Parent Satisfaction/Needs Survey –
Evaluation of Findings

August 2004

Sure Start Charlton
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Acknowledgements

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Finally, it is important to acknowledge all parents of children under 5 that have taken the time and effort to complete the survey and participate in focus groups. Without them this report would not have been completed successfully.

Thank you!

“Join our communities together,

Extend opportunities for young children to be happy and

Support families to share happiness and enjoy early childhood

Enable parents to access increased opportunities”.
1. Executive summary

1. Introduction
1.1 Sure Start Charlton commenced full operations in October 2003. A small-scale programme was in operations from January 2003. Most services were therefore not fully functional at the time of the survey and the compilation of this report.

1.2 The main aims of the Sure Start Charlton Parents Satisfaction/Needs Evaluation Programme are:

- To establish base line information to support the future evaluation of the programme. Future evaluation of the programme will seek to establish the following:
  1. If the programme is working and whether it is reaching local children and families in the ways intended
  2. If services are having the desired effects on the lives of parents and children.

- To establish issues that hinders or poses as barriers to the effectiveness of the services being provided.

Research Project
1.3 This research project looks at the first year of Sure Start Charlton’s operations and seeks to assess the current satisfaction rates of parents in relation to general services in the Charlton area, whether or not funded through the programme. With specific references to services funded by Sure Start. It seeks to establish Parents’
  1. Awareness of services
  2. Applicability and practicability of services
  3. Satisfaction/Dissatisfaction with services.

1.4 The results of the survey will inform service providers and Sure Start Charlton Management Board and its sub-groups about any necessary adjustments to current services to be implemented for Year Two and Year Three of the programme.
**Research Methodologies**

1.5 The research took place between February and June 2004 using a number of research elements. Consultation took part with service providers and members of the Parents' Forum before the start of the research process.

1.6 The survey took place among approximately 170 parents of children under 5 in Charlton (see Appendix) to assess general satisfaction with services in Charlton and specific satisfaction levels of services funded via the Sure Start Programme. The results of the survey was supplemented by a number of focus groups taking place in different settings in Charlton, looking more specifically at the services available. 60 parents (outside of the 170 parents that took part in completing the questionnaire) took part in the focus group exercise.

**Volunteer Researchers**

1.7 The research elements took place with the aid of 10 parent volunteers who where recruited and trained specifically for the Survey exercise. The volunteers were supported throughout the process to ensure a high-quality output and participation.

**Themes of Report**

1.8 The quantitative and qualitative research has been analysed and collated using the following themes:

- Target Groups
- Facilities/Services in Charlton
- Health Issues
- Personal Development
- Focus Group Findings

**Findings of the Report**

1.9 This report has found that:

Amongst the 170 of respondents, 88% were parents of which 94% were female. The vast majority were in the age group 21-40 and 25% were single parents. Slightly more than half of all respondents were White British and spoke English as their first language. The other respondents came from a variety of ethnic backgrounds with about 15% Black Africans.
1.10 With regards to general awareness of Sure Start Charlton, there was a high level of awareness amongst respondents (a total of 74% of all respondents were aware of Sure Start Charlton as a concept or had heard of it previously). Out of 170 respondents, over 50 respondents had filled in a registration form and had received a calendar or newsletter from Sure Start. The response to the publicity material has been overwhelmingly positive among respondents who found the material ‘useful’.

1.11 Satisfaction levels to do with children’s services in Charlton with regards to nursery education, parents, carers & toddlers groups, drop-in crèche facilities and childminding networks and community health are high with about 80% rating the services either Good or Excellent. Only 5% chose a score below average.

1.12 The survey showed that a clean, safe outdoor play area was high on the list of priorities amongst respondents, after which toy library facilities, a drop-in service for children and parents were chosen. A playgroup for 2-5 year olds was also amongst the choices.

1.13 Parents listed activities relating to training, employment and personal development highly as priorities. Mother & toddler groups, networking opportunities and trips were also high on the list together with pampering/recreational activities. For the children, trips, activities and a clean, outdoor play area was prioritised together with toddler & playgroups and after-school play, dance, music and drama groups.

1.14 With regards to library facilities, over half of respondents belonged to a library in Charlton.

1.15 Very few respondents used the estate or playgrounds for children’s outside play but preferred parks or garden areas because of safety fears and the estate areas not being suitable due to dog fouling, youth problems and traffic problems. It was also felt that more safe, clean play areas were needed for small children in Charlton.

1.16 Three quarters of all respondents were registered with a GP and 70% regularly turned to either the high street or health centre dentist that are very high percentages. Perhaps predictably, in case of an ill child, 26% of respondents would turn to the GP first, followed by a health visitor (21%). After this, respondents would
turn to family or friends for help. About 8% of respondents claimed having a disability and/or special educational needs within the household.

1.17 23% of respondents reported having suffered from stress following having a baby, followed by a lack of sleep and weight problems. Encouragingly, a total of 59% of respondents reported having breastfed their baby, and a third of those for more than 4 months. 35% claimed never having smoked and 16% gave up smoking before or while expecting a baby.

1.18 A relatively low number reported being involved in community work (10%) but many expressed an interest in working voluntarily for Sure Start Charlton (26%). A particular interest was given to the Parents Forum. About a third of respondents would like to develop a leisure activity. The vast majority would like to spend more time engaging in fit activities. Alternative therapy was also mentioned together with pampering, art and design.

1.19 Regarding time spent taking care of children, many respondents felt that it was a full-time 24-hour occupation, and that if given the choice, they would like to spend more time on other activities, such as training & employment, social activities, exercise and personal development time.

1.20 When asked what three factors would motivate respondents to follow their dreams and aspirations, the majority mentioned training leading to employment, information about their child’s development and confidence building coupled with career planning. More time for self also scored highly.

1.21 When it came to training and employment, a total of 58% of respondents expressed an interest in taking part in a training course. IT skills and business skills were particularly mentioned, together with childcare including childminding and teaching courses.

1.22 The majority of respondents currently work in health and social care or teaching/childcare. Future job choices are closely linked to current occupations. Art & Design and Beauty Therapy were also chosen. There is general interest to develop skills to enter or change work opportunities.
1.23 During focus groups, ideas have been expressed to use current resources within the community to increase the knowledge base, networking and opportunities to get real work opportunities.

1.24 Support groups and mentoring were also mentioned as ways to reach single parents or parents in general who may feel isolated. Personal development and confidence building were also high priorities. Most participants felt that any activities relating to networking, support and activities such as trips should be further developed.

1.25 It is also important to include minority communities, and fathers who may be excluded in the community. Suggestions were also made to increase such activities such as drama, music and recreation for younger children, ideally at reasonable cost.

1.26 In focus group discussions, not everyone was aware of Sure Start, but wanted to find out more once they had heard about its services. Participants were all encouraging about current Sure Start services, and felt positive that even more could be done to build on the current good work from Sure Start in particular working through the Parents Forum, networking opportunities and by outreach work.

1.27 Sure Start Charlton has achieved a lot in a short space of time, and general awareness and satisfaction levels are high amongst parents in the area. There is a general enthusiasm amongst a lot of respondents about current services and activities, which should be used possibly in conjunction with building on services. Further developments expressed in the recommendations can possibly be made in year 2 and 3 of the Sure Start programme.

**Recommendations**

1.28 The following recommendations have been produced following the result of the research findings:

- **To Further Increase Awareness of the Sure Start Programme**

1.29 To further spread information about Sure Start in Charlton with the aim to reach the majority of parents and children under 5 in the area. This can be done via increased links with other service providers, outreach sessions, the use of parent volunteers and by developing a marketing and promotional strategy.
To Develop and Improve Existing Activities for both Parents and Children

1.30 It will be of benefit to further develop and improve existing services/activities in Sure Start Charlton. Existing services seem well met by Charlton’s community of parents and children under 5 although there seem to be a case for further development of activities.

To Improve the Environment in Charlton

1.31 It would be a good idea for Sure Start Charlton to help support existing service providers in general and influence Greenwich Council to improve the environment in Charlton. This refers particularly to park areas and general cleanliness in particular Charlton Park. It also includes improving safety in Charlton.

To Increase Inclusion and Support for Minority Communities in Charlton

1.32 It will be important to continue to support and include ethnic minority community involvement in Charlton, which may be done by working with existing Parents’ Forum networks and the newly funded Somali Community Group, as well as developing a network for the Asian community in Charlton.

To Develop Family and Community Involvement

1.33 It will be good for Sure Start Charlton to draw upon and increase existing efforts to include families with children under 5 and its community in Sure Start activities and services. This can be done in conjunction by general increase of awareness and involvement with families.
2. Sure Start Charlton

2.1 Background information
The Sure Start Scheme in Charlton started up in 2003. All Sure Start programmes are subject to both national and local evaluations. The design and implementation of the survey reflects the current set-up of services as well as local Sure Start objectives. The research project aims to look at what services currently exist in Charlton and to find out about needs and satisfaction levels amongst parents in Sure Start Charlton with regards to these services.

2.2 Community involvement
Local community involvement and input is key to the success of the Sure Start Charlton Programme and as such a lot of effort has been put into the programme to ensure their participation. A range of Sure Start initiatives have been created to involve parents and children as far as possible in the planning of Sure Start Programme. Consultation meetings and parents’ survey date back to September 2002.

2.3 Parents Forum
A parents’ forum has been set up as part of the consultation process of the Sure Start programme, which makes recommendations to the Sure Start board and management sub-groups. The Parent Forum currently consists of a fun and events committee for parents and kids. There are four more committees to be established.

2.4 Sure Start Management Board
A management board has been set up to manage all aspects of the Sure Start Programme, including project funding, financial management and the management of sub-groups.

2.5 Management Sub-Groups
The following sub-groups report back to the management board. They oversee the operational delivery of Sure Start objectives and focus on the following areas:

- outreach, home visiting and community health
- support for parents and families
- special needs, play, learning and health
- training and employment
2.6 Evaluation Sub-Groups
Evaluation sub-groups have been created to support the current evaluation programme.

2.7 National Objectives and Targets
The Sure Start national objectives fall broadly into four main categories.

1. Improving Social and Emotional Development
2. Improving Health
3. Improving Children’s Ability to Learn
4. Strengthening Families and Community
3. Methodology and Research Structure

3.1 Research Design
Evaluation of Sure Start Parents level of satisfaction with services and their future needs in Charlton was carried out using both quantitative and qualitative research methodologies. 170 parents in Charlton were surveyed to find out satisfaction levels of Sure Start services as well as needs of parents and children under 5. The second strand of research involved 8 focus groups with 60 parents providing more in-depth information in relation to the outcomes of the questionnaire exercise.

The research was designed to:
   1. Capture the views of both users and non-users of Sure Start services
   2. Reflect current needs and
   3. Understand how services in general can be increased and improved.

3.2 Execution of Survey
The actual survey was conducted in different geographical parts of Charlton. It was mainly done in places frequently used by parents with under 5’s such as nurseries, crèches, health centres and libraries) but also via door-to-door knocking, telephone interviewing and by approaching parents on the street.

3.3 Confidentiality
Confidentiality was respected at all times so that all participants could feel safe in sharing their experiences. The identities of participants are not reflected in the report and they had the right to refuse giving out personal details (see page 11 of survey).

3.4 Training of Volunteer Researchers
There were 10 volunteer researchers of whom part were members of the Parents Forum. The group of volunteer researchers completed a training programme designed to assist them in their research project. The researchers were also given continuous support throughout the project to deal with any difficult issues.
3.5 Research Limitations

Due to a number of factors the original survey sample numbers were reduced from 200 to 170. This was partly due to the length and complexity of the survey as well as unforeseen problems amongst some of the researchers (such as sickness).

3.6 The total number of surveys completed is however sufficient for analysis of general satisfaction levels among parents of under 5’s in Charlton. There are 803 children aged under the 4 at the time of the Survey and 707 families. The National Evaluation Unit advised that at least 25% of the parent population are to be surveyed to get a realistic view. This survey achieved a 32.53% reach.

3.7 Regarding completeness of survey, it is worth bearing in mind that participants had the right to refuse answering certain questions, which sometimes meant blank answers. It is not uncommon in this type of quantitative research methodology. In most cases however, a sufficient number of responses were given for satisfactory analysis. On the occasions there were blank answers, this is indicated in the report by showing a lower number of recorded responses.

3.8 In addition, efforts were made at all times to try to reach respondents of all backgrounds with regards to gender, age and ethnicity. Despite these efforts, it is clear that there is a majority of single, white mothers within the age group of 21-40. This should be taken into consideration in the analysis of the findings.
4. Target Groups

4.1 Eligibility to Take Part in the Survey
A total of 170 parents in the Sure Start Charlton area were interviewed using a detailed questionnaire (see Appendix). In order to ascertain that all parents were indeed from the selected area researchers were asked to check parents eligibility to complete the questionnaire by referring to a list of post codes and street names for the Sure Start Charlton area and also indicating that they had care responsibilities for at least one child that was under the age of 5.

4.2 The figure below shows the number of children per age group amongst respondents which indicates a fairly even spread of ages. With regards to respondents’ relationship with children 88% of them were Parents, whereas the rest of respondents constituted friends, childminders/nannies or grandparents.

4.3 Gender
The survey shows a predominant number of female versus male respondents. A total of 94% of respondents were women. This is reflective of the fact that there are a number of single mothers in Charlton and because the survey was done during daytime when a lot of fathers are at work.
4.4 Age of Parents
A significant number of respondents, i.e. 80% are between 21-40 years old. No respondents under the age of 16 or over the age of 60. The older percentage group of 51 - 60 may account for carers or childminders among respondents.

4.5 Family Status
A big percentage of parents taking part in the survey were single parents (25%) and predominantly mothers as shown in a previous table. This also accounts for the fact
that only 6% of respondents were males.

![Family Status of Respondents Diagram]

### 4.6 Ethnicity

A number of ethnic groups were approached by volunteer researchers to get a diverse representation of participants. Researchers were encouraged to approach minority groups of all kinds. In particular, the Somali Community Group and members of the Asian community were approached, as were Black African and Caribbean’s. Over 60% of the sample consisted of White British and is linked to the fact that Charlton has a rather high number of the White British population. Over 40% of the sample were from other communities which constitutes a significant ethnic representation.

![Ethnicity Chart]
4.7 Main Languages
Over 60% of participants claimed to have English as first language, which relates to previous diagram. The other participants had another language as mother tongue from a wide range of different ethnic groups as represented above. A few were unrepresented due to lack of response.
5. Sure Start Charlton

5.1 Awareness of Sure Start Charlton (Question 2)
There was a mixed response to the question about parents’ awareness of Sure Start Charlton. The data shows that a total of 122 out of 170 respondents have heard about Sure Start Charlton before taking part in the survey which constitutes 72% of all respondents. This figure is statistically high but should be viewed together with the results from focus groups.

5.2 Data showed that the majority of respondents had heard of Sure Start Charlton initially through a nursery school or Charlton Toy Library, although other sources were mentioned, such as word of mouth, mailings, health clinics, health visitors, childminder, local college and the Parents’ Forum. It indicates that knowledge about Sure Start Charlton is spread via a variety of sources rather than 1 or 2 main ones. This conclusion was drawn from the answers to the question about where respondents had heard about Sure Start Charlton.

5.3 A large part of respondents had completed a Sure Start membership registration form (58 out of 170) and a similar number had received regular mailings from the Sure Start office.
5.4 When asked if they would like more support and/or information from Sure Start, a slight majority indicated that they were positive about that idea, i.e. 69 respondents out of 170. 18 out of 170 showed an interest in being visited by a Sure Start Home Visitor.

5.5 As to Sure Start Charlton publicity material, 57 respondents indicated that they had received the Sure Start newsletter and calendar out of a total of 170 respondents. (A total of 600 homes with children under 5 were mailed a copy of the Sure Start Newsletter and the Calendar.)

5.6 When asked whether they found the material useful, a clear majority answered that it was indeed useful. 15% of respondents were negative while 85% expressed positive views regarding the material. Some comments that were quoted regarding the calendar are as follows:

“It gives me a clear idea of what’s on in Charlton” and “It’s easy to see information of all the services”. “It is useful to know what is going on in our area.”

5.7 Children’s Services (Question 3.1)
This question looks at general usage of children’s services in Charlton including those specifically funded by Sure Start including general satisfaction ratings. The question is divided into sections with services relating to Nursery Education, Parents, Carers & Toddlers Groups, Drop-In Crèche Facilities & Childminding Networks and Community Health.

5.8 With regard to usage of these services, it is difficult to infer accurate results based on the number of responses. However, the survey answers give an indication of what the general usage tend to be.

5.9 The first section looks at Nursery Education. Pound Park nursery and Fossdene Nursery School were particularly well used by respondents.

5.10 The second section focused on Parents, Carers and Toddlers Groups and shows particular usage of Charlton Under 5’s. Also frequently used were Somali Community Group, Noah’s Ark and Pound Park Toy Library.

5.11 The third section looks at Drop-In Crèche Facilities and Childminding Networks and shows particular usage of the Childminders Pop-In at the Charlton Toy Library.
Good comments were however also given to the other services relating to that i.e. Charlton Family Centre, Springfield Crèche and the Childminders Pop-In a the Clock House.

5.12 The final section focuses on Community Health and shows particular usage of the GP, Health Clinics and Health Visitors. Additional but less frequented services were the Community Dental Health, the Sure Start Speech & Language Team and the Child and Adult Mental Health service.

5.13 The overall satisfaction grading for these services mirror the satisfaction grading given in the next section, i.e. a high level of satisfaction. The frequency of usage amongst services shows a mixed usage between daily, weekly and monthly.

5.14 Service Aspects (Question 3.2)
This section is designed to deal with satisfaction grading for the same services as above but specifically opening times, cleanliness of building, cost (if applicable), convenience of location, learning and play opportunities, friendliness of staff and outdoor play spaces.

5.15 The following charts all show a high satisfaction level with regard to children’s services in Sure Start Charlton. They all show 80% or above of satisfaction level belonging to either the Good or Excellent category. Equally, it is remarkable that only about 5% have chosen the scores under Average.

5.16 The chart below shows satisfaction levels with regard to Nursery Education. Over 80% of respondents expressed a satisfaction level that is either Good or Excellent with regards to nursery education in Charlton.
5.17 The second chart displays respondents’ view of the Parents, Carers and Toddlers Groups in the area. 80% of all respondents expressed that they were happy with current services. It is yet again a display of satisfaction among respondents.

5.18 The third chart gives a picture of satisfaction amongst parents with Drop-In Crèche Facilities and Childminding Networks in Charlton. Again, it shows an excellent result with 81% choosing the Good or Excellent grading and only 4% opting for below the average grading.
Drop-In Creche Facilities and Childminding Networks

- Excellent: 28%
- Good: 53%
- Average: 15%
- Poor: 2%
- Very Poor: 2%

5.19 The final chart shows satisfaction levels with regard to Community Health which include such services as:

- Sure Start Speech and Language Team
- GP
- Health Clinics
- Health Visitors
- Community Dental service
- Child and Mental Health

The satisfaction levels are again high in general, following the previous trend.
5.20 This indicates that existing services in Sure Start Charlton are indeed well thought of in general. Whereas there may naturally be room for further improvement of services, general comments show high satisfaction levels.

5.21 There was no particular trend that indicated particular dissatisfaction with regards to the different service aspects earlier mentioned. On occasion, comments were made that more outdoor play spaces should be created, and at other times this was mentioned as lacking in the services.

5.22 Facilities within Sure Start Charlton (Question 3.3 – 3.5)
Survey question 3.3 was responded to in good measure – the number of boxes that were ticked ranged from 28-58% of all 170 respondents. Respondents were asked what facilities they would prefer to see in the vicinity out of 8 different options.

5.23 58% of respondents (170 in total) answered that they would wish for a clean, safe outdoor play area on their estate and/or within pram pushing distance. In second place came toy library facilities, and in third place a drop-in service for children and parents where chosen. After this a playgroup for children aged 2-5 was selected.

5.24 A crèche and a day nursery from 9am-3pm were desired equally amongst 47 respondents and 40 respondents had chosen safety equipment and day nursery from 8am-6pm each.

5.25 The result from this survey question indicates that a good outdoor environment in Charlton that functions as a play and recreation area is highly desirable, but there is also the desire to use toy libraries and drop-ins for children and parents.
5.26 Respondents were also asked to give comments regarding aspects that may make them use the above facilities if more of them were made available. In this case, the question was answered quite freely and so the answers also touched upon what parents wanted in general in Charlton.

5.27 General comments for most services touched upon affordability, quality and locality. Also mentioned were more information, good communication routes and more safe and clean outdoor play areas. Some of the comments that were given in relation to the above facilities were:

Safe, clean outdoor play area:
- More outdoor play areas, good outdoor spaces for the kids, park with restricted access for older children, need for safe, clean play areas without dog mess

Toy Library
- Outside play area by toy library, for example sand and water

Drop In for Child and Parents
- Play group for children in the evening
Crèche
- Quality of services for crèche or playgroups. Cleanliness and good facilities for outdoor play

Day Nursery 9-3
- Locality, information about where the services are

Day Nursery 8-6
- Receiving more info on day care nursery

Loan of Safety Equipment
- Home safety training should be provided

5.28 The following figure shows what facilities, support or activities that parents would like to see in Charlton in order of importance. What parents wanted most was support in the area of training or getting into employment, followed by activities of different kind and a clean, safe environment. Quality play areas and playgroups were also highly rated. After this, mother and toddler groups and networking opportunities for parents and under 5’s were mentioned. Finally, pampering and recreational activities and trips were selected.

5.29 Examples of the kinds of support mentioned above are:
When it comes to support and activities for children specifically, the main choices centred around activities, trips, safe, clean outdoor play areas, toddler groups, play groups and after-school play, dance, music and drama classes including sports, swimming and leisure activities.

**5.30 Membership of a Library**

A total of 95 out of 170 respondents i.e. 56% claimed to belong to a library in their vicinity. The majority of respondents attended Charlton Library and Charlton Toy Library and/or both libraries, which of course could be expected in view of the libraries’ position locally. A smaller number attended Greenwich and Blackheath Library.

<table>
<thead>
<tr>
<th>Choice of Library</th>
<th>Percentage of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>0%</td>
</tr>
<tr>
<td>Woolwich Library</td>
<td>10%</td>
</tr>
<tr>
<td>Pound Park Library</td>
<td>20%</td>
</tr>
<tr>
<td>Greenwich Library</td>
<td>30%</td>
</tr>
<tr>
<td>Charlton Toy Library</td>
<td>40%</td>
</tr>
<tr>
<td>Charlton Library</td>
<td>50%</td>
</tr>
<tr>
<td>Charlton Library (including Toy Library)</td>
<td>60%</td>
</tr>
<tr>
<td>Blackheath Library</td>
<td>70%</td>
</tr>
</tbody>
</table>

5.31 The main reasons given by parents as to why they did not belong to a library was either because of lack of time 62%, cost 3%, no interest 19%, distance 16%. Other reasons mentioned were no knowledge of the library facilities, having just moved to the area or having a child that is too young.

**5.32 Outside Play Areas**

Regarding the question where children aged 0-5 spent time outside the answers show the following chosen areas. The figure shows that that out of the 170 respondents that answered the question, 46% claimed to use both the garden and parks for outside play. In some cases family members’ gardens were used, and the
parks that where mentioned included Marion and Wilson Park and Greenwich Park. In most cases however, Charlton Park was used and implied in the answers.

5.33 Very few people used the estate or playgrounds in the vicinity for children's outside play, which indicates that those areas may have been considered unsafe or dirty.

![Childrens' Outside Play Areas](chart)

5.34 It is clear that in the majority of cases where parents felt that children did not have access to outdoor play areas, the main reasons listed where safety concerns, followed by lack of space and having nowhere to go. Also, it was mentioned that the environment was too dirty for outside play. Dog dirt was mentioned together with too heavy traffic and youth problems.
6. Health Issues

6.1 Children’s Health
This section looks at the health of children under 5 in Charlton and locates where parents go for treatment for their child including dental treatment and if the child/ren is registered with a GP. It also looks at whether any of the children have a disability or special educational need.

6.2 In addition 14 records of disability and/or special educational need were given in total, which constitutes only about 8 % of all respondents.

6.23 74% of respondents are currently registered with a GP, which is a very good percentage. The children that are not yet registered with a GP may belong to parents that have recently moved into the area, although a full explanation cannot be given from the results of this survey.

6.24 As for dental treatment, the vast majority, i.e. 70% of responses turn to the high street dentist or GP practise, whereas 20 % go to the health centre dentist. Out of the additional responses indicating that the child does not receive dental treatment, a majority mentioned that this was due to the child being too young. These figures again seem quite encouraging.

6.25 When asked who the respondent is most likely to turn to for advice when it comes to the child/ren being ill physically, emotionally or mentally the vast majority 26% would firstly turn to the GP, followed by the health visitor 21%. 30 % of respondents would then turn to family and friends. The remaining respondents opted to turn to the hospital or practise nurse, and lastly to the nursery teacher.

6.26 The table below shows an average of the different categories put out in the survey, which ranged from physical illness, sleeping problems, eating disorders, physical activity, speech problems and behavioural difficulties. In some categories, the order of choices is slightly different from the ones shown in the table. This is the case for example with physical illness, when parents have consulted the GP first, family second and hospital/health visitor as third choice. It is also noticed that when it comes to behavioural difficulties, the health visitor is consulted first, followed by GP and family.
6.27 When it comes to special health tests or treatment, few responses were given with a total of 28% in all. This is a fairly low number. The most frequently used treatment was speech and language therapy together with use of the health visitor.

6.28 Parents’ Health
The section covers the mental and physical health aspects of parents, including information regarding breast-feeding, smoking habits and disabilities.

6.29 The majority of respondents responded that the main health concern related to having a child is stress 23% followed by lack of sleep 16% and weight problems 14%. It is interesting to see that 16% has reported no health problems at all. Otherwise, general depression has been experienced in 12% of respondents, followed by lower percentages of anxiety problems and lack of appetite.
6.30 A total of 4% reported a diagnosed disability within the household, which is a fairly low figure. When it comes to breastfeeding a total of 59% of respondents reported having breastfed the baby indicating a high rate of breastfeeding within the Charlton Sure Start area. 17% of respondents breastfed the baby up to 6 weeks, 12% for up to 4 months and the majority for more than 4 months (28%).

6.31 35% of respondents claimed to never have smoked, although this figure may be unreliable since not all respondents may have wanted to divulge these facts. 16% claimed to have given up smoking before or while expecting a baby while 10% admitted to having started smoking again after the baby were born.
7. Personal Development

7.1 Personal Development Time including Voluntary Work
The section shows respondents’ answers to questions about personal development time, which includes time spent taking care of children compared to time devoted to other activities such as work, training and leisure.

7.2 The response to the question about how much time is spent on taking care of your child/ren each day, was on average 17 hours. It is important to take into consideration the fact that a lot of respondents felt that they took care of their children all hours, i.e. 24 hours.

7.3 It is however interesting to compare this figure with how much time respondents would like to spend taking care of their children, which shows an average of 11 hours a day – considerably less. Again, a certain number of respondents had answered the same hours as above which meant that they did not particularly mind spending this amount of time on childcare or that they felt it was a necessary requirement.

7.4 In relation to this, respondents gave responses on in what way their time spent taking care of children affected the hours spent on other activities.

7.5 The majority of responses, 39 % answered that there was little to no time for any other activities, which might include social activities, time spent with friends/family, work/studies and personal time.

7.6 Some of the comments given were:

“I would like to go to work if I could find childcare “. “I work while the children are at school “.

“No time for work, study or socialising etc. “. “Not as able to go out in evenings for leisure time “.

“School holidays can be difficult “. “The main thing is childcare”.
7.7 Regarding questions about voluntary or community work 10% respondents responded that they do community work and 14% responded that they would be interested in other types of community work. The percentage is relatively low but it shows a certain interest and level of responsiveness amongst people interviewed to take part in non-payment activities.

7.8 The range of voluntary and community work mentioned is diverse and includes involvement in the local church, the Red Cross, nursery and childcare work including helping at the Sure Start Parents’ Forum. The type of activities the respondents would be interested in includes mainly childcare, nursery and teaching work, as well as Time bank (a type of voluntary organisation).

7.9 When it comes to interest expressed in working for Sure Start Charlton, a total of 44 respondents out of 170 or 26% would like to get involved voluntarily, either by helping to plan and develop services or by doing other similar activities. This is a high figure, close to one third of all respondents, and is very encouraging for Sure Start. It indicates amongst respondents both a positive impression of Sure Start and a belief in its services as well as a general enthusiasm and community spirit within Charlton.

7.10 Amongst comments that were given regarding volunteering in Sure Start, an interest was expressed particularly in the Parents’ Forum. Otherwise, the main factor hindering people to take part fully was lack of time.

7.11 Training and Employment
A total of 58% of respondents expressed an interest in taking part in a training course. The main reason for wanting to attend training is primarily to enhance skills, secondly to improve confidence and thirdly for professional development. The last reason mentioned is to improve economic status, which is a significant find. To build skills and confidence seems to be higher valued than monetary factors.

7.12 The following table shows parents’ expressed intent or interest to partake in a specific study course. The survey result indicates an interest in a variety of subject areas, although, there is a clear majority of respondents that expressed a specific interest in acquiring computer skills (ICT) as well as business skills which constitutes a total of 37% of all responses. Other particular areas of interest are childcare and teaching courses including childminding, which makes up a total of 31% of all respondents.
7.13 In connection to this, parents were asked about interest in career activities such as a career fair.

7.14 In response to what respondents feel are preventing them from pursuing a training course, the main reasons being lack of time, closely followed by need for suitable childcare. Other than that respondents answered that lack of funding was a factor to be taken into account as well.

7.15 A section devoted to information about benefits showed that a total of 18 out of 170 would be interested in attending a confidential advice session regarding accessing benefits. A total of 75 out of 170 wanted to find out more about the Child Tax Credit and 44 out of 170 were interested in the New Deal for Lone Parents. The survey indicated that a majority of respondents had heard about these new benefits, although felt that they currently had insufficient information regarding accessing these.

7.16 The sections below outline the current vs. preferred job choices among respondents of the survey
7.17 Leisure Activities
In relation to hobby activities, a total of 62 respondents out of 170 respondents said that they would like to develop hobby activities which is a high figure (36%) in total. 22 said they did not know whether they wanted to develop any leisure activities and an equal amount said no to the same question.
7.18 The sort of leisure activities that respondents wanted to pursue is shown in the table. It indicates that a vast majority have selected exercise and keeping fit as their number one leisure activity – a total of 55%. Going to the gym and taking dancing classes were also popular choices. The current salsa classes offered by Sure Start Charlton were mentioned in many cases.

7.19 Alternative therapies, such as aromatherapy, reflexology, massage and pampering together with subject areas relating to art and design were mentioned as well and echoed by results from focus groups. Pampering and personal development time seemed to be high on the agenda of chosen leisure time for parents.

7.20 A smaller percentage, i.e. 9% claimed that they would like assistance in learning more about leisure activities. This however does not answer the question whether respondents would appreciate or take part in leisure activities if facilitated by Sure Start Charlton.

7.21 Motivation
The following section looks at what motivates parents in Sure Start Charlton. They were asked what 3 factors help them pursuing their dreams and aspirations in life. A total of 17 choices were given, as outlined below, together with an option to indicate their own suggestion. The top figure showed a clear majority desiring to advance via training that would lead employment. The second choice related to
information regarding their own child’s/children’s development. The third choice was confidence building coupled with career planning.

7.22 It is interesting to see that more time for self also scored highly, as did career planning, which is related to the first choice. After this, help to maximise and find out about opportunities together with believe in yourself was highly desired.

7.23 In conclusion, the survey shows a preponderance towards training leading to employment together with career planning vs. softer factors that could be combined with training issues such as confidence building and self-belief. There is also a clear interest in children’s development.
8. Focus Groups Findings

8.1 Introduction
A total of 8 focus groups were conducted with 60 parents with children under 5. The composition of participants in the focus groups varied both in terms of numbers, age range, ethnicity and knowledge of both Sure Start and Charlton. The average number of participants per group was about 5, which allowed for a more in-depth discussion of parental satisfaction.

8.2 The focus groups were conducted in a variety of settings mainly in conjunction with services funded by Sure Start Charlton which include:

- Cherry Orchard Pre-School
- Charlton Toy Library Childminding Pop-In
- Charlton Under 5’s
- Charlton Family Centre
- Fairfield Health Clinic
- Pound Park Carer & Toddler Group and Toy Library
- Sherington Nursery

8.3 One focus group was also conducted during a Family Fun Day organised by Sure Start Charlton and involved parents from the Somali Community Group.

8.4 It is clear that Sure Start Charlton is making a difference in the lives of children under 5 and their parents. Whilst the programme has not been established for a particularly long time and whilst still having services that are in the process of being set up, the Sure Start Charlton programme has made head way in improving the lives of parents and children in Charlton.

8.5 Sample of Views
The main topic of the focus group was to discuss what difference the Sure Start Charlton has made to the lives of families in the areas and to invite suggestions for improvements. For those Parents that were familiar with that knew of Sure Start Charlton, the notion was that Sure Start had indeed made a difference in the lives of both children and parents.
8.6 Quotes from parents:

“We are very happy with the activities and trips provided by Sure Start!”

“It is really noticeable what a difference Sure Start has made in Charlton. There are so many more services and so much more support available for children under 5 but also for parents”

“It is so important to be able to meet other parents, to develop networks and to have activities together with children.”

“Sure Start should have been here from the beginning in Charlton. There used to be nothing here at all.”

“Our community has really developed because of Sure Start. Thanks to their funding we have been able to organise activities for our fellow parents and children, to buy new toys and to create a community spirit which is really positive.”

“The Family Fun Day and the trips out to the Zoo have been really good and the children have thoroughly enjoyed, and so I think have the parents.”

“This centre has really improved since funding was given by Sure Start. The children love to come here every day and the staff is really wonderful. I don’t know what I would do without it.”

“The dedication of staff here and the support from Sure Start has made a great difference to our children’s lives and to ours.’

“I love the development of the Parents’ Forum. It has really been beneficial for us to take part in planning the services of Sure Start. We do feel that we are listened to by the Programme Manager and Family Involvement Officer”.

“Activities and trips set up by Sure Start seem to be greatly valued by both parents and children in Charlton”.
“It is a great idea to be able to go out on day trips with your children and other parents. The children love it and so do their parents. It is such a relief to be able to go out for a day and to be able to relax and enjoy it.”

“It is apparent that much more money has been spent on children’s services and that much more is available now both for parents and children under 5 which did not use to be there.”

8.7 Suggestions for Improvement

There were areas in which parents gave suggestions for improvement and further development of services and/or changes needed in environmental aspects of Charlton and they include:

- Environmental improvement of parks and other public areas in Charlton
- Increase in Sure Start service provision during evening, holiday and weekend time
- More services such as drama, music and recreational activities at reasonable cost for younger children
- Increased information spreading and marketing of existing Sure Start services

8.8 Quotes

“The area around Cherry Orchard Estate is dangerous and unsuitable for outside play for younger children. There is nowhere really for them to go and play. Other issues are dog fowling, road safety and youth problems, which prevents the area from being used for outside recreation and play”.

“I think that more music and drama classes are needed in Charlton for those between 3-5 which can be put up at local schools. All children under 5 would benefit from because it would ease the pressure amongst young children (especially boys) who build up too much energy.”

“It would be good if there were more outdoor play areas and soft play areas and better maintained parks in Charlton. There are not enough play areas with swings and stuff.”

“A lot of youth from 11 upwards have nowhere to hang out and so can become destructive and create problems for others. Often they hang out around the shops and are up to no good.”
“More support and mentoring for single parents would be wonderful and information about how to get back into work. It’s really a question about confidence and getting out of your isolation that matters.”

“…”The most important way to spread information is via the schools, nurseries, crèches, post offices, health centres and surgeries. Anywhere where parents and children frequent on a regular basis – information will be spread much more quickly than for example via regular mail-outs.”

“Much more advertising is needed to spread the work about Sure Start activities.”

“Activities and services should be developed to include holiday times and weekends when children have time off and have nothing to do. This is also a time when parents need some rest and when it would be good to have things already organised.”

“Some parents from other communities such as the Asian and Turkish can feel a bit isolated and would like to have more networking opportunities. Sometimes they may be living all by themselves without family and friends nearby.”
9. Key Recommendations

9.1 The recommendations reflect both the findings of the survey, and the information gathered from focus groups and case studies. They also take into account background information and previous needs assessments, and general findings gathered throughout the evaluation process.

- **To Further Increase Awareness of the Sure Start Programme**
  It is important to further spread information about Sure Start in Charlton with the aim to reach the majority of parents and children under 5 in the area. This can be done via increased links with other service providers, outreach sessions, the use of parent volunteers and by developing a marketing and promotional strategy.

- **To Develop and Improve Existing Activities for both Parents and Children**
  It will be of benefit to further develop and improve existing services/activities in Sure Start Charlton. Existing services seem well met by Charlton’s community of parents and children under 5 although there seem to be a case for further development of activities, such as activities during evenings, weekend and holiday time.

- **To Improve the Environment in Charlton**
  It would be a good idea for Sure Start Charlton to help support existing service providers in general and influence Greenwich Council to improve the environment in Charlton. This refers particularly to park areas and general cleanliness in particular Charlton Park. It also includes improving safety in Charlton.

- **To Increase Inclusion and Support for Minority Communities in Charlton**
  It will be important to continue to support and include ethnic minority community involvement in Charlton, which may be done by working with existing Parents’ Forum networks and the newly funded Somali Community Group, as well as developing a network for the Asian community in Charlton.

- **To Develop Family and Community Involvement**
  It will be good for Sure Start Charlton to draw upon and increase existing efforts to include families with children under 5 and its community in Sure Start activities and services. This can be done in conjunction by general increase of awareness and involvement with families.
Sure Start Charlton Parents Satisfaction Survey - Spring 2004

I am carrying out a survey for the Sure Start Charlton programme for families with children from birth to five years old in this area.

Sure Start is a central government initiative aiming to tackle educational and health inequalities by supporting children’s healthy development and early education, and to support individuals’ security and prosperity by enabling parents to be economically active.

We are contacting all families with children aged 0 - 5 years olds that may or may not have used services in the area and get a view about how well Sure Start Charlton has served them.

ANYTHING YOU TELL US WILL BE TREATED IN STRICTEST CONFIDENCE.

The Survey Manager may need to check back to you to ensure that the interviews have been conducted properly so we would appreciate if you could give us your name and contact details. If you find there are any questions that you would prefer not to answer, please say so, and we can move on to the next question.

1. Background

1.1 Do you live in Charlton and do you have children of your own and/or responsibility for children aged 0 – 5?

   Yes ?  Carry on with Questionnaire  No ?  Thank them for their time and leave

1.2 Where do you live in Charlton? [Please check street details/postcode]

   Yes ?

   No ? ? See sheet for street details/postcodes

1.3 Can you tell me the NUMBERS and AGES of any children aged 0 - 5 who live here?

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<tr>
<th>Ages of Children</th>
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### 1.4 What is your relationship to the child/children aged 0 – 5 years who live here?

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### 1.5 Which of the following best describes your present living situation?

1. Parent living with partner/husband/wife and children
2. Lone parent living with children but with no other adult in household
3. Lone parent living with children and with adult/s other than partner in household
4. Person living with other adults and children in household

Other .................................................................(please specify)

### 2. Sure Start Charlton

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<th>Yes</th>
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<th>Don’t Know</th>
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<td>Have you heard of Sure Start Charlton before being asked to take part in this survey?</td>
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<td>If yes, where did you hear about it?</td>
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<td>Are you a member of Sure Start Charlton, that is that you have completed a membership registration form</td>
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<td>If you are a member do you receive regular mailings from the office</td>
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<td>Would you like more information or support from Sure Start Charlton?</td>
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<td>Please give examples of types of information and support.</td>
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<td>Would you like a visit from a Sure Start Home Visitor? They can visit you at home to talk to you about services in the area.</td>
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<td>Have you received a Sure Start calendar?</td>
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<td>If yes, was it useful? Please give comments.</td>
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<td>Have you received a Sure Start newsletter?</td>
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# 3.1 Children’s Services

**Grading:** Excellent, Good, Average, Poor, And Very Poor

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<th>SERVICES</th>
<th>Do you use?</th>
<th>How often? E.g. Daily, weekly etc.</th>
<th>If you were on a waiting list, how long was this</th>
<th>Overall satisfaction grading</th>
<th>Please comment on positive/negative aspects</th>
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### 3.2 Service Aspects

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<th>Cleanliness of building</th>
<th>Cost if applicable</th>
<th>Convenience of location</th>
<th>Learning &amp; play opportunities</th>
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<td>GP</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Clinics</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Visitors</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Dental Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child and Adult</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.3 If you are not using the following facilities, would you use any of the following if they were close by?

<table>
<thead>
<tr>
<th>Number</th>
<th>Facility Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Day nursery (subsidised) for children under 5, open 9 am to 3 pm</td>
</tr>
<tr>
<td>2.</td>
<td>Day nursery (subsidised) for children under 5, open 8 am to 6 pm</td>
</tr>
<tr>
<td>3.</td>
<td>Playgroup for children aged 2 – 5, morning or afternoon</td>
</tr>
<tr>
<td>4.</td>
<td>Creche to leave child for up to 4 hours</td>
</tr>
<tr>
<td>5.</td>
<td>Drop-in to stay with child and meet other parents</td>
</tr>
<tr>
<td>6.</td>
<td>Toy library</td>
</tr>
<tr>
<td>7.</td>
<td>Loan of safety equipment for your home</td>
</tr>
<tr>
<td>8.</td>
<td>A safe, clean outdoor play area on your estate or within pram pushing distance</td>
</tr>
</tbody>
</table>

3.4 Have you any other comments to make about things that might encourage you to use any of these services?

Please describe briefly, and where relevant identify which service in particular you are referring to:

3.5 In order of importance what other facilities, activities or support would you or your under 5 year old like to see near you if they were made available? [Grading from 1-4: with one being most important]

Yourself:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Your child:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

3.6 Do you and/or your child belong to a library?

Yes ? (please specify which one) ...............  

Any other reason .......................................................  

3.7 Do you borrow books, audio tapes, videos for you or your child aged 0 – 5 either on your or your child’s card?

<table>
<thead>
<tr>
<th></th>
<th>Books</th>
<th>Audio tapes</th>
<th>Videos</th>
<th>Toys</th>
</tr>
</thead>
<tbody>
<tr>
<td>If Yes What type(s)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If No Why?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.8 Where does your child aged 0 – 5 get outside to play e.g. garden, park, balcony, playground, street/estate?

3.9 If your children do not have access to outdoor play, please tell us why e.g. lack of space, safety concerns etc?

4. Your child’s health

4.1 Is your child(ren) registered with a GP/doctor? Yes ? No ?

4.2 Who are you MOST likely to ask for advice on a scale of 1–5 (1 being the first person and 5 being the last person) if any of the following occurs?

<table>
<thead>
<tr>
<th></th>
<th>GP/Doctor</th>
<th>Practice Nurse</th>
<th>Health Visitor</th>
<th>Hospital</th>
<th>Nursery teacher</th>
<th>Family</th>
<th>Friends</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child is ill</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child is not sleeping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child is not eating</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child is not active/ over active</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child is not talking as they should</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child has behavioural difficulties</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.3 Where do you go for dental treatment for your child that is under 5?

<table>
<thead>
<tr>
<th>High street dentist/GP practise</th>
<th>Health centre dentist</th>
<th>Hospital</th>
<th>Other</th>
<th>Nowhere… Please say why</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
4.4 Do you have to take your child aged 0 – 5 anywhere for special health tests or treatment (please tick) and who are you most likely to ask for advice on a scale of 1-5 (with 1 being the highest and 5 being the lowest)?

<table>
<thead>
<tr>
<th>Speech and Language Therapy</th>
<th>Physiotherapy</th>
<th>Occupational Therapy</th>
<th>Child Psychologist</th>
<th>Educational Psychologist</th>
<th>Dietician</th>
<th>Health Visitor</th>
<th>Other Please write in</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At home</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At school or Nursery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At GP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At Health Centre</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At Local Hospital</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.5 Does any child in your household have a diagnosed disability or special educational need?

1 No  2 Yes [write in what] .................................................................

5. Your health

5.1 Have you suffered from any of the following and who are you MOST likely to ask for advice on a scale of 1 – 5 (with 1 being the highest and 5 being the lowest) when these conditions occur?

<table>
<thead>
<tr>
<th>Stress</th>
<th>Weight Problems</th>
<th>Postnatal/General Depression</th>
<th>Anxiety/ Frustration</th>
<th>Lack of Appetite</th>
<th>Lack of sleep</th>
<th>Other problems</th>
<th>No Health Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice Nurse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Visitor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital specialist doctor or</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5.2 Does any adult in your household have a diagnosed disability?

Circle one

1. No  2. Yes  Write in what

5.3 Breast Feeding?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was your baby breast fed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If the baby was breast fed, was it for:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up to 6 weeks old</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up to 4 months old</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Longer than 4 months old</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.4 Smoking?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never smoked</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did you smoke in the year before your pregnancy was confirmed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non smoker for more than 5 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Presently Smoke</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you have smoked in the last 5 years, did you give up smoking before or while you were expecting a baby until after the birth?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you gave up smoking whilst you were expecting, did you start smoking again after the baby was born?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Opportunity to Access Benefits

6.1 Did you know that you might be able to qualify for any of the following benefits?

<table>
<thead>
<tr>
<th></th>
<th>Child Tax Credit</th>
<th>Working Tax Credit</th>
<th>New Deal for Lone Parents</th>
<th>Housing Benefit</th>
<th>Other Benefits</th>
<th>Disability Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have heard about</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Would like to learn more about</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6.2 Would you be interested in attending a confidential advice session about how to access the above benefits?

Yes  No

If you would like help or advice completing the relevant application forms, Sure Start workers can arrange this for you.

Which forms would you like assistance with:

..................................................................................................................
## Personal Development Time

7.1 How much time do you spend on taking care of your child/ren each day?

Please specify no of hours: .............................................................

7.2 How much childcare time would you like to spend each day?

Please specify no of hours: .............................................................

7.3 Have your childcare needs affected the hours you spend on other activities?

Yes □ Please specify how: ............................................................

No □

7.4 Could you say how your childcare needs have affected the hours you spend on other activities, such as work, training, leisure etc.?

7.5 If a careers fair were to be organised would you be interested in attending?

Yes □ If so, what would you like to have it consist of:..........................

No □ Please comment: ..............................

7.6 Do you do any voluntary or community work?

Yes □ Please specify: ..............................

No □

7.7 Are you interested in other types of voluntary or community work?

Yes □ Please specify: ..............................

No □

7.8 Would you like to be more involved in Sure Start Charlton, either by helping to plan and develop services or volunteering to help with other things? (Childcare, training and expenses can be provided)

Yes □ No □

Please specify: ..............................
8. Training / Studying

8.1 Are you interested in attending training courses?
Yes ? No ?

8.2 What would be the main reasons for wanting to attend training? Please tick relevant boxes
- To enhance skills ?
- Improve economic status ?
- Confidence ?
- Professional development ?
- Other …………………………………………………

8.3 What are the details of the course you are taking or would like to take?

<table>
<thead>
<tr>
<th>Name of Course</th>
<th>Name of Training Institution</th>
<th>Start Date</th>
<th>Expected Finish date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8.4 What prevents you from pursuing a training course/studying?
- Lack of time ?
- Lack of funding ?
- Not relevant ?
- Geographical distance ?
- Childcare ?
- Other …………………………………………………

8.5 What sort of work/studies would you be interested in finding out more about?
[Please refer to list of study courses, and please tick the three preferred options]

9. Leisure / Hobby interest

9.1 Would you like to develop/ pursue any type of leisure or hobby activities?
Yes ? No ? Don’t Know ?

9.2 What sort of leisure/hobby would you like to develop / pursue?

<table>
<thead>
<tr>
<th>Name of Leisure/ Hobby (ies) / Activities</th>
<th>Do you need help in learning more about this leisure/ hobby(ies)</th>
</tr>
</thead>
</table>
10. Motivation

10.1 What will motivate you to pursue your dreams and aspirations for success in life [3 options]?

1. Business Start-Up Support  
2. Training and support leading to employment  
3. Help to find out about opportunities  
4. Help to explore and maximise opportunities  
5. Career Planning  
6. More time for self  
7. Confidence-building  
8. General knowledge about the world  
9. Childs/Childrens’ development being met  
10. Basic skills  
11. Personal relationship building  
12. Presentation skills  
13. Access to networks  
14. Relationship building  
15. Support to overcome fear  
16. Help to believe in myself  
17. Discipline  

Other (Please specify) …………………………………………

11. Personal Details

Finally, it would help us a lot if we could have a few personal details to give us some information about the families living in the area. However, if you would rather not give this personal information, you don’t have to. Can I take your name & contact details and pass these on to the organisers so they can get in touch with you?

Survey No…….

Name: ………………………………………………………

Address: …………………………………………………

Phone number(s): …………………………………………

• Either complete this section with the interviewee, or give them the GREEN sheets to complete themselves, helping where necessary. Make sure the questionnaire number is on the green sheets.

11.1 Are you Female ☐ Male ☐ ☐

11.2 Which of the following age group are you in?

<table>
<thead>
<tr>
<th>Under 16</th>
<th>16-20</th>
<th>21-40</th>
<th>41-50</th>
<th>51-60</th>
<th>More than 60</th>
<th>Not specified</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

11.3 Which ethnic group would you place yourself in? **circle one**

<table>
<thead>
<tr>
<th>A White</th>
<th>B Mixed</th>
<th>C Asian</th>
<th>D Black</th>
<th>E Chinese or Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>British</td>
<td>White &amp; Black Caribbean</td>
<td>Bangladeshi</td>
<td>Caribbean</td>
<td>Chinese</td>
</tr>
<tr>
<td>Irish</td>
<td>White &amp; Black</td>
<td>Pakistani</td>
<td>African</td>
<td>Other Ethnic Group:</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>African</td>
<td>White Other:</td>
<td>White &amp; Asian</td>
<td>Indian</td>
</tr>
<tr>
<td>----------------</td>
<td>---------</td>
<td>--------------</td>
<td>---------------</td>
<td>--------</td>
</tr>
<tr>
<td>Mixed other:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

11.4 Is English your first language?

1 Yes – Go to 13.6  2 No

11.5 If No, please state what is your first language?  E.g. Somali, French

11.6 If you had a job today, can you tell me what it would be?

11.7 Thinking about the future, what job would you like to do?