Sure Start South East
Ipswich Health Needs Assessment and Client Satisfaction Survey

May 2004

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SECTION 1

INTRODUCTION

The South East Ipswich area of Gainsborough, Greenwich, Priory Heath and Racecourse became a Sure Start project area in 2000. Within the first year of the project a needs assessment of the area was carried out with the aim of engaging the families, finding out the needs and gaps in service provision in the area and enable the parents to direct the planning of the project. A total of 133 families took part in informal interviews. The data was then analysed and presented in the Sure Start South East Ipswich Needs Assessment Report (Daniel & Hendy 2001) and formed baseline information to inform the early services offered by Sure Start.

Sure Start has now been in the area three years and has continued to evolve and change within an evaluative culture, with evidence of small scale evaluations of individual projects. Now however as part of the Sure Start three year project evaluation a more extensive health needs assessment and client satisfaction survey has been undertaken.

AIM OF SURVEY

The aim of the survey is to build on the existing knowledge of the health needs of the area, find out the perceived health needs of the families living in the area and their use of and feelings about Sure Start services.

SAMPLE

A two pronged approach was adopted for sample selection.
1. A list of families with children between the ages of two and a half and three was drawn off the computer and a random selection created by taking every fourth name from the list. This age group was targeted as the children are the age of the project itself and their families have therefore had the opportunity to engage with Sure Start throughout their child’s life. A total of 36 families were selected and the questionnaire was sent to them by post.
2. An opportunistic sample was generated from the Sure Start Tree House Open Week for parent and children, March 29th - April 2nd 2004. A total of 59 parents took part.

METHOD

Compiling the Questionnaire
A questionnaire was designed using questions adapted from the previous Sure Start needs assessment and a robust participatory research survey from Sheffield (Foxhill & Parson Cross 2000). Other questions were designed by the Sure Start team to elicit local information about Sure Start activities and services.
A total of 42 questions were included. The majority were closed questions requiring a Yes/No response. Others gave options to tick and eight required open comments (see Appendix 1).

**Piloting the Questionnaire**
The questionnaire was piloted on two Sure Start volunteers one who reported having literacy problems. They were taken through the questions one by one looking for clarity of meaning and non offensive wording and their responses were recorded. Changes were made to some of the questions at this stage.

**Completing the Questionnaire.**
**The Tree House Open Week sample.**
The questionnaire was explained to the participant before completion. Help to complete it was offered and reasseurances given of complete anonymity. The attached name and address page was optional and only to be complete if they wanted to be informed of the findings.
Some participants chose to work through the questionnaire with a member of the team but the majority filled it in unaided.
The participant was then given an Easter egg as a token of appreciation for taking the time to complete the questionnaire.

**The Postal Sample**
A covering letter offering help was sent out with the same questionnaire (see Appendix 2). The questionnaire was sent out just before Easter and a period of three weeks was allowed for returned completed questionnaires. Only one completed questionnaire was returned in this time.

**ANALYSIS**
The questionnaires were collected together and collated initially using a tally scoring system for the closed questions. Later a data base was designed to improve the accuracy of recording and allow for more in depth analysis. The qualitative questions offering personal comments have been analysed by grouping together the similar comments into categories. Some of the comments have been quoted verbatim in this report.

**LIMITATIONS**
The questionnaire turned out to be much longer than originally intended and as a result this may have put some people off completing it. This may have also accounted for the poor response rate from the postal sample and that some respondents from the open week did not completed all the questions. The questions most commonly missed were those requiring open comments.

The use of incentives can be criticised on the grounds that respondents can say what they think we want to hear in order to secure their reward.
FINDINGS
The findings are discussed for each question. Section 2 offers a visual presentation in the form of pie charts of some of the data.

Q1 Gender
The majority of respondents were female (97%).

Q2 Age Group
There was a broad age range of respondents with 35% falling in the 31-35 age group.

Q3 Ethnic origin?
The majority of respondents who completed the questionnaire classed themselves as White British (87%). Of the 13% from other minority ethnic groups only 2% reported having needs as a result of their ethnicity and this was for help with speaking English.

Q4 How healthy do you feel?
The range of responses was broad, 5% classed themselves at the top end of feeling healthy reporting they couldn’t be better and 5% as not feeling so good. The majority 41% felt generally ok but with room for improvement.

Q5 Caring for children
81% reported they were caring for children. Of these 17% were lone parents. Only 3% of respondents felt they had any needs as a result of caring for their children. Comments were around the need for childcare and to take children swimming.

Q6 Support from family and friends?
87% of respondents felt they were supported by family and friends. However some of the respondents added comments that their families were not living close by.

Q7 Special Needs/Medical conditions.
7% of respondents had a child or family member with special needs and 20% with a medical condition. The 3% who felt they has needs as a result commented they would like some form of education/support group, such as group talks on specific health topics and help with managing child behaviour and tantrums.

Q8 Courses since leaving school
62% had done further study since leaving school.

Q9 Would like support/advice on?
Of those who responded to this question, the most popular request (33%) was for computer skills followed by confidence and self esteem building (19%). One comment was from a respondent with computer skills who was offering to teach others.
Q10 & 11 Working?
37% of respondents were working, 70% had partners working and 43% would like to work. Comments suggesting they wanting to work once children had started school, and in the future.

Q12 &13 Benefits
17% of respondents did not know of their benefit entitlement and 27% were not sure. 33% requested more information on benefits. This indicates a substantial number of people who appear confused about the benefit system and may not be claiming their entitled.

Q14 Area living in
Respondents are represented from all the electoral wards in the Sure Start geographical area. The majority 63% live in the Gainsborough area.

Q15 Like about living in the area.
The top five responses given for why they like living in the area are; Sure Start (20%), Close to shops (16%), Close to family (15%), Good public transport (12%) and Friendly people (9%).

Q16 Name 3 things that would most improve your life in your local community?
37% of respondents chose not to answer this question. Comments from those who did answer fall into the following categories; listed in order of priority,

- **Safety** – eg ‘safer streets at night’, ‘to feel safer’, better policing’, ‘safer around the shops’, ‘more lighting’, ‘no vandalism to our property’, ‘less vandalism’, ‘for all paths to have fences/railings so kids are safe’.
- **Cleanliness** – eg ‘cleaner parks’, ‘cleaner streets’, ‘less rubbish’, ‘shops and area should be tidied from graffiti’.
- **Friendlier people** – eg ‘nice communication’, ‘communication between the community’, ‘new neighbours’, ‘meeting other friendly Mums’, ‘less racism’.
- **Public Transport** – eg ‘quality transport’, more easy access buses’, ‘better public transport’.
- **Activities for older children** – eg ‘activities during holidays for children’, ‘more to do for older children’, ‘more for young people to do in winter’.
- **Amenities** – eg ‘the park needs swing/slides’, ‘play areas’, ‘closer park facilities’, ‘shops open until late’.
- **Personal** - eg ‘getting a house and garden’, ‘things for me to do’, ‘me having more confidence’, ‘to study’, ‘to get much more involved with activities within community’, ‘language classes’.
- **Schools** – eg ‘good schools’, better options of which school you can choose for your child’.
- **Childcare** – eg ‘affordable childcare’, help with childcare’.
- **Sure Start** – eg ‘Sure Start has done this already’ ‘Sure Start’.
Q17 Housing
65% reported housing that met their need whilst 22% felt it did not meet their needs. 13% chose not to answer this question.

Q18 Feel safe in your local community?
27% of respondents do not feel safe in their community and a further 8% do not know. A male respondent commented ‘my wife does not feel safe’. This reflects the strong feelings about safety in the community as raised also in questions 16 and 19.

Q19 Involvement in community
The most popular response as to what would encourage people to get involved in their community was, feeling safer on the streets (27%) followed by better information (18%) and a place to drop in and chat (16%).

Q20 Volunteering
57% of respondents would consider volunteering in their community, 2% did not know and 13% did not answer this question.

Q21 & 22 Library use.
60% of respondents use the Gainsborough library. Some comments given on what would encourage them to use the library are, ‘me being able to read’, ‘up to date video’s’, ‘having ethnic books’, ‘educational PC games for children’, ‘security knowing someone is on hand’.

Q23 Casualty attendance in the last 3 years?
Q24 Why did you attend?
27% of adults had attended casualty for themselves within the last 3 years and 43% of children had attended. The most common reasons given for either the child or parent attending was because, it was a real emergency (35%), I was really worried (23%), NHS Direct advised me to (21%) my GP advised me to (13%). The other reasons mentioned were ‘I took myself there’, ‘Paramedic came and advised me to go’, ‘the birth of a child’.

Q25 Health information
The majority of respondents reported going to their Doctor or Doctors surgery for advice. Health Visitors were the next popular contact for information.

Q26 Bad experiences of health services
Comments given by those who responded to this question are categorised as follows,

- **Access to services** - comments indicate a long wait for appointments at GP surgeries and hospital and of health professionals not keeping appointments, not calling back and refusing to visit. Also practical difficulties of getting to the GP surgery.
- **Attitude of Staff** - comments indicate respondents did not feel listen to or supported and staff were unhelpful. Words used to describe attitudes of staff are rude, hostile, terrible and abrupt. One respondent went as far as to suggest one professional needs to retrain in how to treat children and how to speak to parents.
Q27 Good experiences of health services
Interestingly the same categories can be used for the good experiences as was used for the bad however there were more general statements such as; ‘All the experiences have been good and helpful’, ‘always good’.

- **Access to services** – respondents found quick response and prompt service at GP surgery and hospital and mentioned quick service particularly for children.
- **Advice** – comments indicate good and appropriate advice given by services when called. Services mentioned are GP, Riverside Dr’s, Hearing specialist, Physiotherapist, Hospital ward staff, Health Visitor.
- **Attitude of Staff** – comments indicate supportive staff, staff who did not judge, listened, friendly, caring, helpful and positive. The the staff groups mentioned in this way were, Housing Officer, Health Visitor, Midwife, GP, Ward staff and Physiotherapist.

Q28 Contact with Sure Start?
94% of respondents had had contact with Sure Start.

Q29 Visited the Sure Start Shop/ experience?
79% of respondents had visited the shop and for the majority (70%) this had been a good experience. 5% reported a bad experience. 25% did not answer this question.
One person commented ‘no one was there’. This could imply the shop was not open when it was scheduled to be, a lack of clear information displayed about opening times, or some confusion on the part of the respondent.

Q30 Purpose of your visit?
The most popular reasons given by the respondents for visiting the shop are, to buy safety equipment (29%), to drop in for a chat (25%), to find out information (21%).
The ‘other’ category is the extra reasons not listed but added by the respondents and include, going there to collect photos, to look at the baby clothes, to buy a changing mat, as a volunteer.

Q31& 32 Sure Start Safety equipment? Any problems using it?
Safety equipment had been purchased by 63% of respondents. 59% found it to be value for money with 7% reporting it was too cheap. Very few people had problems using it, those given were, ‘table corners do not stick’, couldn’t fix the screw type stair gate to the wall’.

Q33 Attended any of the community lunches?
43% of respondents had attended the community lunches. Only 42% answered the question regarding their experience of the lunches. Of these 25% reported a good experience, 15% reported an OK time and 2% would not go again.
Q34 & 35 Attended any groups/activities? Did you find them good fun?
The top 10 attended events are display in the pie chart. Some respondents had attended more than one event and so had ticked a number of the choices offered.
74% found the activities good fun, 3% had not and 23% gave no definite answer but added their own comments implying they enjoyed some groups but not all.

Q36 Play sessions you would like to see more of?
This question was not completed by many respondents. Those who did suggested,

- More sessions for 3-4 year olds
- Baby Groups 0-1
- Baby Wellbeing Groups
- Weekend sessions for Dads
- Messy Play – water, sand
- Art
- Music
- General Drop In
- Afternoon session
- Trips
- Summer Fun
- Play sessions
- Behaviour

Q37 Interested in attending parenting/child behaviour groups?
60% of respondents replied yes to this question. Some added comments saying they had already done parenting courses or that they may be interested.

Q38 & 39 Stopping Smoking Service
8% of respondents had used the stopping smoking service and 5% did not answer this question. 8% also requested to know more about the service and 80% did not want to know more.

Q40 Attended any Sure Start training courses?
18% had attended training courses and all who attended found the courses helpful.

Q41 Attended any cultural events?
8% had attended the cultural events and all who attended found them enjoyable.

Q42 Do you think Sure Start has made a difference?
An overwhelming majority of respondents (88%) thought that Sure Start had made a difference, 2% said no and 10% did not answer this question. The question gave an option to make comments and these have been categorised below,

Meeting people
‘Has got me out meeting people as before I spent a lot of time at home’.

‘I think Sure Start is really good because I find it hard to mix with people but I’ve made a lot of friends’
‘Sure Start gives children something to do and gets me and the children out of the house’

‘Sure Start helped me get a job. I didn’t think I would ever get a job’.

‘Made me more confident, helped me get my son used to being with other children’.

‘When I first moved to Ipswich Sure Start helped me very much in finding friends’.

Helpful service
‘The people at Sure Start are wonderful helpful people. It’s a great place to come for advice and help or just to have a chat. We love coming and will continue to do so’.
‘I think Sure Start helps a lot of people and babies and children. Sure Start gets you out and to meet other people. Very helpful’

‘Sure Start very useful, always happy to help and drop in for a chat’.

‘I am pleased Sure Start is around to offer services etc to parents. We have only lived in Ipswich area for 2 years but it helped me to get out and find childcare etc’.

‘Staff very helpful and friendly’.

‘I think Sure Start gas made a great difference to everybody and is a great place to get information and help if you need it’.

‘Since moving to Ipswich have found the services very helpful and a lot more on for my children’.

‘Always helpful’.

Fun for Children
‘Sure start is brilliant for families in the area’.

‘It is very good for the children and for the family it’s a lot of fun and my children really enjoy it when they have been on the trips’.

‘I think the Sure Start programme gives enjoyable learning/play for all children. The 1st Steps workers are excellent with young children and always try to spend time with all the children. They give plenty of encouragement and support’.
‘Holidays have been dreaded in the past but I now feel there is so much to do’.
‘Sure Start is really great. My kids have had lots of fun having been to previous activities such as Art events. I think children definitely benefit a lot from being able to do activities. My kids have come away feeling happy and confident and I feel good as they have had fun and me to’.
Positive Statements

‘Keep up the good work you are valued’.

‘Excellent facility’.

‘I have changed my lifestyle for the better, I have got fitter and meet a lot more people’. (Father)

‘Just to say thank you to all the Sure Start staff and everyone involved in opening the Sure Start centre. It will make such a difference to the community and lone parents. It’s a warm welcoming place where you can come and you know your children are safe and to find out information and advice and for everyday needs of living and problems’.

‘Fantastic venture for the community. Hope that it may long continue’.

‘I am very impressed with the building and the activities available’.

‘Keep up the good work people. How’s about a newsletter once a month a sort of if you haven’t seen us lately this is what you’ve missed’.

Not yet used the service

‘I don’t know, I’m waiting to see’.

‘Sorry but I don’t know so much about Sure Start. For me it’s my first time to come around. I am quite impressed’

Will now use it as been to the building today’.

‘Although I haven’t used the services before I am interested in using the nursery and finding out more about other groups although as I work I am limited to the times I am available’.

‘Not sure if I am able to access services as I am out of the Sure Start area. I am very impressed with Sure Start activities and would love to be involved’.

CONCLUSION and RECOMMENDATIONS

This report is valuable in informing the Sure Start project as part of the three year evaluation of the health needs and client satisfaction with Sure Start services, as experienced by the sixty respondents who participated in this survey. The response from the sample who received the questionnaire by post is disappointing in comparison to the enthusiasm shown for completing the questionnaire at the open week. This response may suggest that people from this community favour a more personal face to face approach and this should be considered when designing future surveys. The findings indicate representation from all the electoral wards in the geographical Sure Start area and the questionnaire reached a wide range of age groups and women from the main minority ethnic groups living in the area. The majority of respondents were females caring for children and this highlights the need for future surveys to concentrate on capturing the views of the Dads.

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The findings demonstrate issues about living in the community. What some respondents liked about living in their neighbourhood such as friendly people and good public transport, others commented on the lack of in their immediate neighbourhood. More detailed analysis of these issues may indicate this is specific to certain wards and could be drawn from the data if needed by partner agencies. What is most striking and can not be ignored and is the general level of concern over safety in the area.

The findings relating to local health services indicate the majority of respondents go to their GP’s for health information. When looking at their experience of using local health services the comments fall into the same categories whether relating good experiences or bad. GP’s as well as other health professional groups are commented on and some staff names are given. This information could be disseminated to relevant partner organisations if requested to encourage the excellent service given in some cases but also to address the issues of staff attitudes and customer service in other cases.

The findings highlight the Sure Start services which have been used and enjoyed by the respondents. The ideas offered around play sessions need to be considered, especially the solitary comment about weekend activities for Dads. The popularity of the safety equipment scheme is evident. The response was unanimous that the equipment was value for money and even seen by some as too cheap. Therefore, this offers scope for reassessing the price of goods for the future.

The responses regarding advice and courses needed indicate that Sure Start need to maintain the strong links with Murrayside Community Education to continue offering the computer courses regularly. The findings from this should inform the future courses offered by the Sure Start team. The excellent response rate to the question ‘Has Sure Start made a difference?’ and the positive comments are testament to the impact that Sure Start is having in the area.

REFERENCES


Section 2

Data Representation

Sure Start South East
Ipswich Health Needs Assessment and Client Satisfaction Survey

Dan Armstrong
IT Systems Officer
Q2: Age Group

- 31-35: 35%
- 21-25: 23%
- 26-30: 18%
- 36-40: 17%
- 41-45: 3%
- 46-50: 2%
- 51+: 2%

Q3: Ethnicity

- 1 White - British: 87%
- 10 Asian - Bangladeshi: 3%
- 15 Other ethnic group - Chinese: 2%
- 13 Black or Black British - African: 2%
- 12 Black or Black British - Caribbean: 2%
- 7 Mixed - Any other mixed background: 2%
- 3 White - Other White: 2%
- 3 White - Other White: 2%
- 2 Mixed - Any other mixed background: 2%

Q4: Feel Healthy

- Generally ok - room for improvement: 41%
- Pretty good - I have no worries: 37%
- Couldn't be better - feel great - ready for anything: 12%
- No answer: 5%
- Not so good - it worries me: 5%
Q5: Lone Parent

- Yes: 17%
- No: 46%
- No Answer: 37%

Q6: Support From Family / Friends

- Yes: 87%
- No: 13%
- No Answer: 3%

Q7: Special Needs

- Yes: 7%
- No: 86%
- No Answer: 5%
Q7: Medical Conditions

No 73%

Yes 20%

No Answer 7%

Q7a: Needs As Result Special Needs / Medical Conditions

No 92%

Yes 3%

No Answer 5%

Q9: Advice Support

Computer Skills 33%

Managing Finances 8%

Getting Skills To Do Job 15%

Childcare 11%

Confidence - Self Esteem Building 19%

Literacy 6%

Numeracy 3%

Other 5%
Q13: More Info State Benefits

- Yes: 33%
- No: 58%
- Don't Know: 2%
- No Answer: 7%

Q14: Residing Area

- Gainsborough: 63%
- Priory Heath: 10%
- Greenwich: 8%
- Racecourse: 7%
- Not sure: 5%
- Nacton: 5%
- No Answer: 2%

Q15: Like About Area

- SureStart: 20%
- CloseToFamily: 15%
- GoodPublicTransport: 7%
- GoodGardens: 6%
- CloseToShops-Amneties: 5%
- Neighbours: 7%
- GoodDoctors: 7%
- FriendlyPeople: 5%
- Other: 1%
- CommunityActivities: 7%
- Not sure: 5%
Q18: Feel Safe In Community

- Yes: 60%
- No: 27%
- Don't Know: 8%
- No Answer: 5%

Q19: Get Involved In Community

- FeelingSaferOnStreets: 27%
- BetterInformation: 18%
- PlaceToDropInAndChat: 16%
- ExpensesPaidForVolunteers: 11%
- MoreGetTogethers: 5%
- Other: 1%

Q23: Attended Casulty In Last 3 Years For Child

- No: 47%
- Yes: 43%
- No Answer: 10%
Q24: Why Attended Casualty

- RealEmergency: 35%
- NHSDirectAdvised: 21%
- ReallyWorried: 23%
- GPAdvised: 18%
- UnableToGetOtherMedicalHelp: 6%

Q30: Purpose Of Shop Visit

- CallInForChat: 25%
- FindOutMoreInfo: 21%
- BuySafetyEquipment: 29%
- Other: 12%
- PostNatalDropIn: 3%
- AnteNatalDropIn: 10%
- UseCreditUnion: 3%
- SeeFamilySupportWorker: 3%
- MassageKinesiology: 4%

Q31: Bought Safety Equipment

- Yes: 63%
- No: 37%

Q31a: Safety Equipment Was

- Value for money: 59%
- No answer: 24%
- Too cheap: 7%
Q33: Attended Community Lunch

- Yes: 43%
- No: 57%

Q33a: Community Lunch Experience

- Good experience: 25%
- OK time: 8%
- Would not go again: 2%
- No Answer: 58%

Q37: Interested In Parent Child Behaviour Groups

- Yes: 60%
- No Answer: 8%
- Don't Know: 2%
- No: 30%
- Yes: 60%

Q35: Groups / Activities Attended

- Other: 4%
- Toy Library: 12%
- Tea Toast Toys: 4%
- Fun Time Holiday Events: 9%
- Speech & Language Therapy Drop In: 3%
- Star Drop In: 2%
- Baby Talk: 2%
- First Steps To Play: 10%
- Enjoying Your Children: 2%
- Baby Talk: 2%
- Play Days: 2%
- Trips: 9%
- Play & Language Groups: 2%
- Parent & Toddler Groups: 10%
- Footprints: 8%
- Confident Parents: 3%
- Singing: 1%
- Baby Massage: 4%
- Trips: 9%
Q42: Has Sure Start Made A Difference

- Yes 88%
- No 2%
- No Answer 0%
APPENDIX 1

SURVEY OF HEALTH NEED AND USE OF SERVICES IN SURE START SE IPSWICH – MARCH 2004

ABOUT YOU AND YOUR FAMILY

Please answer the questions by ticking the options that best suits you. Thank you.

General Information

1) Are you? Male Female
2) Your age group? Under 15 15-17 18-20
21-25 26-30 31-35
36-40 41-45 46-50
Over this age.
3) Write down the word that best describes your ethnic origin?
   (See attached list)
3a) Do you have any particular needs around your ethnicity (eg translation)?
   YES NO
   If yes, please describe

Family Health

4) How healthy do you feel (on an average day)?
   Couldn’t be better – feel great – ready for anything
   Pretty good – I have no worries
   Generally ok – room for improvement
   Not so good – it worries me
   I feel dreadful – Not ready for anything

5) Are you
   Caring for children? YES NO
   A lone parent? YES NO
5a) Do you have any particular needs as a result?
   YES NO
   If yes please describe
6) Do you get support from family/friends?    YES    NO

7) Do you, your child or any close family member have any –
   Special needs?    YES    NO
   Medical conditions?    YES    NO

   a) Do you have any particular needs as a result?    YES    NO

   b) What other support would be useful to you?

<table>
<thead>
<tr>
<th>Education and work</th>
</tr>
</thead>
<tbody>
<tr>
<td>8) Have you done any courses since leaving school?    YES    NO</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>9) What would you like any advice/support about the following?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing finances</td>
</tr>
<tr>
<td>Getting skills to do a job</td>
</tr>
<tr>
<td>Childcare</td>
</tr>
<tr>
<td>Confidence/self esteem building</td>
</tr>
<tr>
<td>Other, please specify</td>
</tr>
</tbody>
</table>

10) Are you or your partner working?    YES    NO
    You
    Your partner

11) Would you like to work?    YES    NO

12) Are you aware of any state benefits you may be entitled to?
    YES    NO
    NOT SURE

13) Would you like more information about benefits?    YES    NO

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YOUR COMMUNITY AND HOUSING

Please answer the questions by ticking the options that best suits you. Thank you.

14) In which part of the Sure Start area do you live?
   Priory Heath    Racecourse
   Gainsborough   Nacton
   Greenwich
   Not sure

15) What do you most like about living in this area?
   Friendly People   My neighbours
   Close to family   Good Doctors
   Good public transport   Close to shops - amenities
   Good gardens   Community activities
   Sure Start
   Other please specify

16) Name up to 3 things that would most improve your life in your local community?
   1
   2
   3

17) Would you say your housing: -
   Met your housing needs?
   Does not meet your housing needs?

18) Do you feel safe in your local community?    YES    NO

19) What do you think would encourage people to get more involved in their community?
   More get togethers   a place to drop in and chat
   If they can influence things   expenses paid for volunteers
   Better information   feeling safer on the streets
   Other, please specify

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20) Would you consider volunteering in your community?     YES            NO

21) Do you use Gainsborough library?     YES             NO
    or the town library?       YES  NO

22) If no, what would encourage you to use the library?

USE OF HEALTH SERVICES

Please answer the questions by ticking the options that best suits you. Thank you.

23) Have you attended hospital casualty in the last 3 years?     YES            NO
    For you
    For your child

24) Why did you attend casualty?
    It was a real emergency
    My GP advised me to go
    NHS Direct advised me to
    I could not get any other medical help
    I was really worried
    Other

25) Where or who do you go to for information about health?

26) Describe any **bad** experiences you may have had whilst using local health services?

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27) Describe any good experiences you may have had whilst using local health services?

USE OF SURE START SERVICES

Please answer the questions by ticking the options that best suits you. Thank you.

28) Have you had any contact with Sure Start?  
YES  NO

Sure Start Shop Clapgate Lane

29) Have you ever visited the shop?  
YES  NO

If so did you find it  
A good experience  
A bad experience

30) What was the purpose of your visit?

Call in for a chat  
Attend the ante natal drop in  
Attend the post natal drop in  
Find out more information  
Buy child safety equipment  
Use the Credit Union  
See family support worker  
Massage/kinesiology session  

Other

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### Children’s Safety Equipment Scheme

31) Have you bought Sure Start safety equipment?  
   **YES**  **NO**
   
a) If yes, would you say it was  
   value for money  
   too expensive  
   too cheap

32) Did you have any problems using it?  
   **YES**  **NO**
   
   If yes, what?

### Community Lunches

33) Have you attended any of the Community Lunches at All Hallows Church hall?  
   **YES**  **NO**
   
   If so did you  
   have a good experience  
   an OK time  
   Would not go again

### Sure Start groups and play activities

34) Have you attended any groups or activities?  
   **YES**  **NO**  **DON’T KNOW**
   
   35) Please tick any of the following that you and your children have attended

<p>| Toy Library | Parent &amp; Toddler groups |
| Coffee, Tea, Toys and Toast | Footprints |
| First Steps to Play groups | Singing Group |
| Young Mums support group | Confident parents |
| Enjoying your children | Baby massage |
| Baby talk group | Play days |
| Fun time holiday events | Trips |
| Star Group | Play &amp; Language groups |
| Speech &amp; language therapy drop in | Other |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>36) What play sessions would you like to see more of?</td>
<td></td>
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<tr>
<td>Please comment</td>
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<tr>
<td>37) Would you be interested in attending parenting/child behaviour groups?</td>
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<tr>
<td><strong>Stopping Smoking Support</strong></td>
<td></td>
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<tr>
<td>38) Have you used this service?</td>
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<tr>
<td>39) Would you like to know more about the service?</td>
<td></td>
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<tr>
<td><strong>Training Courses</strong></td>
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<tr>
<td>40) Have you attended any Sure Start courses (eg Child Protection, A guide to your Rights, Men’s Health, First Aid, etc.)</td>
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<tr>
<td>If so did you find it helpful?</td>
<td></td>
<td></td>
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<tr>
<td><strong>Cultural group events</strong></td>
<td></td>
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<tr>
<td>41) Have you attended any cultural events (eg Mingles Group, Eid party, Caribbean cooking Bangladeshi women’s sewing group etc)?</td>
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<tr>
<td>If yes did you find them enjoyable?</td>
<td></td>
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<tr>
<td><strong>Do you think Sure Start has made a difference?</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Please add your comments below</td>
<td></td>
<td></td>
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</tbody>
</table>

Helen Wallace
Health Visitor
Development Worker

April 2004
Thank you for taking the time to fill out this questionnaire.

If you would like to know the results of this survey then please complete your details below.

NAME
ADDRESS
PHONE NUMBER
01 October 2004

Dear Parent

The Sure Start project has now been in your area for 3 years. As a result we are asking you to take part in a survey to find out your opinion on how we are doing and more about your needs.

The questionnaire is anonymous and the results can not be traced back to you. However we will require your name and address separately if you would like to know the results of the survey. We appreciate it is quite a long questionnaire to complete and so we are happy to help you fill it out if you bring it with you into the Sure Start centre. Otherwise bring in your completed questionnaire and as a token of our appreciation we would like to give your child an Easter egg.

Thank you for taking the time to help us.

Helen Wallace
Health Visitor Development Worker