



User Satisfaction at Sure Start Four Woods

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This report gives an analysis of user satisfaction data collected at Sure Start Four Woods in North West Plymouth. The first section gives a brief description of the methodology. The remainder of the report analyses the results from the user satisfaction survey in the structure of the questionnaire.

METHODOLOGY:

- A draft questionnaire was devised (see appendix 1) to elicit mainly quantitative information from service users about their levels of satisfaction with sure start service + general services in the local community. Some open questions were included in order to ascertain local service users opinions.
- Service users and staff were consulted to test the appropriateness of the vocabulary, ease of understanding of the content, and relevancy of the questions.
- Sure Start staff took the survey to a representative sample of Sure Start Four Woods activities and services over a 3 week period in March and April 2004, and the results are being fed back in to the programme for development purposes. For the purposes of a pilot the first round of user satisfaction surveys were conducted in March/April 2004, thereafter it will fall in November and May.
- The user satisfaction survey will be combined with multiple method local evaluation studies in order to provide a more holistic view of certain aspects of the programme; the outreach home visiting service, parent participation and the effectiveness of the partnership board.
- The questionnaires were undertaken by staff with service users across a variety of activities, although no member of staff carried out the questionnaires in their own activities. At March 2004 Sure Start Four Woods has 395 registered families as members who attend an array of activities. A sample size of 100 families was chosen to ensure a representative sample with no bias. The original plan to structure the sampling is shown below, along with the actual numbers collected from the activities.

Activity	Planned number of surveys	Actual number of surveys
Baby Clinic Stay and Play (Bethany):	10	10
Baby Clinic Stay and Play (Ernesettle):	10	7
Baby Clinic Chatterbox (Honicknowle):	10	10
Lunch Bunch:	6	3
Baby Massage:	6	2
CATS:	6	1
Parents Together	6	4
Baby Talk	3	4
Head Start	3	2
Home visits	20	13
Toy library	20	11
Total	100	67

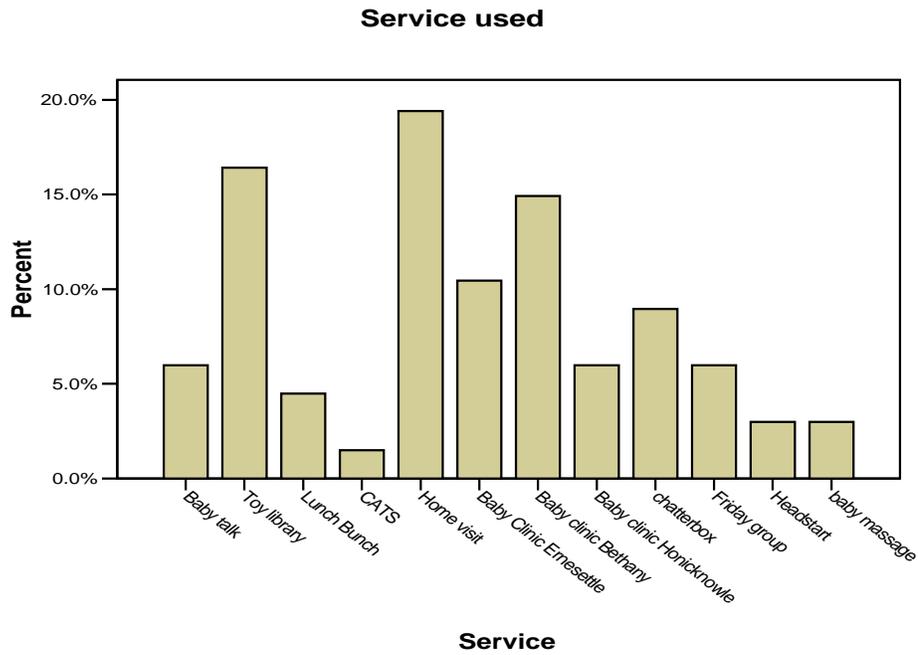
- Services were chosen according to the level of participation they receive. It was felt to be important to include baby clinics and the toy library as they attract a number of new members to sure start four woods and are considered 'front line' services. The home visiting service was included as it is to be investigated further in the local level evaluation and is the crux of the structure of the programme. CATS and Parents Together are both foundation groups in which parents are encouraged to be more active in their participation with the programme. Baby massage, Lunch Bunch and Head Start are all very popular groups with limited spaces and waiting lists for enrolment. For the next round of user satisfaction surveys the larger groups will be repeated and the smaller groups will be alternated in order that a variety of activities are sampled in the year.
- Service users were approached by Sure Start staff and asked their consent to complete the questionnaire (see appendix 1), with the guidance of sure start staff if necessary, whilst they participate in activities. Staff were issued with an instruction sheet (see appendix 2) to ensure service users are given correct information concerning their rights in the research process. This system supports termly evaluations designed and carried out by staff for the partnership board.
- Lessons learned for next time; all staff are to participate in the collection of data to share the responsibility and to avoid duplication in questionnaires of parents who attend a number of groups.

ANALYSIS:

Service used:

As graph 1 shows, the majority of the sample was taken from the three baby clinics SSFW is attached to, with 31 % of the questionnaires being filled in at these services. 19 % of the questionnaires were filled by workers in service users own homes in place of a home visit. 16 % of the questionnaires were completed by toy library users via telephone interviews. The other groups represented here are much smaller in terms of their capacity and hence there are less users completing questionnaires in these groups.

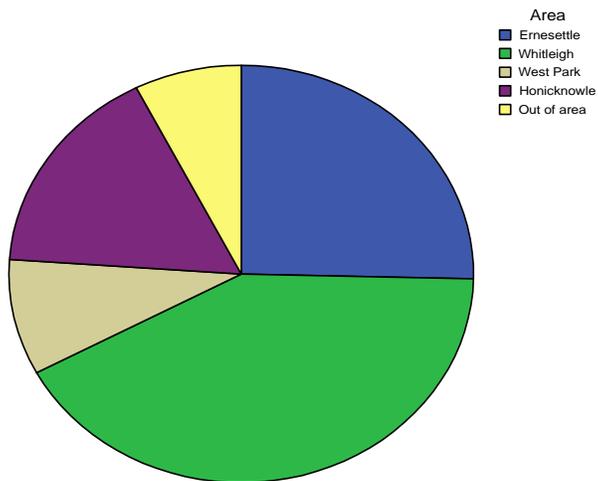
Graph 1: Services used:



Area:

As chart 2 shows, almost half (42 %) of the questionnaires were completed by service users in Whitleigh, followed by Ernesettle (25 %), Honicknowle (16 %) and West Park (9 %). The sample was not engineered in this way but corresponds to the people using the represented services at any one time.

Chart 2: Sample by area:



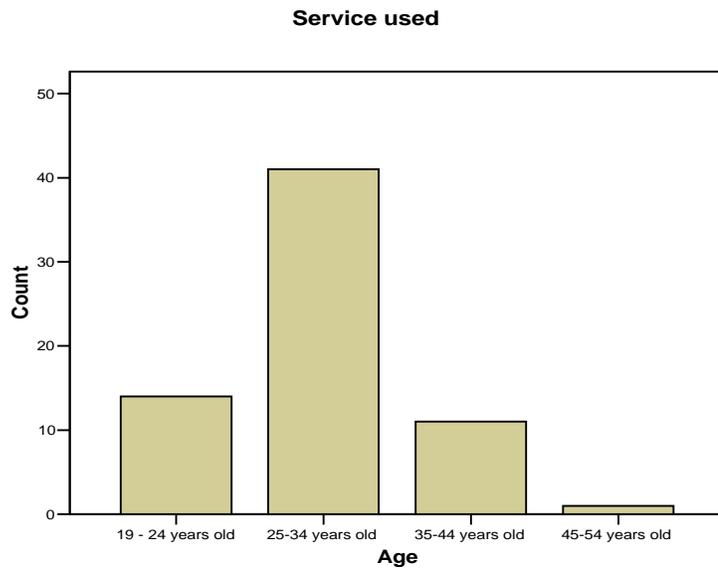
Gender:

The majority (98.5 %) of parents who completed the questionnaires were women. One questionnaire was completed by a male household member.

Age:

As graph 3 shows, 61 % of the parents who took part in the questionnaire were aged between 25 and 34 years of age, this age bracket outweighs the others dramatically. Again the sample was not engineered in this way but corresponds to the people using the represented services at any one time. 20 % of the parents were aged 19-24, with the remaining 19 % being 35 years of age or older. It is important to note that only one parent over 45 years of age completed the survey. In the interests of protection this data will appear in tables but will not be discussed in depth.

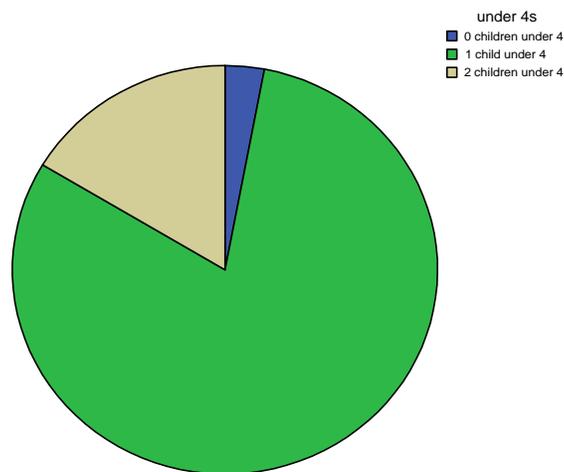
Graph 3: Age of sample:



Of the 67 service users who completed the questionnaire 3 (4.5 %) were pregnant.

Under 4s:

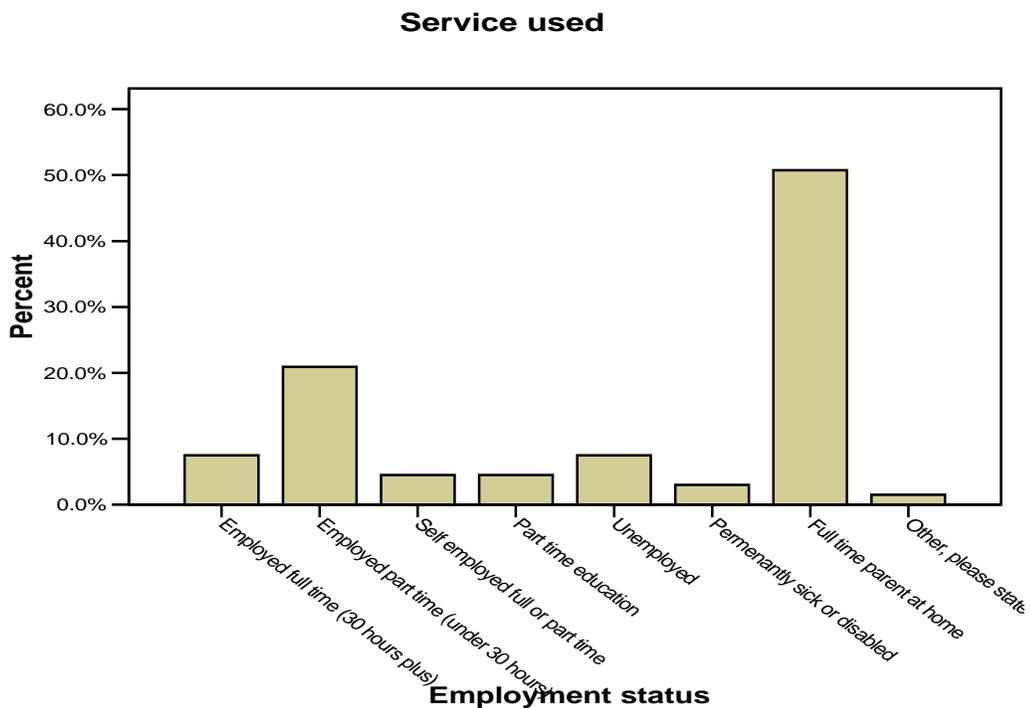
The majority (81 %) of the parents who completed the questionnaire had one child under the age of 4, however nearly a fifth (16 %) had two children under the age of 4.



Employment:

When asked to classify employment status service users were given many options, half of the sample stated that they are full time parents at home. As graph 4 demonstrates 20.9 % of the service users who filled in a questionnaire are employed part time. Small numbers of service users are employed full time, self employed, in education or are permanently sick or disabled. One service user was on maternity leave from work.

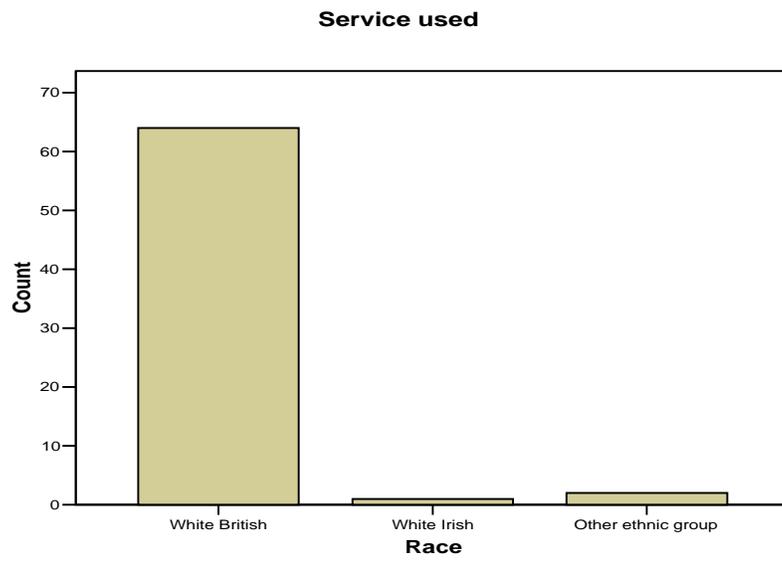
Graph 4: Employment status of sample:



Race:

The majority (95.5 %) of the parents who completed the questionnaire are White British. Graph 5 also shows that the sample represents White Irish (1.5 %) and Other Ethnic Group (3 %). This is representative of the proportion of ethnic minority families in the area.

Graph 5: Ethnic origin of sample:



2. SATISFACTION WITH SURE START SERVICES:



SURE START SERVICES, SATISFACTION AND MEETING NEEDS:

This section of the report will feedback about the type of services being accessed, the reported level of satisfaction and how well the parents feels the specified services meet their needs.

Service 1 - Outreach Home Visiting Service: The majority (60 %) of the service users who completed the questionnaire have not used the home visiting aspect of the outreach service. This may be a reflection of the way in which the information was collected at various services. For example, many people attend baby clinics (where the majority of questionnaires were collected) as they are open to all new parents to access outreach workers and services, many of these parents do not yet access other sure start services. 40 % (27 individuals) of the service users have taken part in home visiting and of those 12 % have had only one visit from the team, whilst 22 % have used the service regularly, see table 6, below.

Table 6: Use of home visits by sample:

How often service used	Number	%
Once only	8	11.9 %
A few times	4	6.0 %
Regularly	15	22.4 %
Not used	40	59.7 %

Of the 27 parents who have received home visits all were either satisfied or very satisfied, with 96 % of those who use the service stating they are very satisfied with it. Similarly 96 % of those who use the home visiting service feel that it meets their families needs 'very well'.

A statistically significant relationship was found between satisfaction with home visiting and employment status, indicating that some employment groups are more satisfied than others. Table 7 below shows the employment categories and the mean score for people falling within that category, what it shows is that those who are least satisfied are employed full time or sick, these groups have a lower mean score than all of the others who are satisfied or very satisfied.

Table 7: Employment status of sample x satisfaction with home visits:

Employment status	Number in category	Mean score
Employed full time (30 hours plus)	5	3 (neither)
Employed part time (under 30 hours)	14	2 (satisfied)
Self employed full or part time	3	1 (v. satisfied)
Full time education	0	n/a
Part time education	3	2 (satisfied)
Unemployed	5	2 (satisfied)
Permanently sick or disabled	2	4 (dissatisfied)
Retired from work	0	n/a
Full time parent at home	34	2 (satisfied)

Service 2 - Baby clinics: Only 28 % of the people who completed the satisfaction questionnaire have not used baby clinics. Of the remaining 48 parents nearly half (48 %) use the service regularly, with 22 % using the service a few times and only 1 (1.5 %) service user attending once, see table 8 below.

Table 8: Use of baby clinics by sample:

How often service used	Number	%
Once only	1	1.5 %
A few times	15	22.4 %
Regularly	32	47.8 %
Not used	19	28.4 %

Of the 48 parents who have attended baby clinic just over half (51 %) are very satisfied with the activity. 3 % of the parents, however, feel that baby clinics do not satisfy their needs. More investigation in to how and why needs to be undertaken. Of the 48 users of baby clinics 49 % feel that it meets their needs very well, another 21 % feel it meets their needs reasonably, whilst 1 user feels that the baby clinic service met their needs poorly. Again some investigation is needed in to what parents expect from this activity and how it meets those expectations.

Service 3 - Toy Library: Over half (54 %) of the service users interviewed have not used the toy library service. Of the 31 service users who have accessed this service 18 % accessed it regularly, 15 % accessed it a few times and 13 % had only used the toy library once, see table 9, below. More investigation in to why service users are not returning to the service needs to be undertaken.

Table 9: Use of toy library by sample:

How often service used	Number	%
Once only	9	13.4 %
A few times	10	14.9 %
Regularly	12	17.9 %
Not used	36	53.7 %

Of the 31 parents who have accessed the toy library only 29 commented on their satisfaction with the service. Of these 93 % stated that they are very satisfied with the toy library service. In total 93 % also stated that they feel the service meets their families needs very well, the remaining 7 % feel that the service meets their needs reasonably.

Service 4 - Ante-natal services: The majority (82 %) of parents have not accessed the ante-natal services offered by the programme. Of the remaining 12 service users 7.5 % use the service regularly, 7.5 % have accessed the service a few times and 2 service users have accessed once, see table 10 below.

Table 10: Use of ante-natal services by sample:

How often service used	Number	%
Once only	2	3.0 %
A few times	5	7.5 %
Regularly	5	7.5 %
Not used	55	82.1 %

Of the 12 parents all (100 %) are very satisfied with the service they received, all stating that their needs have been met very well.

Service 5 - Complementary Therapies: Just over half (66 %) of the parents who were asked about this service have not accessed any of the complementary therapies available through the programme (Cranial Osteopathy, Homeopathy, Aromatherapy). Of the 23 service users who have accessed complementary therapy the majority (70 %) have attended a few times, 26 % have accessed the services regularly, with only one (4 %) service user accessing the services once, see table 11, below.

Table 11: Use of complementary therapies by sample:

How often service used	Number	%
Once only	1	1.5 %
A few times	16	23.9 %
Regularly	6	9.0 %
Not used	44	65.7 %

In total 96 % of the parents who have accessed complementary therapies are very satisfied with the service, one service user found that the service was not satisfactory, the reasons for this have not been explicated. Similarly, 96 % feel that the services meet their needs very well, whilst one service user feels that the services meet their needs poorly.

Service 6 - Children's Activities: Children's activities was taken to include fun days, play days, open days and open events around play. 48 % of the parents who were interviewed had accessed children's services through the programme. 19 % parents access children's services regularly, 22% have accessed these type of activities a few times, and 6 % have attended activities once, see table 12 below.

Table 12: Use of children's activities by sample:

How often service used	Number	%
Once only	4	6 %
A few times	15	22.4 %
Regularly	13	19.4 %
Not used	35	52.2 %

In total 94 % of the parents who have accessed children's activities are very satisfied with the service. Similarly, 94 % feel that the services meet their needs very well, the remaining parents are satisfied and feel the service meets their needs reasonably.

Service 7 - Counselling Service: The majority of people who were asked about service satisfaction have not used the counselling service; it is a relatively new service with limited time and spaces. 3 parents have access to the service, 1 has accessed the service once, 1 attends a few times and 1 attends regularly, see table 13, below.

Table 13: Use of counselling service by sample:

How often service used	Number	%
Once only	1	1.5 %
A few times	1	1.5 %
Regularly	1	1.5 %
Not used	64	95.5 %

Of the 3 people who accessed the counselling service 67 % (2) stated that they are very satisfied with the service, the remaining service user was satisfied. Again 2 service users (67 %) stated that they feel the service has meets their needs very well, with one service user stating that it meets their needs

Service 8 - Baby Massage: The majority of people who were asked about service satisfaction have not accessed baby massage as it is a space limited training course which prioritises ante-natal and new birth families. In total 84 % of the people asked about service satisfaction have not accessed the service. Of the remaining 11 baby massage service users the majority (73 %) attend regularly, 1 service user has accessed baby massage a few times, and 2 have attended once only, see table 14, below.

Table 14: Use of baby massage by sample:

How often service used	Number	%
Once only	2	3.0 %
A few times	1	1.5 %
Regularly	8	11.9 %
Not used	56	83.6 %

Of the 11 parents who have accessed baby massage all state that they are very satisfied with the service. Similarly all 11 also stated that they feel the service meets their needs very well.

Service 9 - Parents Together: In total 34 % of the parents asked about their satisfaction have accessed coffee morning through the programme. The majority (61 %) of the 23 parents who access the services do so regularly, whilst 17 % have attended a few times and 22 % have accessed the service once only, see table 15, below.

Table 15: Use of Parents Together by sample:

How often service used	Number	%
Once only	5	7.5 %
A few times	4	6.0 %
Regularly	14	20.9 %
Not used	44	65.7 %

Of the 23 parents who access the Parents Together 74 % stated that they are very satisfied with the service provided. A further 2 parents (9 %) feel that the service is satisfactory, one service user feels that the service is not satisfactory, although no reasons for this have been given. 3 parents did not give any indication of their satisfaction with Parents Together. 78 % of parents who have accessed the service feel that it meets their needs very well, a further 17 % feel that it meets their needs reasonably and one parent feels that it meets their needs poorly, although no reason is given for this.

A statistically significant relationship was found between satisfaction with Parents Together and employment status, indicating that some employment groups are more satisfied than others. Table 16 below shows the employment categories and the mean score for people falling within that category, what it shows is that those who are most satisfied are self employed or in education, these groups have a higher mean score than all of the others who are neither satisfied nor dissatisfied or are dissatisfied.

Table 16: Employment status x satisfaction with Parents Together

Employment status	Number in category	Mean score
Employed full time (30 hours plus)	5	4 (dissatisfied)
Employed part time (under 30 hours)	14	3 (neither)
Self employed full or part time	3	2 (satisfied)
Full time education	0	n/a
Part time education	3	1 (v. satisfied)
Unemployed	5	3 (neither)
Permanently sick or disabled	2	4 (dissatisfied)
Retired from work	0	n/a
Full time parent at home	34	3 (neither)

Recommending Sure Start Four Woods:

In total 63 parents, representing 94 % of the total sample stated that they would or have recommended Sure Start Four Woods to friends and family. 3 parents feel that they would not recommend the services. For 2 of these parents the reason they give is that it is their first visit to an activity and they do not know enough about the programme to recommend it. The third has made no comment. When asked why they would recommend the services parents were asked to elaborate themselves, this data has been grouped in to loose categories, see table 18 below. Parents may well give more than one reason for their recommendation therefore the number does not represent the total number of parents but the total number of reasons they would recommend sure start.

Table 18: Reasons recommend Sure Start Four Woods:

Reason would recommend Sure Start Four Woods	Number of times mentioned
Variety and quality of services/activities	9
Already have recommended	7
Beneficial for parents - problem solving	5
Beneficial for children - problem solving	6
Helped with problems - practical and advisory	8
Pleased with services	2
Parents mixing with other parents	11
Children can play + mix with other children	7
Fun/toys	4
Need in the area	1
Access information	3
Local	1
Financial incentives - bounty packs etc, low cost activities	3
Relaxed atmosphere	1
Staff	1

Below are a few verbatim quotes from parents about why they would recommend Sure Start Four Woods services and activities.

"Excellent services, nice to see and talk to other parents in the same situation. It is my lifeline I couldn't live without it."

"It is helpful and gets you out to meet with other mums and gives your child a chance to meet other children. Gets you out, helps child to socialize, you can get advice from other parents and It keeps you sane."

"It is beneficial to people who have children, especially people with difficulties. Sure Start organize people."

A statistically significant relationship was found between whether parents would recommend services and the area parents live in. This indicates that some areas are more satisfied than others. Table 19 below shows the areas and the mean score for people falling within that category, what it shows is that those who are least satisfied are from out of the area, this group has a lower mean score than all of the others who are satisfied or very satisfied.

Table 19: Area live in x recommend services:

Area	Number in category	Mean score
Ernesettle	17	1 (recommend)
Whitleigh	28	1 (recommend)
West Park	6	1 (recommend)
Honicknowle	11	1 (recommend)
Out of area	5	2 (not recommend)

Receiving Information:

In total 66 parents, representing 99 % of the sample answered this question with 68.7 % of those who answered stating that they receive enough information about services and activities run by Sure Start Four Woods. 20 parents (30 %) feel that they had not received enough information on what is available to them. Table 20 shows the percentages of parents who access information through various mediums.

The most frequent way of receiving information for local service users is via the sure start newsletter, which is distributed to all households in the area on a termly basis. It is unknown why just over half have not received information through their door, although it may be that the relevant parents have not actively looked at the newsletter. The table shows word of mouth and information from sure start staff as the next most effective way to receive information from the programme, closely followed by leaflets (distributed by the programme about services), posters and local professionals. Surprisingly the local libraries, schools and pre-schools rank relatively low in terms of how parents receive information.

Table 20: Information sources:

Received Information from...	Yes	No
Posters	20 (30 %)	47 (70 %)
Local library	0 (0 %)	67 (100 %)
Pre-schools	8 (12 %)	59 (88 %)
Leaflets	20 (30 %)	47 (70 %)
Word of mouth	23 (34 %)	44 (66 %)
Sure start staff	23 (34 %)	44 (66 %)
Midwife/GP/Health Visitor	18 (27 %)	49 (73 %)
Newspaper	3 (5 %)	64 (95 %)
Radio	0 (0 %)	67 (100 %)
Schools	2 (3 %)	65 (97 %)
Local shops	0 (0 %)	67 (100 %)
TV	0 (0 %)	67 (100 %)
Sure start newsletter	32 (48 %)	35 (52 %)
Other	1 (2 %)	66 (99 %)

Attitudes to Sure Start Four Woods:

This section of the questionnaire asked specific questions about Sure Start Four Woods services, staff and the way parents feel about aspects of the service. The questions were asked on a scale of strongly agree to strongly disagree. Table 21 gives the results of these questions.

Table 21: Attitudes to Sure Start Four Woods:

	Strongly Agree %	Agree %	Neither %	Disagree %	Strongly Disagree %
Sure Start Staff are approachable and friendly	49 (73 %)	16 (24 %)	2 (3 %)	0 (0 %)	0 (0 %)
Services for children in the local area have improved in the last year	25 (37 %)	18 (27 %)	21 (31 %)	3 (5 %)	0 (0 %)
I make the most of the services offered by sure start	16 (24 %)	29 (43 %)	8 (12 %)	14 (21 %)	0 (0 %)
I would like more information about sure start services	16 (24 %)	22 (33 %)	16 (24 %)	13 (19 %)	0 (0 %)
There needs to be more services for children in the area	15 (22 %)	18 (27 %)	17 (25 %)	16 (24 %)	1 (2 %)
Sure Start has made a difference to my family life	26 (39 %)	24 (36 %)	11 (16 %)	6 (9 %)	0 (0 %)
I would like to get more involved in Sure Start	9 (13 %)	24 (36 %)	17 (25 %)	16 (24 %)	1 (2 %)
I feel nervous when I attend Sure Start activities	3 (5 %)	13 (19 %)	9 (13 %)	30 (45 %)	12 (18 %)
My child(ren) benefit from my involvement in Sure Start	30 (45 %)	26 (39 %)	10 (15 %)	1 (2 %)	0 (0 %)
I don't want Sure Start workers coming in to my home	0 (0 %)	4 (6 %)	7 (10 %)	38 (57 %)	18 (27 %)
Sure Start activities are difficult to access/get to	1 (2 %)	7 (10 %)	11 (16 %)	36 (54 %)	12 (18 %)
Sure Start have made me more aware of the services I can access	23 (34 %)	35 (52 %)	5 (8 %)	4 (6 %)	0 (0 %)
I would like more support for my family	5 (8 %)	13 (19 %)	26 (39 %)	22 (33 %)	1 (2 %)

➤ **Sure Start staff approachable and friendly:** None of the 67 parents who responded to this question ticked disagree and strongly disagree. In total 2 parents (3 %) feel that they neither agreed or disagreed and entered neither. Of the remaining 65 parents, 25 % agree that staff are friendly and helpful, the remaining 75 % strongly agree with the statement. The average score falls within category 1, indicating on average parents strongly agree that sure start staff are friendly and approachable.

A statistically significant relationship was found between whether parents think staff are approachable and friendly and the area in which parents live. Table 22 below shows the areas and the mean scores for the area, this indicates that those parents who live out of the area agree whilst those who live within the 4 estates strongly agree that staff are approachable and friendly.

Table 22: Area live in x staff approachable and friendly:

Area	Number in category	Mean score
Ernesettle	17	1 (strongly agree)
Whitleigh	28	1 (strongly agree)
West Park	6	1 (strongly agree)
Honicknowle	11	1 (strongly agree)
Out of area	5	2 (agree)

- **Children's services have improved over the last year:** In total 64 % of the parents sampled either agreed or strongly agree that children's services have improved in the last year. 21 parents (31 % overall) neither agreed or disagreed, and 3 parents (5 % of the sample) feel that children's services have not improved over the last year. The average score falls within category 1, indicating that on average parents strongly agree that children's services have improved in the last year.
- **Make the most of sure start services:** Overall 67 % of the parents sampled either agreed or strongly agreed that they make the most of the services on offer to them. 12 % of the parents feel unsure whether they were making the most of the services and 21 % disagreed. The average score falls within category 2, indicating that on average parents agree that they make the most of services offered by Sure Start Four Woods.
- **More information:** In total 57 % of the parents interviewed stated that they either agreed or strongly agreed that they would like more information about sure start services. 16 parents (24 %) neither agreed nor disagreed and 13 parents (19 %) disagreed, feeling that they have enough information about services already. The average score falls within category 2, indicating that on average parents agree that they would like some more information about the services run by sure start.
- **More children's services in the local area:** In total 33 parents (49 %) either agreed or strongly agreed with the statement that more children's services are needed in the local area. A quarter of parents neither agreed nor disagreed, whilst 24 % disagree and 1 parent strongly disagrees that more

services are required. The average score falls within category 2, indicating that on average parents agree that they would like more services for children in the local area.

A statistically significant relationship was found between whether parents would like more children's services in the local area and the area in which parents live. Table 23, below shows the areas and the mean scores for the area, this indicates that those parents who live in Whiteleigh and Honicknowle feel that they would like more services whilst those who live elsewhere neither agree nor disagree.

Table 23: Area live in x like more children's services:

Area	Number in category	Mean score
Ernesettle	17	3 (neither)
Whiteleigh	28	2 (agree)
West Park	6	3 (neither)
Honicknowle	11	2 (agree)
Out of area	5	3 (neither)

A statistically significant relationship was also found between whether parents would like more children's services in the local area and the employment status of parents. Table 24, below shows the employment groups and mean scores, this indicates that those parents who are self employed feel that they would not like more services whilst those who are employed full time, unemployed or sick agree that more services are desired.

Table 24: Employment status x like more children's services:

Employment status	Number in category	Mean score
Employed full time (30 hours plus)	5	2 (agree)
Employed part time (under 30 hours)	14	3 (neither)
Self employed full or part time	3	4 (disagree)
Full time education	0	n/a
Part time education	3	3 (neither)
Unemployed	5	2 (agree)
Permanently sick or disabled	2	2 (agree)
Retired from work	0	n/a
Full time parent at home	34	3 (neither)

- **Sure Start has made a difference:** The majority of parents (39 %) strongly agree that Sure Start Four Woods has made a difference to their family life; another 36 % agreed that it has made a difference. In total 50 parents stated that they either agreed or strongly agreed. 11 parents (16 %) neither agreed nor disagreed, and 6 parents (9 %) feel that they disagreed with the statement. The average score falls within category 1, indicating that on average parents strongly agree that sure start services have made a difference to their family life.

- **More involvement:** When asked 33 (49 %) parents either strongly agreed or agreed that they would like to become more involved with sure start. 16 parents (24 %) neither agreed nor disagreed, and 17 parents (27 %) either disagreed (16) or strongly disagreed (1) that they would like to become more involved. Reasons for this will be investigated in more depth in the local evaluation around parental participation in the programme. The average score falls within category 2, indicating that on average parents agree that they would like to become more involved with Sure Start Four Woods.

A statistically significant relationship was found between whether parents would like to become more involved with sure start and the age of the parents. Table 25 below shows the age groups and the mean scores for the ages, this indicates that those parents who are over 35 years of age agree that they would like to become more involved, whilst those, especially aged 25-34 are less participatory.

Table 25: Age x more involvement:

Age	Number in category	Mean score
19 - 24 years old	14	2 (agree)
25 - 34 years old	41	3 (neither)
35 - 44 years old	11	2 (agree)
45 - 54 years old	1	1 (strongly agree)

- **Feel nervous:** Parents generally showed that they are not nervous about attending new activities. 16 parents (24 %) strongly agreed or agreed that they felt nervous when attending new activities, 13 % feel that they neither agreed nor disagreed. 30 parents (45 %) disagreed that they feel nervous and 18 % (12 parents) strongly disagreed. The average score falls in to category 4, indicating that on average parents disagree that they are nervous when attending new activities.

A statistically significant relationship was found between whether parents feel nervous at sure start activities and the age of the parents. Table 26 below shows the age groups and the mean scores for the ages, this indicates that those parents aged 25-34 years of age are not nervous when attending new sure start activities.

Table 26: Age x feel nervous:

Age	Number in category	Mean score
19 - 24 years old	14	3 (neither)
25 - 34 years old	41	4 (disagree)
35 - 44 years old	11	3 (neither)
45 - 54 years old	1	5 (strongly disagree)

A statistically significant relationship was also found between whether parents feel nervous at sure start activities and the employment status of the parents. Table 27 below shows the employment groups and the mean scores for the groups, this indicates that those parents who are permanently sick or disabled are more likely to feel nervous at activities.

Table 27: Employment status x feel nervous:

Employment status	Number in category	Mean score
Employed full time (30 hours plus)	5	3 (neither)
Employed part time (under 30 hours)	14	4 (disagree)
Self employed full or part time	3	4 (disagree)
Full time education	0	n/a
Part time education	3	5 (strongly disagree)
Unemployed	5	3 (neither)
Permanently sick or disabled	2	2 (agree)
Retired from work	0	n/a
Full time parent at home	34	4 (disagree)

- **Children benefit from involvement:** 56 parents (84 %) either agreed or strongly agreed that their child(ren) have benefited from involvement in sure start. 10 parents (15 %) feel that they neither agreed nor disagreed and 1 parent disagreed that their child(ren) benefited. No parents strongly disagreed with this statement. The average score falls in to category 1, indicating that on average parents strongly agree that their children have benefited from involvement in Sure Start Four Woods.

A statistically significant relationship was found between whether parents feel that their children have benefited from their involvement with sure start and the area in which parents live. Table 28 below shows the areas and the mean scores for the area, this indicates that those parents who live in West Park on average strongly agree that their children have benefited from involvement in sure start whilst those who live elsewhere agree.

Table 28: Area live in x child(ren) have benefited:

Area	Number in category	Mean score
Ernesettle	17	2 (agree)
Whiteleigh	28	2 (agree)
West Park	6	1 (strongly agree)
Honicknowle	11	2 (agree)
Out of area	5	2 (agree)

- **No home visitors:** 4 parents (6 %) agreed that they would rather not have workers coming in to their home, a further 7 (10 %) neither agreed nor disagreed with the statement. 57 % of parents (38 individuals) disagreed and a further 27 % (18 individuals) strongly disagreed that they would not like workers in their homes. The average score falls in to category 4, indicating that parents on average disagree that they would not like workers in their homes.
- **Difficulty accessing services:** In total 8 parents (16 %) either strongly agreed (1) or agreed (7) that it was difficult for them to access services provided by sure start. 11 parents (16 %) neither agreed nor disagreed. The majority (54 %) disagree that they find accessing services difficult, with a further 18 % strongly disagreeing. The average score falls within category 4, indicating that on average parents disagree that they find accessing sure start services difficult.
- **More awareness of services:** The majority of parents (87 %) either strongly agree (34 %), or agree (52 %) that they are more aware of the services they can access. 5 parents (8 %) neither agree nor disagree and a further 4 parents (6 %) disagree. No parents strongly disagree with this statement. The average score falls within category 2, indicating that parents on average agree that they are now more aware of services that they can access.

- **Like more support:** 5 parents (8 %) strongly agree that they would like more support from sure start, another 13 parents (19 %) agree. 39 % of parents neither agree nor disagree with the statement. 22 parents (33 %) disagree that they would like more support and 1 parent strongly disagrees. The average score falls within category 3 indicating that on average parents neither agree nor disagree that they would like more support from sure start.
- **Additional comments:** Whilst undertaking the questionnaire staff asked parents if there were any other comments they would like to make. Table 29 shows general categories taken from the text and the number of times they appear in people's comments. Please note that not all parents made comments and some made more than one, so the total number of comments is not related to the sample size.

Table 29: Additional comments about Sure Start services:

Additional comments about sure start services	Number of times mentioned
Brill/lovely/positive/good service	9
Children benefit	1
Gets me out of the house	1
I t's a lifeline	1
Like more activities involvement	1
More information/publicity	4
'No'	5
No comment recorded	38
No pressure	1
Problem - transport/out of area	3
Receive information through work	1
Staff helpful	4

- **Improve services:** This section of the questionnaire asked parents if they had any ideas for improving services from sure start four woods. Table 30 shows general categories taken from the text and the number of times they appear in people's comments. Please note that not all parents made comments and some made more than one, so the total number of comments is not related to the sample size.

Table 30: Ideas to improve service:

Ideas to improve services	Number of times mentioned
Disabled access	1
Expand area served	1
Medical aftercare/support	1
More information (sure start and local)	4
More groups on more days	1
More speech and language therapy	1
'No'	14
No comment recorded	37
No improvements necessary	6
Private crèche/childcare	1
Specific service recommendation	2

3. SATISFACTION WITH LOCAL SERVICES:



SATISFACTION WITH GENERAL SERVICES IN THE AREA:

This section of the questionnaire focused on how satisfied local service users are concerning the local area and provision of services. The questions were asked on a scale of five points from very satisfied to very dissatisfied. If parents had no experience or opinion of the question they were asked to tick neither. Table 31 shows the results of this set of questions. There are some missing figures in the table as not all parents answered all questions.

Table 31: Satisfaction with local services:

How satisfied are you with...	Very Satisfied 😊😊	Satisfied 😊	Neither 😐	Dissatisfied 😞	Very Dissatisfied 😞😞
Plymouth as a place to bring up children?	16 (24 %)	34 (51 %)	7 (10 %)	5 (8 %)	4 (6 %)
The availability of childcare facilities in the local area?	6 (9 %)	21 (31 %)	28 (42 %)	8 (12 %)	3 (5 %)
Support for post natal depression?	5 (8 %)	11 (16 %)	39 (58 %)	5 (8 %)	3 (5 %)
Support for parents?	9 (13 %)	40 (60 %)	11 (16 %)	3 (5 %)	2 (3 %)
Your GP?	23 (34 %)	29 (43 %)	8 (12 %)	4 (6 %)	2 (3 %)
Your Midwife?	32 (48 %)	21 (31 %)	6 (9 %)	3 (5 %)	3 (5 %)
Your Health Visitor?	30 (45 %)	26 (39 %)	4 (6 %)	3 (5 %)	3 (5 %)
Local libraries?	10 (15 %)	22 (33 %)	30 (45 %)	0 (0 %)	3 (5 %)
Employment + training advice/opportunities?	6 (9 %)	19 (28 %)	31 (46 %)	6 (9 %)	2 (3 %)
Local transport services?	10 (15 %)	31 (46 %)	21 (31 %)	2 (3 %)	0 (0 %)
Social Services?	2 (3 %)	8 (12 %)	46 (69 %)	1 (2 %)	7 (10 %)
Special Needs support for children	4 (6 %)	10 (15 %)	44 (66 %)	2 (3 %)	4 (6 %)

- **Satisfied with Plymouth:** In total 50 parents (75 %) are either very satisfied (16 parents) or satisfied (34 parents) with Plymouth as a place to bring up children. 10 % feel that they are neither satisfied nor dissatisfied with the area. 5 parents (8 %) feel that they are dissatisfied and a further 4 parents (4 %) feel very dissatisfied with Plymouth as a place to live. The average score falls within category 2, indicating that on average parents are satisfied with Plymouth as a place to bring up children.

A statistically significant relationship was found between how satisfied parents are with Plymouth as a place to bring up children and the area parents live in. Table 32 below shows the areas and the mean scores for the areas, this indicates that those parents who live in Ernesettle, out of the area and in West Park agree more than the other areas that they are satisfied with Plymouth as a place to bring up children.

Table 32: Area x satisfaction with Plymouth:

Area	Number in category	Mean score
Ernesettle	17	1.9
Whitleigh	28	2.4
West Park	6	2.2
Honicknowle	11	2.5
Out of area	5	1.5

- **Satisfied with childcare facilities:** The majority of parents (42 %) feel that they are neither satisfied nor dissatisfied with local childcare facilities. 6 parents (9 %) stated that they are very satisfied and a further 21 (31 %) feel that they are satisfied with local childcare provision. In total 11 (17 %) of parents feel that they were either dissatisfied (12 %) or very dissatisfied (5 %). The average score falls within category 3, indicating that parents are on average neither satisfied nor dissatisfied with local childcare facilities, this may be due to the fact that many of the parents in the sample are full time parents and thus have not had much contact with local childcare facilities.
- **Satisfied with post natal depression support:** The majority of parents (58 %) are neither satisfied nor dissatisfied with post natal depression support. In total 24 % of parents are either very satisfied (8 %) or satisfied (16 %) with the support. 5 parents (8 %) feel dissatisfied with the support they received and a further 5 % feel very dissatisfied. The average score falls within category 3, indicating that on average parents are neither satisfied nor dissatisfied with post natal depression support in the area, this may be

due to parents in the sample not accessing support for post natal depression recently.

A statistically significant relationship was found between how satisfied parents are with post-natal depression support and the age of parents. Table 33 below shows the age groups and the mean scores, this indicates that as parents become older they are less satisfied with the support they have received for post natal depression.

Table 33: Age x satisfaction with PND support:

Age	Number in category	Mean score
19 - 24 years old	14	3 (neither)
25 - 34 years old	41	3 (neither)
35 - 44 years old	11	3 (neither)
45 - 54 years old	1	5 (very dissatisfied)

A statistically significant relationship was also found between how satisfied parents are with post-natal depression support and the employment status of parents. Table 34 below shows the age groups and the mean scores, this indicates that those parents who are in education are far less satisfied with the support they have received for post natal depression, whilst those who are self employed are more satisfied on average.

Table 34: Employment status x satisfaction with PND support:

Employment status	Number in category	Mean score
Employed full time (30 hours plus)	5	3 (neither)
Employed part time (under 30 hours)	14	3 (neither)
Self employed full or part time	3	2 (neither)
Full time education	0	n/a
Part time education	3	4 (dissatisfied)
Unemployed	5	3 (neither)
Permanently sick or disabled	2	3 (neither)
Retired from work	0	n/a
Full time parent at home	34	3 (neither)

- **Satisfied with parenting support:** Almost three quarters (73 %) of parents stated that they are either very satisfied (13 %) or satisfied (60 %) with support for parents in the local area. 11 parents (16 %) were neither satisfied nor dissatisfied with the support. 3 parents (5 %) stated that they are dissatisfied with support and a further 2 parents (3 %). The average

score falls within category 2, indicating that parents on average feel satisfied with the parenting support they receive.

- **Satisfied with GP:** The majority of parents (77 %) feel that they are either very satisfied (34 %) or satisfied (43 %) with the service offered by their GP. 8 parents (12 %) feel neither satisfied nor dissatisfied with the service. 4 parents (6 %) feel dissatisfied with their GP and a further 2 parents (3 %) stated they are very dissatisfied with their GP. The average score falls within category 2, indicating that on average parents are satisfied with their GP.

A statistically significant relationship was found between how satisfied parents are with their GP and the age of parents. Table 35 below shows the age groups and the mean scores, this indicates that as parents become older they are less satisfied with the service they have received from their GP.

Table 35: Age x satisfaction with GP:

Age	Number in category	Mean score
19 - 24 years old	14	2 (satisfied)
25 - 34 years old	41	2 (satisfied)
35 - 44 years old	11	2 (satisfied)
45 - 54 years old	1	5 (very dissatisfied)

- **Satisfied with midwife:** The majority of parents (34 %) are very satisfied with their midwifery service, a further 21 parents (31 %) are satisfied. 6 parents (9 %) feel that they are neither satisfied nor dissatisfied with this service. In total 6 parents were either dissatisfied (5 %) or very dissatisfied (5 %) with the service they have received from midwifery. The average score falls within category 1, indicating that parents are very satisfied with the midwifery services in the local area.
- **Satisfied with health visitor:** The majority of parents (45 %) are very satisfied with their health visiting service, a further 21 parents (31 %) feel that they are satisfied with the service. 4 parents (6 %) stated that they are neither satisfied nor dissatisfied with the health visiting service. In total 6 parents were either dissatisfied (5 %) or dissatisfied (5 %) with the service received from health visitors in the local area. The average score falls in to category 1, indicating that in average parents are very satisfied with the health visitors in the local area.

A statistically significant relationship was found between how satisfied parents are with their health visitor and the age of parents. Table 36 below

shows the age groups and the mean scores, this indicates that as parents become older they are less satisfied with the service they have received from their health visitor.

Table 36: Age x satisfaction with health visitors:

Age	Number in category	Mean score
19 - 24 years old	14	2 (satisfied)
25 - 34 years old	41	2 (satisfied)
35 - 44 years old	11	2 (satisfied)
45 - 54 years old	1	5 (very dissatisfied)

A statistically significant relationship was also found between how satisfied parents are with their health visitor and the numbers of under 4s parents have. Table 37 below shows the number of under 4s and the mean scores, this indicates that those parents who have no children under 4 (their children may have just turned 4) are far less satisfied with the service they have received from their health visitor than those who have had more recent visits to under 4s.

Table 37: Number of under 4s x satisfaction with health visitor:

Number of under 4s	Number in category	Mean score
0 children under 4	2	3 (neither)
1 child under 4	54	2 (satisfied)
2 children under 4	11	2 (satisfied)
3 children under 4	0	n/a
4 or more children under 4	0	n/a

- **Satisfied with libraries:** The majority of parents (45 %) feel that they are neither satisfied nor dissatisfied with the services provided by local libraries. 10 parents (15 %) feel that they are very satisfied with the local libraries and a further 33 % are satisfied. There are no parents who state they are dissatisfied and 2 parents (3 %) are very dissatisfied with local libraries. The average score falls within category 3, indicating that on average parents are neither satisfied nor dissatisfied with the local libraries in the area, this may be due to the fact that many local parents are not active members of the local libraries.

A statistically significant relationship was found between how satisfied parents are with their local libraries and the age of parents. Table 38 below shows the age groups and the mean scores, this indicates that as parents become older they are less satisfied with the service they are receiving from

their local library. Interestingly the younger age group are neither satisfied nor dissatisfied which may indicate that they are not using the service.

Table 38: Age x satisfaction with libraries:

Age	Number in category	Mean score
19 - 24 years old	14	3 (neither)
25 - 34 years old	41	2 (satisfied)
35 - 44 years old	11	2 (satisfied)
45 - 54 years old	1	5 (very dissatisfied)

- **Satisfied with training opportunities:** The majority of parents (46 %) stated that they are neither satisfied nor dissatisfied with training opportunities in the local area. 19 parents (28 %) feel that they are satisfied and a further 9 % state that they are very satisfied with training opportunities. In total 8 (12 %) parents stated that they are either dissatisfied (9 %) or very dissatisfied with training opportunities in the local area. The average score falls in to category 3, indicating that parents on average are neither satisfied nor dissatisfied with training opportunities, this may be due a parents in the sample not experiencing training opportunities in the area.
- **Satisfied with transport services:** The majority of parents (46 %) are satisfied with the local transport services, a further 15 % state that they are very satisfied. 21 parents (31 %) feel neither satisfied nor dissatisfied with the service. In total 2 parents (3 %) stated that they are dissatisfied with local transport service, no parents reported being very dissatisfied. The average score falls in to category 2, indicating that on average parents are satisfied with the local transport services.
- **Satisfied with social services:** The majority of parents (69 %) feel that they are neither satisfied nor dissatisfied with services provided by social services. 2 parents (3 %) stated that they are very satisfied with social services, a further 8 parents (12 %) feel satisfied. 1 parent (2 %) stated that they are dissatisfied with social services and a further 7 parents (10 %) stated that they are very dissatisfied. The average score falls within category 3, indicating that parents on average are neither satisfied nor dissatisfied with social services, this may be due to a lack of contact with the majority of parents in the sample.
- **Satisfied with special needs support:** The majority of parents (66 %) stated that they are neither satisfied nor dissatisfied with special needs support in the local area. 4 parents (6 %) stated that they are very satisfied

and a further 10 parents (15 %) stated that they are very satisfied with the support services for special needs. In total 6 parents stated that they were either dissatisfied (3 %) or very dissatisfied (6 %) with special needs support in the local area. The average score falls within category 3, indicating that parents on average feel neither satisfied nor dissatisfied with special needs support, this may be related to the number of parents in the sample who have children with special needs in their family.

A statistically significant relationship was found between how satisfied parents are with special needs support in the local area and the age of parents. Table 39 below shows the age groups and the mean scores, this indicates that as parents become older they are less satisfied with the services they have received to support special needs.

Table 39: Age x satisfaction with special needs support:

Age	Number in category	Mean score
19 - 24 years old	14	3 (neither)
25 - 34 years old	41	3 (neither)
35 - 44 years old	11	3 (neither)
45 - 54 years old	1	5 (very dissatisfied)

- **Satisfied with 'other':** When asked about their satisfaction with other services 2 parents named local support services (Budshead Outreach Service and Youth Enquiry Service) stating that they were very satisfied with the support they had received. The remaining parents in the sample did not wish to comment on other services.

Services parents would like to see:

In this section of the user satisfaction questionnaire parents were asked if they would like services from a definitive list. Table 40 shows the results of this question. The number next to the service indicates the number of parents who stated that they would like the service, the following column shows the percentage of the total sample.

Table 40: Service provision parents would like:

Service provision parents would like...	Number	% of total sample
Like a drop in	27	40 %
Like more crèche facilities	38	57 %
Like story telling	33	49 %
Like more GPs	18	27 %
Like breakfast/lunch clubs	30	45 %
Like more outdoor play areas	48	72 %
Like more indoor play areas	53	79 %
Like Sure Start information line	28	42 %
Like out of hours health care	29	43 %
Like family activities	41	61 %
Like more nursery places	26	39 %
Like training opportunities	29	43 %
Like childcare when shopping	36	54 %
Like advice on healthy eating	16	24 %
Like parents craft group	16	24 %
Like advice centre	31	46 %
Like debt counselling	13	19 %
Like neighbourhood wardens	18	27 %
Like more health visitors	16	24 %
Like more NHS dentists	46	69 %
Like speech and language therapy	13	19 %
Like other	4	6 %

The average score for each service tells us whether on average parents would like this service or not. In total 6 services showed that on average parents would like to access them:

- Crèche facilities
- Outdoor play areas
- Indoor play areas
- Family activities
- Childcare whilst shopping
- More NHS dentists

The remaining services were favoured by a small number of parents but not sufficiently to state that on average parents want the service. When 60 (90 %) parents were asked about other services or ideas for services they had no comment to make. The remaining parents had different ideas from football for older children and a pool car for the nursery, to specialist children's dentists for parents who are scared of the dentist themselves.

Encouragement to get involved:

In this section of the questionnaire parents were asked if they could be encouraged to participate more in Sure Start Four Woods by choosing from a definitive list, parents were then offered to state anything else that would encourage them to make the most of the services. Table 41 shows the results of this question. The number next to the variable indicates the number of parents who stated that they would be encouraged more by the variable, the following column shows the percentage of the total sample.

Table 41: Encouragement:

What would help and encourage you and your family to use present and future services?	Number	% of total sample
More information	36	54 %
Out of hours service	29	43 %
Someone to introduce you to services	31	46 %
Services closer to home	27	40 %
Better transport	16	24 %
More accessible crèche facilities	30	45 %
Cheaper services	35	52 %
Other	2	3 %

The average score for each service tells us whether on average parents would be encouraged to use services. In total 2 aspects showed that on average parents would be encouraged by them:

- More information
- Cheaper services

It is interesting to note that parents would like cheaper services and yet Sure Start Four Woods does not generally charge for its services. More investigation needs to be undertaken in order to ascertain which services parents are referring to. The remaining encouragements were favoured by a small number of parents but not sufficiently to state that on average parents would be encouraged by its provision. When 65 (97 %) parents were asked about other things that may encourage them or ideas for encouraging parents they had no comment to make. The remaining 2 parents suggested a minibus to help with transportation and more accessible activities and services for working parents, specifically dads.

Willingness to get involved:

In this section of the questionnaire parents were asked if they would like to become more involved in sure start four woods via a definitive list of participation activities. Table 42 shows the results of this question. The number next to the level of involvement indicates the number of parents who

stated that they would like to become more involved in this aspect, the following column shows the percentage of the total sample.

Table 42: Involvement:

How would you, as a parent, like to be involved in Sure Start Four Woods?	Number	% of total sample
Volunteer Service	10	15 %
Supporting other parents	11	16 %
Organising events	7	10 %
Attending activities	35	52 %
Sure Start Evaluation	8	12 %
Other (please state below)	2	3 %

The average score for each service tells us whether on average parents would like to become involved in aspects of the programme. In total 1 aspect showed that on average parents would be involved with:

- Attending activities

The remaining participation routes were favoured by a small number of parents but not sufficiently to state that on average parents would be encouraged to participate in this way. When 65 (97 %) parents were asked about other things that may encourage them or ideas for encouraging parents they had no comment to make. The remaining 2 parents suggested a minibus to help with transportation and more accessible activities and services for working parents, specifically dads. Many parents chose to explain why they have not wanted to become more involved in participation within the programme, many surround issues of time and availability of childcare.

A statistically significant relationship was found between the age of local parents and their willingness to become involved with the volunteer programme. Table 43 below shows the age groups and the mean scores, this indicates that as parents become older they are far more likely to want to become involved in the volunteer programme than younger parents.

Table 43: Age x willingness to be involved in volunteer programme:

Age	Number in category	Mean score
19 - 24 years old	14	2 (no)
25 - 34 years old	41	2 (no)
35 - 44 years old	11	2 (no)
45 - 54 years old	1	1 (yes)

A statistically significant relationship was also found between the age of local parents and their willingness to become involved with the supporting of local parents. Table 44 below shows the age groups and the mean scores, this indicates that those parents who are aged between 35 and 44 years of age are far more likely to want to become involved in the supporting of local parents than other age groups.

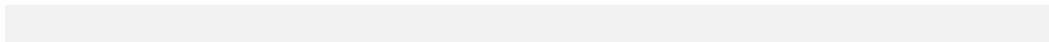
Table 44: Age x willingness to be involved in supporting local parents:

Age	Number in category	Mean score
19 - 24 years old	14	2 (no)
25 - 34 years old	41	2 (no)
35 - 44 years old	11	1 (yes)
45 - 54 years old	1	2 (no)

A statistically significant relationship was also found between the age of local parents and their willingness to become involved with the organization of activities and services. Table 45 below shows the age groups and the mean scores, this indicates that those parents who are aged 45 years and older are far more likely to want to become involved in the organization of activities than other age groups.

Table 45: Age x willingness to be involved in organization:

Age	Number in category	Mean score
19 - 24 years old	14	2 (no)
25 - 34 years old	41	2 (no)
35 - 44 years old	11	2 (no)
45 - 54 years old	1	1 (yes)



4. Summary and Recommendations:

DEMOGRAPHICS:

Summary:

- The questionnaires were taken from a sample of SSFW activities and were undertaken by a representative sample of 67 local service users.
- The majority of parents who completed the questionnaire live in Whiteleigh (42 %), followed by Ernesettle (25 %), Honicknowle (16 %) and West Park (9%).
- The majority of parents who completed the questionnaires:
 - Are women
 - Are aged 25-34 years of age
 - Have one child under 4
 - Are full time parents at home
 - Are White British
- 94 % of parents would or have recommended sure start four woods to their family and friends for a variety of reasons.
- 69 % of parents feel that they have enough information about sure start four woods via staff, word of mouth, leaflets and newsletters.

Recommendations:

- > Strategy to recruit more families from Honicknowle and West Park.
- > Strategy to involve fathers/male household members from the local area. The programme's diversity and inclusion strategy is currently being implemented.
- > Continue to implement diversity and inclusion strategy to encourage ethnic minority participation.
- > Continue marketing strategy across local area.

USE OF SURE START FOUR WOODS SERVICES:

Summary:

- 60% of the sample use home visits > 96 % are very satisfied with the service > 96 % feel it meets their needs very well.
- 72 % of the sample use baby clinics > 51 % are very satisfied with the service > 49 % feel it meets their needs very well.
- 46 % of the sample use the toy library > 93 % are very satisfied with the service > 93 % feel it meets their needs very well.
- 18 % of the sample use the ante - natal services > 100 % are very satisfied with the service > 100 % feel it meets their needs very well.
- 66 % of the sample use the complementary therapy service > 96 % are very satisfied with the service > 96 % feel it meets their needs very well.
- 48 % of the sample use children's activities > 94 % are very satisfied with the service > 94 % feel it meets their needs very well.
- 4 % of the sample use counselling > 2 users are very satisfied > 2 users feel it meets their needs very well.

- 16 % of the sample use baby massage > 100 % are very satisfied with the service > 100 % feel it meets their needs very well.
- 34 % of the sample use Parents Together > 74 % are very satisfied with the service > 78 % feel it meets their needs very well.

Recommendations:

- > Some investigation in to why some people attend activities once and do not return, e.g. complementary therapies. This will be undertaken later in the year through the local level evaluation of parent participation.
- > Further investigation into reasons for dissatisfaction with services despite small numbers.

ATTITUDES TO SURE START FOUR WOODS:

Summary:

On average parents...

- Strongly agree that sure start staff are approachable and friendly
- Strongly agree that children's services have improved in the last year
- Agree that they make the most of services offered by sure start four woods
- Agree that they would like more information about Sure Start Four Woods activities and services
- Agree that they would like more children's services in the local area
- Strongly agree that Sure Start Four Woods services have made a difference to their family life
- Agree that they would like to become more involved with Sure Start Four Woods by participating in more activities
- Disagree that they are nervous when attending new Sure Start Four Woods activities
- Strongly agree that their children have benefited from their involvement
- Disagree that they would not like workers in their homes
- Disagree that they find accessing services difficult
- Agree that they are now more aware of services that they can access
- Neither agree nor disagree that they would like more support from Sure Start Four Woods

Recommendations:

- > Continue with publicity and marketing in local area to ensure families feel aware and that they are making the most of what is on offer to them.
- > Continue to make clear to parents their options for participation in sure start four woods services.
- > Continue to make parents feel comfortable about attending new activities.

SATISFACTION WITH LOCAL SERVICES:

Summary:

On average parents are...

- Satisfied with Plymouth as a place to bring up children
- Neither satisfied nor dissatisfied with local childcare facilities
- Neither satisfied nor dissatisfied with post natal depression support
- Satisfied with the parenting support they receive
- Satisfied with the GP service in their local area
- Very satisfied with the midwifery service in their local area
- Very satisfied with the health visiting service in the local area
- Neither satisfied nor dissatisfied with local libraries
- Neither satisfied nor dissatisfied with training opportunities in the local area
- Satisfied with local transport
- Neither satisfied nor dissatisfied with social services
- Neither satisfied nor dissatisfied with special needs support

Recommendations:

> Where parents are neither satisfied nor dissatisfied indicates that they are either unaware or have not used services around that issue. Continue to provide information around those services in the local community that parents do not have experience with, i.e. local libraries, training opportunities, post natal depression support, local childcare facilities, social services and special needs support.

> Continue to work closely with the services that local parents are very satisfied with, i.e. midwifery and health visiting services.

SERVICE DEVELOPMENT AND ENCOURAGING PARTICIPATION:

Summary:

- From a definitive list parents identified 6 services which on average they would like to see in the local area: crèche facilities, outdoor play areas, indoor play areas, family activities, childcare whilst shopping, more NHS dentists.
- From a definitive list parents identified 2 aspects which they feel would encourage them to use more services: more information, cheaper services.
- From a definitive list parents identified 1 aspect of participation which they favoured: attending activities.
- It is important to note that parents view participation in activities, i.e. attendance as a form of participation in itself. When asked how they would like to participate parents identify attending activities as a concrete form of participation.

Recommendations:

> Continue to make clear to parents their options for participation in sure start four woods services.

> Continue publicity and marketing in local area to ensure families feel aware and that they are making the most of what is on offer to them.

Appendix 1:

User-satisfaction Questionnaire



All of the information you give us will be treated in the strictest confidence. No names or personal information will be used in the final report. The results of this survey will be used to make a difference to families and children in the area through Sure Start Four Woods service improvements.

1. Which service/activity is currently being used?

1. ABOUT YOU:

2. Which area do you live in?

	Please Tick	Office use
Ernesettle		1
Whitleigh		2
West Park		3
Honicknowle		4
Out of area		5

3. Are you?

	Please Tick	Office use
Male		1
Female		2

4. Which age bracket do you fall in to?

	Please Tick	Office use
Under 18		1
19-24		2
25-34		3
35-44		4
45-54		5
55-64		6
65 and over		7

5. Are you or your partner currently pregnant?

	Please Tick	Office use
Yes		1
No		2

6. How many children under 4 do you have?

	Please Tick	Office Use
0		1
1		2
2		4
3		5
4 or more		6

7. Which of these best describes your current situation?

	Please Tick	Office use

Employed full time (30 hours plus)		1
Employed part time (under 30 hours)		2
Self employed full or part time		3
Full time education		4
Part time education		5
Unemployed		6
Permanently sick/disabled		7
Retired from work		8
Full time parent at home		9
Other (please state below)		10

8. How would you best describe your race and ethnicity?

	Please Tick	Office use
White British		1
White Irish		2
Any other White background		3
White + Black African		4
White + Asian		5
Any other Mixed background		6
Indian		7
Pakistani		8
Bangladeshi		9
Any other black Asian background		10
Caribbean		11
African		12
Chinese		13
Other Ethnic group		14

3. YOUR SATISFACTION WITH SURE START SERVICES:



9. Which of the following Sure Start Four Woods Services do you use?
Please place a tick in the boxes next to the answers for the services used.

Service	How often used		Satisfaction rating		Did service meet needs?	
Home visits – including speech and language	Once only	<input type="checkbox"/>	😊	<input type="checkbox"/>	Very Well	<input type="checkbox"/>
	A few times	<input type="checkbox"/>	😊	<input type="checkbox"/>	Reasonably	<input type="checkbox"/>
	Regularly	<input type="checkbox"/>	😞	<input type="checkbox"/>	Poorly	<input type="checkbox"/>
	1		1		1	
	2		2		2	
	3		3		3	
Baby Clinics – Stay and Play	Once only	<input type="checkbox"/>	😊	<input type="checkbox"/>	Very Well	<input type="checkbox"/>
	A few times	<input type="checkbox"/>	😊	<input type="checkbox"/>	Reasonably	<input type="checkbox"/>
	Regularly	<input type="checkbox"/>	😞	<input type="checkbox"/>	Poorly	<input type="checkbox"/>
	1		1		1	
	2		2		2	
	3		3		3	
Toy library	Once only	<input type="checkbox"/>	😊	<input type="checkbox"/>	Very Well	<input type="checkbox"/>
	A few times	<input type="checkbox"/>	😊	<input type="checkbox"/>	Reasonably	<input type="checkbox"/>
	Regularly	<input type="checkbox"/>	😞	<input type="checkbox"/>	Poorly	<input type="checkbox"/>
	1		1		1	
	2		2		2	
	3		3		3	
Ante-natal services	Once only	<input type="checkbox"/>	😊	<input type="checkbox"/>	Very Well	<input type="checkbox"/>
	A few times	<input type="checkbox"/>	😊	<input type="checkbox"/>	Reasonably	<input type="checkbox"/>
	Regularly	<input type="checkbox"/>	😞	<input type="checkbox"/>	Poorly	<input type="checkbox"/>
	1		1		1	
	2		2		2	
	3		3		3	
Service	How often used		Satisfaction rating		Did service meet needs?	

Complementary Therapy	Once only 1	☺ 1	Very Well 1
	A few times 2	☹ 2	Reasonably 2
	Regularly 3	☹ 3	Poorly 3
Children's activities e.g. crèches, play days, trips	Once only 1	☺ 1	Very Well 1
	A few times 2	☹ 2	Reasonably 2
	Regularly 3	☹ 3	Poorly 3
Counselling Service	Once only 1	☺ 1	Very Well 1
	A few times 2	☹ 2	Reasonably 2
	Regularly 3	☹ 3	Poorly 3
Baby massage	Once only 1	☺ 1	Very Well 1
	A few times 2	☹ 2	Reasonably 2
	Regularly 3	☹ 3	Poorly 3
Parents Together	Once only 1	☺ 1	Very Well 1
	A few times 2	☹ 2	Reasonably 2
	Regularly 3	☹ 3	Poorly 3

10. Do you feel you have enough information about the services Sure Start Four Woods can offer?

		Office use
Yes		1
No		2

11. How do you usually find out about Sure Start services and activities? Please tick all that apply.

Posters	1	Newspaper	8
Library	2	Local radio	9
Pre-school/nursery	3	Schools	10
Leaflets	4	Local shops	11
Word of mouth	5	TV	12
Sure Start Staff	6	Sure Start Newsletter	13
Midwife/health visitor/GP	7	Other (please state below)	14

-
12. Would you recommend Sure Start Four Woods to your friends with children under 4?

		Office use
Yes		1
No		2

Please explain your answer:

13. Please fill in the table below to let us know how much you agree with the statements below? Please tick for each question.

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Office use
	☺☺	☺	☹	☹	☹☹	
Sure Start Staff are approachable and friendly						
Services for children in the local area have improved in the last year						
I make the most of the services offered by sure start						
I would like more information about sure start services						
There needs to be more services for children in the area						
Sure Start has made a difference to my family life						
I would like to get more involved in Sure Start						
I feel nervous when I attend Sure Start activities						
My child(ren) benefit from my involvement in Sure Start						
I don't want Sure Start workers coming in to my home						
Sure Start activities are difficult to access/get to						
Sure Start have made me more aware of the services I can access						
I would like more support for my family						

14. Is there anything else you would like to say about Sure Start Four Woods Services?

15. Do you think we could improve Sure Start services in any way, if yes how?

3. YOUR SATISFACTION WITH LOCAL SERVICES:



16. Please fill in the table below to let us know how satisfied you are with general services in your area? Only tick those that you use.

How satisfied are you with...	Very Satisfied 😊😊	Satisfied 😊	Neither 😐	Dissatisfied 😞	Very Dissatisfied 😞😞	Office use
Plymouth as a place to bring up children?						
The availability of childcare facilities in the local area?						
Support for post natal depression?						
Support for parents?						
Your GP?						
Your Midwife?						
Your Health Visitor?						
Local libraries?						
Employment + training advice/opportunities?						
Local transport						

services?						
Social Services?						
Special Needs support for children						
Other (specify)						

17. [Are there any community services that you and your family would like to have access to locally? Please tick all that apply.]

	Please Tick	Office Use		Please Tick	Office use
Drop-in centre		1	Training/learning opportunities		13
Crèche facilities		2	Childcare whilst shopping		14
Story telling sessions		3	Advice on healthy eating		15
More doctors surgeries		4	Craft groups for parents		16
Breakfast/teatime/ Lunch clubs under 4's		5	Advice centre		17
Indoor play areas		6	Debt counselling		18
Outdoor play areas		7	Neighbourhood wardens		19
Sure start information line		8	More health visitors		20
More out-of-hours health care		9	More NHS dentists		21
Family activities		10	More speech therapy		22
Pre-school/nursery places		11	Other (please state below)		23

Have you any other ideas?

18. What would help and encourage you and your family to use present and future services? Please tick all that apply.

More information/better publicity	1	Better transport	5
Out of working hours services	2	More accessible crèche facilities	6
Someone to introduce you to	3	Cheaper services	7

services			
Services closer to home	4	Other (please state below)	8

19. How would you, as a parent, like to be involved in Sure Start Four Woods? If you would like to become more involved please give your details at the bottom of this page.

	Please Tick	Office use
Volunteer Service		1
Supporting other parents		2
Organising events		3
Attending activities		4
Sure Start Evaluation		5
Other (please state below)		6

20. If you are not a sure start member would you like to become one? If yes please give your name and address below, including a contact number.

☺ Thank you for taking time to fill in this questionnaire ☺



We would like to thank you for agreeing to take part in the evaluation of Sure Start and tell you about your rights in the process. It is very important that you understand what research you are taking part in and what it will be used for once it has been collected. Staff will be available to explain this to you at the time.

Generally Sure Start Four Woods will use the information you provide to improve services and activities across the area. There will be no reason for any names or personal information to be stored or published.

Any information you do give will be kept securely. Please remember if you feel uncomfortable about any questions you are asked you do not have to answer. You have the right to withdraw at any time. It is very important that you think carefully about your answers and answer honestly so that we can improve services for local children and their families.

If you are not sure about any of this information please ask the evaluation officer Jo Moseley either by calling 07870 566997 or contacting the Sure Start Four Woods number on 01752 366795.

Appendix 2:

Guidance for staff

User Satisfaction Surveys - Guidance for Staff:

- **Always** ask the service user if they have filled in one of these surveys before, if they have please thank them but do not fill it in again.
- There are **3 different user satisfaction surveys**:
 - 1) Standard user satisfaction for use in baby clinics, baby massage, CATS, lunch bunch, Friday group, baby talk and head start.
 - 2) Toy library user satisfaction - this is the same as above but has extra questions relating to the toy library on the end.
 - 3) Outreach user satisfaction - again this is the same as the standard questionnaire but has a consent form attached for Jo to contact them further for interviews.

It is very important that these do not get mixed up!!

- **Please ask** if users are happy to fill in the form alone. If they are not please fill it in with them. If they are happy to fill it in alone please make sure they give it back in the same session.
- Please make sure that each user receives a copy of the **ethical research statement** at the back of the questionnaire, emphasize the key points:

Informed consent - the survey will be used for service development purposes only

Right to withdraw

Right to refuse to answer any questions they are not comfortable with

Anonymity and confidentiality