your child (children)?**

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## Your child's play and early learning opportunities (children under 5)



40. Generally, do you feel that your child (children under 5) has good quality play and learning opportunities?

Yes  No

41. Do you read with your child (children)?

Every day	3 or 4 times a week	Once a week	Once a month	Less than once a month

42. Do you use your local library to read with your child and/or take books out for your child or for yourself?

	Once a week	Once a month	In last three months	Never
Use the library				
Books out for your child				
Books out for yourself				

**43. Are there any extra community services that you and your family would like locally?**

*Tick all that apply.*

Drop-in centre	<input type="checkbox"/>	Training/learning opportunities	<input type="checkbox"/>
More Crèche facilities	<input type="checkbox"/>	Childcare whilst shopping	<input type="checkbox"/>
Healthy eating/cooking	<input type="checkbox"/>	Mobile toy library	<input type="checkbox"/>
Sure Start information line	<input type="checkbox"/>	More health visitors	<input type="checkbox"/>
Home visits for above	<input type="checkbox"/>	Advice centre	<input type="checkbox"/>
W'end/holiday play sessions	<input type="checkbox"/>	Outdoor play areas	<input type="checkbox"/>
Indoor play areas	<input type="checkbox"/>	Self-help groups	<input type="checkbox"/>
Support in own home	<input type="checkbox"/>	Stay and play sessions	<input type="checkbox"/>
Family activities	<input type="checkbox"/>	Pre-school/nursery places	<input type="checkbox"/>
Advice to parents on encouraging language development	<input type="checkbox"/>	Community policing	<input type="checkbox"/>
		Healthy eating/cooking	<input type="checkbox"/>

**44. Have you any other ideas?**

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**45. What would help and encourage you and your family to use present and future services?**

More information	<input type="checkbox"/>	Cost	<input type="checkbox"/>
More security	<input type="checkbox"/>	Services closer to home	<input type="checkbox"/>
Better access/special equipment (e.g. ramps)	<input type="checkbox"/>	Better transport	<input type="checkbox"/>
Someone to introduce you to services	<input type="checkbox"/>	Easier parking	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	Better publicity	<input type="checkbox"/>

**46. How do you usually find out about services?**

Posters	<input type="checkbox"/>	Newspaper	<input type="checkbox"/>
Library	<input type="checkbox"/>	Local radio	<input type="checkbox"/>
Pre-school/nursery	<input type="checkbox"/>	Family centre	<input type="checkbox"/>
Leaflets	<input type="checkbox"/>	Schools	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	Local shops	<input type="checkbox"/>
GP/health centre	<input type="checkbox"/>	Sure Start	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>		

47. How would you prefer to find out about services?

Posters   
Library   
Pre-school/nursery   
Leaflets   
Word of mouth   
GP/health centre   
Other   
(specify) \_\_\_\_\_

Newspaper   
Local radio   
Family centre   
Schools   
Local shops   
Sure Start

## Sure Start Weymouth & Portland



48. Have you already heard about Sure Start Weymouth and Portland?

Yes  No

49. If yes, did you hear about it from the following:

Sure Start leaflet   
 Leaflet on parent/toddler groups   
 Other (please state) \_\_\_\_\_

50. Have you (or your family) had any contact with Sure Start in the past twelve months?

*Please tick one box*

Yes  No  Not sure  Current member

51. Sure Start may fund and/or support a range of services. Please can you tell us how you feel about the services you have used.

Services	very satisfied	satisfied	dissatisfied	very dissatisfied
Time out crèche				
Local crèche				
Drop-in centres				
Arts projects				
Toy library				
Beach play				
Parent groups				
Sharky's Play Zone (reduced cost)				
Speech & Language development				
Stay & Play				

**52. Can you tell us why you were satisfied or dissatisfied with any of the above services?**

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**53. If you are not using the above services, can you tell us why?**

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***THANK YOU FOR COMPLETING THIS QUESTIONNAIRE***

**Please return the questionnaire in the envelope provided**