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SURE START BRAMLEY

User Satisfaction Survey Report

April 2004

Brid Featherstone and Martin Manby

**Brian Jackson House
New North Parade
Huddersfield
HD1 5JP**

**Tel: 01484 223422
Fax: 01484 223498
Email: m.manby@hud.ac.uk
Website: www.ncrcuk.org.uk**



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Brid Featherstone
University of Huddersfield

Martin Manby
Director, Nationwide Children's Research
Centre

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1. Introduction

1. The National Evaluation of Sure Start (NESS) provided written guidance to Sure Start Programmes on carrying out User Satisfaction Surveys in July 2002. NESS indicated that Sure Start programmes should carry out User Satisfaction Surveys to establish baseline data as soon as possible after they became operational. Programmes were further required to carry out a repeat survey after three years to compare results. Survey results had to be sent to NESS. This guidance was produced some eighteen months after Sure Start Bramley became operational early in 2001. An initial Child Care Survey had been carried out by Sure Start Bramley in February 2000, before detailed guidance from NESS was available. The Sure Start Programme Manager and the local evaluators agreed that a User Satisfaction Survey following the NESS guidelines should be undertaken in 2003, and the Nationwide Children's Research Centre (NCRC) was asked to undertake the survey as an addition to its annual evaluation contract. Additional funding was provided for this.

2. NESS made available two specimen User Satisfaction Surveys, and the NCRC in consultation with Sure Start Bramley agreed that the questionnaire developed by Sure Start Bournemouth should be used as a starting point. This was amended in July 2003 and a draft of the revised questionnaire was further amended in consultation with members of the Sure Start Partnership Board. The Sure Start Bramley Evaluation Sub Group oversaw the implementation of the survey and developed a strategy to ensure that sufficient questionnaires were completed. Questionnaires were completed in the Sure Start Bramley area for a period stretching from August until December 2003. The analysis of the completed questionnaires forms the basis of this report.

Advice from National Evaluation of Sure Start

3. The July 2002 document recommended that the five key areas of Sure Start activity (i.e. outreach and home visiting; support for families and parents; support for good Quality play, learning and child care; primary and community health care; and support for children and parents with special needs), should be covered in the survey. The survey could be carried out by staff of the local programme or by agents commissioned by the Partnership.

4. The NESS document provided advice about sampling strategies. Their guidance was that, in investigating user satisfaction, between 15% and 30% of eligible parents should be surveyed, aiming for a response rate of over 70%. Advice from Sure Start nationally and regionally was

that postal questionnaires generally had low response rates. NESS advised that follow-up initiatives might be required if the response rate was disappointing, and the planned timetable might need to be extended. These follow-up initiatives would need to be carefully monitored. One pragmatic piece of advice from NESS was "*put your persuasive efforts into those who seem most likely to respond*". (NESS Guide to conducting User Satisfaction Surveys (2002) p 12). NESS highlighted the importance of ensuring that the whole Sure Start team knew about the survey and its potential implications for their practice. The NESS Guidance acknowledged that internal staff involved in the survey might feel more committed to responding to results and to incorporating changes to the programme subsequently. The use of parent-researchers could also be considered.

5. NESS also provided advice on construction of the questionnaire, piloting its use, and on alternative methods including interviews, focus groups and expert panels.

2. Methodology

Repeating the February 2000 Child Care Survey

6. Sure Start Bramley and the NCRC recognised that the survey would be carried out during the third year of the programme, and that this would be the first opportunity to provide detailed information about user satisfaction. The results of the Child Care Survey carried out in February 2000 were reviewed. This survey focused on use of existing services; requests for additional services; and on parents' / carers' views about new developments. Although the survey did not explore satisfaction levels, it had attracted a substantial response and provided baseline data. It was therefore decided to include the February 2000 questionnaire with the User Satisfaction Questionnaire in order to provide data which would allow changes and trends between February 2000 and Autumn 2003 to be measured. The Sure Start Bramley User Satisfaction Questionnaire along with the February 2000 Questionnaire is included as **Appendix 1** to this report.

User Satisfaction Questionnaire

7. The evaluators met with representatives of Sure Start Bramley in July 2003 to develop the questionnaire, using the one produced by Sure Start Bournemouth as a starting point. The questionnaire covered general satisfaction levels with services in the area, and also detailed responses about services directly provided by Sure Start and other services funded by Sure Start. Questions about smoking were included, as this is one of the main target areas which Sure Start programmes have to address. The questionnaire was revised continuously over the following month. Clarity of the questions was improved through piloting the questionnaire with a small number of Sure Start staff and others involved. The questionnaire made it clear that only participants (one per family) living in the Sure Start Bramley area and who had children under five were eligible to take part in the survey.
8. In order to encourage a positive response, participants who completed the questionnaire were offered the opportunity to be entered into a Prize Draw, with a first prize of £100, a second prize of £50 and two third prizes of £25 payable, in vouchers. This required respondents to provide contact details, which were recorded separately from the completed questionnaires. The Prize Draw was made at the Sure Start Bramley Christmas Party on 10.12.03 and the winners were notified and paid out straight afterwards.

Sampling

9. Slightly over 900 families with children under four were known to Sure Start Bramley in 2003. Taking account of the NESS Guidance to survey at least 15% of families and ensuring

a response rate of over 70%, it was decided that achieving between 100 and 130 completed questionnaires would provide a competent basis for analysis.

10. Sampling strategy and questionnaire completion was overseen at meetings of the Evaluation Sub Group on 29.07.03, 11.09.03, 9.10.03 and 24.11.03. Relevant sections of the minutes of these four meetings are enclosed as **Appendix 2** to this report.
11. Consideration was given to recruiting and training parent-researchers to administer the questionnaire. It was eventually decided (at the meeting on 9.11.03) that insufficient time was available for training parent-researchers and undertaking Criminal Records Bureau checks, and this plan was dropped.
12. Questionnaires were distributed to all services provided by Sure Start Bramley and its partners. The principle was clearly established that questionnaires should not be administered by staff who had any direct involvement with service users who were completing the questionnaire. The NCRC evaluator distributed questionnaires to participants who went on a summer outing to Bridlington on 26.08.03 and twenty nine (29) were returned at the end of the day.
13. Sure Start staff in the Outreach Team played a major role in distributing and collecting completed questionnaires. Staff involved observed that completion time was 10-15 minutes.
14. At the September meeting it was agreed that questionnaires would be distributed to the five nursery schools / classes in Bramley. The NCRC wrote to the nurseries on 23.09.03 (see letter at **Appendix 3**) and made telephone contact with them shortly afterwards. All of them agreed to take part. A member of the Outreach Team distributed questionnaires to the nurseries and made subsequent visits to collect these following completion.

Participants with children with Additional / Special needs and contact with Homeless Persons' Unit

15. Sure Start contacted a Health Visitor at Bramley Clinic who had addresses for parents with children with additional / special needs. The Health Visitor contacted these families to ask whether they would agree to be approached by the NCRC about attending a Focus Group with other parents with similar experience. The NCRC wrote to some five parents with children with additional / special needs on 10th October 2003 (see **Appendix 4**) inviting them to attend

a Focus Group meeting. The evaluator learnt that this would be difficult for most parents so, instead, telephone interviews were held with four parents to discuss their experience of services in more detail.

16. One of the evaluators visited the Homeless Persons' Unit in Bramley and met a small number of parents who completed the questionnaire.

Returned Questionnaires

17. The closing date for completion of questionnaires was fixed for the end of November 2003 and then extended until 8th December 2003. One hundred and twenty-five questionnaires were completed, and out of these one hundred and fifteen also completed the repeat of the February 2000 Child Care Survey. A small number of questionnaires were incomplete and, where possible, additional information was obtained by telephone by the NCRC Administrator. All the information on the questionnaires was inputted on to an SPSS database and then analysed.

3. Findings

3.1 Results of Sure Start Bramley Child Care Survey in February 2000 compared with results in Autumn 2003

18. In February 2000 questionnaires were issued by local Primary Schools and one-to-one interviews were carried out at various events, Health Centres and Toddler Groups, across the proposed Sure Start area. Four hundred and forty-six (446) questionnaires were returned. The number of questionnaires returned from carers of children under five was one hundred and ninety seven (197).

19. In Autumn 2003 one hundred and fifteen (115) repeat questionnaires, using exactly the same format, were completed. Only participants with children under five were eligible to complete the questionnaire this time round. As the number of completed questionnaires was lower in 2003, it may be that the repeat survey findings were less representative of the whole group of participants with children under five than the original survey in 2000.

Question 1 - Type of Carer

Type of Carer	February 2000		Autumn 2003	
	All	Parents with child(ren) under 5	Number	Percentage
Mother	89.5%	93.9%	106	92.2%
Father	5.6%	3.6%	2	1.7%
Child-minder	1.3%	2.5%	1	0.9%
Grand-parent	0.2%	0.5%	1	0.9%
Regular carer	0.9%	0.0%	5	4.3%
Total	97.5%	100.5%	115	100%

Comment

20. Proportions of types of carer were very similar in the repeat survey in 2003. Numbers of fathers completing the survey were very small.

Question 2 - Age range of Carer

Age Range	February 2000		Autumn 2003	
	All	Parents with child(ren) under 5	Number	Percentage
Under 20	1.3%	2.0%	3	2.6%
21 - 30	32.7%	48.7%	51	44.3%
31 - 40	53.1%	42.6%	50	43.5%
41 - 50	9.4%	5.6%	8	7%
51 - 60	0.2%	0.5%	3	2.6%
Over 60	0.4%	0.5%	0	0
Total	97.1	99.9	115	100

Comment

21. The pattern of age ranges of carers in the repeat survey was similar to that in February 2000. The proportion of parents aged 21-30 was slightly lower in the repeat survey.

Question 3 - Number of Children in Family

Number of Children in Family	February 2000		Autumn 2003	
	All	Parents with child(ren) under 5	Number	Percentage
1	16.4%	12.2%	47	40.9%
2	43.7%	44.7%	37	32.2%
3	16.6%	20.8%	24	20.9%
4	6.7%	8.6%	4	3.5%
5	0.4%	1.0%	2	1.7%
6	0.4%	0.5%	1	0.9%
7	0.7%	1.5%	0	0
Total	84.9%	89.3%	115	100.1

Comment

Data about the number of the children in the families was incomplete for the 2000 survey

22. The proportion of participants with one child in the repeat survey was much higher (40.9% in 2003 compared with 12.2% in 2000).
23. The proportion of participants with two children was lower in the repeat survey (32.2% in 2003 compared with 44.7% in 2000).

Respondents were asked whether they were registered disabled and whether any of the children in their care were registered disabled.

Question 4 - Disability

	February 2000		Autumn 2003	
	All	Under 5's	Number	Percentage
Disabled Carer	5	3	3	2.6%
Disabled Child	3	3	8	0.7%

Comment

24. Numbers of children registered disabled were higher in the smaller repeat survey in 2003.

Respondents were asked to tick which of the services listed below they used.

Question 5 - Use of Existing Services

	February 2000		Autumn 2003			
	All	Under 5's	Number	Percentage	Variation %	Summary
Health Visitors	25.3%	42.1%	55	47.8%	+ 5.7	+
Parents & Tots	11.4%	24.9%	66	57.4%	+32.5	++
Schools	76.9%	71.6%	55	47.8%	-23.8	-
Evening Clubs	8.3%	5.6%	2	1.7%	-3.9	=
Toy Library	1.6%	3.0%	17	14.8%	+11.8	++
Parks	70.0%	73.6%	88	76.5%	+2.9	=
Doctors	85.2%	84.8%	91	79.1%	- 5.7	-
Child-minders	8.7%	10.2%	6	5.2%	- 5.0	-
After-School Clubs	10.5%	3.6%	6	5.2%	+ 1.6	=
Dancing Classes	9.9%	8.6%	7	6.1%	- 2.5	=
Swimming Pools	58.1%	53.3%	64	55.7%	+ 2.4	=
Pre-School Group	4.3%	8.6%	20	17.4%	+ 8.8	+
Dentists	79.8%	76.6%	72	62.6%	- 14.0	--
Nursery	14.6%	32.0%	42	36.5%	+ 4.5	=
Playgroups	8.7%	17.3%	40	34.8%	+ 17.5	++
Libraries	44.4%	35.0%	46	40.0%	+ 5	+
Playgrounds	41.9%	43.7%	57	49.6%	+: 5.9	+

Key to Summary: + more than 5% increase
 ++ more than 10% increase
 = less than 5% increase or decrease
 - 5% or more decrease
 -- 10% or more decrease

Comment

25. The most marked increase in use of existing services in the repeat survey were use of *Parents and Toddlers* (up by 32.5%); use of *Playgroups* (up by 17.5%); and in use of *Toy Library* (up by 11.8%), representing an upward trend in the use of pre-school services.
26. Reduction in the use of *schools* is likely to be explained by the repeat survey being restricted to the parents/carers of children under five.
27. Fewer carers said that they used *Dentists* (down by 14.0%) in the repeat survey.
28. Use of *Doctors* was lower in the repeat survey, as was use of *Child Minders* (numbers of child minders used were low in both surveys).

Respondents were asked whether they would like more advice on what Child-Care services were available in the area.

Question 6 - Desire for Further Child-Care Advice

	February 2000		Autumn 2003	
	All	Under 5's	Number	Percentage
Yes	54.3%	67.5%	79	68.7%
No	31.6%	25.9%	33	28.7%
Missing			3	2.6%

Comment

29. Over two-thirds of respondents in the repeat survey wished to have more advice on *child-care services*, a similar response to the 2000 survey. More advice was provided in 2003 (now that Sure Start was established), but demand for advice remained as high as before.

Respondents were asked what additional facilities they would like to see for children in the area.

Question 7 - Requests for Additional Services

	February 2000		Autumn 2003			
	All	Under 5's	Number	Percentage	Variation %	Summary
More Parents & Toddlers	14.8%	26.9%	35	30.4%	+ 3.5	=
More Nursery Provision	18.8%	29.9%	20	17.4%	- 12.5	--
Advice Centre	24.2%	26.9%	26	22.6%	- 4.3	=
Accessible Toy Library	13.2%	20.3%	14	12.2%	- 8.1	-
Community Café	28.5%	33.0%	46	40.0%	+ 7.0	+
Baby Equipt. Library	11.2%	18.8%	23	20.0%	+ 1.2	=
Safe Play Areas	75.3%	85.3%	94	81.7%	- 3.6	=
More Playgroup Provision	22.6%	32.5%	22	19.1%	- 13.4	--
More After-School Clubs	49.8%	45.7%	24	20.9%	- 24.8	--
A Shopper's Creche	32.1%	44.2%	49	42.6%	- 1.6	=
More Sports Provision	35.4%	28.9%	18	15.7%	- 13.2	--
Baby Products Co-op.	12.1%	25.4%	29	25.2%	- 0.2	=

Key to Summary: + more than 5% increase

++ more than 10% increase = less than 5% increase or decrease - 5% or more decrease -- 10% or more decrease
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Comment

30. By far the highest level of demand was for Safe Play Areas: over 80% of respondents requested these in both 2000 and 2003, and with only a slight reduction in the 2003 survey.
31. A higher proportion of participants in the repeat survey wished to see a *Community Café* (up by 7%).
32. A smaller proportion of parents requested *more nursery provision* (down by 12.5%), an *accessible toy library* (down by 8.1%), and *play group provision* (down by 13.3%). These reductions probably indicated that demand for these services was closer to being met.
33. Smaller proportions of parents in the repeat survey requested *more after school clubs* (down by 24.8%); and *more sports provision* (down by 13.2%). These reductions may be partly explained by the fact that in the repeat survey only parents of under 5's were eligible to take part, for whom *after school clubs* and *sports provision* may not have been such pressing concerns.

Respondents were asked which of the services listed in the tables below they would appreciate.

Question 8 - New Facilities / Developments

	February 2000		Autumn 2003			
	All	Under 5's	Number	Percentage	Variation %	Summary
Meeting other Parents / Carers	23.1%	35.5%	66	57.5%	+ 22	++
Group for first-time parents	12.6%	19.3%	23	20.0%	+ 0.7	=
Parenting Group	52.5%	58.9%	55	47.8%	- 11.1	-
Health Diet on a Budget	29.8%	31.5%	36	31.3%	- 0.2	-
Finance / benefit Issues	27.1%	27.4%	31	27.0%	- 0.4	=
Hobbies / Other interests	38.3%	50.3%	56	48.7%	- 1.6	=

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Preparing child for School	21.1%	35.0%	48	41.7%	- 6.7	+
More visits from Health Workers etc.	13.5%	16.2%	13	11.3%	- 4.9	=
More accessible Health-care Facils.	18.6%	20.8%	15	13.0%	- 7.8	-
Better Public Transport	46.6%	54.3%	45	39.1%	- 15.2	--
Other (specified)			4	3.5		

<p>Key to Summary: + more than 5% increase ++ more than 10% increase = less than 5% increase or decrease - 5% or more decrease -- 10% or more decrease</p>

Comment

34. Requests for opportunities for meeting other parents / carers, for parenting groups generally, and for healthy diet on a budget were all strongly represented in both the 2000 and 2003 surveys. More parents / carers wanted opportunities *for meeting with other parents / carers* (up by 22%); and there were also more requests for groups *helping prepare children for school* (up by nearly 7%). Requests for help for families with *hobbies / other interests* and with *finance and benefit issues* remained high and at about the same level in 2003 as in 2000. Requests for *better public transport* (down by 15%) and for *more accessible health care facilities* (down by nearly 8%) were lower by 2003.

Summary

35. One hundred and ninety seven parents with children under five completed the survey in 2000; 115 parents with children under five completed the survey in 2003. In both 2000 and 2003 over 90% of people completing the survey were mothers. The numbers of fathers completing both surveys was very small. Ninety one per cent of respondents were aged 21 - 40 in 2000; 88% of respondents were aged 21 - 40 in 2003. Within these groups, a slightly lower percentage was aged 21 - 30 in 2003 (44.3%, compared with compared with 48.7% in 2000).

36. The main difference between the two survey groups was that the proportion of participants with one child was much higher in 2003 (40.9% in 2003, compared with 12.2% in 2000). The proportion of participants with two children was lower in the repeat survey (32.2% in 2003, compared with 44.7% in 2000).

37. By 2003 there was evidence of increased use of pre-school services (*parents and toddlers facilities, play groups and toy library*). The level of use of *child minders* was low in both surveys. The proportion of respondents using *dentists* was lower in 2003 than in 2000.
38. In both surveys over two-thirds of respondents said that they wanted more *child care advice*, notwithstanding the higher level of child care services provided by 2003.
39. More than 80% of respondents requested *Safe Play Areas* in both 2000 and 2003. There was evidence that the demand for under fives' services (*play groups, nursery provision, and accessible toy library*) was lower in 2003.
40. As regards new developments, requests for a wider range of parent support activities, help with *hobbies / other interests*, and help with *finance / benefits* were high in both surveys. By 2003, requests for *opportunities to meet other parents*, and for help *preparing children for school* had increased; while requests for *better public transport* and for *more accessible health care facilities* had reduced.

3.2 Analysis of August 2003 Sure Start Bramley User Satisfaction Survey

One hundred and twenty five completed questionnaires were returned to the NCRC in December 2003 and were analysed in the following months..

41. One hundred and twenty-four (**124**) respondents were female and one (**1**) was male.
42. One hundred and nineteen (**119**) respondents described themselves as the main carer of their child. Six (**6**) said that they were not the main carer of their child.

Ages of Respondents

43. The age group of respondents is described in **Table 1** below:

Table 1 - Age Group of Respondents

Age Group	Number	Percentage
16-25	25	20.0
26-35	76	60.8
36-45	17	13.6
46-55	5	4.0
Over 55	2	1.6

Total	125	100.0
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44. Three-fifths of respondents (60.8%) were aged 26-35.

Family Type : Living with Partner, or Others, or No-one else

45. Respondents were asked whether they were living with a partner, with adult relatives, with other adults, or with no-one else.
46. Eighty-six (68.8%) said that they were living with a *partner*. Twenty-seven (21.6%) said that they were living with *no-one else*. Nine respondents (7.2%) were living with *adult relatives*; and three (2.4%) were living with *other adults*.

Number of Children

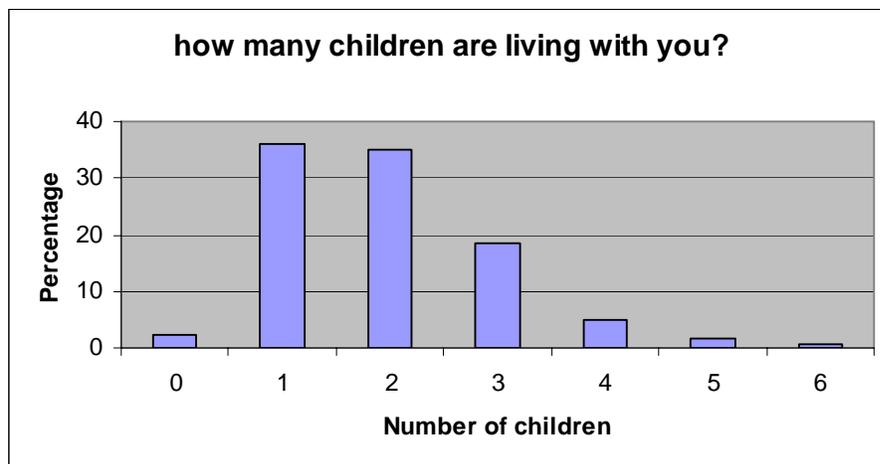
47. Respondents were asked how many children were living with them.

Responses are in **Table 2** below:

Table 2 - How many children living with you?

Number of Children	Frequency	Percentage	Cumulative %
0	3	2.4	3.2
1	46	36.0	39.2
2	44	35.2	74.4
3	23	18.4	92.8
4	6	4.8	97.6
5	2	1.6	99.2
6	1	.8	100.0
Total	125	100.0	100.0

48. The table is illustrated in the bar chart below:



49. More than a third of the parents had one child; and nearly the same number had two children.

50. Ages of the children in respondents' households are set out in **Table 3** below:

Table 3
Ages of Children of Participants

Age	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Number	22	29	44	48	18	12	12	16	7	2	10	5	6	2	3	1	-

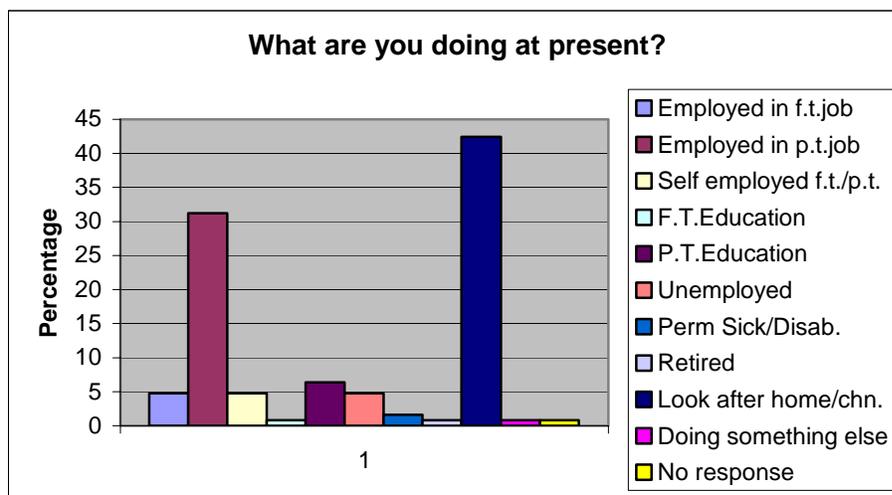
Ethnicity of Respondents

51. Overwhelmingly, respondents described themselves as *white UK* (121 out of 125 respondents). One respondent was *Black African*; one respondent was *Indian*; one described herself as *Other*; and there was one missing response.

52. Respondents were asked what they were doing at present. Their replies are set out in **Table 4** below and also illustrated in a bar chart.

Table 4 - What are you doing at present?

	Frequency	Percentage
Employee in full-time job (30 hours plus)	6	4.8
Employee in part-time job (under 30 hours plus)	39	31.2
Self-employed full or part-time	6	4.8
Full-time education	1	.8
Part-time education	8	6.4
Unemployed	6	4.8
Permanently sick / disabled	2	1.6
Retired from work	1	.8
Looking after the home / children	53	42.4
Doing something else	1	.8
No response	2	.8
Total	125	99.2



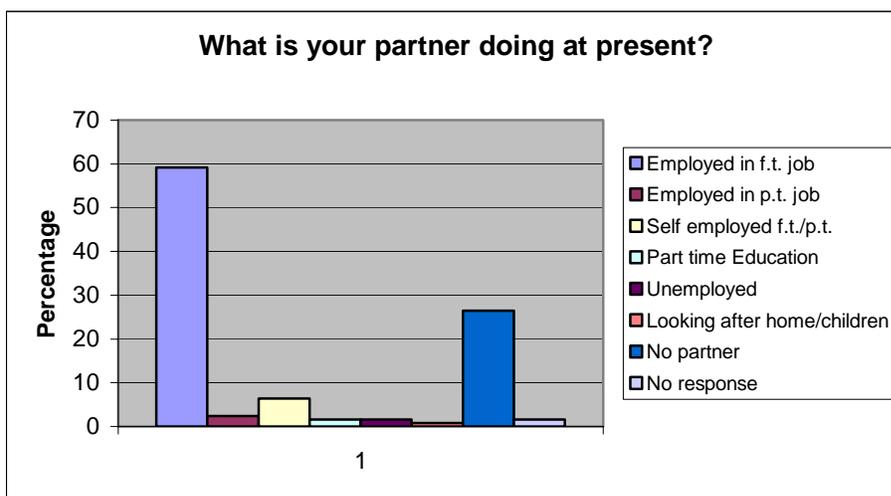
53. Over 40% of respondents were looking after the home / children. Over 30% were in part-time employment. Just over 6% were in part-time education. Nearly 5% were working full-time; nearly 5% were self-employed; and nearly 5% were unemployed.

54. Respondents were asked what their partner was doing at present. Their responses are set out in **Table 4**.

Table 4 - What is your Partner doing at present?

	Frequency	Percentage
Employee in full-time job (30 hours plus)	74	59.2
Employee in part-time job (under 30 hours plus)	3	2.4
Self-employed full or part-time	8	6.4
Part-time education	2	1.6
Unemployed	2	1.6
Looking after the home / children	1	.8
No partner	33	26.4
No response	2	1.6
Total	125	100.0

55. **Table 4** is further illustrated in the following bar chart:



56. Ninety respondents described their partners' activities. Thirty-three respondents (26.4%) said that they had no partner.

57. Eight-five out of the ninety partners were employees in full or part-time jobs or were self-employed. Seventy-four (82%) were employees in full-time jobs. Just one partner was at home looking after the children.

Cross-tabulation of daytime activity by family type

58. **Table 5** below describes the daytime activity of respondents and provides cross-tabulation for different family types i.e. living with *partner*, living with *adult relatives*, living with *other adults*, and living with *no-one else*.

Table 5 - What are you doing at present? Whom do you and your child live with?

Cross-tabulation

What are you doing at present?	Do you and your child live with?				
	Partner	Adult relatives	Other adults	No-one else	Total
Employee in full-time job (30 hours plus)	4			2	6
Employee in part-time job (under 30 hours)	29	3	1	6	39
Self-employed full or part-time	6				6
Full-time education		1			1
Part-time education	3	2		3	8
Unemployed		2		4	6
Permanently sick / disabled	2				2
Retired from work				1	1
Looking after the home / children	41	1		11	53
Doing something else	1				1
Missing data			1		1
Total	86	9	2	27	124

Employment by family type

59. A higher proportion of respondents living with a *partner* were in employment than respondents living with *no-one else*. For respondents living with a *partner*, twenty-nine out of eighty-six (33.7%) were employees in a part-time job, compared with six out of twenty-seven (22.2%) living with *no-one else*. Taking all forms of employment together the figures increase to thirty-nine out of eighty-six (45.3%) respondents living with a *partner*, compared with eight out of twenty-seven (29.6%) respondents living with *no-one else*. A higher proportion of respondents living with *no one else* (three out of twenty-seven) than respondents with a partner (three out of eighty-six) were in part-time education. Four respondents living with *no-one else* also described themselves as unemployed. Out of the small number of respondents living with *adult relatives*, three were in part-time employment, three were in full or part time education, two described themselves as unemployed, and one was looking after the home/children.

Looking after the home / children

60. The proportion of respondents with a *partner* who were looking after the home / children (forty-one out of 86 - 46.1%) was slightly higher than the proportion of respondents living with *no-one else* (eleven out of twenty-seven - 40.1%).

Satisfaction with professional support during pregnancy

61. Respondents were asked what they thought about professional support (e.g. health or social support) that they or their partner received for their youngest child, during pregnancy; in the first two months after the birth of the child; and in the first five years of the child's life.
62. Respondents' views are set out in **Table 6** below:

Table 6 Professional Support for Youngest Child

Figures in brackets are percentages

Services	Very satisfied 	Satisfied 	Dissatisfied 	Very dissatisfied 	No services received	No response
During pregnancy	47 (37.6)	48 (38.4)	6 (4.8)	2 (1.60)	19 (15.2)	3 (24)
In the first two months after the birth of your child	54 (43.2)	50 (40)	7 (5.6)	1 (0.8)	10 (8)	3 (2.4)
In the first five years of your child's life	42 (33.6)	53 (42.4)	7 (5.6)	1 (0.8)	17 (13.7)	4 (3.2)
Mean	47.6 (38.1)	50.3 (40.3)	6.6 (5.3)	1.33 (1.1)	15.3 (12.3)	3.3 (2.6)

63. A minority of respondents said that they received no services. *No services* replies were higher during pregnancy and the first five years, and lower in the first two months after the birth of the child.

64. More than three-quarters of respondents were either *satisfied* or *very satisfied* at all three stages. Satisfaction levels were highest (83.4%) during the first two months after the birth of the child, with a slightly higher proportion of respondents being *very satisfied* (43.2%) than *satisfied* (40%). Overall, the percentage of respondents who were *very satisfied* (47.6) or *satisfied* (50.3) were fairly similar at all three stages.
65. The percentage of respondents who were *dissatisfied* (6.6) or *very dissatisfied* (1.3) over all three stages was small.

Reasons for dissatisfaction with support for youngest child

66. Respondents were asked to say why they were dissatisfied with the support available, if this was the case. Eighteen out of the 125 respondents commented on reasons for their dissatisfaction. Twelve of the comments referred to lack of support or interest from health professionals (health visitors, midwives or doctors). One respondent said that no help was given and she was *"not aware of what was available"*. Another respondent said that *"appointments were not always available"*. Another respondent referred to having had a *"bad pregnancy and no support"*. Other comments referred to health professionals (midwives) who did not seem *"interested in my questions"*. Another referred to *"no follow-up from (name of) Clinic"*.
67. One parent said that she had *"had PMT and did not receive help until third child"*. Another referred to *"depression - no child-care support for any children"*.
68. Other comments were *"(I was) seen by GP until (my) child was six weeks old, then no help offered"*. Another parent said that she had seen *"different people who don't know the history of the family"*. One parent said that she had *"not been called for development checks (at appropriate times)"*.
69. Although the question was about reasons for dissatisfaction, two parents commented positively. One said that she was *"very happy (with the) support available"*. Another referred to help always being available *"on the end of the phone"*.

Other family support services respondents would like to see

70. Respondents were asked to describe any other family support services that they would like to see in the future. Twenty respondents referred to a range of support services for parents and children.

71. Five parents referred to practical support services which would benefit them:

A sitting service would be a good idea

More group meetings and outings

More groups in afternoons

More support for working families - different times

Parents' rights groups - advocacy

72. Some parents requested more specific services

Continued breastfeeding support for babies and ante-natal care

More help in understanding feelings (after birth)

More support for pregnant women; support for the main carer

Family Centre open seven days for all the family

73. A number of parents had suggestions about additional provision for under fives:

Afternoon Play Group and Art and Craft Club (2 respondents)

More activities for children to learn from each other

Mums and Tots good but need promoting in particular areas

74. Three parents referred to *better nursery provision; more information about nursery and pre-school and schooling* (2 respondents).

75. Two respondents referred to the need for a *play gym* and for a *soft play facility in Bramley*.

76. Another parent referred to the need for *working alongside professionals before and after the birth*.

77. Three parents referred to Social Services: *"(The) Social Worker in hospital was brilliant"*. Another parent said, *"Social Services helped; everyone was okay"*. Another parent said that it *"would be nice to see what Social Services offers to parents"*.

Breast-feeding

78. Respondents were asked whether their youngest child was breast-fed
79. Responses are in **Table 7** below:

Table 7 - Was your youngest child breast-fed

	Frequency	Percentage
Yes	52	41.6
No	68	54.4
No Reply	5	4.0
Total	125	100.0

80. Less than half (52 out of 120 - 41.6%) of respondents said that they had breast-fed their youngest child.

Period during which breast-feeding took place

81. Parents who had breast-fed their youngest child were asked for how long this continued.
82. Out of the mothers who had breast-fed their youngest child, a large majority (45 out of 51 - 88%) had continued from birth until three months. Two continued from three to six months. Two continued for between nine and twelve months. A further two mothers continued beyond twelve months.
83. Parents who had breast-fed their youngest child were asked how satisfied they had been with the support received. Sixty-one parents (nine more than had said they had breast-fed their youngest child!) replied. Their satisfaction levels are described in **Table 8** below:

Table 8

Satisfaction levels of mothers who breast-fed their youngest child

	Frequency	Percentage
--	------------------	-------------------

Very dissatisfied	3	4.9
Dissatisfied	6	9.8
Satisfied	34	55.7
Very satisfied	18	29.5
Total	61	99.9

84. A large majority of mothers who breast-fed their youngest child were either *satisfied* or *very satisfied* with the support received (52 out of 61 - 85%). Out of these more were *satisfied* (34) than were *very satisfied* (18).
85. Nine out of the sixty-one (14.8%) were either *dissatisfied* or *very dissatisfied* with the support received.

Proportion of youngest child breast-fed analysed by family type

86. **Table 9a** below analyses the proportion of respondents who breast-fed their youngest child by family type.

Table 9a

Respondents who breast-fed youngest child analysed by family type

		Do you and your child live with?				Total
		Partner	Adult Relatives	Other Adults	No-one else	
Was your youngest child breast-fed?	Yes	36	4	1	11	52
	No	48	4		16	68
Missing data		2	1	2		5
Total		86	9	3	27	125

Table 9b

Respondents who breast-fed youngest child analysed by age group

Was your youngest child breast-fed?	Age Group					Total
	16-25	26-35	36-45	46-55	Over 55	
Yes	10	35	6	1	-	52
No	15	40	11	1	1	68
Missing Data	-	1	-	3	1	5
Total	25	76	17	5	2	125

Comment

87. The proportion of respondents with *partners* who breast-fed their youngest child (36 out of 86 - 41.9%) was similar to the proportion of respondents living with *no-one else* (11 out of 27 - 40.7%). A similar proportion of the small number of respondents living with *adult relatives* (4 out of 9) breast-fed their youngest child.
88. Less than half the mothers in each of the three main age groups (16-25, 26-35 and 36-45) breast-fed their first child. The proportion of mothers aged 26-35 who breast-fed was somewhat higher than the other two main age groups, but the difference was not statistically significant.

Post-Natal Depression

89. Respondents were asked whether they experienced feeling low or post-natal depression after the birth of any of their children. Respondents' answers are in **Table 10** below:

Table 10

Did you experience post-natal depression after the birth of any of your children

	Frequency	Percentage
Yes	42	33.6
No	64	51.2
Not Sure	11	8.8
No Response	8	6.4
Total	125	100.0

90. One-third of the respondents in the survey said that they had experienced post-natal depression, a high proportion. Just over half said that they had not had this experience. Eleven said that they were *not sure*.
91. Respondents were asked whether they had received any support for this problem. Their replies are set out in **Table 11** below:

Table 11

Support received for post-natal depression

	Frequency	Percentage
Yes	34	27.2
No	43	34.4
Not Sure	3	2.4
No Response	45	36
Total	125	100.0

92. Four-fifths (34 out of 42) of respondents who had experienced post-natal depression said that they had received support. Respondents were asked to say what help they had received. Thirty-four respondents described help which they had received.
93. Eighteen of these referred to help received from their GP. Out of these five referred to receiving medication or anti-depressants. Four of them referred to help received from their GP and also from a health visitor or midwife. Two of them referred to help from their GP and also to help received from family or friends. One of them had help from her GP and also attended a PND group. Out of those respondents who had attended the PND group, one also referred to help from a health visitor. In addition to the help received from the GP, one also referred to help from a Church of England pre-baptism group; one referred as well to help from the NSPCC; two said that they also received counselling and one of these also stated that she was *"on tablets"*. One referred to help received from her GP and from a Psychiatrist. One had seen her GP for *"Evening Primrose Oil"*.
94. Ten respondents referred to support received from their health visitor and three referred to support received from midwives. One of these said *"the midwife picked up on it straight away"*. Two respondents referred to help from Sure Start. One of these was also receiving help from her health visitor and her doctor. One respondent said that she had been admitted to hospital for a short period as a day patient.
95. Five respondents referred to help from family and friends. Four of these linked this to help from their doctor or health visitor. One respondent said that she had had help *"from family and friends - no-one else"*.
96. Respondents were asked how satisfied they were with the support received. Eighteen said that they were *very satisfied*; sixteen said that they were *satisfied*; and five said that they were *dissatisfied*. (Thirty-four respondents were either *very satisfied* or *satisfied* with the support they received, the same number as said that they had received support.)
97. Respondents were asked whether there was any other support they would have liked when they experienced post-natal depression. Fourteen respondents replied *"no"* or *"not that I can think of"*. One of these said, *"No, Sure Start has changed my life for the better"*.

98. Twenty-three respondents commented on other support they would have liked. Four of them referred to support from a health visitor, and one of these said *"possibly working alongside others"*.
99. Nine respondents referred to various kinds of support or advice, which they would have welcomed. Four of these would have liked to be able to access support groups. One of these mentioned *"counselling"*; another mentioned *"day care help"*; another specified *"support groups like the ones available to new mums"*; and one asked for a *"drop-in facility"*. Another mother asked for *"a PND support group or someone to talk to"*. Another asked for *"advice on sleeping and meeting other mums"*. Another asked for *"weekend support - someone to talk to"*. Three had more specific requests: one for *"more breast-feeding advice"*; another asked for *"more information on where to go to keep the kids occupied"*; and a third asked for *"more understanding about PMT"*.
100. Two respondents asked for someone to talk to their husband or partner (about post-natal depression). One said that she *"felt low; don't like hospital"*. Another respondent said that she had been in hospital a long time and referred to the additional needs of her child. Another said, *"medical staff don't ask you about this"*. A third respondent said it should not be assumed that there were no problems with a third child. Lastly, a respondent said that the *"PND questionnaire was completed too early after the birth of her child"*.

Further analysis about post-natal depression

101. Respondents' experience of post-natal depression was cross-tabulated by family type. The results are in **Table 12** below:

Table 12

Do you and your child live with?	Did you experience post-natal depression after the birth of any of your children?				Total
	Yes	No	Not Sure	No response	
Partner	25	47	10	4	86
Adult Relatives	4	3		2	9
Other Adults	1			2	3
No-one else	12	14	1		27
Total	42	64	11	8	125

102. A higher proportion of respondents living with *no-one else* (12 out of 27, about 44%) than respondents living with *partner* (25 out of 86, about 29%) said that they had experienced post-natal depression.
103. Most (10 out of 11) respondents who were *not sure* about whether they had experienced post-natal depression were living with *partner*. A total of 35 out of 86 (about 40%) respondents living with *partner* answered *yes* or *not sure* about whether they had experienced post-natal depression. A total of 13 out of 27 (about 48%) of respondents living with *no-one else* answered *yes* or *not sure* about whether they had experienced post-natal depression.
104. Four out of nine respondents living with *adult relatives* said that they had experienced post-natal depression.
105. Experience of post-natal depression was cross-tabulated by age. Results are in **Table 13** below:

Table 13
Experience of post-natal depression analysed by age of mother

What is your Age	Did you experience post-natal depression after the birth of any of your children?				Total
	Yes	No	Not Sure	No response	
16-25	6	18	1		25
26-35	29	39	6	2	76
36-45	6	6	4	1	17
46-55	1	2		3	5
Over 55				2	2
Total	42	64	11	8	125

106. Higher proportions of mothers aged 26-35 (29 out of 76, about 38%) and mothers aged 36-45 (6 out of 17, about 35%) than younger mothers aged 16-25 (6 out of 25, about 24%) said that they had experienced post-natal depression.
107. Ten out of the eleven respondents who replied *not sure* were in the 26-45 age group. The total of *yes* and *not sure* responses for mothers aged 26-35 was 35 out of 76 (about 46%). The total of *yes* and *not sure* responses for the 36-45 year age group was 10 out of 17 (about 58%). The total of *yes* and *not sure* responses for the 16-25 age group was 7 out of 25 (about 28%).

108. Experience of post-natal depression was cross-tabulated with family size. The results are in **Table 14** below:

Table 14
Experience of post-natal depression analysed by number of children

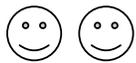
How many children are living with you?	Did you experience post-natal depression after the birth of any of your children?				Total
	Yes	No	Not Sure	No response	
1	19	21	3	2	45
2	9	27	6	2	44
3	9	11	1	2	23
4	3	3			6
5		2			2
6			1		1
Total	40	64	11	6	121

109. A higher proportion of mothers with one child (19 out of 45) than parents with two children (9 out of 44) said that they had experienced post-natal depression. Just over half the incidences of post-natal depression occurred in families with two or more children.

Satisfaction levels with general services

110. Respondents were asked, if they had used any of the following services with their child (under 5), to say how they felt about them.

Table 15
General Services - Satisfaction Levels

Services	very satisfied 	Satisfied 	Dissatisfied 	very dissatisfied 	Not used services
Midwife	57	28	4	3	33
Health Visitor	50	47	6	4	18
District Nurse	16	14	1	0	94
Baby/Child Clinic	37	53	8	2	25
Social Worker	11	7	1	1	105
GP	52	47	6	1	19
Speech Therapist	17	7	1	1	99

NHS Direct (Out of hours)	34	28	5	2	56
TOTALS	274 (50%)	231 (42%)	32 (6%)	14 (3%)	449

111. Overall, 50% of respondents were *very satisfied* with service levels, and 92% of respondents were either *very satisfied* or *satisfied*. Highest satisfaction levels were with Speech Therapists (65% of users *very satisfied*) and the Midwifery Service (62% of users *very satisfied*).

Services for Under 5's

112. Respondents were asked if they had used any of the following services with their child (under 5) and to say how they felt about them.

Table 16
General Services - Satisfaction Levels - Under 5's Services

Services	Very satisfied 	Satisfied 	Dissatisfied 	very dissatisfied 	Not used services
Playgroups	39	26	-	-	60
Parent & Toddler Group	44	45	1	1	34
Community Groups e.g. Tea-Time Club	7	10	-	-	108
Nursery School (education)	53	7	-	-	65
Early Years Nursery	18	6	-	1	100
Private Day Nursery	2	5	-	-	118
Child Minder	8	3	1	-	113
Toy Library	13	0	1	-	101
Library	26	19	-	-	80
Parks / Playgrounds	19	44	28	6	27
Sports / Leisure	11	30	2	-	82
Swimming / Bramley Baths	26	46	6	1	46
Other (please specify)	7	1	1	-	113
TOTALS	273 (48%)	250 (44%)	40 (7%)	9 (2%)	1047

113. For under fives' services 92% of respondents were either *very satisfied* or *satisfied* with services. Nursery Schools had the highest satisfaction levels (about 88% users *very satisfied*).

Satisfaction levels were lowest for *parks / playgrounds* with 35% users either *dissatisfied* or *very dissatisfied*. The proportion of respondents who were *very satisfied* compared with *satisfied* were lower for *Sports / Leisure, Parks / Playgrounds* and for *Swimming / Bramley Baths*.

114. The *other services* specified by respondents included Adult Education; Baby Massage courses run by Sure Start (2); Nature Reserve; Scallywags (2); Out of School Play Days; Play Gym; Special Needs Sitting Service; Specialised Doctor; Summerfield Nursery and Toddler Group.
115. Respondents were asked, if they were *very satisfied* or *satisfied* with services, to say what it was about the service that was most helpful.
116. A total of eighty-eight (88) positive comments were included where respondents were *very satisfied* or *satisfied* about services provided. These covered the full range of services provided locally. There were some sixteen positive references to Nursery schools, nursery classes and teachers and early years services. There were also sixteen positive references to Parent / Toddler Groups, Mums and Tots Groups or Play Groups. Thirteen respondents referred to the friendliness and helpfulness of staff. There were nine references to parents valuing services being accessible and available locally and providing support or advice. There were also six references to parents appreciating child-friendly or child-centred services that helped to promote children's development. There were also positive references to services provided by Sure Start, to enjoyment of parks and swimming baths and to services provided by a general practitioner.
117. Parents were asked to comment if they were *dissatisfied* or *very dissatisfied* with any of the services provided. Thirty-seven parents provided comments.
118. At least twenty of the comments referred to the state of the parks (in one instance a park outside the Bramley area was specifically mentioned). These included ten references to *broken glass*; five references to the parks being *not safe*; five references to *lack of cleanliness* - one specified that "*the park is in an appalling condition*". There were four references to lack of equipment in parks and playgrounds and two references to parks being vandalised.
119. Five of the comments referred to the swimming baths. Three of these comments were that the water at Bramley Baths was too cold (for young children and babies). One respondent said

that Bramley Pool was *"not geared to children - not safe"*. Another respondent said that *"adults shouldn't pay to take a toddler swimming"*.

120. Five comments were about professional services, or the lack of them. Three of the comments related to lack of support from midwives (one of the instances was three years ago). One respondent said that a health visitor was *"difficult to locate"*; another *"felt that Social Services were accusing me and judging"*. Another parent said that she had had *"no help for depression for nine years"*.
121. There were three general comments on child care issues. One referred to *"lack of toys, not in catalogue"*, a possible reference to the Toy Library. One reference was to parents needing *"updating, not enough for young ones"*. Another parent referred to lack of changing facilities for babies.

Children with Special Needs

122. Respondents were asked whether their child had special needs. Fourteen replied *"yes"*. Respondents were asked to describe what kind of special needs their children had. Three respondents referred to *speech problems* or requirements for speech therapy. Three parents referred to *development delay*. One of these referred to *global development delay*; another referred to *"mental delay in all areas; still in nappies at age five"*. Two respondents referred to their children having *"kidney failure"*. One respondent referred to her child having *"lactose intolerance"*, and another referred to her child having an *"allergy - special diet"*. Other special needs referred to were *"cerebral palsy"* and *"diabetes and learning difficulties"*. A final respondent had a younger son born prematurely, *"on oxygen since age one, weak chest and lungs"*.
123. Respondents were asked what special needs support they received. Seven respondents referred to help from more than one source:
- *One-to-one with all nursing staff and outreach worker.*
 - *Consultant, outreach team, physio, occupational physiotherapist.*
 - *Diabetes special nurse / consultant. Family therapy.*
 - *Nutrition advice; specialist doctor advice.*
 - *Portage; speech therapy; social worker.*
 - *Specialist health visitor; outreach nurse and speech therapist.*

- *Speech therapist and funding for school.*
124. Another parent responded: *One-to-one at school; needs babysitter; respite.*
125. Other respondents referred to a single source of help.
- *At the moment, child put on register and kept an eye on.*
 - *Belmont House.*
 - *Child sees a speech therapist.*
 - *Home Start worker to help me with depression.*
 - *Outreach Nurse from hospital. Can phone ward twenty-four hours a day.*
126. In answer to this question, one respondent answered "*not applicable*" and another answered "*none*".
127. Respondents were asked whether they were satisfied with the special needs support they were receiving. Answers from the fourteen parents are in **Table 15** below:

Table 15
Level of Satisfaction with Special Needs support received

	Number
Dissatisfied	2
Satisfied	1
Very Satisfied	11
Total	14

127. Most parents (11 out of 14) were *very satisfied* with the support they were receiving. Participants with children with special needs were asked what services would make a difference if they were dissatisfied with the support they were receiving. Two parents requested additional support. One referred to "*mental health and school support services*". The other requested "*more tests (to be) available in the public sector*". A third respondent wrote that she would "*muddle along with the support available. Doing well*".

*Further information is provided about the circumstances and the views of participants of children with additional or special needs in **Appendix 5**.*

Children's Play and Learning Opportunities

128. Respondents were asked whether they felt that their child (under 5) had good quality play and learning opportunities. Responses are set out in **Table 16** below:

Table 16
Do you feel your child has good quality play / learning opportunities?

	Number	Percentage
Yes	119	95.2
No	4	3.2
No Response	2	1.6
Total	125	100.0

129. Over 95% of respondents answered *yes* to this question.
130. Respondents were asked what other play or early learning services they felt should be provided for their child. Thirty-one parents responded.
131. The largest number of requests (13 participants) were for improved indoor and outdoor facilities for under fives. Four respondents requested Play Gyms, including indoor play areas or afternoon and weekend clubs. There were three requests for soft play areas (to help in bad weather). One parent asked for a Jungle Gym. Another parent asked for a "*sensual tent / play area for babies at Mums and Tots*". Three parents requested better facilities for outdoor play, including "*more places for younger ones to go without bigger children*". One asked for separate areas in parks for under fives.
132. Other parents requested "*more activities and clubs*" ; "*different groups*" ; and "*more educational learning groups*". Two parents requested more access to nursery provision. Another parent would have liked "*music and dance - no funding*". Another parent wanted swimming lessons to be "*more affordable*"; and another requested "*swimming and pool experience*". There was also a request for "*more variety of leisure facilities*". Another parent requested "*outdoor play areas for under fours with safe equipment*". One parent referred to Sure Start as "*essential*" and "*Belmont House essential*".
133. Five participants said that they were happy with the provision available. Their comments included the following:

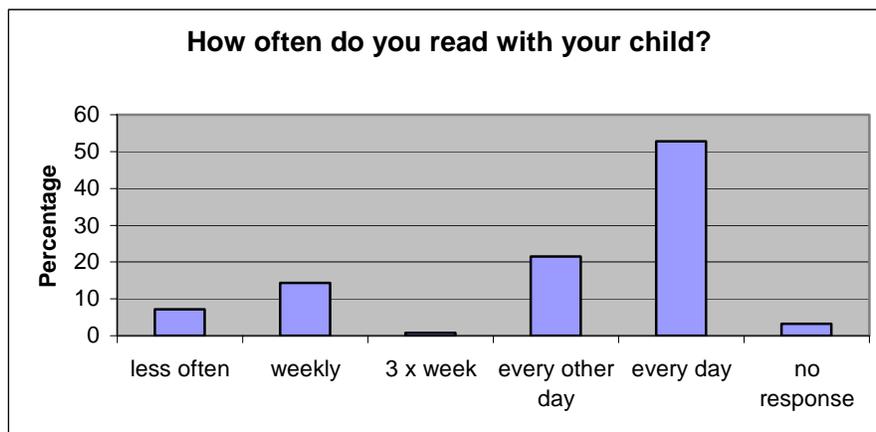
- *Am happy at the moment.*
- *Happy with what we are doing.*
- *Ones available are good enough.*
- *Quite happy with current nursery / play group.*

Participants were asked: How often do you read with your child?

134. Their replies are in **Table 17** below and are also illustrated in the bar chart below:

Table 17
How often do you read with your child?

	Number	Percentage
Less than weekly	9	7.2
Weekly	18	14.4
3 times a week	1	.8
Every other day	27	21.6
Every day	66	52.8
No response	4	3.2
Total	125	100.0



More than half parents/carers said that they read to their children *every day* and nearly three-quarters said that they did so *every day* or *every other day*.

135. *Reading to children - further analysis*

Reading patterns were cross-tabulated by Family Type. The results are in **Table 18** below:

Table 18
Reading patterns analysed by family type

Do you live with?	How often do you read with your child?						Total
	Less often	Weekly	3 times a week	Every other day	Every day	Missing Data	
Partner	6	11	1	20	48	-	86
Adult Relatives	1	1	-	-	6	1	8
Other Adults	-	-	-	-	2	1	2
No-one else	2	6	-	7	10	2	25
TOTAL	9	18	1	27	66	4	121

Comment

136. The proportion of parents with partners (68 out of 86), parents living *with adult relatives* (6 out of 8) and parents living with *no-one else* (17 out of 27) who read to their children either *every other day* or *every day*, are fairly similar. The proportion of parents *living with partner* (48 out of 86), and *adult relatives* (6 out of 8) who read to their child *every day* was higher than for parents living with *no-one else* (10 out of 25).

Participants were asked how they usually found out about services.

Answers are shown in the following graph and **Table 19** below:

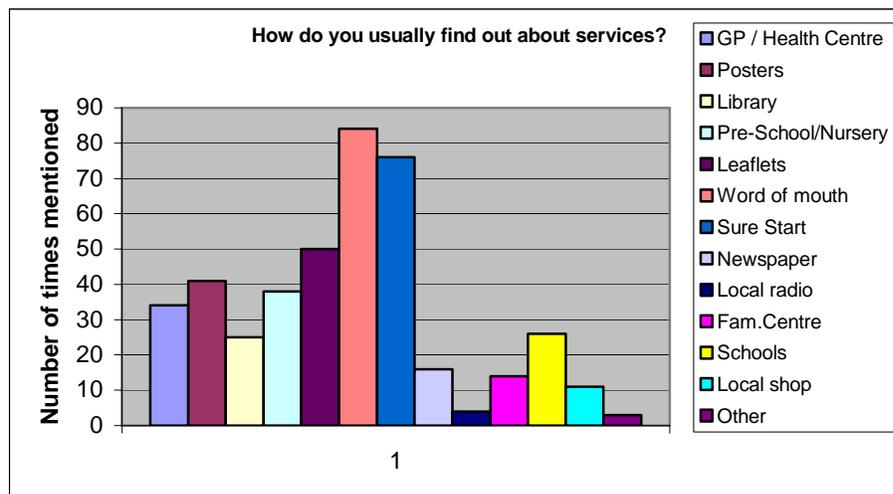


Table 19

How do you find out about services?

Source of Information		
	Number of times mentioned	Percentage
GP / Health Centre	34	8
Posters	41	9.7
Library	25	6
Pre School / Nursery	38	9

Leaflets	50	12
Word of Mouth	84	20
Sure Start	76	18
Newspaper	16	3.8
Local Radio	4	1
Family Centre	14	3.3
Schools	26	6
Local Shops	11	2.6
Other	3	0.7
Total	422	100

137. The source of information most frequently quoted was *word of mouth* (20%), followed by Sure Start (18%). Other sources of information quoted fairly frequently were *leaflets* (12%), *posters* (10%), *pre-school nursery* (9%), *GP / Health Centre* (8%), *schools* (6%) and *library* (6%).

138. Less frequently sources of information were *newspaper* (4%); *family centre* (3%); *local shops* (3%); and *local radio* (1%).

Questions about Sure Start Bramley

138. Participants were asked whether they had heard about Sure Start Bramley. Answers are in **Table 20 (a)** below:

Table 20 (a)
Have you heard about Sure Start Bramley?

	Number	Percentage
Yes	120	96.0
No	2	1.6
No response	3	2.0
Total	125	100.0

A large majority (96%) of respondents replied that they had heard of Sure Start Bramley.

139. Participants were asked, if they answered *yes*, from where they had heard about Sure Start. Answers are in **Table 20 (b)** below:

Table 20 (b)
From where did you hear about Sure Start?

	Number	Percentage
Sure Start leaflet	43	21

Activities programme / newsletters	26	13
Library	8	4
Health Visitor / Social Worker / Sure Start Worker	63	31
Word of Mouth	62	31
No response	2	-
Total Respondents	125	100.0

140. Most participants had heard about Sure Start Bramley either from agency workers or by word of mouth; leaflets and newsletters had also been useful.

141. Participants were asked whether they had had any contact with a Sure Start Worker in the past twelve months. Answers are in **Table 21** below:

Table 21
Have you (or your family) had any contact with a Sure Start Worker in the past twelve months?

	Number	Percentage
Yes	76	60.8
No	30	24.0
Not Sure	15	12.0
No Response	4	3.8
Total	125	100.0

142. Three fifths of respondents had had contact with a Sure Start Worker in the last twelve months.

143. Participants were asked about how they felt about Sure Start services they had used. Their answers are in **Table 22** below:

Table 22
Levels of Satisfaction with Sure Start services

Services	Very satisfied 	Satisfied 	Dissatisfied 	very dissatisfied 	No services received	No response
Outreach Team	29	13	-	-	3	80
Sure Start						

Support Groups e.g. Teatime Club, Tuesday Tots	38	17	1		3	66
Sure Start Community Activities	36	18	-	-	3	68
Parent Information Workers	17	8	1	1	3	95
Sure Start Play Workers / Creche Services	37	14	1	1	3	69
Total	157 (68%)	70 (30%)	3 (1%)	2 (1%)	15	378

144. A large majority (98%) of participants were either *very satisfied* or *satisfied* with the services provided. For all these services twice as many participants were *very satisfied* compared with those who were *satisfied*. Highest satisfaction levels were for *Sure Start Play Workers / Creche Services*.
145. Parents were asked about their level of satisfaction with Services working in Partnership with Sure Start Bramley. Responses are set out in **Table 23** below:

Table 23
Level of Satisfaction with Services working in partnership with Sure Start

Services	Very satisfied 	Satisfied 	Dissatisfied 	very dissatisfied 	No services received	No response
Home Start	6	6	2	-	3	108
PND						

Sure Start Bramley User Satisfaction Survey - April 2003

Support Groups	11	3	-	-	3	108
West Leeds Family Services Unit / Home School Link Worker	6	6	-	-	3	110
Bramley Family Support (BFS) (Hough Lane)	27	12	1	1	3	82
BFS Toy Library	14	10	-	-	3	98
BFS Home Safety Equipment Scheme	10	5	-	-	3	107
BFS Helping Hands Creche	17	7	-	-	3	98
NSPCC Family Support	8	4	-	-	3	110
NSPCC Parenting Skills Programme	5	4	-	-	3	113
CACTISS (Church and Children together in Stanningley and Swinnow)	14	4	-	1	3	103
Rainbow Play Group	19	5	-	1	3	97
Sure Start Counselling Service	10	6	-	-	3	106
Speech and Language Therapy Service	10	5	-	-	-	107
West Leeds Family Learning Centre Courses	18	7	-	-	3	97
Other Services	4	2	-	-	3	114

(specified)						
Total	179 (66%)	86 (32%)	3 (1%)	4 (1%)		

146. A large majority (98%) of participants were either *very satisfied* or *satisfied* with Partnership services. Twice as many participants were *very satisfied* compared with those who were *satisfied* with these services overall. The ratio of *very satisfied* to *satisfied* was more than 3:1 for *PND Support Groups*, *CACTISS* and *Rainbow Play Group*.
147. Participants were asked to say why they were not using Sure Start Services, or services working in partnership with Sure Start, if this was the case. Their answers are summarised in **Table 24** below:

Table 24
Reasons for not using Sure Start or Sure Start Partnership Services

	Frequency
Not heard about them	26
No need for them	8
Work commitments	6
Baby / children too young	4
Other	8
Total	52

148. Fifty parents responded. Half of the Parents/Carers had not heard about these services. Other reasons given were that Parents/Carers had *no need for them*; or had *work commitments*; or that their *baby / children were too young*. The *other* reasons were: *just moved to the area* (2); *busy doing other things / lack of time* (2); *I just cope on my own* (1); *not promoted at my child's school* (1); *good park facilities needed* (1); *too expensive* (1).
149. Participants were asked whether they knew that services listed in Question 34 were funded or part-funded by Sure Start Bramley. Their replies are set out in **Table 25** below:

Table 25
Are you aware that these services are funded or part-funded by Sure Start Bramley?

	Frequency	Percentage
Yes	70	56
No	50	40
No response	5	4
Total	125	100

Over half the parents were aware that these services were funded by Sure Start.

150. Participants were asked what other Sure Start services they would like to see. Twenty participants responded. Five of them referred to Play Group type activities: of these, one referred to *Play Gym / PM Club*; one referred to *Teatime Club*; two referred to *Play Groups*, one mentioning the *Rainbow Play Group*; and one referred to *partnership with Tumble Tots*. Three participants requested more outings or trips. Two parents requested *Art and Craft Clubs*. One requested *groups for people struggling with money*; and one requested *more advice on benefits and special needs*. Another two parents requested *more activities*. Other requests, each from one parent / carer were for: *Better equipment for Bramley Park*; *dancing class*; *karate*; *different days for activities*; *more appropriate times for child considering work activities*. One mother asked for *somewhere to take child to eat / breast-feed and information*.
151. Participants were asked whether they would be interested in hearing more about Sure Start Bramley. Answers are set out in **Table 26** below:

Table 26
Would you be interested in hearing more about Sure Start?

	Frequency	Percentage
Yes	80	64.0
No	26	20.8
No response	19	15.2
Total	125	100.0

A majority of participants answered yes.

Questions about Smoking

152. Respondents were asked whether they smoked. Their answers are in **Table 27** below:

Table 27
Do you Smoke?

	Frequency	Percentage
Yes	43	34.4
No	79	63.2
No response	3	2.4
Total	125	100.0

About a third of respondents said that they smoked.

153. Respondents were asked whether their partner smoked. Their replies are set out in **Table 28** below:

Table 28
Does your Partner Smoke?

	Frequency	Percentage
Yes	35	28.0
No	49	39.2
No response	41	32.8
Total	125	100.0

Replies indicated that a rather smaller proportion of partners (male) smoked.

154. Respondents were asked whether they smoked before they found out they were last pregnant. Their replies are in **Table 29** below:

Table 29
Did you smoke before you found out that you were last pregnant?

	Frequency	Percentage
Yes	45	36.0
No	13	10.4
No response	67	53.0
Total	125	100.0

Over a third of respondents said that they smoked before they found out that they were last pregnant.

155. Respondents were asked whether they gave up smoking completely at any time during their last pregnancy. Their answers are in **Table 30** below:

Table 30
Did you give up smoking completely at any time during your last pregnancy?

	Frequency	Percentage
Yes	19	15.2
No	31	24.8
No response	75	60.0
Total	125	100.0

156. Respondents were asked, if they answered yes, when they gave up smoking. Their answers are in **Table 31** below:

Table 31
When did you give up smoking?

	Frequency	Percentage
--	------------------	-------------------

As soon as you found you were pregnant	16	12.8
By six months	3	2.4
No response	106	84.8
Total	125	100.0

Most participants who gave up smoking did so as soon as they found out that they were pregnant.

157. Respondents were asked whether they had started smoking again after the birth of their baby. Their answers are in **Table 32** below:

Table 32
Did you start smoking again after the birth of your baby?

	Frequency	Percentage
Yes	24	19.2
No	10	8.0
No response	91	72.8
Total	125	100.0

More than two thirds of respondents said that they started smoking again after the birth of their baby.

158. Respondents were asked whether they had had any help stopping smoking. Their answers are in **Table 33** below:

Table 33

	Frequency	Percentage
Yes	10	8.0
No	33	26.4
No response	82	74.2
Total	125	100.0

Less than a quarter of respondents had had help stopping smoking.

159. Respondents who had help stopping smoking were asked to say what help they had received.
160. Ten replies were received. One respondent said: *Haven't smoked for two years*. Three referred to help from their doctor. Two referred to *nicotine patches*. Other responses were:

Leeds Stop Smoking Helpline; smoking cessation; and one respondent referred to Sure Start Outreach Worker support and patches.

161. Respondents were asked whether they would like help stopping smoking. Their answers are in **Table 34** below:

Table 34
Would you like help stopping smoking?

	Frequency	Percentage
Yes	21	16.8
No	28	22.4
No response	76	60.8
Total	125	100.0

162. Twenty-one respondents (out of 32 who said they smoked) said that they would like help stopping smoking.

Further analysis

Cross-tabulation of smoking and family type

163. Respondents' answers to whether they smoked and whom they lived with were cross-tabulated. Results of the cross-tabulation are in **Table 35** below:

Table 35
Do you smoke? Do you and your child live with? Cross-tabulation

Do you smoke?	Do you and your child live with?				Total
	Partner	Adult Relatives	Other Adults	No-one else	
Yes	20	3		20	43
No	66	5	2	6	79
No response		1	1	1	3
Total	86	9	3	27	125

164. Less than a quarter (20 out of 86) of respondents living with *partner* smoked. Over two-thirds (20 out of 27) respondents living with *no-one else* smoked.

Cross-tabulation - smoking before last pregnant and family type

165. A cross-tabulation about whether respondents smoked before they found out they were last pregnant by family type was carried out. The result is in **Table 36** below:

Table 36
Smoking before last pregnancy by family type - cross-tabulation

Did you smoke before you found out that you were last pregnant?	Do you and your child live with?				Total
	Partner	Adult Relatives	Other adults	No-one else	
Yes	24	2		19	45
No	10	1		2	13
No response	51	6	3	6	66
Total	86	9	3	27	125

166. Just over a quarter (24 out of 86) respondents living with *partner* smoked before they found out they were last pregnant. Two-thirds (19 out of 27) respondents living with *no-one else* smoked before they were last pregnant.

Giving up smoking during pregnancy by family type: cross-tabulation

167. Responses to the question about whether participants gave up smoking during pregnancy were cross-tabulated by family type. Results are in **Table 37** below:

Table 37
Giving up smoking during pregnancy by family type: cross-tabulation

Did you give up smoking completely during your last pregnancy?	Do you and your child live with?				Total
	Partner	Adult Relatives	Other adults	No-one else	
Yes	10	2		7	19
No	18	1		12	31
No response	57	6	3	8	74
Total	86	9	3	27	124

168. Ten out of twenty-eight mothers living with *partner* gave up smoking during pregnancy. Seven out of nineteen mothers, a similar proportion, living with *no-one else* did so.

Starting smoking again after the birth of the baby

169. Results of this cross-tabulation indicate that twelve out of twenty mothers living with *partner* started smoking again after the birth of their baby, compared with ten out of twelve mothers living with *no-one else*, (a higher proportion). Results are in **Table 38** below:

Table 38
Starting smoking again after the birth of the baby by family type:
cross-tabulation

Did you start smoking again after the birth of your baby?	Do you and your child live with?				Total
	Partner	Adult Relatives	Other adults	No-one else	
Yes	12	2		10	24
No	8			2	10
No response	65	7	3	15	90
Total	86	9	3	27	124

170. A higher proportion of participants living with *no - one else* (10 out of 27, more than a third) than participants living with *partner* (12 out of 86, about one seventh) started smoking again after the birth of their baby.

Other Cross-tabulations

171. Other cross-tabulations between mothers who lived with *partner* and mothers who lived with *no-one else* were made.
172. Eleven mothers living with *partner* gave up smoking as soon as they found they were pregnant; none said that they gave up by six months. Four mothers living with *no-one else* gave up smoking as soon as they found they were pregnant; two said that they gave up by six months.
173. Seven mothers living with *partner* said that they had had help stopping smoking; eighteen said that they had not. The figures for mothers living with *no-one else* were three (who had help stopping smoking); and twelve who had not.

174. When asked whether they would like help stopping smoking eleven mothers living with a *partner* said *yes* and fourteen said *no*. Ten mothers living with *no-one else* said *yes*, they would like help stopping smoking, and nine said *no*.
175. Two mothers living with *adult relatives* said that they started smoking again after the birth of their baby while seven made no response. One of this group stopping smoking as soon as she found she was pregnant, and another one had given up smoking by six months. Out of this group of nine mothers (living with *adult relatives*) three said they had had no help stopping smoking and six made no response. When asked whether they would like help stopping smoking, five of this group said *no* and four made no response.

6. Discussion / Conclusions

Methodological Issues

176. The evaluators adopted a pragmatic approach to targeting the questionnaires, focusing efforts on those most likely to respond. Achieving the target figure owed much to the enthusiasm of the Outreach Team. The principle that staff did not administer the questionnaire to participants whom they had supported was an important one. An emphasis was placed on questionnaire completion by parents with children at nursery school and by parents with children with special / additional needs. Almost all the participants in the sample knew about Sure Start and many of them had had direct involvement. It is, therefore, likely that results are skewed towards the views of people who have been able to access services including Sure Start, and less representative of people with fewer contacts with local services.

The Repeat Survey

177. The Repeat Survey was smaller than the one in 2000, although more focused on parents with children under five. The proportion of participants with one child was much higher in the Repeat Survey than in 2000, and the proportion with two children was lower. There was evidence in the Repeat Survey of an upward trend in the use of pre-school services. The proportion of participants using *Parents and Toddlers* was up by over 30%, and use of *playgroups* had increased by 17.5%. The smaller proportion of participants expressing a wish for more *nursery provision* may be an indicator of needs being satisfied by expanded provision. The same proportion of participants wanted more *child care advice* in the Repeat Survey as in 2000, which could be an indicator of increased supply of child care services being linked to increasing demand.
178. The Repeat Survey seems to indicate that fewer participants were using *dentists*, which deserves further exploration. The Repeat Survey found increasing evidence of parents wishing for *opportunities to meet with other parents / carers*, and for groups *helping to prepare children for school*. Demand for *parenting groups* remained high.

Main Survey: Characteristics of Participants

179. Almost all the participants in the survey were mothers, and described themselves as *white UK*. Sixty per cent were in the 26-35 age group. Over two-thirds were living with a partner; more than one-fifth were living with *no-one else*. Most of the participants had either one or two children. Participants were mainly either *at home looking after children* or in *part-time employment*. A higher proportion of participants with *partners* were in employment than those living with *no-one else*. Participants with *partners* responded that almost all of the partners were in full-time employment.

Findings

180. Most participants had high satisfaction levels with services during pregnancy and the first five years of their children's lives. Satisfaction levels were highest in the first two months after the birth of the child. A minority of participants were dissatisfied with these services, some quoting lack of support from health professionals. A wide range of requests for additional family support services were aired.

181. Just over 40% of participants said that they had breast-fed their youngest child. No significant differences between the main age groups was found in relation to breast-feeding. A large majority of these had continued until their child was three months old. Satisfaction levels with support services were high.
182. One-third of participants said that they had experienced post-natal depression and a smaller group said that they were *not sure*. Participants gave detailed accounts of support received from local services, most referring to help from more than one agency, for example, both their GP and their health visitor. The number referring to help from family or friends was smaller. Those who had experienced post-natal depression had high satisfaction levels. While mothers from all family types experienced post-natal depression, those living with *no-one else* or with *adult relatives* appeared more vulnerable. Most of the participants who said that they were *not sure* were living with *partner*. Interestingly, the proportion of mothers aged under twenty-five experiencing post-natal depression was lower than for mothers aged twenty-five or over.

Satisfaction Levels

183. These were *high* or *very high* across all services including general health provision and under fives' services. A feature of the survey was that 88 participants made positive comments about services which they rated highly, covering the full range of local provision. There was much evidence of appreciation of nurseries and pre-school services. Satisfaction levels were lower for *parks / playgrounds* and for some aspects of *leisure provision* (e.g. swimming baths) and numbers of *dissatisfied* comments in these areas were fairly high.
184. Participants with children with special or additional needs expressed *very high* satisfaction levels with all local services and gave illustrations of effective and targeted support. Characteristics and needs of this group of parents have been analysed in detail (**Appendix 5**).
185. An important finding in the survey has been that almost all participants felt that their children had good *quality play / learning opportunities*. About a quarter of participants requested additional services, including improved indoor and outdoor facilities for under fives.

186. Nearly three-quarters of participants said that they read to their child *every day* or *every other day*, including parents with children with special or additional needs.
187. Participants found out about services from multiple sources, indicating the value of a diversity of advertising routes.
188. Virtually all participants had heard about Sure Start Bramley, either from local workers or publicity or by word of mouth. Well over half of participants had had contact with a Sure Start worker in the previous twelve months. Levels of satisfaction with Sure Start services, or with services funded by Sure Start were *very high*. Where parents were not using these services, this was mainly because they were not aware of them, indicating the importance of continued promotional activities. Most parents wanted to hear more information about Sure Start.
189. The proportion of mothers who took part in the survey who admitted that they *smoked* was higher than for partners. More than half of the mothers continued smoking during their last pregnancy. Those who gave up smoking during pregnancy mostly did so as soon as they found they were pregnant; but they tended to start again after the birth of their child. Most of the participants who smoked had not had help stopping smoking. Two-fifths of them said that they would welcome such help.
190. A much higher proportion of participants living with *no-one else* compared with those living with *partner* smoked, although similar proportions from both family types tried to give up smoking during pregnancy. A higher proportion of mothers living with *no-one else* than mothers living with *partner* started smoking again after the birth of their baby. Parents living with *no - one else* were more likely to welcome help giving up smoking.



BRAMLEY

PRIZE DRAW

First Prize	£100
Second Prize	£50
Third Prize (2)	£25

WILL YOU HELP *SURE START* IN YOUR AREA BY
ANSWERING THIS QUESTIONNAIRE
WE NEED YOUR VIEWS ABOUT SERVICES

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

The **Prize Draw** will take place on **Monday 1st December, 2003** and
winners will
be notified by post

The questionnaire is for people who live in the Sure Start Bramley area
and who
have children under 5 (please fill in once only!)

Please enter your exact post code here

Sure Start Bramley works with families with children under 5 who live in the SSB target area. We are asking as many families with children under 5 as possible to complete this questionnaire because we really want to hear your views about services in the area. At the back there is a one-page questionnaire first completed three years ago. We are asking you to complete this as well so we can see how things have changed.

You will be helping us to find out whether families with young children can obtain the kind of support and services they need. This will also help in planning for the future.

Nationwide Children's Research Centre (NCRC) / University of Huddersfield are the local evaluators who have been asked to carry out this survey.

All of the information you provide will be treated in the strictest confidence.

You will not be **personally** identified in any way.

When you have completed the questionnaire please place in the envelope provided and return to the Reception Desk, or the Sure Start Official in the building. No stamp is needed.

-----!-----

Thank you for your help

If you would like to be entered in the PRIZE DRAW please fill in your details *below* and return with your completed questionnaire
(Name and address only required for Prize Draw and will be separated from Questionnaire)

Name

Address

Postcode _____

Phone _____

Number _____

**SURE START SATISFACTION
WITH SERVICES QUESTIONNAIRE**

If you would like to know more about Sure Start please tick this box

Questions about You



1. Are you? Female Male

2. Are you the main carer of your child? YES NO

3. What is your age? 16-25 26-35 36-45
46-55 Over 55

4. Do you and your child
(children) live with:

Partner Adult relatives Other adults No-one else

5. How many children are living with you?

6. How old are the children in your household?
(Write in ages)

--	--	--	--	--	--	--	--	--	--

7. Ethnic background
(Please tick one box)

White	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Black - Caribbean	<input type="checkbox"/>	Black - African	<input type="checkbox"/>
Black - other	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Irish	<input type="checkbox"/>		<input type="checkbox"/>
Other (please write in)			

8. Which of the following best describes what you (or any other adult in your household) are doing at present?
(Please tick 'looking after the home / children' only if this is your main activity and none of the other options apply)

(Please tick one box for each person)

	partner		you
Employee in full-time job (30 hours plus)		<input type="checkbox"/>	<input type="checkbox"/>
Employee in part-time job (under 30 hours)		<input type="checkbox"/>	<input type="checkbox"/>
Self-employed full or part-time		<input type="checkbox"/>	<input type="checkbox"/>
Full-time education		<input type="checkbox"/>	<input type="checkbox"/>
Part-time education		<input type="checkbox"/>	<input type="checkbox"/>
Unemployed		<input type="checkbox"/>	<input type="checkbox"/>
Permanently sick / disabled		<input type="checkbox"/>	<input type="checkbox"/>
Retired from work		<input type="checkbox"/>	<input type="checkbox"/>
Looking after the home / children		<input type="checkbox"/>	<input type="checkbox"/>
Doing something else		<input type="checkbox"/>	<input type="checkbox"/>
(Please state) _____			

Questions about your own support needs as parents



9. What did you think about the professional support (e.g. health / social) you or your partner received for the youngest child?
 (Please tick the box which is closest to how you feel)

Services	very satisfied 	Satisfied 	Dissatisfied 	very dissatisfied 
During pregnancy				
In the first two months after the birth of your child				
In the first five years of your child's life				

10. Can you tell us why you were dissatisfied with the support, (if you were)?

.....

11. Please describe any other family support services that you would like to see in the future

.....

12. Was your youngest child breast fed?

YES NO

13. If your answer to Q.12 was YES, please say how long for

.....
.....

14. If yes, how satisfied were you with the support you received?

very satisfied	<input type="checkbox"/>	satisfied	<input type="checkbox"/>
dissatisfied	<input type="checkbox"/>	very dissatisfied	<input type="checkbox"/>

Questions about Post Natal Depression



15. *Some mothers feel low or experience Post Natal Depression after having a child. This is not unusual. We would like to explore this area*

(i) Did you experience these feelings after the birth of any of your children?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	NOT SURE	<input type="checkbox"/>
-----	--------------------------	----	--------------------------	----------	--------------------------

(ii) Have you received any support about this?

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	NOT SURE	<input type="checkbox"/>
-----	--------------------------	----	--------------------------	----------	--------------------------

(iii) If YES, please say what help you received

.....
.....
.....
.....

(iv) How satisfied were you with the support you received?

very satisfied	<input type="checkbox"/>	satisfied	<input type="checkbox"/>
dissatisfied	<input type="checkbox"/>	very dissatisfied	<input type="checkbox"/>

16. Is there any other support you would have liked at this time?

.....

Questions about Services you have used in the last 12 months



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

Services	very satisfied  	Satisfied 	Dissatisfied 	Very dissatisfied  
Midwife				
Health Visitor				
District Nurse				
Baby/Child Clinic				
Social Worker				
GP				
Speech Therapist				
NHS Direct (Out of hours)				

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

Services	very satisfied  	satisfied 	Dissatisfied 	Very dissatisfied  

Playgroups				
Parent & Toddler Group				
Community Groups e.g. Tea-Time Club				
Nursery School (education)				
Early Years Nursery				
Private Day Nursery				
Child Minder				
Toy Library				
Library				
Parks / Playgrounds				
Sports / Leisure				
Swimming / Bramley Baths				
Other (please specify)				

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

.....

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

.....

21. Does your child (children) have special needs?

(Please tick one box)

YES NO

22. If 'Yes' would you mind telling us what these special needs are?

.....
.....
.....

23. Please can you tell us what special needs support you receive?

.....
.....
.....

24. Are you satisfied with the special needs support you are receiving?
Please tick one box)

very satisfied satisfied
dissatisfied very dissatisfied

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

.....
.....
.....

Questions about your child's play and early learning opportunities (children under 5)



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

YES

NO

27. What other play or early learning services do you feel should be provided for your child (children)?

.....

.....

.....

28. How often do you read with your child (children)?
(Please tick)



Every day	Every other day	Weekly	Less Often
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. How do you usually find out about services?

Posters	<input type="checkbox"/>	Newspaper	<input type="checkbox"/>
Library	<input type="checkbox"/>	Local radio	<input type="checkbox"/>
Pre-school / nursery	<input type="checkbox"/>	Family Centre	<input type="checkbox"/>
Leaflets	<input type="checkbox"/>	Schools	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	Local shops	<input type="checkbox"/>

Sure Start
 Other (specify).....

GP / Health Centre

Questions about Sure Start Bramley

30. Have you heard about Sure Start Bramley?
 (Please tick one box)

YES NO

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



- Sure Start leaflet
- Activity Programme / Newsletter
- Library
- Health Visitor / Social Worker / Sure Start Worker
- Word of Mouth

32. Have you (or your family) had any contact with a Sure Start worker in the past twelve months?
 (Please tick one box)

YES NOT SURE NO

33. Sure Start provides a range of services. Please can you tell us how you feel about any of the services you have used?

Services	very satisfied	Satisfied	dissatisfied	very dissatisfied

Outreach Team / Home visits				
Sure Start Support Groups e.g. Teatime Club Tuesday Tots (please circle)				
Sure Start Community Activities				
Parent Information Workers				
Sure Start Play Workers / Creche Services				

34. Sure Start works in partnership with a range of other services. Please can you tell us how you feel about those services you have used?

Services	very satisfied	Satisfied	dissatisfied	very dissatisfied
				
Home Start				
PND Support Groups				
West Leeds Family Services Unit /Home School Link Worker				
Bramley Family Support (BFS) (Hough Lane)				
BFS Toy Library				
BFS Home Safety Equipment Scheme				
BFS Helping Hands Creche				
NSPCC Family Support				
NSPCC Parenting Skills Programme				Continued on next page
CACTISS (Church and Children together in Stanningley and Swinnow)				
Rainbow Play Group				
Sure Start Counselling Service				

Speech and Language Therapy Service				
West Leeds Family Learning Centre Courses				
Other Services <i>(please specify)</i>				

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

.....

36. Are you aware that the services listed in Q.34 are funded or part-funded by Sure Start Bramley?

YES NO

37. What other Sure Start Services would you like to see?

.....

38. Would you be interested in hearing more about Sure Start Bramley?

YES NO

39. If YES please tick the box on Page 2.

Questions about Smoking

Sure Start aims to reduce smoking. We appreciate that this can be a sensitive area!

40. Do you (or your partner) smoke?

You YES NO
Your Partner YES NO

If you answered NO to this question please ignore the next six questions

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

YES NO

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

YES NO

43. If you answered YES to the above question was this:
(Please tick one box)

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

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

YES NO

45. Have you had any help stopping smoking?

YES NO

46. If YES please say what help you received

.....
.....
.....

47. Would you like help stopping smoking?

YES

NO



46. If you would like help stopping smoking please contact Sure Start Bramley (tick box on page 2)



**THANK YOU VERY MUCH FOR COMPLETING THIS
QUESTIONNAIRE**



**Sure Start Bramley
30-32 Elder Road
Bramley
LEEDS LS13 4DL**

Tel No: 0113 2557755

Fax No: 0113 2571850

E-mail: info@surestartbramley.co.uk

Better local public transport?

Other.....

Appendix 5

Parents / Carers with children with special / additional needs: further information

All thirteen parents / carers were female. All were the main carer of the child and all gave their ethnicity as white UK. Their age range is in **Table (i)** below:

Table (i)
Age range of parents / carers with special needs children

Age range	16-25	26-35	36-45	46-55	Over 55	Total
Number of parents / carers	1	7	4	0	1	13

A higher proportion of the parents / carers in this small group were over 35 than in the total participants' group.

Numbers of children in these families are in **Table (ii)** below:

Table (ii)

Number of Children	1	2	3	4	5	Total
Number of families	1	5	4	1	2	13

A rather higher proportion of these families had three or more children

Family Type

Seven of the group said that they lived with *partner*; four said that they lived with *no-one else*; and two said that they lived with *adult relatives*.

Occupation

Six of the group were at *home / looking after children*; two were *retired*; one was *unemployed* ; and one was doing *something else*. Three of them were in *employment*: one *full-time* and two *part-time*. One was in *full-time education*. Six said that their partner was in *full-time* work. Six said that they did not have a partner.

Support during and after pregnancy

Satisfaction levels with services provided during and after pregnancy are set out in **Table (iii)** below:

Table (iii)
Support during and after pregnancy

	Did not receive service	Very dissatisfied	Dissatisfied	Satisfied	Very Satisfied
During pregnancy	3	0	0	4	10
First 2 months	2	0	1	3	7
First 5 years	0	0	1	6	6
Total	(5)	(0)	(2)	(13)	(23)

Levels of satisfaction with support during and after pregnancy for this group are high, and are similar to the views of the whole group of respondents.

Breast-feeding

Five of the group said that they breast-fed their youngest child; eight said that they did not. Four of the five said that they breast-fed their child for up to the first three months; and one said that she breast-fed her child for more than twelve months. Seven of the group commented on their level of satisfaction with the support provided. Five were *very satisfied*; one was *satisfied*; and one was *dissatisfied*.

Post Natal Depression

When asked whether they had experienced post natal depression, four of the group said *yes*; two said *not sure*; and six said *no*. Two of them referred to support they received from their GP and said that they were *very satisfied* (with the support received). Five of them said that they did not receive support at this time. Four of them commented on additional support they would have liked:

Felt low, don't like hospitals.

In hospital a long time, additional needs of child.

Just someone to talk to. I am on my own.

Not to assume no problems with third child.

Two of them said that they did not require additional support.

Satisfaction levels

The main survey found that this group of parents' / carers' satisfaction levels with special needs support were *high / very high*.

Their satisfaction levels with general services are set out in **Table (iv)** below:

Table (iv)
Satisfaction levels with general services

Service provided	Satisfaction Level				
	Not used	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Midwife	3			4	6
Health Visitor	4	1	1	2	5
District Nurse	8			2	3
Baby or Child Clinic	3		2	2	6
Social Worker	6			2	5
GP (Chn. under 5)	6			3	4
Speech Therapist	6			1	6
NHS Direct	6			2	5
Play Groups	6			2	5
Parent/Toddler	7			4	2
Nursery School / Education	7				6
Early Years Nursery	9			2	2
Childminder	12				1
Library (Chn. under 5)	8			3	2
Playgrounds / Parks	4		2	3	4
Sports / Leisure	9			2	2
Bramley Baths	8		1	3	1

Totals	112	1 (1%)	6 (5.5%)	37 (34%)	65 (59.5%)
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Satisfaction levels were high for most services and were similar to the views of the whole group of respondents. Highest satisfaction levels were for *Nursery School / Education* and for *Speech Therapy*.

Satisfaction levels with Sure Start Services are in **Table (v)** below:

Table (v)
Satisfaction with Sure Start Services

Service provided	Satisfaction Level				
	Not used	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Outreach Work	7			2	4
Sure Start Play Workers	8			1	4
Home Start	9		1	1	2
Speech & Language	8				5
Totals	32	0	1	4	15

Satisfaction levels with these services were high.

Sure Start

All thirteen parents / carers had heard about Sure Start Bramley. When asked whether they had had contact with a Sure Start Worker in the last twelve months, ten said *yes*; two said *no*; and one said *not sure*. When asked whether they were interested in hearing more about Sure Start Bramley, eleven said *yes*; and one said *no*.

Play / Learning / Reading

Eleven of this group said that they had access to *good quality play / learning opportunities*; one of them said she did not.

When asked how often they read to their child eight of the group said *every day*; three of them said *weekly*; and one said *less often*.

Questions about Smoking

Nine of this group said that they smoked and four said that they did not. They said that seven of their partners did not smoke; and one did smoke.

Eight of the group said that they smoked before they last found that they were pregnant and two did not. Three of them gave up smoking while they were pregnant (two as soon as they found out) and six did not. One of them started smoking again after the birth of their child, while three did not.

As regards stopping smoking, three had had help in the past and six had not. Three of them said that they would welcome help stopping smoking, and five said that they would not welcome such help.