

Community Concepts Limited.
Community Development & Research

**Sure Start Brierfield and
Walverden**

**User Satisfaction &
Baseline Survey**

Data Analysis Report

Prepared by:
Community Concepts Limited
Suite 201 Queens Dock Business Centre
67-83 Norfolk Street
Liverpool
L1 0BG

May 2004

Community Consultation Baseline Survey

Introduction & Summary

To support the development of the Sure Start programme in the neighbourhoods of Brierfield and Walverden and service needs and opportunities in the adjacent community of Clover Hill the Sure Start Partnership Board of the programme commissioned Community Concepts Limited to undertake a creative and in-depth baseline community consultation and engagement exercise which sought to:

- ✓ Raise awareness of the Sure Start programme and the opportunities it offers to parents, parents to be, carers and children age 0 - 4
- ✓ Gain people's views regarding the provision of local services and seek opinions as to families service needs and priorities
- ✓ Engage local people in the planning and development process of the Sure Start programme.

This consultation and engagement exercise sought to build upon work previously undertaken by the Sure Start team in both launching the programme and delivering/supporting a number of key activities in the early part of the initiatives life.

To achieve these overall consultation and engagement objectives Community Concepts Limited undertook two significant phases of activity, these were:

1. Project Establishment – Community Concepts Limited held a series of scoping and planning meetings with representatives of the Sure Start programme, to:

- ✓ Discuss the parameters of the commission and identify the overall aims of the project and target timescales.
- ✓ Review Sure Start programme establishment and development milestones and highlight key targets and delivery aims.
- ✓ Review literature relevant to this commission and highlight any local issues which may influence this commission.
- ✓ Identify key stakeholders active within the neighbourhoods of Brierfield, Walverden and Clover Hill and seek to identify appropriate actions to secure their 'buy in' to this commission.
- ✓ Draft a consultation questionnaire in association with the Sure Start team and discuss the potential for involving local people in the fieldwork.
- ✓ Discuss and agree marketing and awareness raising activities.
- ✓ Discuss and agree the fieldwork activities including consultation and engagement techniques (photographic consultation, picture and wish wall consultation).

- ✓ Discuss and agree the scope of the key consultation events (Themed Sure Start Jungle Safari)

In undertaking this essential element of the commission Community Concepts Limited sought to ensure that:

- ✓ The project established a sound starting point
- ✓ A sense of 'team' was created in relation to the overall project with the commissioning client
- ✓ Staff had an opportunity play an active part in the design and delivery of the commission
- ✓ An effective approach to this commission was established

2. Consultation & Engagement – Building upon the groundwork undertaken in phase 1 of this commission Community Concepts Limited sought to design and deliver a robust consultation and engagement exercise that provided local people with the opportunity to:

- ✓ Learn more about the Sure Start Programme in Brierfield and Walverden and the opportunities it affords parents, parents to be, carers and children aged up to 4 years
- ✓ Register with the programme
- ✓ Express their views about current services targeted at families with young children and service needs
- ✓ Find out how they can play a more active role in the design and development of the programme

To achieve these consultation and engagement aims Community Concepts Limited undertook the following key activities:

- **Photographic Consultation** – Community Concepts Limited provided Sure Start with 10 disposable cameras. The purpose of this exercise was to allow up to 10 people living within the target area to photograph a mix of things they both liked and disliked in and around their community which related to family services and activities.
- **Picture and Wish Wall** – Over a course of 5 working days members of the Community Concepts Limited team visited a number of established community groups and services operating within the Brierfield and Walverden areas who worked with local people with young children. The purpose of these pre-arranged visits was to engage local people in an informal consultation exercise focussing upon the service and support needs people felt Sure Start could either provide or help to provide. To aid this exercise Community Concepts Limited designed a large

graffiti style comments poster called the 'picture and wish wall' and actively encouraged participants, with the help of both Sure Start and key activity staff, to comment on how Sure Start could build a better future for them and their families. With this approach Community Concepts Limited were able to engage parents, parents to be, carers and children.

➤ **Jungle Safari Themed Event** – Community Concepts Limited, in association with the commissioning client held 2, one-day events within the target area (Day 1 – Railway Street Community Centre, Day 2 – Brierfield Community Centre). At these events local people were encouraged to meet Sure Start staff, receive information about Sure Start and the opportunities it offers, register with the programme, and get involved in a facilitated consultation exercise which sought to identify and learn about their:

- ✓ Lifestyles
- ✓ Views regarding existing services
- ✓ Service needs
- ✓ Awareness of Sure Start

In addition to these engagement and consultation activities at the Jungle Safari, parents and carers and their children had the opportunity to meet jungle characters, get their faces painted as jungle safari animals and visit the fully dressed jungle scene which had been created within an internally constructed event marquee.

This report seeks to feedback in detail the information that was generated as a result of the consultation and engagement activities and highlight any issues or trends which the Management Board and Team at Sure Start Brierfield and Walverden may use to inform the future planning and development of the programme.

Methodology & Findings

Picture Consultation

This element of the research was carried out in the two weeks prior to the main consultation events (March 22nd – April 2nd).

The purpose of this exercise was to allow a mix of residents and Sure Start volunteers living in the Brierfield, Walverden and Clover Hill neighbourhoods and Sure Start staff, to express pictorially what they both liked and disliked in and around their communities, giving particular attention to local services and activities which may be used by families with young children.

In total 10 disposable cameras were issued to Sure Start to distribute to residents, volunteers and Sure Start staff selected by the programme. In total we understand 6 individuals/families participated in this exercise.

In briefing the participants Community Concepts Limited in association with the client held a morning workshop at Brierfield Town Hall and invited each participant to attend. Following a brief introduction and background to the commission each person was given a disposable camera and presented with a very simple verbal brief:

'to photograph a mix of things you and your family/team both like and dislike in and around your community which relate to family based activities'

Each participant was given one week to undertake the task and then invited to hand their camera back for developing to a member of the Sure Start team who returned them to Community Concepts Limited.

Accordingly each camera was developed and everyone who had taken part in this exercise invited to a focus group at which all the pictures were displayed for identification, discussion and interpretation.

From this discussion activity, a number of themes were identified. These were:

- ✓ Built Environment
- ✓ Children's Play
- ✓ The Local Area
- ✓ Community Buildings

Given the themes, a number of images pictorially representing each category were selected by the group. These selections followed detailed discussions about the merit of each picture and the message it carried. From the discussions held during this session it was clear that the group felt the need to display these pictures at the planned consultation events and seek people's views and opinions on the images and attached captions. Accordingly, each selected picture was mounted on display boards and displayed at the two consultation events.

Outlined below, in words, are the key likes and dislikes photographed by the participants as part of this consultation:

Negative images (Dislikes)

- ✓ Graffiti on walls and on/in children's play areas
- ✓ Dog foul on pavements, waste ground, in parks and in play areas – a health hazard.
- ✓ Litter and broken glass on waste ground, in parks and children's play areas – a danger to children and their families.
- ✓ Empty and boarded up houses – unsightly and dangerous and often the scene of drug misuse and other associated crimes.
- ✓ Rubbish dumping – often in areas where houses are empty.
- ✓ Vandalism – often youth frustration owing to boredom and probably a lack of respect for their community.

Positive images (Likes)

- ✓ New and existing community buildings – local assets accessible and available to the community for use
- ✓ Parks – well maintained and respected community spaces
- ✓ Children's play areas free from vandalism, graffiti and litter
- ✓ The environment surrounding the communities of Brierfield, Walverden and Clover Hill (including 'the Res' - a place for the family to enjoy - and the famous Pendle Hill and views sweeping across the eye-line)

As stated above, the photographs with captions were on display throughout the themed events to enable attendees to identify with their neighbourhood and make comments on what they saw.

An example of some of the negative images captured as part of the picture consultation.

Those participating in this activity were keen to stress the positive as well as the negative aspects of their community. It was their collective view that by displaying the contrasting images of the area, it was hoped that people would realise the beauty of the area they lived and worked in, could value local community facilities and the potential opportunities they offered local people and be able to begin to identify with and address, via community action some of the more negative aspects portrayed by the images highlighted as a result of this consultation.

An example of some of the positive and negative images taken as part of the picture consultation and displayed during the Jungle Safari themed event

Picture and Wish Wall

Recognising the need to adopt a number of varying consultation and engagement techniques to aid and stimulate local involvement in this commission Community Concepts Limited designed a large graffiti style comments poster called the 'Picture and Wish Wall' and during a two-week period prior to the Jungle Safari themed events, visited a number of established community groups, organisations and service providers operating within the Brierfield and Walverden area to seek local people's views and opinions on;

'How can Sure Start build a better future for you and your family.'

By adopting this approach Community Concepts Limited were able to engage with a cross section of parents, parents to be, carers and children and involve them creatively in expressing their views about the role of the Sure Start programme and how it could play a key feature in their lives.

In total 5 pre-arranged visits were undertaken covering 8 sessions as follows:

Tuesday 23 March	Brierfield Youth and Community Centre – pm session
Wednesday 24 March	Cyber Café, Brierfield – pm session
Thursday 25 March	McMillan Nursery – am session McMillan Nursery – pm session McMillan Nursery Stay and Play – pm session
Friday 26 March	Brierfield Pre-School – am session Brierfield Pres-School – am session
Monday 29 March	Playbus, Sackville St – pm session

In total, some 175 individual comments and suggestions were made by local parents, parents to be and carers and more than 30 children aged under 4 involved in drawing, on the picture and wish wall, things they liked and would like to see provided for their benefit.

For the purposes of analysis, these comments have been amalgamated into the following broad categories:

Leisure

- ✓ Demand for free swimming lessons for both adults and children was highlighted by a number of participants in this consultation exercise.
- ✓ Transport to and from activities was also felt to be required by parents. This requirement may be a result of poor public transport provision, the lack of information about public transport, activities being undertaken in facilities not on popular public transport routes or a lack of parental motivation.
- ✓ A significant number of respondents highlighted to local parks as a focal point for leisure provision. The majority of these people felt parks needed to improve the quality and safety of play areas, address issues of cleanliness particularly litter, dog fouling and glass (*'conservation groups involving children in cleaning up*

“grot spots” in beauty areas) and in general offer more choice to park users (*More activities in Heyhead Park*).

- ✓ Finally the ‘picture and wish wall’ consultation highlighted the need for childcare to support leisure related activities including swimming and exercise classes

Education

There were a number of suggestions made relating to training and learning opportunities. The responses recorded related to the needs of both parents/carers and children. The key responses included:

- ✓ Homework clubs for children with teacher/adult support. One respondent felt this club should seek to target and assist children of single and/or disabled parents who may not be able to support their own children as much as they would like to.
- ✓ Classes supporting parents, carers and parents to be with such issues as; first aid, relaxation, healthy eating and cookery and home management (budgeting etc)
 - *‘talks and lessons on healthy eating and meal plans for small children’*
 - *‘more courses for parents...business, cookery and language’*
 - *‘first aid courses for parents and children’*
- ✓ Language classes for both adults and children. Key language needs included Arabic, English and Urdu
 - *‘Urdu classes for children and adults’*
 - *‘English lessons for parents’*

Again the need for organising agencies to provide crèche facilities was highlighted as a key requirement to enable local people to take advantage of these opportunities.

Children’s Activities and Childcare

This category attracted the highest number of single responses and highlighted the needs of families with both children aged under 4 and over. Key common responses included:

- ✓ More general activities for children – This typical response makes it clear that many families feel activities designed for children are relatively thin on the ground. Comments by parents and carers pointed to the obvious lack of general play facilities, tots clubs, outdoor activities and organised clubs and associations. The needs expressed by parents and carers also highlights the fact that services need to target both under 4’s (Sure Start target audience) and older children, often referred to as ‘middle children’ by respondents (those children aged 5 – 11+ who are not typically targeted by say the local Youth Service).

- *'more activities for children to do to keep them off the streets'*
 - *'we need lots more activities for children...the 8+ group seems to be forgotten...provision for under 4's and teenagers but nothing for the middle group'*
 - *'more mums and tots in Brierfield'*
- ✓ Holiday and weekend activities for children up to 14 – Suggestions included Playschemes, holiday clubs, discounted holidays for families, family and community trips e.g. to the seaside.
 - *'holiday club for 8's and under'*
 - *'activities at the weekend...more at these times for older kids to keep them out of trouble'*
 - *'holiday and weekends away at discounts'*
 - *'summer playbus activities for kids'*
- ✓ After-school clubs and drop-in crèche facilities to support parents learning, visiting their GP and supermarkets/shops.
 - *'after school care to give me some time to shop after work'*
 -
 - *'after school clubs for all children at school'*
- ✓ Families with children at various ages – A number of comments pointed to the fact that many families have both older and younger children within them and that organised activities don't or are not able to cater for this diversity.
 - *'play day for all ages'*
 - *'fun day activities for all the children'*
- ✓ Playgrounds and safe play areas. A significant percentage of respondents clearly commented on the importance of these types of local facilities, however the majority were unhappy about the quality and standard of these spaces. Specific areas mentioned included Sackville Street, Brunswick Street and Heyhead Park. A sample of typical comments relating to this topic include:
 - *'children need to play safe so clean up Heyhead park...dogs on leads'*
 - *'clean this playground on Sackville ground'*
 - *'adventure play activities'*
 - *'I wish we had a football pitch'*

- ✓ The development of play areas and children focused spaces was highlighted by a number of respondents. These people pointed to the need to develop new facilities to cater for families with both young and older children.
 - *'I wish we had a new park that everyone can play in'*
 - *'Brunswick St should be made into a children's play area or a nice garden with benches so everyone can use it'*
- ✓ Affordable and good quality childcare services and support for families was highlighted as an essential need by a number of respondents. Typical comments included:
 - *'good quality childcare for all'*
 - *'crèche and tots group'*
 - *'more playgroups....its so hard to get a place'*
 - *'more mother and toddler groups...stay and play'*
 - *'affordable regular childcare for respite... 1 hour =£1'*
 - *'better childcare and consistent childcare'*
- ✓ Support to establish groups and activities – A number of respondents stated that it would be very useful if support could be given to help them set up and run activities for children and families. This may be something Sure Start might wish to consider to aid self help and encourage greater parental and carer involvement.
 - *'help and funding to set up a dance, expression and music group for parents and children'*
 - *'parents need to get together with the support of the council and other funders and set up our own groups...but we need help and money'*

Parent Support

The issue of parental support was a common theme throughout this picture and wish wall consultation and attracted the second highest number of comments. Comments ranged from being purely observational to highlighting service and support needs for parents, parents to be and carers. These responses for ease of understanding have been sub divided as follows:

- ✓ Parental responsibility – Several respondents highlighted this issue as a cause for concern, and also as an opportunity for an organisation like Sure Start to help in supporting parents to be more involved in and with the care and development of their children.

- *'parents to take responsibility for bringing up healthy children'*
 - *'motivate parents to do it for themselves'*
 - *'ideas for activities for parents at home with their children'*
- ✓ Support for fathers involved in the care of their children – Several respondents stated that activities and support tended to be targeted at mums and not dads (perception versus reality issues)
 - *'include dads in more events not just mums'*
 - *'dad and child day'*
 - *'fathers information days'*
- ✓ Support for parents – This issue was clearly the most common within this category. Greater support for parents, parents to be, new mums (and dads) and carers was felt to be a priority and something which would have a marked impact within families and the community. In many instances these groups, it was felt, could be 'self help' in nature. Key issues commented on here included:
 - *'parent support groups'*
 - *'parenting skills...support for parents who have children with special needs'*
 - *'parent link groups for parents isolated and struggling'*
 - *'drop in activity for parents in need of support with their children on stressful days...a cup of coffee with others helps'*
 - *'parenting skills for new mums'*
 - *'single parent help group'*
 - *'pregnancy help info groups session'*
 - *'de-stressing activities and support for parents'*
- ✓ Better awareness and information about services and support for families and children – Numerous respondents pointed to the lack of information about opportunities for families with children within the area.
 - *'better information'*
 - *'more meetings available for parents'*
 - *'more informative news letters could be given out'*

- *'information days'*
 - *'notice of activities occurring in community...not advertised enough'*
- ✓ A number of comments were made in relation to the provision of services, particularly concerned with reducing duplication and encouraging parents to make better use of the provisions already available.
- ✓ A swap scheme for unwanted equipment, maternity wear and childrens toys was suggested as was the development of a toy library facility.

Child Safety

The importance placed upon child safety was evident during this consultation exercise. The key issues which can be attributed to this area of importance included:

- ✓ Courses providing parents and carers with greater awareness of child health and safety issues.
 - *'first aid courses available to parents free'*
 - *'courses on child safety in cars'*
 - *'training sessions for parents on diet, health and fitness and anything to help children'*
- ✓ The issue of child safety in cars was the single most popular response under this category. Apart from training support, as mentioned above, respondents stated that they would like more information about this issue, possibly in the form of as one respondent put it *'a seatbelt awareness campaign'*. Suggestions included the development of information packs, leaflets and posters.
 - *'I think people are not aware how kids could be safe in the car, how should they be belted? Sure Start can help by posting leaflets on how to travel with kids under 5'*
- ✓ Dog fouling – This issue, which has already been highlighted earlier within this report needs to be highlighted under this category. Parents and carers participating in this consultation expressed concern and pointed toward the need for action to address this health hazard. As one innovative respondent suggested *'dog toilets need to be installed in parks and dog walking areas'*.

- ✓ Health visiting – Several respondents stated that parents, parents to be and carers could benefit from having greater involvement with and support from health professionals in relation to child and family health and safety.
 - *'home visits to give support and guidance'*
 - *'Health Visitor visiting all settings supporting parents and mums to be'*
 - *'better support from the GP's and other health workers'*

Sure Start

Finally a number of comments were made specifically relating to Sure Start, the staff and the impression the programme have already made on families living in the neighbourhoods of Brierfield and Walverden. These comments are outlined below:

- *"Sure Start is excellent for families"*
- *'This is a wonderful thing with jungle for children thing to really give the parents a good start, take advantage of it'*
- *'Sure Start staff is very friendly'*
- *'Sure Start is excellent organization for families'*

Involvement of Children in the Picture and Wish Wall Consultation

Recognising the need to involve children in the consultation process Community Concepts Limited, with the assistance of local project and service staff, encouraged children to draw pictures of what they would like to see developed and provided for them within their communities. In total some 30 – 35 children, primarily aged 3 and 4 years got involved in this exercise whilst they attended sessions on the Playbus at Sackville Street, Stay & Play and nursery school at McMillan Nursery and Brierfield Nursery.

Guided by their Nursery Teachers and Playbus Workers the children drew the following images which seek to represent what they would like to see provided and developed within their communities:

- *'the Playbus'* – In discussion with parents and carers who's children use the playbus and playbus staff it is clear that demand for this valuable play resource is very high. With a limit on places, long waiting lists and a limit on how many venues the bus can visit in its working week it was clear from our conversations that local parents and carers and their children would like to see the playbus visit their neighbourhoods more often.
- *'playing out in the sun...on the slide'* – This image represents the value children place on being able to play outside in play areas. It backs up the

view of parents and carers who also felt strongly about the need to have access to good quality and safe play spaces.

- *'community gardens'* – Again the importance of outside play spaces, parks and community gardens were underlined by the images drawn by children attending McMillan Nursery. In this picture, which was interpreted by their Nursery Teacher, participating children drew a community building, a flower garden, a fish pond and children playing on swings, slides and other play equipment.

An example of a Picture and Wish Wall.

Drawings by children on the Playbus at Sackville Street

Jungle Safari Themed Events

Having consulted successfully with parents, parents to be, carers, children and Sure Start volunteers during both the Photographic and Picture and Wish Wall consultations Community Concepts Limited sought to role the consultation process out to all families attending planned and highly publicised Jungle Safari events which were held on Saturday 3rd and Sunday 4th April 2004.

Hosted within two key community buildings the Jungle Safari was promoted via radio and press adverts, colourful posters and flyers which were strategically placed in key locations throughout the target area and banners and sought to encourage local parents, parents to be, carers and their children to come and experience the Jungle Safari (a dynamic and animated jungle scene constructed within an internally erected marquee), meet Sure Start staff and learn more about the programme and the opportunities it offers and participate in an in-depth consultation focusing on local service provision and needs.

In addition this approach sought to encourage local people to become more involved in the Sure Start programme and the planning, design and development of services and support targeted at local families within the neighbourhoods of Brierfield, Walverden and Clover Hill.

Over the course of the two days approximately 400 people attended the events and some 159 interviews were undertaken with local parents, parents to be and carers. Lasting approximately 15 minutes the interviews were conducted by a mix of Field Researchers provided by Community Concepts Limited and local volunteers engaged in the Sure Start programme.

The following section of this report seeks to provide a question-by-question record and analysis of the key responses from the eligible interviews¹ conducted during the field research².

¹ A number of interviews were discounted from analysis owing to non-completion, postcode ineligibility and/or child status

² Research questionnaire attached as appendix 1

Jungle Safari Themed Event: Questionnaire Analysis

Question 1. “Do you live in one of the following neighbourhoods?”

Neighbourhood	Frequency	Percentage
Brierfield	63	44.6
Walverden	54	38.2
Clover Hill	17	12.0
Other *	7	4.9
TOTAL	141	-

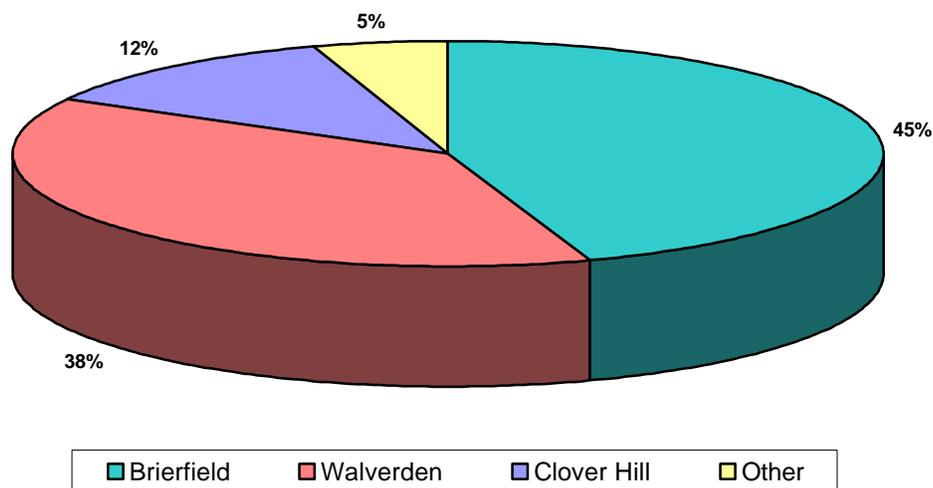
Question 1, termed a filter question, sought to ensure interviewees resided within the correct neighbourhoods highlighted at the planning stage of this commission

For the purposes of this consultation residents living within Clover Hill were deemed eligible for inclusion. Whilst outside the target Sure Start area, it was felt, at the planning stage of this commission, that the engagement of residents in this area would add value to the process.

Note - * Respondents classified as ‘other’ included Reedley and carers currently caring for children living within Brierfield, Walverden and Clover Hill.

Of the 141 respondents, 45% were from the Brierfield neighbourhood. In comparison, only 12% of respondents were from the Clover Hill area. This may be a result of resident assumption that this Sure Start programme and event being primarily for residents of Brierfield and Walverden rather than Clover Hill.

Neighbourhood of Residence of Respondents



Questions 2 and 3 were again filtering questions and sought to check and ensure interviewee eligibility by establishing the postcodes and parental status of each respondent.

Question 4. “Are you or your partner expecting a baby or are you planning to have a baby in the near future?”

	Frequency	Percentage
Yes	30	14
No	108	76
Not answered	3	-

One in four respondents to this question stated that either they or their partner were planning/expecting a baby in the near future.

Question 5. “How many children live with you?”

Number of Children	Frequency	Percentage
1	46	32.6
2	42	29.7
3	20	14.1
4	14	9.9
5+	10	7.0
Not answered	9	6.3
Total	141	-

Surprisingly more than one in three respondents stated that they had three or more children living with them.

The average size of the household in Great Britain has declined over the past 20 years, from 2.91 in 1971 to 2.31 in 2002. There has been a steady decline in the proportion of households containing the traditional family unit – couple families with dependent children – compared to an almost doubling in the proportion of lone-parent households.

The average number of children per family in Lancashire is 2.36 and for the North West, 2.34 (Source: ONS: Regional Trends 2004).

The pattern of family types and number of dependent children varies across different ethnic groups. Pakistani and Bangladeshi households tend to be larger than those of other ethnic groups. The average household size in 2001 in the UK was 4.46 people for Bangladeshi households and 4.11 for Pakistani households (*Social Trends 34, Office for National Statistics*). The average household size for Lancashire has also declined and is currently 2.16 (*Government Office Regions 1996: Household Projections in England to 2021*).

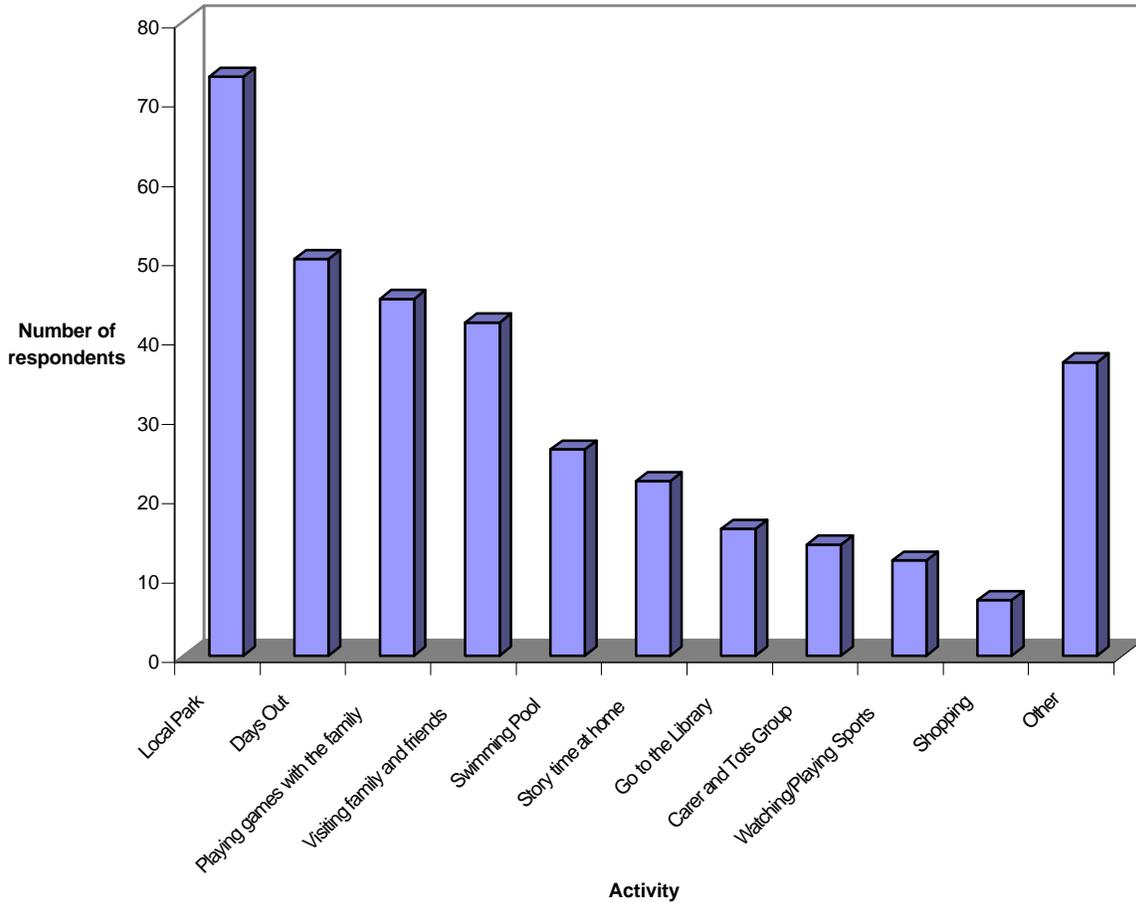
The average number of children per respondent was 2.0, which is below both the national and local average for 2003. However, over 31% of respondents indicated that they had 3 or more children. As the percentage of respondents answering 'yes' to question 4 was high, it could be concluded that the average number of children per respondent is likely to increase.

Question 6 identified individual ages of the children. However at analysis stage it became apparent that an accurate analysis of the ages of the children of the respondents would not be necessary. This question has therefore been omitted from this analysis report.

Question 7. “How do you enjoy spending your leisure time with your children?”

This question sought to establish how respondents spend their spare time with their children. This was an unprompted, multiple-choice question, with respondents giving on average 3 responses. The graph and table below demonstrate the range of activities parents and carers undertake with their children in their leisure time.

Top 10 Leisure Time Activities



The table below details the frequency of occurrence of the top 10 leisure time activities:

Use of leisure time	Frequency	Percentage
Local Park	73	51.7
Days Out	50	35.4
Playing games with the family	45	31.9
Visiting family and friends	42	29.7
Swimming Pool	26	18.4
Story time at home	22	15.6
Go to the Library	16	11.3
Carer and Tots Group	14	9.9
Watching/Playing Sports	12	8.5
Shopping	7	4.9
Other	37	26.2
Don't know	3	2.1
very little/not much to do	3	2.1

Other activities undertaken during leisure time included:

- ✓ Eating out, including going to McDonalds (3)
- ✓ Watching TV or a film
- ✓ Activities such as sewing, walking, karate
- ✓ Holidays and attending events such as the carnival or the Jungle Safari

For a full list of leisure time activities, see appendix 2a

Local parks appear to be the focal point for leisure time activity for respondents during all three consultation phases. Of the respondents interviewed during the Jungle Safari event, 55% spend their leisure time at local parks.

The importance attached to the local environment was also clearly expressed through the pictorial exercise. A number of local facilities, including parks and the reservoir were pictured by a number of individuals involved in that exercise as something that they liked about the area. The picture and wish wall consultation reinforced the

importance of easy access to outdoor family facilities where parents, carers and children can spend time together in a safe, clean and pleasant environment.

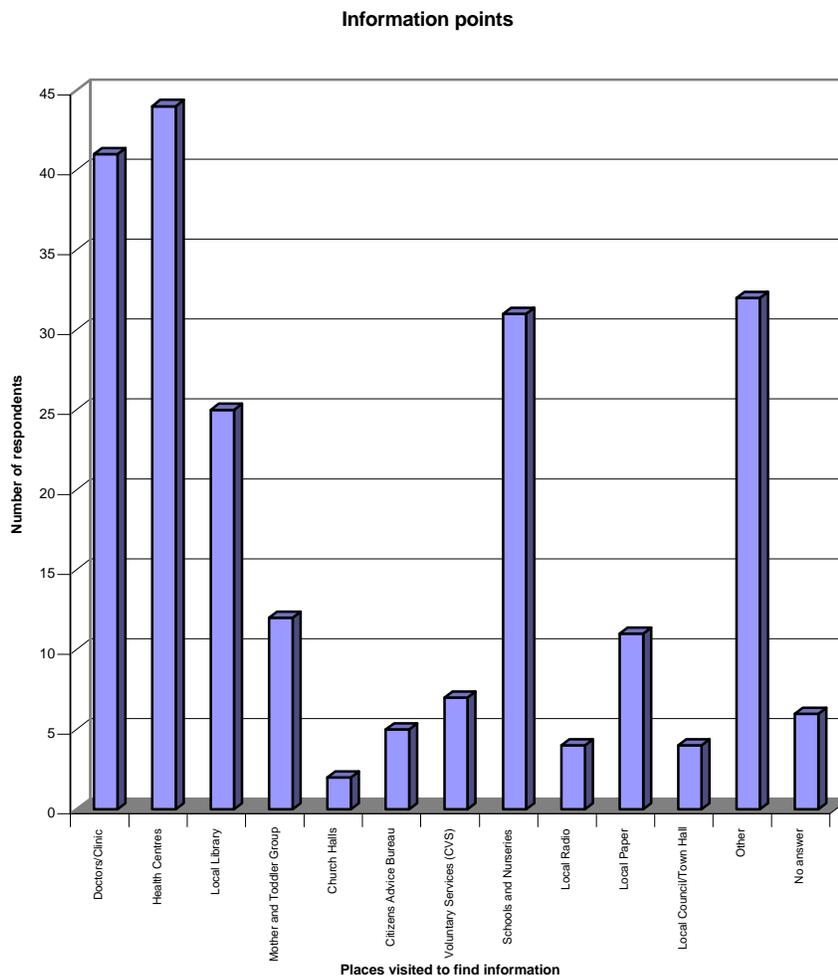
Due to the importance respondents have placed on such local facilities, ensuring that there is equality of access to such spaces becomes important. Sure Start could therefore seek to work with other local service providers and local residents for example to organise ‘grot-spot clean-ups’ therefore addressing some of the dissatisfaction respondents expressed with a number of specific outdoor play facilities and green spaces including Sackville Street and Heyhead Park.

Positively, less than 5% of respondents said they did not know what they did in their leisure time or that there was very little to do in the area/they did nothing.

Question 8 was a multiple choice question, seeking to identify how members of the local community find out about services available to them and their family.

Question 8. “Where would you go to find out information about what services are available for parents and carers of children up to the age of 4?”

The graph and table below captures the answers given to this question.



Facility	Frequency	Percentage
Doctors/Clinic	41	29.0
Health Centres	44	31.2
Local Library	25	17.7
Mother and Toddler Group	12	8.5
Church Halls	2	0.7
Citizens Advice Bureau	5	2.8
Voluntary Services (CVS)	7	4.9
Schools and Nurseries	31	21.9
Local Radio	4	2.8
Local Paper	11	5.6
Local Council/Town Hall	4	2.8
Other	32	22.6
No answer	6	4.2
Don't	3	2.1
Don't know	1	0.7
Total	227	-

The primary locations for finding information about additional services available for parents and carers of children up to the age of 4 years were identified as schools, health centres and the library. Of the 141 respondents, 60% use health centres and/or doctors surgeries to find information.

This emphasises the importance of equality of access to public services and local public facilities. As demonstrated later in this analysis, access to healthcare services and advice is particularly important. Analysis of the responses to this question have reconfirmed that for respondents, access to healthcare services is not only important for the maintenance of family health and welfare, but also for accessing information about additional services which may be of benefit to them and their family.

Other facilities used for finding out information included Sure Start, the Internet, the Community Centre and Friends/Word of Mouth. For a full list see appendix 2b.

Building upon the question above, the respondent was asked to identify specific services that are currently providing services for parents, carers and children aged 0-4 years.

Question 9. “Do you know of any organisations locally that provide services and activities for parents, carers and children aged 0-4 years?”

This question gave respondents the opportunity to give a number of examples of services, unprompted, which they felt provided services for parents, carers and children aged 0-4 years. On average, each respondent gave only one answer to this question.

Provider	Frequency	Percentage
Sure Start	68	48.2
Local Church Group	5	3.5
Local Nursery	19	13.4
Community Group	5	3.5
Pendle Borough Council	1	0.7
Lancashire County Council	1	0.7
Other	7	4.9
Don't Know	42	29.7
Not answer	9	6.3
TOTAL	157	-

As the table above demonstrates, Sure Start was mentioned by over 48% of respondents. This is very positive for Sure Start as it indicates that respondents are aware of Sure Start, despite the programme only being established for 12 months.

Several respondents named McMillan Day Nursery. Again this underlines the importance placed upon childcare services by respondents as question 8 has already demonstrated. Gingerbread, Christian Association and St Philips Church were also named specifically.

Other organisations listed included Homestart, Connexions, Social Services, Doctors, the carnival, a local music group and the college. Appendix 2c is a full list of answers to this question.

Perceptual Mapping

Question 10 was designed to assess how important particular services were to the individual respondents and the extent of the satisfaction with those local services.

This question had two parts. For each part, the respondent was asked to select their answer from a show card. Part one assessed the importance of a number of selected services to the respondent.

Question 10: “I would like to go through a range of services, some of which are currently provided in your area for parents and carers of children aged 0-4 years. I’d be grateful if you would tell me how important each of them are to you.”

The respondent was asked to select from one of the following:

- Very important
- Important
- Neither
- Not very important
- Not at all important

For analysis purposes, the above categories were allocated a numerical figure of 10, 8, 6, 4 or 2 respectively. These scores were then aggregated and divided by the number of respondents for each service area.

Question 10a:

Service	Average score of Importance
Healthcare for you and your child	9.1
Dental care	9.1
Part time childcare	7.3
Education and learning opportunities for you	8.0
Early education and learning opportunities for your child	9.0
Support for parents and parents to be	7.9
Carer and tots groups	8.2
Info about services for children age 0-4	8.9

The table above demonstrates the average score of importance respondents gave to the selected services.

On analysis of this question, it is clear that for those interviewed during the Jungle Safari event, ALL services listed are regarded as being important. Nearly all of the respondents felt that healthcare and dental care are particularly important for them and their families. This has been highlighted in responses to previous questions.

The respondent was then asked “**And now could you tell me how satisfied you are with these services**”.

Again, the answers were presented on a show card and the respondent asked to select the most suitable ranking:

Very satisfied
Satisfied
Neither
Dissatisfied
Very dissatisfied

The answers have been analysed as described above and the results provided in the table below.

Service	Satisfaction
Healthcare for you and your child	7.0
Dental care	5.3
Part time childcare	4.6
Education and learning opportunities for you	6.2
Early education and learning opportunities for your child	6.5
Support for parents and parents to be	5.7
Carer and tots groups	5.5
Info about services for children age 0-4	5.9

In general, satisfaction with the selected services is quite low.

The gap between the level of importance and satisfaction, although only marginal for the majority of services in question, is still significant as it indicates that there are areas where improvements could be made.

The graph below demonstrates these gaps.

As the first section of this question demonstrated, respondents regard dental care as a very important service. However, there is a significant gap between importance and satisfaction with this service. In addition, a number of respondents voiced concern over the lack of NHS dentist in the area. Indeed, a large proportion of these respondents were not currently registered with a dentist at all.

The apparent shortfall in dental care provision is a reoccurring theme throughout this consultation analysis. There appears to be scope for Sure Start, in partnership with other local service providers, to take action to rectify this seeming issue/problem.

The provision of information is also something which respondents attached significant importance to. However, as with the available dental care services, respondents are less than satisfied with the information that is currently available about services for children aged 0-4 years.

The lack of information about opportunities for families with children and services for children aged 0-4 years was specifically mentioned by numerous respondents through the picture and wish wall consultation.

The provision of information, at locations where the target audience will access this information, is crucial for the success of services and for the improvement in the quality of lives of local people.

Respondents are also less than satisfied with childcare services. Although respondents have attributed less importance to this service, the provision of additional or improved childcare facilities and services appears to be required in the Brierfield, Walverden and Clover Hill area.

Indeed, the picture and wish wall consultation exercise carried out prior to the main consultation reinforces this. Affordable and good quality childcare services and support for families were highlighted as an essential requirement by a number of respondents. E.g. *“more playgroups ... it’s so hard to get a place”*

The comments made include facilities for those over 4 years of age, after school clubs, holiday and weekend care as well as both part and full time crèche/nursery facilities.

The provision of additional dental care services and advice, improved information and extended childcare are areas of potential development and partnership opportunities for Sure Start and other local service providers.

If the average scores for the eight service areas are aggregated, an overall picture of the importance of these services and the satisfaction with overall service provision is produced.

Importance – 8.43

Satisfaction – 5.83

These aggregated figures indicate that for respondents, these services are important (average score of 8.43). However, satisfaction with these services at present is less than average (5.83). The difference between importance and satisfaction levels (using aggregated score for all 8 areas of service delivery) indicates there is significant room

for improvement in terms of existing service delivery and for the development of new services.

Question 11. “What services do you feel are the most important to you and your family?”

This was an open-ended question, asking respondents to identify what services are important to them and their family. Respondents were not prompted in their answers to this question and could list any number of services in response to this question. On average, respondents gave three answers to this question.

The top four most important services are given in the table below. A full list of services identified can be found in appendix 2d.

Service	Frequency	Percentage
Healthcare (including NHS, GP and health visitor)	82	58.1
Education (in good schools, from an early age)	80	56.7
Childcare (including full and part time day care, nursery, crèche)	23	16.3
Information	18	12.7

The above results confirm that healthcare and education are very important to families, confirming the results generated in question 10.

Dental care has again been identified as being very important for respondents as has information – the two service areas which appear to be less satisfactory than other areas of service provision within the Brierfield and Walverden area. This again reinforces the potentially positive impact Sure Start and partners could have by addressing the need for action to be taken with regards to dental care provision in this area.

Question 12. “In the last 12 months, have you or your partner received advice on any of the following:”

This question investigates the accessibility of a number of specific services offered in the Brierfield and Walverden area.

Where a service had been received, the respondent was then asked to rate that service. The blue percentages in the ‘received’ column relate to the number of respondents as a percentage of the overall sample group who had received that service. The red percentages in the five rating columns calculate the satisfaction levels across the five ratings for services received.

For example: ‘Stopping smoking’ – 39 people received service of which 38.4% being very satisfied with the service they received.

Where the service had not been received, the respondent was not asked to rate that particular service.

The findings from this question are contained in the table below.

	Received	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Stopping smoking	39 27%	15 38.4%	8 20.5%	12 30.7%	1 0.7%	2 5.1%
Dental Health	64 45%	21 32.8%	28 43.7%	3 4.6%	6 4.2%	4 6.2%
Post-Natal Depression	30 21%	10 33.3%	8 26.6%	6 20.0%	2 1.4%	2 1.4%
Diet and Nutrition	52 37%	12 23.0%	24 46.1%	4 1.9%	10 19.2%	2 3.8%
Child Safety	88 62%	49 55.6%	30 34.0%	5 1.1%		3 3.4%
Home Safety Advice & Equipment	85 60%	49 57.6%	29 34.1%	3 3.5%	2 2.3%	1 1.1%
First Aid	50 35%	21 42.0%	22 44.0%	3 6.0%	3 6.0%	1 2.0%
Family Planning	50 35%	13 26.0%	20 40.0%	12 24.0%	3 6.0%	2 2.0%
Breastfeeding support	46 33%	11 23.9%	21 45.6%	10 21.7%	4 8.6%	0 0%
Hygiene	56 40%	19 33.9%	32 57.1%	3 5.3%	2 3.5%	0 0%
Child Health	69 49%	26 37.6%	35 50.7%	3 4.3%	4 5.7%	1 1.4%
Sleep Loss	33 23%	6 18.1%	13 39.3%	10 30.3%	4 2.8%	0 0%
Welfare and Benefits	61 43%	15 24.5%	30 49.1%	6 9.8%	9 6.3%	1 1.6%
Parenting Support	46 33%	19 41.3%	13 28.2%	9 19.5%	4 8.6%	1 2.1%
Training	40 28%	11 27.5%	14 35.0%	9 22.5%	6 15%	0 0%
Job search/Back to work advice	30 21%	4 13.3%	12 40.0%	8 3.3%	4 13.3%	2 6.6%
Other	2 1.4%		2 100.0%			
None	1 0.7%					

Don't know	1
Not received any	10
Not answered	11

Several services appear to have been received by the majority of respondents. Of the top five most received services, three of these are services offered by Sure Start: Home Safety Advice and Equipment, Child Safety and Child Health.

68% had received advice on safety, and of these, 90% were satisfied with the advice they received. Over 50% of respondents had received advice on child health and again, nearly 90% were satisfied with the advice received. As Sure Start offers advice in both these areas, these results look very positive for this Sure Start programme.

Less than 45% of respondents had received dental care advice. Although 76% of these were satisfied with this advice, the total number of respondents receiving advice is still the minority. This concurs with the earlier analysis indicating the lack of dental care provision and advice within the Brierfield, Walverden and Clover Hill area.

Question 13 investigates the quality and professionalism of specific local health related services.

“In the last 12 months, have you used any of the following services with your child aged under 4?”

Respondents were asked whether they had received a number of specific services. Where the service had been received, respondents were asked to rate the service selecting from show card three.

The table below displays the information generated from this question.

	Received	Very satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Don't Know
Midwife	48 34%	32 66.6%	13 27%	1 2.0%	0 0%	0 0%	1 2.0%
Health Visitor	76 54%	45 59.2%	24 31.5%	1 1.3%	1 1.3%	2 2.6%	1 1.3%
Community Nurse	28 20%	12 42.8%	12 42.8%	1 3.5%	2 7.1%	1 3.5%	1 3.5%
Baby/Child clinic	68 48%	37 54.4%	22 32.3%	6 8.8%	1 1.4%	1 1.4%	1 1.4%
Social Worker	22 16%	6 27.2%	6 27.2%	5 22.7%	2 9.0%	3 13.6%	1 4.5%
GP	107 76%	38 35.5%	39 36.4%	6 5.6%	15 14.0%	7 6.5%	1 0.9%
Speech Therapist	23 16%	2 8.6%	9 39.1%	7 30.4%	3 13.0%	1 4.3%	1 4.3%
Dentist	72 51%	24 33.3%	18 25.0%	4 5.5%	14 19.4%	10 13.8%	1 1.3%
NHS Direct	64 45%	29 45.3%	24 37.5%	3 4.6%	4 6.2%	3 4.6%	1 1.5%
Not answered	11 7.8%						

Again, analysis has demonstrated that the majority of respondents have access to and have received high quality services and advice.

The majority of respondents had received support and/or advice with care of their child from a health professionals. This advice and support was well received by most of these respondents. This question has again reinforced the importance of health care and advice. In particular, these professionals are providing support for people in their home and therefore ensuring residents have access to support and advice.

Although the table above indicates a high number of respondents being dissatisfied with GP services, as a percentage of those using the service, the dissatisfied users are less than 20%.

As noted earlier, dental care within the Brierfield and Walverden area is an issue. 51% of respondents indicated that they had used dental services with their children in comparison to 45% of respondents stating that they or their partners had used a dentist. This difference confirms the importance that respondents have placed on ensuring that their child receives dental care but may also indicate that it is easier for parents to access dental care for their child rather than for themselves.

Over 50% of respondents were satisfied with the dental care they received. Although respondents have voiced concern over the level of dental care available, the issue appears to be the lack of provision available rather than a dissatisfaction with the service that is available.

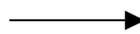
Question 14: “Does your child (children) have any of these additional needs?”

Each interviewee was shown a card and asked, in their opinion, if their child (children) has any additional needs. Some respondents indicated that their child (children) had more than one additional need.

Of the respondents answering this question, 70% (38) indicated that they do not have any children with additional needs.

Of those who do have a child (children) with additional needs (30%), the majority - 34% - have a child (children) with speech needs.

Additional Need	Frequency
Speech	13
Hearing	2
Skin	6
Learning	4
Medical	9
Dietary	6
Physical	3
Other	5
Total	48



Additional Need - Other	Frequency
ADH	1
Aspergers Syndrome	1
Eyes	3
Sleep loss	1
Total	5

If the respondent indicated that their child (children) had any additional needs, they were asked if they had received any additional support for that child.

Question 15: “Do you receive any support for your child’s additional needs?”

Receive Support	Frequency	Percentage
Yes	26	68.4
No	11	28.9
Not sure	1	2.6

26 of the 38 respondents with a child (children) with additional needs receive additional support.

Those who receive additional support were asked **“and can you tell me what type of support you have received?”**

Respondents receive support from a variety of sources:

Support	Frequency	Percentage
Advice	2	5.2
Advice from mother	1	2.6
GP/Nurse support	4	2.8
Hospital care	4	2.8
Prescriptions	1	2.6
Baby massage	1	2.6
Support at school/Special school	3	2.1
Speech therapy	6	4.2
Worker/support	3	2.1
Hearing help	1	2.6
Specialist	1	2.6
No support	13	9.2
Not sure	1	2.6

Question 17 asked those respondents receiving support ***“how satisfied are you with this support?”***

The table below demonstrates the levels of satisfaction with the support services received by parents and carers of children with additional needs.

Rating	Frequency	Percentage
Very Satisfied	11	42.3
Satisfied	9	21.4
Neutral	2	7.6
Dissatisfied	1	3.8
Very Dissatisfied	1	3.8
Not answered	2	7.6

Of those receiving support, 85% said that they were satisfied.

Importantly, however, 52% of respondents with a child (children) with additional needs think that their child (children) does not receive any additional support. A number of respondents requested extra support for parents and carers for children with additional needs at question 22.

There is, possibly, an opportunity for Sure Start to work with other service providers to extend the services and support available for families where there are children with additional needs.

Question 18 explored the support the interviewee receives when bringing up their child (children). The reader should note that some respondents gave more than one answer to this question.

Question 18: *“Does anyone else share in the care of your child?”*

Carer	Frequency	Percentage
Partner/Parent	57	40.4
Sister/Brother	10	7.1
Grandparents	34	24.1
Other family member	12	8.5

Carer	Frequency	Percentage
Friend	10	7.0
Neighbour	1	0.7
Carer	2	1.4
Nursery	2	1.4
Other *	13	9.2
Total	141	-

* not specified

This information demonstrates the importance of both the family and the community to respondents when bringing up and caring for their children. Of the responses to this question, 68% of respondents indicated that another person shared with the care of their child. Of these, 66% shared the caring with a partner/child's parent.

Interestingly, very few respondents listed 'nursery' in answering this question. As childcare has been listed on numerous occasions as being an important, the fact that only 2 respondents listed childcare at this point, reinforced the need for additional childcare facilities as concluded at question 10 and demonstrated by the picture and wish wall consultation.

Sure Start Home Safety Scheme

Question 19 asked respondents ***"Have you received the Sure Start Home Safety Scheme?"***

This question was specifically investigating the take up of the Sure Start Home Safety Scheme.

Received	Frequency	Percentage
Yes	68	48.3
No	60	42.5
Not Sure	0	0
Not answered	13	9.2
TOTAL	141	-

Of the respondents answering this question, nearly 48% had received the Sure Start Home Safety Scheme. This indicates the success of this project for Sure Start at an early stage in the programmes development. The success of this scheme may also have resulted in the recognition of Sure Start as revealed through question 11.

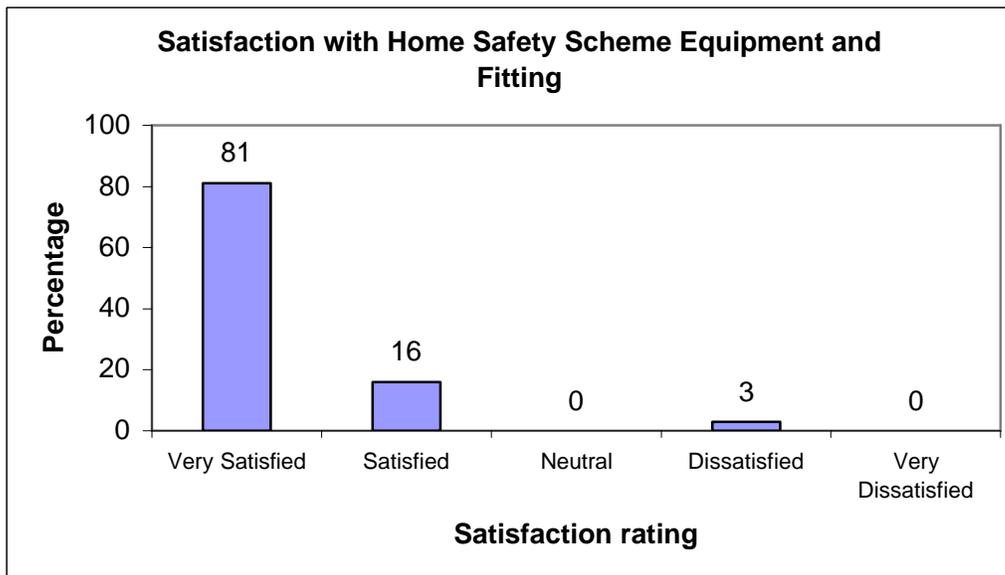
However, over 42% of respondents had not received or benefited from the Sure Start Home Safety Scheme as yet.

Those who received the scheme were asked to rate two aspects of the scheme:

1. Equipment and Fitting

The table and graph below illustrate satisfaction levels among recipients of the Home Safety Scheme's equipment and fitting.

Rating	Frequency	Percentage
Very Satisfied	55	80.8
Satisfied	11	16.1
Neutral	0	0.0
Dissatisfied	2	2.9
Very Dissatisfied	0	0.0



97% of those in receipt of this scheme were very satisfied with the equipment and fitting.

2. Information Pack

Each respondent who had received the scheme was then asked ***“how satisfied were you with the safety information pack?”***

The table below contains the results of this question.

Rating	Frequency	Percentage
Very Satisfied	47	69.1
Satisfied	12	17.6
Neutral	0	0.0
Dissatisfied	0	0.0
Very Dissatisfied	0	0.0
Not answered	7	10.2

100% of respondents were very satisfied with the information pack. This indicates that the advice contained within this pack is clear and understandable, accessible to all recipients of the scheme so far.

Sure Start has successfully developed a programme which has had a direct impact upon individuals. At a number of points in this analysis, the provision of 'safety in the home advice' and the development of child safety awareness/information has received recognition both as being of importance to the family (and therefore something which families require) and as being delivered as a quality service. The positive impact that this service has had at such an early stage is a great result for Sure Start.

Question 19 does also indicate that there are a large number of families within the Brierfield, Walverden and Clover Hill areas who have not yet received the Sure Start Home Safety Scheme and would therefore potentially benefit from this service.

Question 20: “Have you heard of Sure Start in this area?”

This question sought to identify whether respondents were aware of the Sure Start programme.

The table below gives the responses to this question.

Heard of SureStart	Frequency	Percentage
Yes	113	80.1
No	9	6.3
Not Sure	7	4.9
Not answered	12	8.5
TOTAL	141	-

Over 80% of respondents had heard of Sure Start. This is a great achievement for Sure Start, particularly as this research has been conducted at an early stage in the programme’s development.

This recognition could be due to the highly successful Home Safety Scheme which appears to have been well received by the majority of respondents and therefore an early success for the Sure Start team.

In addition, this high level of awareness points to the success of the marketing and awareness raising campaigns already completed by Sure Start including the branded marketing strategy undertaken in conjunction with the Jungle Safari event.

Those who answered ‘yes’ to the above question were asked to identify how they had heard of Sure Start.

Question 20a: “If yes, how did you hear about it”.

This question aimed to identify how respondents had heard of the Sure Start programme. The respondent was not prompted during this question.

How did you hear about it?	Frequency	Percentage
Health professional	31	21.9
Nursery/Crèche	12	8.5
Parent/Toddler Group	3	2.1
School	2	1.4
Library	1	0.7
Newsletter	14	9.9
Poster	5	3.5
Flyer	5	3.5
Word of Mouth	22	15.6
Friend/Family/Neighbour	25	17.7
Church/Mosque	0	0
Radio	2	1.4
Sure Start Events	3	2.1
Other	16	11.3
Total	141	-

Analysis of the responses to question 20 reconfirm the importance of local services for acquiring information about services available to parents and carers and families of children aged 0-4 years.

Health care facilities, educational establishments and publicity material have again been identified in the top three most important services. The importance of the family and the community as emphasised in question 18 has again been underlined. Interestingly, the library does not appear in this list of services although listed within the top 5 facilities used for finding information about services available for families with children aged 0-4 years (question 8).

Publicity has been very important for Sure Start. Newsletter including that produced by Sure Start, leaflets, posters and radio adverts were all identified by respondents as how they were made aware of Sure Start in this area. Again, this reinforced the importance placed on ensuring that publicity is distributed to major public facilities and services, particularly those identified by respondents in question 8.

Other ways in which respondents had heard about Sure Start included Sure Start staff, Sure Start volunteers, the home safety scheme, colleges, cyber café, work and the council mayor! A full list of responses can be found in appendix 2e.

Each interviewee was then asked what they thought Sure Start does.

Question 21: “What do you think Sure Start does?”

This question sought to identify whether or not respondents understood what the role of Sure Start is. Appendix 2f lists the individual responses made to this question.

Although recognition of the Sure Start scheme is exceptionally high amongst those interviewed, analysis of this question would demonstrate if there was an understanding about what Sure Start does.

Indeed, the responses to this question indicate a high level of understanding about what Sure Start does. The majority of respondents were aware that Sure Start exists to improve the well being and quality of life of parents, carers and families of children aged 0-4 years. Comments made in answer to this question include:

“Support for families with young kids”

“Help and support for people with children”

To improve health, education and up bringing of children”

“Helping parents and carers”

“Helps parents with kids under 4”

10% of respondents thought that Sure Start was about child safety and providing safety advice and equipment.

“Deals with child safety”

“Safety equipment”

“Awareness of danger. Safety and support”

This narrow view may be attributable to the apparent success of the Home Start Safety Scheme as referred to at question 19.

Only 15% said that they don't know or were not sure. This suggests that the marketing campaign employed by Sure Start has not only been successful in raising local awareness of the programme but clearly conveyed the aims and objectives of the programme.

Question 22 asked each interviewee to select, from a list of services presented, three services that they would like to see provided.

“Looking at show card 5, please select 3 services that you would like to see provided”

Service	Frequency	Percentage
Crèche	51	36.1
First Aid	45	31.9
Time Out for Parents	37	26.2
Exercise	36	25.5
Healthy Eating Classes	36	25.5
Stay and Play	32	22.6
Full Day Care	28	19.8
Total	378	-

This was a multiple-choice question. Not all respondents gave three answers to this question.

Upon analysis, it appears that 1 in 4 parents chose the top 5 services. This selection again demonstrates the importance placed upon healthcare, childcare and safety for respondents.

The provision of additional crèche facilities was important for 1 in 3 respondents. A number of those requesting this service emphasised the need for this to be free of charge. Again this underlines the importance of childcare provision as evidenced throughout this report.

The provision of crèche facilities also enables parents and carers to access the other services which appear here in the top 5. These include access to exercise, time out for parents and courses (including first aid and healthy eating classes). The analysis of the picture and wish wall consultation also revealed the need for additional crèche facilities at courses/opportunities provided for parents. The provision of such facilities would, it could be assumed, enable parents and carers to access a range of services specifically for them benefiting both the individual and the family.

The need for additional learning opportunities for parents in relation to parenting skills and healthy eating/lifestyles was identified as a need by nearly 1 in 4 respondents. In addition, the consultation through the picture and wish wall revealed the need for

additional parenting skills courses including first aid for babies and children (also identified here) diet, health and fitness and general parenting skills. Again this may be an area where Sure Start may chose to develop a project or work with partners to co-ordinate the arrangement and advertisement of a parent/parent to be development programmes/skills courses.

Although it does not appear in the top 5, special needs support was chosen by 8 respondents. This reconfirms that some of the respondents with children with additional needs feel they do not receive the support their child needs.

A full table of answers can be found in appendix 2g.

Section 3: The interviewee

The final set of questions aimed to gain information about the respondent:

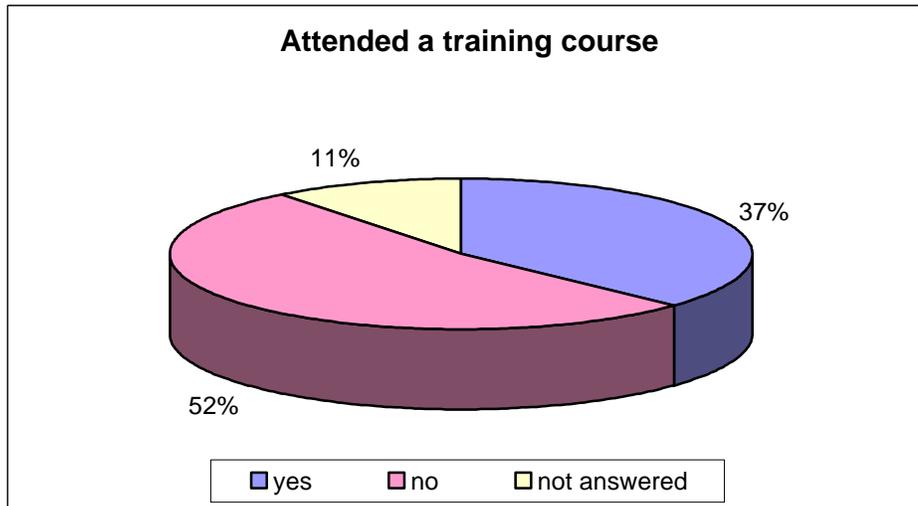
Question 23: “Have you or your partner attended an education/training course in the last 12 months?”

Each interviewee was asked a series of questions about education/training opportunities they have accessed recently or may like to access in the near future.

The table and graph below display the answers given to this question.

Accessed	Frequency	Percentage
Yes	52	36.8
No	74	52.4
Not answered	15	10.6

40% of respondents had attended an education/training course in the last 12 months.



Each respondent was asked what type of course he or she had attended. The table below listed the answers given to this question.

Course	Frequency	Percentage
Computer Studies	21	14.8
Numeracy/Literacy	9	6.3
Childcare	4	2.8
Community Development	1	0.7
Personal Development	3	2.1
Other	18	12.7
None	61	43.2
Not stated	3	2.1

A wide range of 'other' courses had been completed, for work and leisure purposes. These included Health and Beauty, First Aid, Healthy Eating, Accounting and Urdu.

Analysis of the range of courses undertaken would lead to the conclusion that the majority of respondents have undertaken a course(s) for personal development.

The following question asked why they had undertaken that course. This question sought to clarify the purpose for completing each course undertaken. Respondents were not prompted in answering this question.

Question 24: “Why did you decide to participate in this/these courses?”

The table below details the responses given to the above question. It clearly concludes that the majority of those completing courses, did so for personal development purposes:

Why completed	Frequency	Percentage
Career Development	18	12.7
Employment	6	4.2
Personal Development	26	18.4
Other (not specified)	1	0.7
V. Important	1	0.7
Learning	1	0.7
Fun	1	0.7
College	1	0.7

Question 25: “Are there other education/training courses not offered at the moment that you would like to participate in?”

The purpose of this question was to establish if there were any gaps in the provision of courses and learning opportunities for parents and carers within the Brierfield, Walverden and Clover Hill areas.

The table below illustrates how interviewees responded to this question:

Undertake a new course	Frequency	Percentage
Yes	50	35.4
No	37	26.2
Not Sure	29	20.5
Not answered	25	17.7
Total	141	-

Only 36% of respondents indicated that they would like to undertake a course that is not currently provided. However, over 20% of respondents were not sure if they would like to undertake a new course. The respondents answering ‘yes’ to question 25 were asked what type of course they would like to participate in. There were a wide variety of courses given in response to this question, with no real trend being apparent. These courses could

be classified as both employment/career development courses and leisure courses. Some respondents gave more than one answer.

There is potential here for Sure Start to work with other local learning providers to demonstrate the benefits to individuals of undertaking a new learning experience and to provide some of the courses requested as part of this question.

The variety of courses respondents would like to participate in are listed below:

Course	Frequency	Percentage
First Aid and First Aid for Babies	10	20.0
English (spoken/language)	5	10.0
IT/Advanced IT/Touch typing	5	10.0
Cooking	3	2.1
Health, Beauty and Hygiene	3	2.1
Sewing/Dress making	3	2.1
Child care	2	4.0
Health education for women	2	4.0
Driving and Driving Theory Test	2	4.0
Parenting skills/Basic Skills	2	4.0
Other	17	34.0
Total	52	-

The most frequently occurring course requests were for first aid or courses relating to health/child care. Again this reinforced the importance respondents have placed upon the provision of safe environments for their children to play, the success of the home safety scheme therefore ensuring that the home remains a safe place in which to bring up a child and a family, and the importance of maintaining a healthy lifestyle.

Personal Details

The following information captures the gender, age and occupational status of respondents.

Gender

Gender	Frequency	Percentage
Female	94	66.6
Male	27	19.1
Other	1	0.7
Couple	1	0.7
Not answered	18	12.7
Total	141	-

Of the 141 respondents, gender of the interviewee was given for 123 respondents. 69% of those interviewed were female and only 20% of interviewees were male.

Age group

Age Group	Frequency	Percentage
Under 16	0	0
16-25	42	29.7
26-35	65	46.0
36-45	13	9.2
46-55	3	2.1
Over 55	5	3.5
Not answered	13	9.2
Total	141	-

The table above demonstrates that respondents were from a range of age groups. It could be concluded that this event engaged with parents, carers and additional family members.

Current Occupation

Occupation	Frequency	Percentage
Full time (30hrs/wk)	19	13.4
Part time (8-29 hrs/wk)	20	14.1
Casual (under 8 hrs/wk)	0	0
Full time training	4	2.8
Part time training	0	0
Job Seeker (out of work 6 months plus)	6	4.2
Job Seeker (out of work under 6 months)	0	0
House Person/carer	65	46.0
Disabled	4	2.8
Long Term Sick/ill health	5	3.5
Other		
Semi Retired	1	0.7
Retired	1	0.7
Income Support	1	0.7
Not answered	15	10.6
Total	141	-

Analysis of this question concludes that 28% of respondents are employed – either full or part time. This figure coincides with the high number of requests for additional childcare services as highlighted throughout this consultation and through the earlier consultation exercises (picture and wish wall and photographic consultation).

Question 29 sought to identify which respondents would like to find out more about Sure Start.

“Would you like to receive more information on Sure Start?”

Receive more information	Frequency	Percentage
Already do	19	13.4
Yes	92	65.2
No	6	4.2
Not Sure	2	1.4
No answer	22	15.6
Total	141	

Over 65% of respondents would like to receive more information on Sure Start. Positively, over 13% of respondents said that they were already receiving information on Sure Start. This again demonstrates that these respondents are noticing Sure Start’s marketing and awareness raising techniques.

Question 30: *“If you are not registered with Sure Start, would you like to?”*

This question was specifically asking respondents if they would like to register with Sure Start.

Would like to register	Frequency	Percentage
Yes	59	41.8
No	19	13.4
Already are registered	6	4.2
Not Sure	6	4.2
No answer	51	36.1
Total	141	-

A high percentage of respondents would like to register which is very positive for Sure Start.

Appendices

Appendix 1: Questionnaire

Sure Start Brierfield and Walverden User Satisfaction Survey

Hello. My name is _____. I am trying to find out what parents and carers think of services for families with young children in Brierfield, Walverden and Clover Hill.

Could you spare a few minutes to help us to develop the best possible services for pre-school children and their parents in your area.

All information you give will remain anonymous and all personal information strictly confidential.

1. Do you live in one of the following neighbourhoods?:

a. Brierfield

b. Walverden

c. Clover Hill

d. Other

Read out neighbourhoods
Please tick appropriate box

→ **If YES, thank and close**

2. Which postal district do you live in?

SHOW CARD 1.
If not one of the postcode areas, thank and close

3. Are you a parent or full time carer of a child under 4 years old?

Yes

No

GO TO QUESTION 4

4. Are you or your partner expecting a baby or are you planning to have a baby in the near future?

Yes

No

→ **If NO to Question 3 and 4, thank and close**

5. How many children live with you?

1

2

3

4

5+

6. How many children are in each age group?

Please enter the number in each box

0-12 months.....

1 year

2 years

3 years

4 years

5-12 years

13-19 years

7. How do you enjoy spending your leisure time with your children? **DO NOT PROMPT. (AND ANY OTHER)**

- | | | | |
|-------------------------|--------------------------|-------------------------------|--------------------------|
| No leisure time | <input type="checkbox"/> | Go to the Library | <input type="checkbox"/> |
| Days Out | <input type="checkbox"/> | Story Time at Home | <input type="checkbox"/> |
| Carer and Tots Group | <input type="checkbox"/> | Playing Games with the family | <input type="checkbox"/> |
| Local Park | <input type="checkbox"/> | Visiting family and friends | <input type="checkbox"/> |
| Watching/Playing Sports | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Swimming Pool | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |
| Community Centre | <input type="checkbox"/> | | |

8. Where would you go to find information about what services are available for parents and carers of children up to the age of 4? **DO NOT PROMPT; RECORD NAMES OF FACILITIES IF STATED (AND ANY OTHER)**

- | | | | |
|--------------------------|--------------------------|------------------------------|--------------------------|
| Doctors/Clinics | <input type="checkbox"/> | Voluntary Services (CVS) | <input type="checkbox"/> |
| Health Centres | <input type="checkbox"/> | Schools and nurseries | <input type="checkbox"/> |
| Local Library | <input type="checkbox"/> | Local Radio | <input type="checkbox"/> |
| Mother and Toddler Group | <input type="checkbox"/> | Local paper | <input type="checkbox"/> |
| Church Halls | <input type="checkbox"/> | Local council | <input type="checkbox"/> |
| Citizens Advice Bureau | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |

9. Do you know of any organisations locally that provide services and activities for parents, carers and children aged 0-4 years? **DO NOT PROMPT; WRITE DOWN NAMES OF GROUPS IF STATED. (AND ANY OTHER)**

- | | | | |
|--------------------------|--------------------------|------------------------------|--------------------------|
| Sure Start | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |
| Local Church Group _____ | <input type="checkbox"/> | Don't Know | <input type="checkbox"/> |
| Local Nursery _____ | <input type="checkbox"/> | Community Group _____ | <input type="checkbox"/> |
| Pendle Borough Council | <input type="checkbox"/> | Lancashire County Council | <input type="checkbox"/> |

10. I would like to go through a range of services, some of which are currently provided in your area for parents and carers of children aged 0-4 years. I'd be grateful if you would tell me how important each of them are to you.

Could you tell me how important these are to you. Please give one of the answers printed on this card. **SHOW CARD 2**

	Very important	Important	Neither	Not very important	Not at all important
Healthcare for you and your child					
Dental care					
Part time childcare					
Education and learning opportunities for you					
Early education and learning opportunities for your child					
Support for parents and parents to be					
Carer and Tots Groups					
Info about services for children aged 0-4					

And now could you tell me how satisfied you are with these services? Please give one of the answers printed on this card. **SHOW CARD 3**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
Healthcare for you and your child					
Dental care					
Part time childcare					
Education and learning opportunities for you					
Early education and learning opportunities for your child					
Support for parents and parents to be					
Carer and Tots Groups					
Info about services for children aged 0-4					

11. And what services do you feel are the most important to you and your family?

1. _____
2. _____
3. _____

12. In the last 12 months, have you or your partner received advice on any of the following:

If YES, refer to show card 3 and ask to rate satisfaction

How satisfied were you with that service? **SHOW CARD 3**

	Received	Satisfaction				
		V. Satisfied	Satisfied	Neither	Dissatisfied	V. Dissatisfied
Stopping smoking						
Dental Health						
Post-natal depression						
Diet and Nutrition						
Child safety						
Home safety advice & equipment						
First Aid						
Family Planning						
Breastfeeding support						
Hygiene						
Child health						
Sleep loss						
Welfare and Benefits						
Parenting Support						
Training						
Job search/Back to work advice						
Other (specify)						
None						

13. In the last 12 months, have you used any of the following services with your child aged under 4?

If YES, refer to show card 3 and ask to rate satisfaction

And how satisfied were you with that service? **SHOW CARD 3**

	Received	Satisfaction				
		V. Satisfied	Satisfied	Neither	Dissatisfied	V. Dissatisfied
Midwife						
Health Visitor						
Community Nurse						
Baby/child clinic						
Social Worker						
GP						
Speech Therapist						
Dentist						
NHS Direct						

14. Please could you look at show card 4. Does your child (children) have any of these additional needs? **SHOW CARD 4**

- No **(GO TO Q.18)**
- | | | | |
|----------|--------------------------|----------|--------------------------|
| Speech | <input type="checkbox"/> | Medical | <input type="checkbox"/> |
| Hearing | <input type="checkbox"/> | Dietary | <input type="checkbox"/> |
| Skin | <input type="checkbox"/> | Physical | <input type="checkbox"/> |
| Learning | <input type="checkbox"/> | Other | <input type="checkbox"/> |

15. Do you receive any support for your child's additional needs?

- Yes No **(GO TO Q.18)** Not sure

16. And can you tell me what type of support have you received?

17. How satisfied are you with this support? **SHOW CARD 3**

- V. Satisfied Satisfied Neutral Dissatisfied V. Dissatisfied

18. Does anyone else share in the care of your child? Yes No

If **YES**, who?

- | | | | |
|----------------|--------------------------|------------------------------|--------------------------|
| Partner/Parent | <input type="checkbox"/> | Other family member | <input type="checkbox"/> |
| Sister/Brother | <input type="checkbox"/> | Friend | <input type="checkbox"/> |
| Grandparent | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |

19. Have you received the Sure Start Home Safety Scheme?

Yes No

If **YES**:

How satisfied were you with the Equipment & fitting? **SHOW CARD 3**

V. Satisfied Satisfied Neutral Dissatisfied V. Dissatisfied

How satisfied were you with the safety information pack? **SHOW CARD 3**

V. Satisfied Satisfied Neutral Dissatisfied V. Dissatisfied

20. Have you heard of Sure Start in this area?

Yes No Not Sure

If yes, how did you hear about it? **DO NOT PROMPT. (AND ANY OTHER)**

- Health professional
- Social Worker
- Nursery/Crèche
- Parent/Toddler Group
- School
- Library
- Newsletter
- Poster
- Flyer
- Word of Mouth
- Friend/family/neighbour
- Church/mosque
- Radio
- SureStart events
- Other (please specify)

Tick all those mentioned

21. What do you think Sure Start does?

22. Looking at show card 5, please select 3 services from this list that you would like to see provided: **SHOW CARD 5**

- | | |
|----------------------------------|--------------------------|
| Stay & Play | <input type="checkbox"/> |
| Crèche | <input type="checkbox"/> |
| Full Day Care | <input type="checkbox"/> |
| Special Needs Support | <input type="checkbox"/> |
| Storytelling Sessions | <input type="checkbox"/> |
| Rhyme Time | <input type="checkbox"/> |
| Exercise | <input type="checkbox"/> |
| Healthy Eating Classes | <input type="checkbox"/> |
| Time out for Parents | <input type="checkbox"/> |
| Family Support | <input type="checkbox"/> |
| Coffee Mornings/Drop In sessions | <input type="checkbox"/> |
| Stopping smoking | <input type="checkbox"/> |
| IT Training | <input type="checkbox"/> |
| First Aid | <input type="checkbox"/> |
| Spoken English Classes | <input type="checkbox"/> |
| Other (Specify) _____ | <input type="checkbox"/> |

And finally a few questions about yourself:

22. Have you or your partner attended an education/training course in the last 12 months? **DO NOT PROMPT**

Yes No **(Go to Q. 25)** Not sure

If **YES**, which ones?

- | | | | |
|--------------------------|--------------------------|------------------------------|--------------------------|
| Basic English | <input type="checkbox"/> | Community Development | <input type="checkbox"/> |
| Basic Maths | <input type="checkbox"/> | Preparation for work | <input type="checkbox"/> |
| Computer Skills | <input type="checkbox"/> | Personal Development | <input type="checkbox"/> |
| Family literacy/numeracy | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |
| Childcare | <input type="checkbox"/> | | |

23. Why did you decide to participate in this/these courses? **DO NOT PROMPT**

- | | | | |
|----------------------|--------------------------|------------------------------|--------------------------|
| Personal development | <input type="checkbox"/> | Employment | <input type="checkbox"/> |
| Career development | <input type="checkbox"/> | Other (Specify) _____ | <input type="checkbox"/> |

24. Are there other education/training courses not offered that you would like to participate in?

Yes No Not sure

If **YES**, which ones?

26. Female Male Other **DO NOT ASK, OBSERVATION ONLY**

27. Which of the following age bands do you fit into? **SHOW CARD 6**

Under 16
16-25
26-35

36-45
46-55
Over 55

28. Which of these best describes your current employment status? **SHOW CARD 7**

Full time (30hrs/wk)	<input type="checkbox"/>	Job seeker (out of work 6 months plus)	<input type="checkbox"/>
Part time (8-29 hrs/wk)	<input type="checkbox"/>	Job seeker (out of work under 6 months)	<input type="checkbox"/>
Casual (under 8 hrs/wk)	<input type="checkbox"/>	House person/Carer	<input type="checkbox"/>
Full time training	<input type="checkbox"/>	Disabled	<input type="checkbox"/>
Part time training	<input type="checkbox"/>	Long term sick/ill health	<input type="checkbox"/>

29. Would you like to receive more information on Sure Start?

Already do Yes No Not Sure

If YES take details and pass to a member of Sure Start team

30. If you are not registered with Sure Start, would you like to?

Yes No Not Sure

If yes, take name
address

Would you like to be entered in the prize draw (£50 Voucher)?

Name

Address

Post code

**Many thanks
for your time**

Appendix 2a: Question 7: Leisure time activities

Leisure time	Total	Percentages
Local Park	73	52
Days Out	50	35
Playing games with the family	45	32
Visiting family and friends	42	30
Swimming Pool	26	18
Story time at home	22	16
Go to the Library	16	11
Carer and Tots Group	14	10
Watching/Playing Sports	12	9
Shopping	7	5
Other	37	26
Community Centre	5	4
McDonalds	3	2
TV	3	2
Events	2	1
Go to see a film	3	2
Play/Play with toys	2	1
Playground/Soft play area	2	1
Wacky Warehouse	2	1
Eat out	2	1
Holidays	1	1
Karate	1	1
Sewing	1	1
Skittles	1	1
Sure Start	1	1
Walking	1	1
Courses	1	1
Don't know	3	2
Very Little/Not much to do	3	2

Appendix 2b: Question 8

“Where would you go to find out information about what services are available for parents and carers of children up to the age of 4?”

List of ‘other’ facilities identified

Activity	Frequency
Other	5
Sure Start	1
Wife	3
Letter/Post	1
Adverts	1
College	4
Community Centre	7
Friend/Word of Mouth	1
Health Visitor	5
Internet	1
Job Centre	1
Open Evening	1
Pub	1
Social Services	1

Appendix 2c: Question 9

Provider	Frequency
Sure Start	68
Local Church Group	5
Local Nursery	19
Community Group	5
Pendle Borough Council	1
Lancashire County Council	1
Other	7
Connexions	1
Homestart	1
Music Group	1
Social Services	1
College	1
Carnival	1
Doctors	1
Unity Hall	1
Local Primary School	1
Don't know	42
Not answer	9

*No specific community groups were mentioned.

Other local services specifically named included:

Woodfield Nursery (2)
Stay and Play at McMillan Nursery
McMillan Nursery (2)
St Philips Church

Appendix 2d: Question 11

Most important services for you and your family

Healthcare (including NHS, GP and health visitor)	82
Education (in good schools, from an early age)	80
Childcare (including full and part time day care, nursery, crèche)	23
Information	18
Activities for children (including older children)	6
Safety	8
Free events/groups	4
Parental support/Parents time	7
All services (equal access to quality services)	3
Leisure (including exercise to music)	3
Adult Learning	9
Dental care	4
Transport/Buses	2
Sure Start	2
Weekend/Holiday activities	2
Disability awareness/Equal opps	2
Emotional development	2
Employment Support/Back to Work support	2
Other	
Homework facility	1
Psychological support	1
Help in the home	1
Opportunities for socialising	1
Local facilities	1
Play gym	1
Don't Know	1
Not Answered	15

Sure Start Brierfield and Walverden: Data Analysis Report

Appendix 2e: Question 20a

“How did you hear about it [Sure Start]?”

How did you hear about it?	Frequency
Health professional	31
Social Worker	0
Nursery/Crèche	12
Parent/Toddler Group	3
School	2
Library	1
Newsletter	14
Poster	5
Flyer	5
Word of Mouth	22
Friend/Family/Neighbour	25
Church/Mosque	0
Radio	2
SureStart Events	3
Other	15
Newspaper	1
Work	1
Volunteers	2
Community Centre	2
Vice Chair	1
Sure Start Worker	1
Safety Scheme	1
College	2
Council Mayor	1
Cyber Café	1
Solicitor	1
Started it	1

Appendix 2f: Question 21

What do you think Sure Start does?

Questionnaire number	Comments to question 21 “What do you think Sure Start does?”
001	Support for families of young kids
003	Allsorts. Good
004	Safety. Storytelling
005	Parents/children. Good
006	Allsorts
007	Helps 0-4. Good. Brilliant
008	Everything. Brilliant
009	Brilliant
110	-
010	Brilliant
011	Not sure
012	Gives support and advice
013	Opportunities for children. Help and support. Awareness
014	Not sure
015	-
016	Not sure but would definitely like to know
017	Help with safety
018	Run crèche, learning for parents. Swimming
020	Don't know
021	Support for children. Gives info, community involvement
019	-
021a	Don't know
023	Helps get kids into nursery
030	Helps mothers and children and carers
033	Supplies equipment for the home when you can't afford it
034	Helps with support for mothers. Trips, events and crèches
035	Good job
037	Events. Trips. Playgroups
044	Good. Should have more events in the holidays
045	Nothing. No information
046	-
047	Safety. Good
048	Facilities for 0-4 years. Education
049	Education. Allsorts
051	Helps children and families
052	Good. Helps people
055	V. happy
054	-
056	Excellent for kids
058	Alright
059	Happy
060	V. happy
061	Happy
062	OK
064	Info. Freebies
065	Don't know
066	Not sure
068	Not sure
069	Get info and help from them

072	Provides services for children and families
073	Gives people information. Various activities
074	Crèche and safety equipment. Lack of advertising for trips. Still waiting for safety equipment
075	Helps parents with children under 4
076	Helps with children's safety. Crèche
077	Helps parents and children
078	Child safety
079	Helps with children. Play facilities and crèches
081	Working with families
082	Not a clue
084	Not sure
087	Support for families and children
088	Help families. Info and support
089	Help and support people with children
090	-
091	Helps
092	Activities/support for families with children
093	Not sure
094	Info, advice
095	Children's Activities
101	Helps families with under 4s
102	-
103	Helps parents and carers
104	Helping parents and carers
105	Helps children and parents and carers
106	Helps families and children
108	-
109	-
111	Helps with families problems/needs
112	Families with children under 5
116	V. important
117	Helps parents and carers
118	Gets parents into employment
119	Helps young kids
120	To improve health, education and upbringing of children
121	Provides facilities, activities and trips for families
123	Gets the community involved, raising awareness through events
124	Provide facilities and information for parents. Good stuff
125	Looks after children. Provides equipment for under 4s
129	Help with development of under 4s
130	Helps parents
131	Helps parents
140	Safety schemes. Emotional and social support services for parents with young children
141	Reduces child poverty
142	Helps out people who need it
143	Helps parents, activities for children
145	-
150	Helps with care of kids
152	Good helpful for kids and older people
170	Helps me with family support
171	Awareness of danger. Safety and support
127	Works with children – offers services
128	Not sure. Works with kids
173	Provides services for parents and children
174	Helps children giving them safety equipment

Sure Start Brierfield and Walverden: Data Analysis Report

172	Not sure
180	Helps parents out
181	Looks after needs of 4 year olds
182	-
183	-
184	-
185	Layered approach. Genuine help. Child centred. Philosophy sometimes questionable
189	Nothing
190	Brilliant
191	Not sure
192	Don't know
199	Anything to help parents. Improving moving on all the time
201	Gives help to parents with children needs
200	Safety equipment
080	Don't know
202	Gives support to parents. Activities for family
148	Helps children
193	Helps parents and children with safety, health, education and jobs
177	-
194	?
085	-
149	?
197	Helps parents and children under the age of 4
178	-
196	Deals with child safety
208	Helps parents with children under the age of 4
176	Not sure but would definitely like to know more
147	Helps parents with children
198	Helps parents with kids under 4
086	-
151	Helps with bringing up kids
002	No idea
050	Good opportunity to mix
036	Helps parents, info about safety
043	Nothing
057	Not sure
038	Nursery, contact for parents

Appendix 2g: Question 22

“Looking at show card 5, please select 3 services that you would like to see provided”

Service	Frequency
Crèche	51
First Aid	45
Time Out for Parents	37
Exercise	36
Healthy Eating Classes	36
Stay and Play	32
Full Day Care	28
Storytelling sessions	21
Family Support	16
IT Training	14
Spoken English Classes	14
Coffee Mornings/Drop In sessions	11
Rhyme Time	11
Special Needs Support	9
Stopping smoking	9
All	6
None	2
Other	0