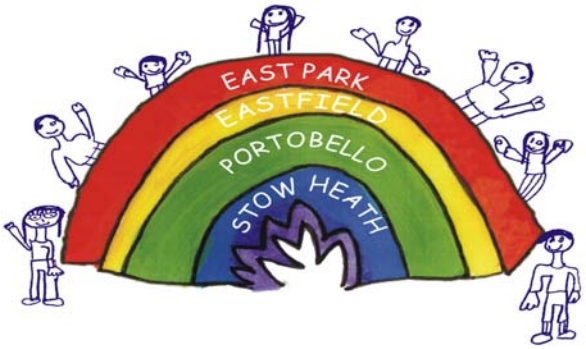
SureStart
Wolverhampton East



Parent and Carer Service User Survey

Findings

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Sure Start Wolverhampton East: Parent and Carer User Survey - Findings

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Introduction

In September 2003, Partners in Change were commissioned by Sure Start Wolverhampton East to carry out a satisfaction survey of parents and carers of under 5s living in the Sure Start area. The original timetable envisaged that the survey itself would be carried out by early December. Unanticipated delays in gaining access to the names and addresses of parents and carers, together with the lengthy process of gaining permissions from ethical bodies meant that the majority of surveys were not carried out until March 2004.

Designing the survey

After initial discussions with the Programme Manager of Sure Start Wolverhampton East, a draft questionnaire was designed by Partners in Change and discussed with a Steering Group of Partnership Board members. Discussions were also held with Paula Latham of NESS (National Evaluation of Sure Start) who offered helpful advice on the design of specific questions. NESS input was also useful in terms of setting the Sure Start Wolverhampton East survey in the context of the national evaluation which is currently underway.

Ethical Approval

Any survey dealing with vulnerable or potentially vulnerable groups, such as children, must have ethical approval before proceeding. This is to ensure that the survey is non-intrusive, will not cause offense and, above all, is actually necessary.

There were two stages to gaining ethical approval. The first was to submit an application to the Local Research Ethics Committee. Partners in Change presented the submission to LREC at their November meeting. Although verbal approval was given by LREC in November, the questions raised verbally at the meeting were then put in writing and the written responses made by Partners in Change had then to be considered by the Chair of LREC before written permission could be given. This took until mid-January.

The second stage of gaining ethical approval involved the Primary Care Trust's own Research and Development Advisory Group, a relatively new body unknown to Partners in Change at the time the survey was commissioned. RADA permission was necessary because Wolverhampton City Primary Care Trust was to be the source of names and addresses for the survey. The names and addresses of parents and carers of under 5s were deemed to be 'patient information'. RADA approved the survey at its meeting at the end of January although written permission took some time to arrive.

Access to names and addresses of parents and carers

For reasons of data protection, Wolverhampton City Primary Care Trust was unwilling to allow Partners in Change, as agents of Sure Start Wolverhampton East, access to the names and addresses of parents and carers living in the Sure Start area. They argued that parents and carers should give consent to being contacted. This meant that the original intention of interviewing a random sample of 100 parents and carers was no longer feasible. The sample would be self-selecting. It was agreed to continue with the survey on this basis.

839 households were eligible to take part in the survey. Wolverhampton City Primary Care Trust wrote to a random selection of 720 of these households asking them to return a form giving consent to taking part in the survey. 94 consent slips were returned.

Access to the names and addresses was restricted by password protecting all computer based data and keeping all paper based material in a locked drawer with restricted access. All information will be removed from computer files and paper based information will be shredded once Sure Start Wolverhampton East is satisfied that the commission has been satisfactorily completed. Under the terms of the agreement entered into with Wolverhampton Primary Care Trust, information about those who took part in the survey cannot be passed on to Sure Start Wolverhampton East.

Carrying out the survey

Four trained nursery nurses were originally recruited and trained to carry out the surveys. Because of the delays incurred, only two of these were able to act as interviewers. Partners in Change provided three additional interviewers from their own staff.

Interviews were carried out during the week and at weekends. Where someone was out, a leaflet with a freephone number was left, asking that Partners in Change be contacted to set up an appointment. Interviewers called up to three times, at different times of day and on different days to find people in. Of the 94 people who had consented to take part, 6 people decided they did not wish to take part in the survey after all. A further 24 were not in on three different occasions and did not respond to the request to use the freephone number to make an appointment. This left 64 interviews successfully completed. Interviews took about 30-40 minutes to carry out. All those who took part were sent a £20 shopping voucher of their choice within 7 days of the interview, to thank them for their time.

A parent-friendly summary of the survey findings will be sent to all those who took part in the survey.

Findings

A. The People Who Took Part in the Survey

a) Area

We wanted to collect information from parents and carers of children aged 0-4 years who live in the area covered by Sure Start Wolverhampton East **(see PLAN 1)**

A total of 64 interviews were carried out.

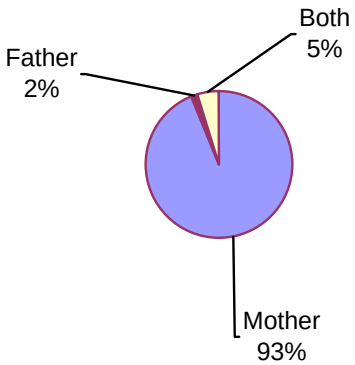
The geographical distribution of respondents was fairly even across the area. Using the area designations adopted by Sure Start Wolverhampton East, the numbers of interviews carried out were as follows:

East Park	8
Eastfield	30
Stow Heath	8
Portobello	18

b) Gender

We asked the interviewees to identify their relationship to the child or children in the household. Although we did not indicate a preference concerning the gender of interviewees, 93% of interviews were carried out with mothers. This probably reflects the fact that the majority of those involved in the early stages of childcare and with the most direct interest in Sure Start are female.

Relationship of interviewee to child



We always directed questions to the person who had agreed to take part in the survey. Where both parents were present, we recorded answers separately for each parent where there was a different response.

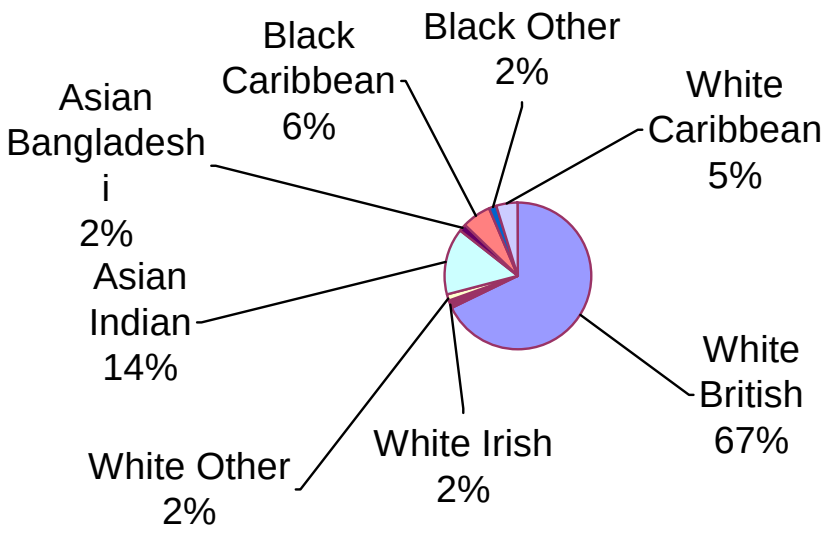
An important objective for Sure Start Wolverhampton East is to make as much contact as possible with fathers. With one exception, all the interviews with fathers present took place at the weekend.

c) Ethnic Origin

We asked the survey participants how they would define their ethnic origin. The categories we identified in this question are based on the standard range used in the Census. The question allowed respondents to state that they did not wish to provide this information, but all respondents answered this question.

71% of the survey population describe their ethnic origin as White (including White British, White Irish and White Other). The second largest group is Asian Indian (14%), and the third group is Black Caribbean and Black Other (8% in total).

Ethnicity of Interviewee



In the 2001 Census, the ethnicity of East Park Ward is described as 83% White, 8% Asian and 6% Black. Our survey population is broadly in line with the ethnic structure of the Ward; the smaller proportion of white

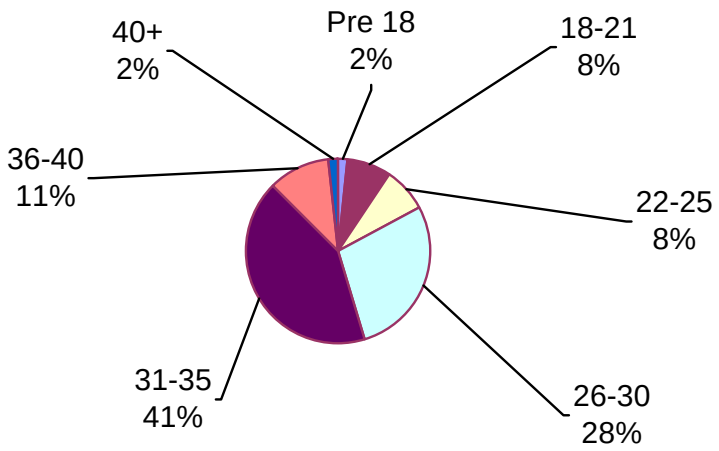
people surveyed may reflect the fact that there is a smaller proportion of white people in the age groups with young children.

(source: 2001 Census)

d) Age of Interviewees

We asked the survey participants their age. Their replies were then grouped into seven categories: 18 years and under; 18 – 21 years; 22 – 25 years; 26 – 30 years; 31 – 35 years; 36 – 40 years; 40+ years.

Age of Interviewee



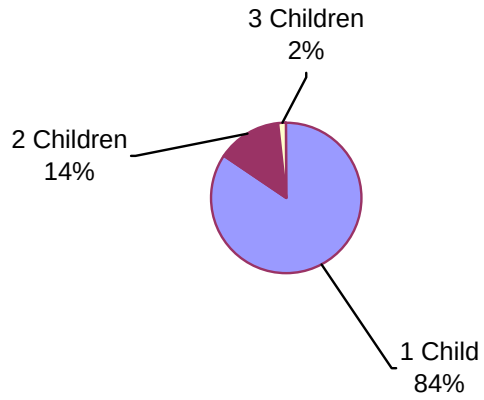
The diagram shows that 10% of the survey participants were under 21 years and 2% were under 18 years. The biggest single group of participants was the group in the 31 – 35 years range.

e) Number of Children Aged 4 and Under

Sure Start is a programme aimed at families with children under four, and parents to be. We therefore asked the survey participants questions about the age of their children. All respondents had at least one child within the Sure Start age group and may have had children in older age groups (see section i below).

The diagram shows the percentage of respondents with one, two and three children aged four and under; none of the respondents had four or more children in this age group.

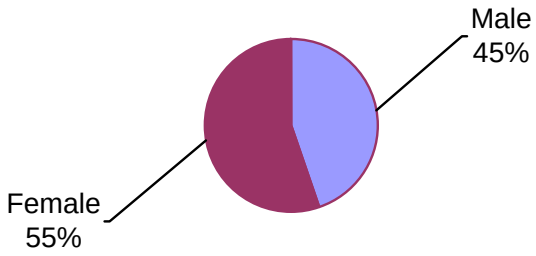
No. of Children under 4 in Household



f) Gender of Children Aged 4 and Under

The survey participants gave the gender of all their children under four years of age. The diagram shows that the survey population of children contains more females than males:

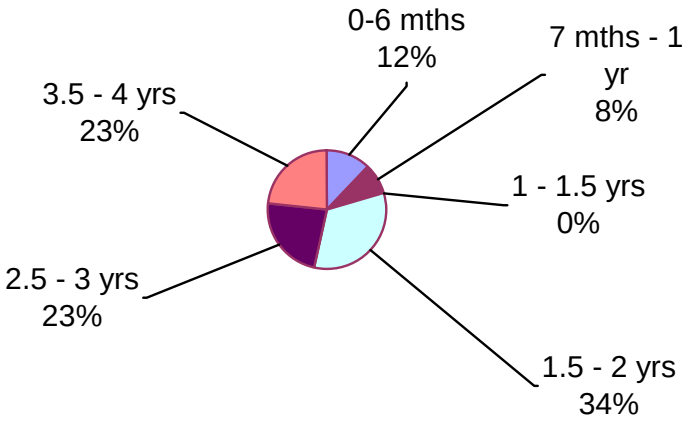
Gender of Children (under 4)



g) Age of Children Aged 4 and Under

The survey participants gave the dates of birth of each of their children aged 4 and under and their replies were grouped into eight categories: 0 – 6 mths; 7 mths – 1 year; 1 year – 1½ years; 1½ - 2 years; 2 – 2½ years; 2½ - 3 years; 3 years – 3½ years; 3½ - 4 years. This table shows……..

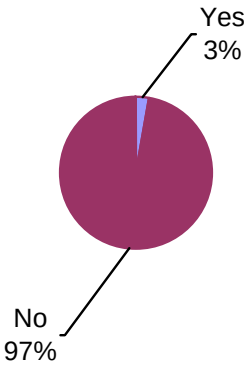
Age of Children (4 and under)



h) Special Needs

We asked the survey participants whether any of their children in the four years and under age group had special needs. The diagram shows that respondents felt that 3% of the children in their households should be included in this category:

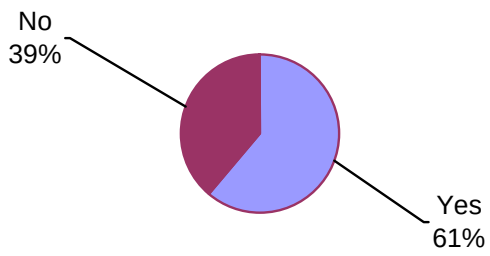
Do any of the children have Special Needs?



i) Older Siblings

We asked the survey participants whether they had older children and, if so, for some information about these children. 61% of the households covered by the survey also included older children:

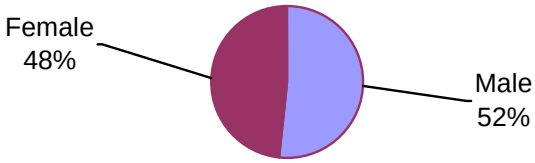
Does the Household include older siblings?



j) Gender of Older Siblings

52% of the older siblings were male and 48% were female:

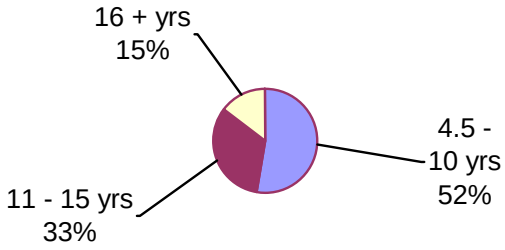
Gender of older siblings



k) Age of Older Siblings

Survey participants gave the ages of each of their children who were aged over 4 years. The diagram shows that just over half of these children are aged between 4½ and 10 years:

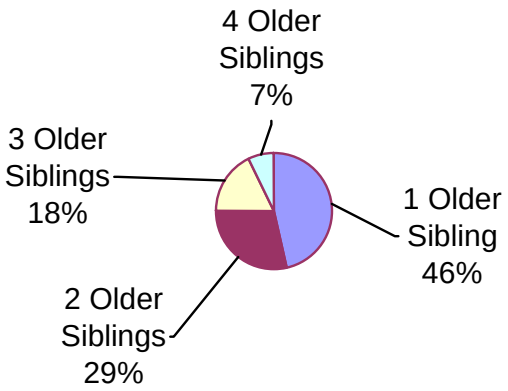
Age of older siblings



l) Number of Older Siblings Living at Home

We asked survey participants to indicate how many of these older siblings live at home. The diagram shows that one older sibling lives in 46% of households with a child (or children) aged under 4; 2 older siblings live in 29% of households; 3 older siblings in 18% of households; and 4 older siblings in 7% of households:

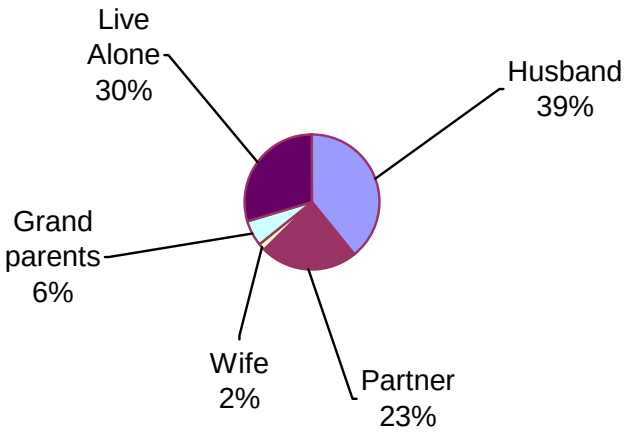
How Many Older Siblings live at home?



m) Other Adults Living in the Home

We asked survey participants whether their household also includes their partner or spouse, the child's grandparent, or, if relevant, the child's other natural parent. The diagram shows that 41% of the participants were married and living together; 30% were lone parents; and 23% were living with a partner:

Who else lives in the home?



National figures indicate that 27% of households with children under 5 are lone parents (24% lone mothers)

(source: 2001 census – national statistics)

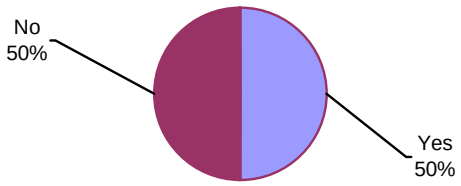
B. Opportunities for Childcare, Early Learning and Play

The Sure Start Programme contains a number of objectives connected with opportunities for childcare, early learning and play. In some cases the objectives are also expressed as specific targets. We therefore asked a number of questions about these topics. The information contained in the replies is set out below and will help to plan future Sure Start projects in the Wolverhampton East Sure Start area.

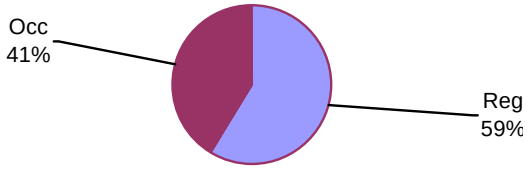
1. Baby Groups/Play & Stay Groups

The children of 50% of the respondents have attended a baby group/play and stay group and, of the respondents using these facilities, 59% have made regular use of them and 41% occasional use.

Has child ever attended baby group/play and stay group?



Frequency of use



The groups used by survey respondents are listed below and the number of survey respondents using each group is shown:

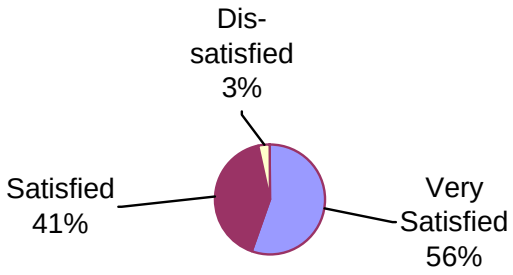
Baby Group/Play & Stay Group Used

St Matthews	**(8)**
Deansfield	**(4)**
Eastfield	**(2)**
Eastfield Library	**(2)**
Bilston Baby Massage	**(1)**
BESS	**(1)**
Noahs Ark, Bilston	**(1)**
Bilston Baptist Church	**(1)**
Bilston Leisure Centre	**(1)**
East Park	**(1)**
Lakeside School, Willenhall	**(1)**
Portobello Community Centre	**(1)**
Stowheath	**(1)**

Two of these facilities have been funded through the Sure Start programme: St Matthews and Portobello Community Centre. St Matthews is used far more frequently by the survey respondents than any of the other facilities.

When asked about their level of satisfaction with these services, 97% of respondents were either satisfied or very satisfied:

How satisfied are respondents with Baby Group/Play & Stay Groups?



Respondents identified a number of reasons why they are satisfied or very satisfied with these services. They think they are a good way for children to mix and develop social skills, and they feel that they are well run and resourced.

Reasons for being Very Satisfied

Good way of children mixing with others of same age	**(4)**
Facilities, activities and events are good and varied	**(3)**
Refreshments, drinks, etc are very good	**(2)**
Good, clean facilities	**(2)**
Good selection of toys and books	**(2)**
Very good storytellers	**(1)**
Child is happy there	**(1)**
Happy with care given	**(1)**
Good for involving adults	**(1)**
Helped bring on child's speech	**(1)**
Taught child to share	**(1)**
Staff are helpful and friendly	**(1)**
Reasonable price	**(1)**

Reasons for being Satisfied

Reasonable toys to play with	**(1)**
Refreshments are adequate	**(1)**
Child able to mix with other children	**(1)**
Able to meet other mums	**(1)**
Nice environment	**(1)**

Very few respondents were dissatisfied with these services. The reasons given below therefore need to be treated with caution.

Reasons for being Dissatisfied

Is not run as would like	**(1)**
No rules/routine for children	**(1)**
Group held at wrong time of day	**(1)**
Can be overcrowded	**(1)**

When asked about improvements that could be made to these services, the respondents had very few suggestions to make:

Improvements to Baby Group/Play and Stay Group

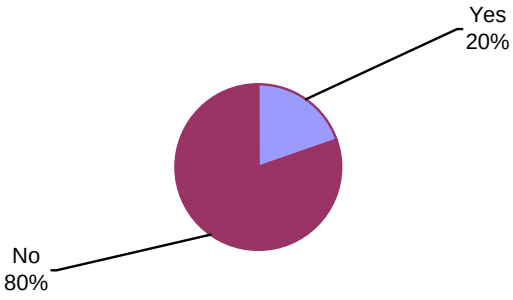
Sessions could be longer	**(1)**
Could do with an afternoon session	**(1)**
More structure	**(1)**

Parents clearly recognise the value of Baby Groups/Play and Stay Groups for their child's development.

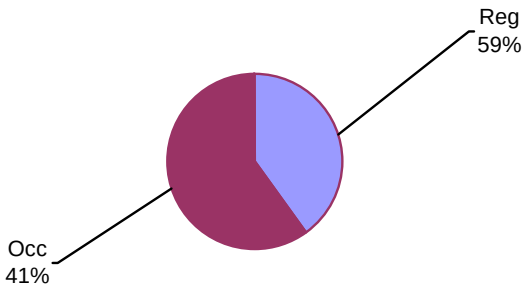
2. Parent and Toddler Groups

The children of 20% of the respondents have attended a parent and toddler group and, of the respondents using these facilities, 59% have made regular use of them and 4% occasional use.

Has child ever attended Parent and Toddler Group?



Frequency of Use



The facilities used are listed below and the number of respondents using each facility is shown:

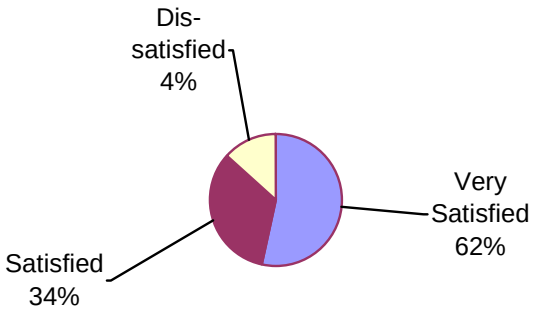
Parent and Toddler Groups Used

St Matthews	**(2)**
Bilston Baptist Church	**(1)**
East Park	**(1)**
Eastfield	**(1)**

Eastfield Nursery	**(1)**
Portobello Community Centre	**(1)**
Methodist Church	**(1)**
Portway Road Library	**(1)**
St Chads Community Centre	**(1)**

When asked about their level of satisfaction with this service, 91% of respondents were either satisfied or very satisfied:

How satisfied are interviewees with Parent and Toddler Services?



Respondents identified a number of reasons why they are satisfied or very satisfied with these services. They believe that parent and toddler groups provide their children with good opportunities for creative play and for mixing with others. They also feel that these groups are well run.

Reasons for being Very Satisfied

Interaction with other children encouraged	**(1)**
Trips and activities are good	**(1)**
Plenty for children to do	**(1)**
Good for involving adults	**(1)**
Friendly	**(1)**
Good, clean facilities	**(1)**
Reasonable price	**(1)**

Reasons for being Satisfied

Lots of activities for children to do	**(1)**
Plenty of toys to play with	**(1)**
Able to play with other children	**(1)**
Children learn a lot	**(1)**
Teach good manners	**(1)**

So few respondents were dissatisfied with these services, the reason given below needs to be treated with caution.

Reasons for being Dissatisfied

Floor was wet and unclean	**(1)**

When asked about improvements that could be made to these services, the respondents had a number of suggestions relating to the design and management of the buildings, activities, timing and (most frequently), costs.

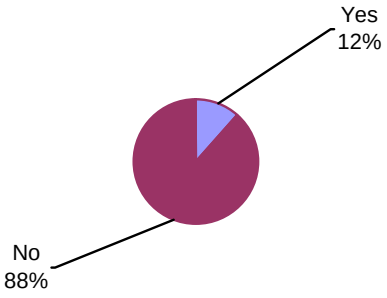
Improvements to Parent and Toddler Groups

Make more affordable	**(3)**
Improve heating – can get very cold	**(2)**
More activities for younger children	**(1)**
Could do with an afternoon session	**(1)**
Hall floor should be carpeted	**(1)**
Improve hygiene, e.g. floor mats	**(1)**
Should have shelter outside	**(1)**
Should have earlier link with school	**(1)**
Should make a charge for outdoor play area	**(1)**

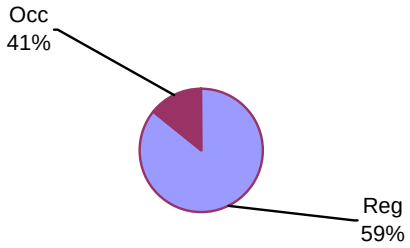
3. Play Groups

The children of only 12% of the respondents have attended a play group and, of the respondents using these facilities, 59% have made regular use of them and 4% occasional use:

Has child ever attended a Play Group?



Frequency of Use



The play groups used are listed below, with the number of respondents using each facility shown:

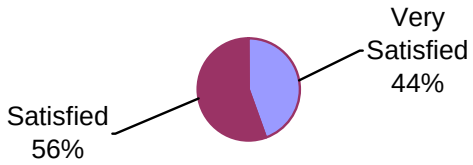
Play Groups Used

Bilston Library	**(1)**
Church	**(1)**
Fallings Park	**(1)**
Fordhouses Methodist Church	**(1)**
Prouds Lane, Bilston	**(1)**
St Matthews	**(1)**
St Chads Community Centre	**(1)**

The level of use of each of these groups by survey respondents is low. We expected this to be the case as only two play groups have existed in the Sure Start Wolverhampton area in recent times – St Matthews Church and Portobello Community Centre. We wanted to see if parents and carers were prepared to travel out of the area to access this service. In general they were either not prepared to travel out of area or were unable to travel out of area

When asked about their level of satisfaction with this service, 100% of respondents were either satisfied or very satisfied.

How satisfied are interviewees with Play Group services?



Respondents identified a number of reasons why they are satisfied or very satisfied with this service. They specify the variety of activities, the opportunities to learn and the happy atmosphere.

Reasons for being Very Satisfied

Have improved child's communication skills	**(1)**
Helps with child's drawing	**(1)**
Children are happy there	**(1)**
Friendly	**(1)**
Good, clean facilities	**(1)**

Reasonable price	**(1)**

Reasons for being Satisfied

Plenty of toys to play with	**(2)**
Able to play with other children	**(2)**
Lots of activities for children to do	**(1)**
Children learn a lot	**(1)**
Teach good manners	**(1)**
Feel comfortable there	**(1)**

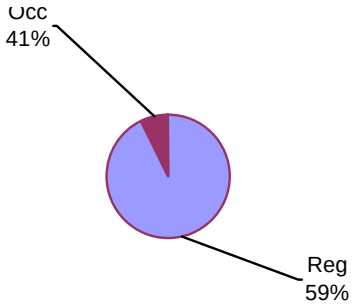
When asked about improvements that could be made, one respondent suggested having more staff.

4. Nurseries

The children of 44% of respondents have attended a nursery and, of the respondents using these facilities, 59% have made regular use of them and 41% occasional use.

Has child ever attended a Nursery?

Frequency of Use



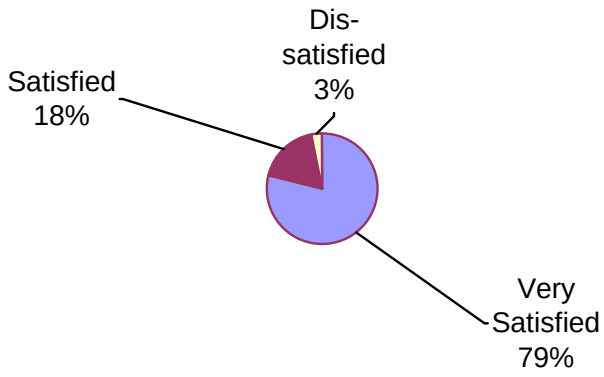
The facilities used are listed below. The table distinguishes private and maintained nurseries, and shows the number of survey respondents using each facility:

Nurseries Used

East Park (Maintained)	**(4)**
Eastfield (Maintained)	**(4)**
Stowheath (Maintained)	**(2)**
Villiers School Nursery (Maintained)	**(2)**
ABC, Willenhall	**(1)**
Ansfield Nursery	**(1)**
Bumblebees	**(1)**
Darlaston Community Centre	**(1)**
Fun for Kids	**(1)**
Moseley Road Nursery	**(1)**
SMART, Waterloo Road	**(1)**
Trinity C of E School (Maintained)	**(1)**
Young Ones, Wednesfield	**(1)**

When asked about their level of satisfaction with the service, 96% of respondents were either satisfied or very satisfied:

How satisfied are interviewees with Nursery Services?



Respondents identified a number of reasons why they are satisfied or very satisfied with these services. They are pleased with the range of activities, the opportunities for learning, and the caring and supportive environment.

Reasons for being Very Satisfied

Good activities	**(4)**
Child has learned a lot	**(3)**
Staff are good	**(2)**
Children are happy	**(2)**
Nice environment	**(1)**
Curriculum and teachers are excellent	**(1)**
Interaction with other children encouraged	**(1)**
Safe and caring environment	**(1)**
Has introduced healthy eating	**(1)**
Helped with child's speech	**(1)**
Staff are very supportive	**(1)**
Good staffing ratio	**(1)**
Feel comfortable with child being there	**(1)**

Reasons for being Satisfied

Nice environment	**(1)**
Answered all my questions	**(1)**

So few respondents were dissatisfied with this service, the reasons given below need to be treated with caution:

Reasons for being Dissatisfied

No programme.	**(1)**
Very expensive even though both are working parents	**(1)**
Sometimes seems to be too many children there	**(1)**
Not enough activities and stimulation	**(1)**
One member of staff speaks inappropriately to children	**(1)**

When asked about improvements that could be made to this service, the most frequent suggestion was action to make nurseries more affordable.

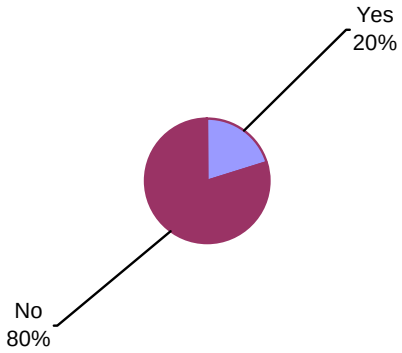
Improvements to Nurseries

Make more affordable	**(3)**
Improve staff	**(2)**
Help working parents	**(1)**
More one-to-one at Eastfield	**(1)**

5. Crèches

The children of 20% of the respondents have attended a crèche and, of the respondents using these facilities, 59% have made regular use of them and 41% occasional use:

Has child ever attended a Crèche?



Frequency of Use

The facilities used are listed below, with the number of survey respondents using each facility shown.

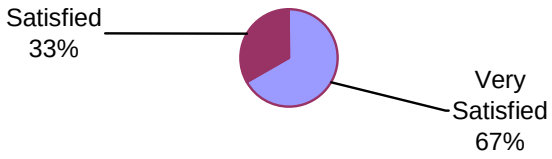
Crèches Used

Deansfield	**(4)**
BESS	**(2)**
Healthland Gym	**(1)**
Merry Hill	**(1)**

Walsall College	**(1)**
IKEA	**(1)**
Sure Start	**(1)**
Wood End Road	**(1)**

When asked about their level of satisfaction with this service, 100% of respondents were either satisfied or very satisfied:

How satisfied are interviewees with Crèche services?



Respondents identified a number of reasons why they are satisfied or very satisfied with these services. They like the opportunities to learn and the quality of the staff.

Reasons for being Very Satisfied

Secure	**(1)**
Education is wonderful	**(1)**
Good variety of activities	**(1)**
Staff are really good	**(1)**

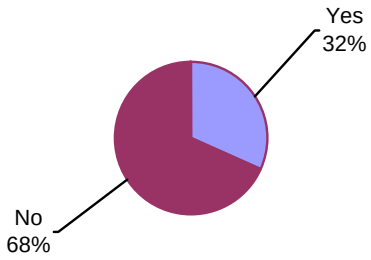
Reasons for being Satisfied

Staff are ok	**(1)**
Child likes it there	**(1)**
Child has learnt a lot	**(1)**
Wanted a good crèche for my child	**(1)**

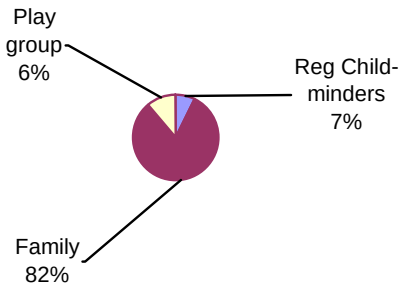
6. Childminders

Only two respondents had used a registered childminder. Grandparents, parents and other family members were used as 'childminders' by 22 of those interviewed. 3 respondents have used friends.

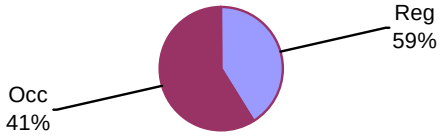
Use of Childminder – Registered and Unregistered



Type of Childminder?

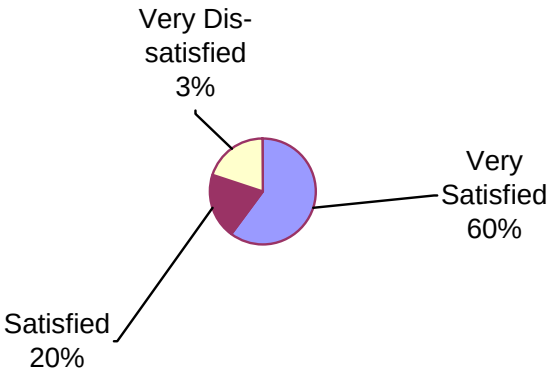


Frequency of Use



When asked about their level of satisfaction with childminding services, 80% of respondents were either satisfied or very satisfied, however 3% of respondents were very dissatisfied

How satisfied are interviewees with Childminder Services?



Respondents identified the reasons for feeling satisfied or very satisfied with the service:

Reasons for being Very Satisfied

Happy with family looking after child	**(3)**
Feel comfortable	**(1)**

Reasons for being Satisfied

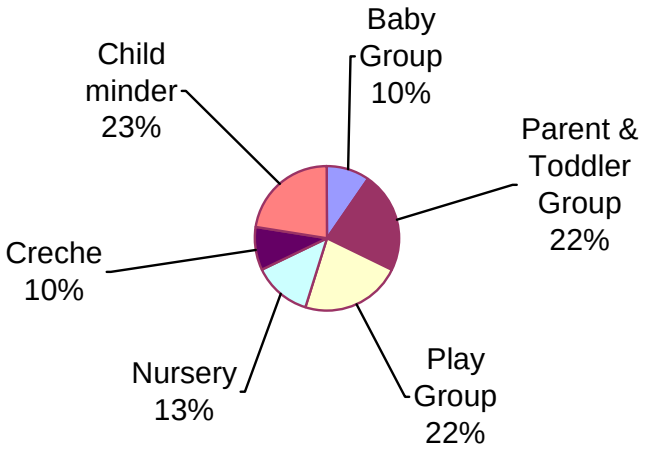
Child stays with a trusted family member	**(1)**

Reasons for being Very dissatisfied

Not a satisfactory experience	**(1)**

7. Services you would like to use

In addition to asking respondents about the services they use, the survey also asked them to identify services which they would like to use but cannot use at present. The most requested services were childminder, parent and toddler groups and play groups:



When asked for their reasons for not using existing facilities, the main problems appeared to be lack of knowledge of what is available and uncertainties about security and cost. The situation could be improved by providing more information and reviewing costs and opening times.

Reasons

Don't know of any in area	**(5)**
Cannot afford it	**(3)**
Waiting until child is older	**(2)**
There is nothing within walking distance	**(2)**
Hear horrible things	**(1)**
Don't know how to sort it out	**(1)**
Scared to leave child and they cannot watch them all the time	**(1)**
Do not like to leave child with people I don't know	**(1)**
No time	**(1)**
Work commitments	**(1)**
Trying to find the right placement	**(1)**

How could things be improved

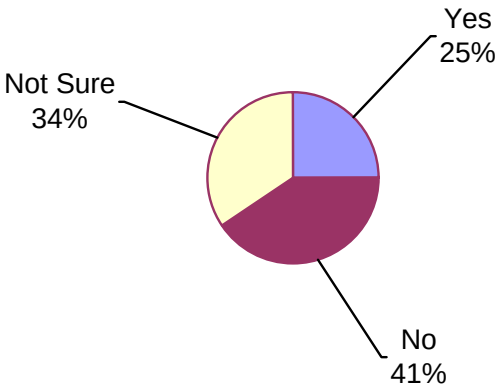
More information and leaflets	**(3)**
Make more affordable	**(2)**
More advertising	**(1)**
More guidance	**(1)**
Financial help – especially for working parents	**(1)**
Have sessions at more suitable times	**(1)**

8. Opportunities for Play and Learning

To conclude this section of the survey on opportunities, respondents were asked about their general views on opportunities for play and learning, and about the sources and types of advice they have used.

25% of respondents think there are enough opportunities for play and learning for under fives in the area, but 41% think that there are not enough opportunities for children in this age range.

Does the interviewee think there are enough opportunities for play and learning for under 5's?



The impact of Sure Start is the reason given most frequently by respondents who think that there are enough opportunities.

Why do you think there ARE enough opportunities

Sure Start has improved things	**(5)**
You need to look for things, but they are available	**(2)**
Improvements have been made	**(1)**
Full age ranges are catered for	**(1)**
Good choice	**(1)**
Plenty to go along to	**(1)**
Could do with more in long school holidays	**(1)**

When people believe that there are not enough opportunities or are unsure about whether there are enough opportunities, shortage of information and distance are the most frequently cited reasons.

Why do you think there ARE NOT enough opportunities

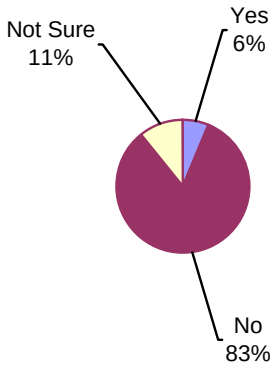
Don't know of any	**(3)**
Not enough places	**(3)**
Need more facilities	**(2)**
Not close enough to home	**(2)**
Haven't much information	**(1)**
Apart from Prouds Lane, don't know of any other than private and they are too expensive	**(1)**
Only know of St Matthews	**(1)**
Everything is too far away	**(1)**
Things available are at Bilston, rather than close at Stowheath	**(1)**
Apart from Nursery there is nowhere to go	**(1)**
When I enquired there seemed very little	**(1)**
Mums with under 5's are isolated	**(1)**

Why are you UNSURE about enough opportunities

Don't know of any	**(5)**
There is a lack of information	**(3)**
New to area	**(2)**
Have not paid much attention	**(1)**
Only heard about Sure Start	**(1)**
Am unable to get out and see for myself	**(1)**
Haven't looked into it	**(1)**

83% of respondents do not think that there are enough good quality play areas for under 5's:

Does the interviewee think there are enough good quality play areas for under 5's?



The main reasons given by this group, and the smaller group (11%) who are not sure, are the distances to play areas, the perception that they are not safe and the need to define more clearly the areas for young children.

Why do you think there ARE NOT enough quality play areas?

Nothing is close enough	**(8)**
Parks are not safe	**(7)**
Need somewhere safe	**(7)**
Younger children need separate play areas	**(6)**
East Park is disgusting – there is so much unused potential	**(5)**
No facilities for young children at East Park	**(3)**
Big kids get in the way	**(3)**
Parks are dirty	**(3)**
Only East Park and would not use!	**(3)**
Too much vandalism at East Park	**(2)**
Nowhere suitable	**(2)**
Lots of fields, but not designated areas	**(2)**
Dog mess, cigarette ends, etc	**(2)**
Need something on estate where we live	**(1)**
Only one park that I know of and the older children take over	**(1)**
Lack of space	**(1)**
All decent parks are too far away	**(1)**

Why are you UNSURE about quality play areas?

None in walking distance	**(1)**
Don't know what is out there	**(1)**
Am more concerned about quality on play in child's	

carers area	**(1)**
Don't know area well enough	**(1)**
Only Heath Town Park which has been improved	**(1)**

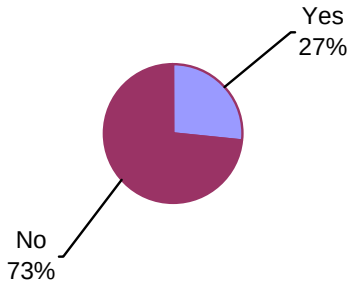
Only a small number of respondents thought that there are enough good quality play areas for under 5's. These people appear to live close enough to the local parks.

Why do you think there ARE enough quality play areas?

2 Parks are close by	**(1)**
Parks are near and are good	**(1)**
There are places to play outside of home	**(1)**
East Park is OK	**(1)**

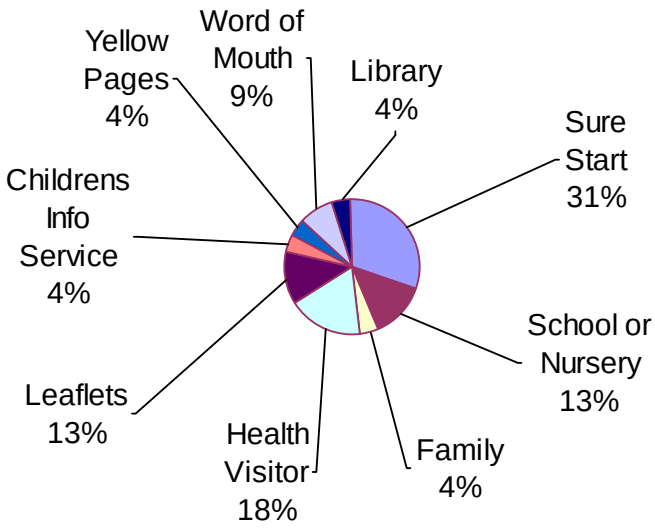
Only 27% of respondents had been given advice about opportunities for play and learning:

Has anyone given you advice about opportunities available for play and learning?



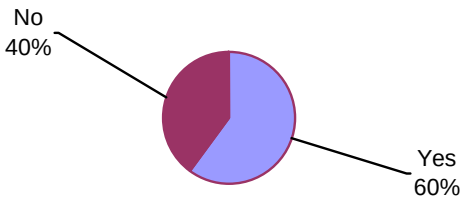
and Sure Start was by far the most frequently identified source of advice:

If yes, who gave you the advice?



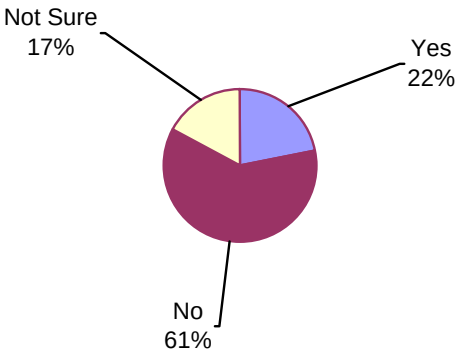
Most people felt that where information had been made available it had made a difference to the actions they had taken to find play and learning opportunities for their children.

Did the advice make a difference to you?



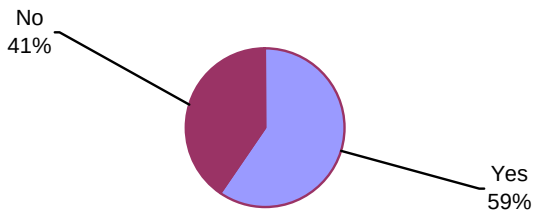
but 61% of the respondents did not feel that enough information is available.

Is there enough information available?



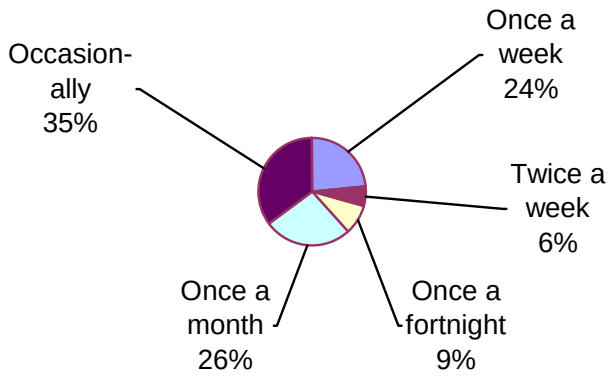
We concluded this part of the survey by asking respondents questions about the use they make of the local library. 59% of respondents use the library, at least occasionally:

Do you use the local library?



and 24% of respondents use their local library at least one a week. Libraries used include Eastfield, Heath Town, Bilston and Willenhall.

If so, how often?



C. Health

Improving health is an important Sure Start objective. Within the Programme there are a number of targets related to reducing the proportion of mothers who continue to smoke during pregnancy; providing information and guidance on breast feeding, nutrition, hygiene and safety; reducing the number of children admitted to hospital as an emergency; and increasing the availability of ante-natal advice, support and information available to all pregnant women. We therefore asked a number of questions designed to increase understanding of the factors which have a bearing on these targets.

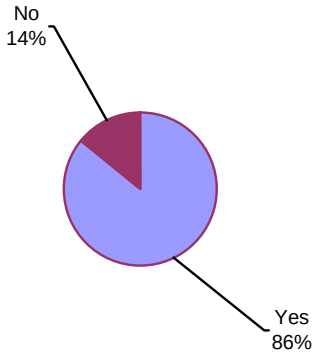
1. Registration with GPs and Dentists

Through our initial questions we confirmed that all respondents, and the children of all respondents, are registered with a GP. The respondents use a number of different GP practices spread over a wide area from the town centre, through the Eastfield, East Park and Wednesfield Road areas, across to Bilston. The practices used most frequently by survey respondents are listed at the top of the table and the least frequently used lower down.

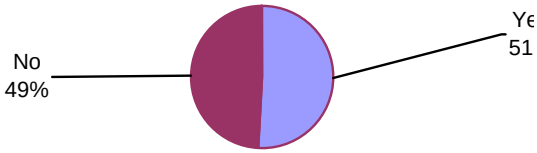
Bilston Health Centre	**(11)**
Jonesfield Crescent	**(6)**
Tyburn Road	**(6)**
Brooklands Parade	**(5)**
East Park Medical Centre	**(5)**
Croft Street, Willenhall	**(3)**
Dilloways Lane	**(3)**
Woden Road, Heath Town	**(2)**
Willenhall Health Centre	**(4)**
Tudor House	**(2)**
Church Street, Bilston	**(2)**
Chervil Rise, Heath Town	**(2)**
Fisher Street, Willenhall	**(1)**
Steelhouse Lane	**(1)**
Thornley Street	**(1)**
Walden Road	**(1)**
Prestwood Road	**(1)**
Portobello	**(1)**
Prouds Lane	**(1)**
Wellington Road	**(1)**
Bradley	**(1)**
Dover Street	**(1)**
Pendeford Health Centre	**(1)**
Raynor Road, Fallings Park	**(1)**

Although all respondents, and the children of all respondents, are registered with a GP, this is not the case with dentists. Only 86% of respondents, and only 51% of the children of respondents, are registered with a dentist. Where children are not registered with a dentist, the most common reason given was that the child was not old enough.

Is interviewee registered with a Dentist?



Is interviewee's child registered with a Dentist?



The respondents use a number of different dentists spread over a wide area from the town centre, along the Willenhall, Wednesfield and Cannock Roads, and across to Low Hill and the Scotlands, the north west and Bilston to the south east.

Bilston	**(11)**
Brooklands Parade	**(7)**
Willenhall Road	**(4)**
Wolverhampton City Centre	**(4)**
Willenhall	**(3)**
Wednesfield	**(3)**
Bilston Health Centre	**(2)**
Church Street	**(2)**
Neachells Lane	**(2)**
Wellington Road	**(2)**
Ravel Dentist, The Scotlands	**(2)**
New Road, Willenhall	**(1)**
Wednesbury	**(1)**
Anstrums, Wednesfield	**(1)**
Wednesfield Road	**(1)**
Coseley Road	**(1)**
Prouds Lane	**(1)**
Cradley Heath	**(1)**
Cannock Road	**(1)**
Bushbury	**(1)**
Nr St Matthews Church	**(1)**

Only limited information was obtained from the people who are not registered with a dentist. The material provided suggests that problems are encountered in finding a dentist able to take on a new patient.

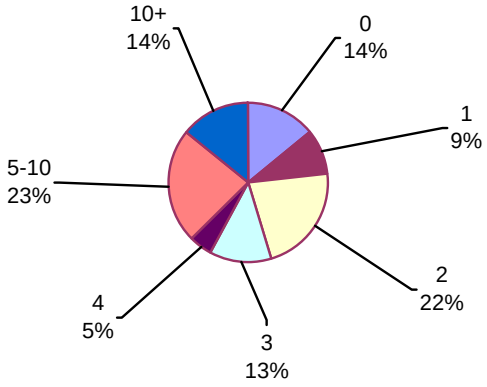
Reasons for NOT being registered with Dentist

Still trying to find one	**(1)**
Missed appointments due to problems in last pregnancy and got taken off register	**(1)**
Cannot find one that will take NHS patients	**(1)**
Trying to get on books	**(1)**

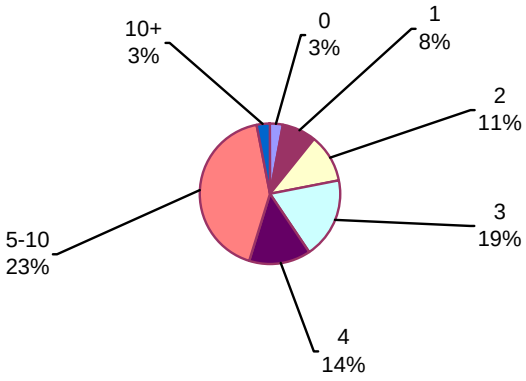
2. Use of GPs and Levels of Satisfaction

We asked respondents how many times they have visited their GP in the last 12 months – firstly, for themselves, and secondly, with a child.

How many times has interviewee visited GP in last 12 months?



How many times has interviewee visited GP in last 12 months with a child?



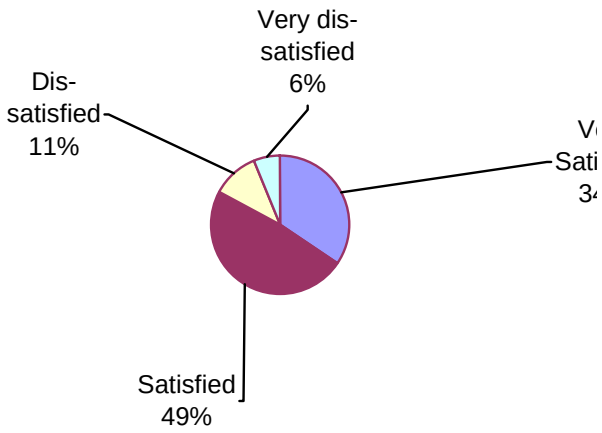
National statistics indicate that women aged 16-44 visit their GP, on average, 6 times per year.

(source: Office for National Statistics, 2002)

When we asked respondents how satisfied they are with their GP, 83% stated that they are satisfied or very satisfied.

Interviewers noted that although respondents complained about various matters connected with GPs, they were reluctant to record any dissatisfaction with GP services.

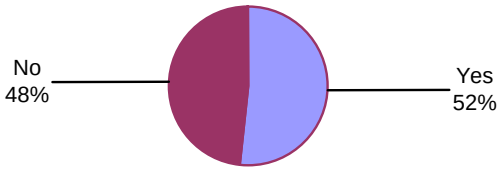
How satisfied has interviewee been with GP?



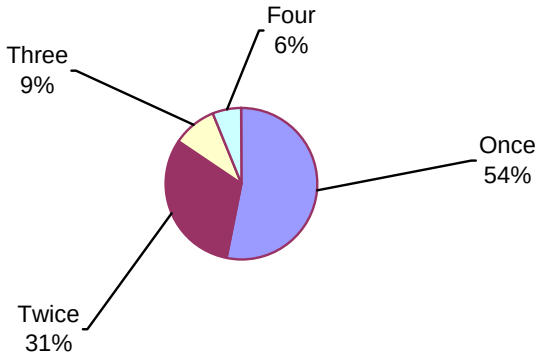
3. Use of A & E and Levels of Satisfaction

We asked respondents whether their child has ever attended the Accident and Emergency Department at the hospital and, if so, we asked how often they have attended and whether they were satisfied with the service. A child of just over half of the respondents had attended A & E; of the respondents with experience of A & E, just over half have only attended once, though 15% have attended on three or four occasions.

Has interviewee's child ever attended A & E?



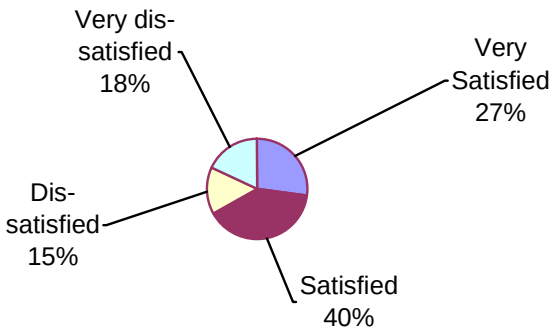
If so, how many times?



67% of the people who had attended A & E were either satisfied or very satisfied with the service.

Most dissatisfaction was expressed over long waiting times at A & E

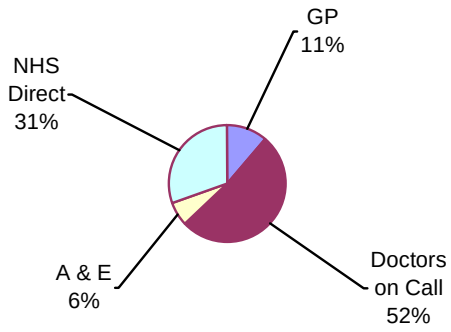
How satisfied was interviewee with A & E?



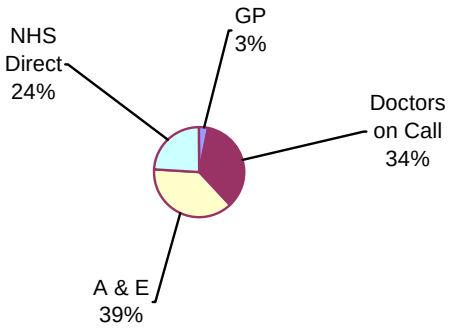
4. Use of Night time and Weekend Services

We asked respondents who they would contact if their child were taken ill at night or at the weekend. We identified GP, Doctors on Call, A & E and NHS Direct, and we asked for any other suggestions. We also asked respondents to place their sources in order of priority.

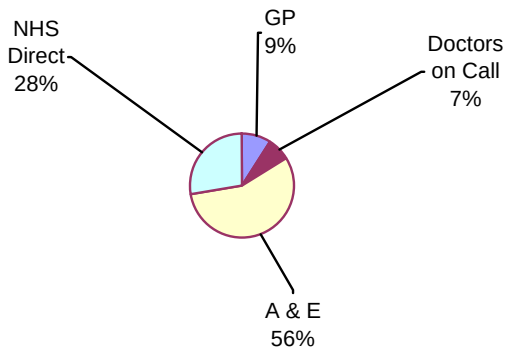
If interviewee's child was taken ill at night or weekend who would you contact 1st?



If interviewee's child was taken ill at night or weekend who would you contact 2nd?



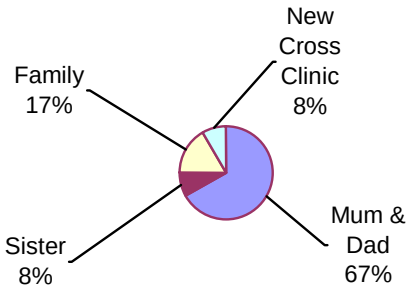
If interviewee's child was taken ill at night or weekend who would you contact 3rd ?



Just over a half of respondents would use Doctors on Call as their first choice for an out of hours service and roughly a third of respondents would use NHS Direct.

By far the main alternative to the four NHS Services specified in this question was "mum and dad":

If interviewee's child was taken ill at night or weekend who else would they contact?



Those interviewed showed a good understanding of the system. For example, most understood that their GP was unlikely to be available out of hours.

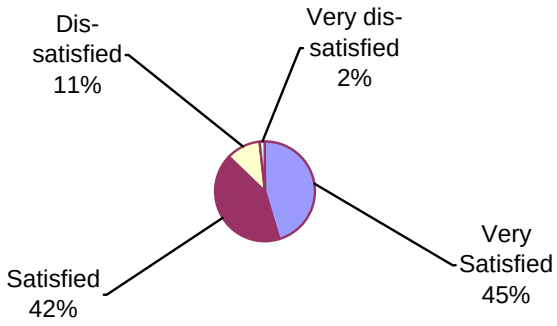
5. Use of Ante-Natal Services and Clinics, and Levels of Satisfaction

We asked respondents to identify the sources they had used for ante-natal advice. The responses revealed a wide range of sources of advice, although by far the most frequently identified source was their GP. New Cross Hospital and the midwifery service were also important sources of advice.

GP clinic	**(43)**
New Cross Hospital	**(13)**
Midwife gave excellent advice	**(8)**
Bilston Health Centre	**(6)**
General Advice	**(3)**
Did not attend	**(2)**
Health Visitor gave regular check ups	**(2)**
Chatted to other mums to be	**(1)**
Had twins so at Hospital quite a lot	**(1)**
GP gave good advice generally	**(1)**
Special care due to own medical condition	**(1)**
Water aerobics	**(1)**
Aqua ante-natal	**(1)**
Consulted mother and friends	**(1)**
Portobello Medical Centre	**(1)**
Ante-natal at Manor Hospital	**(1)**
Willenhall Medical Centre	**(1)**
Redhill Clinic	**(1)**
Parencraft Classes	**(1)**

87% of the respondents were either satisfied or very satisfied with the ante-natal health advice and service they received. These respondents gave a variety of reasons for this view, though the common theme appears to be the ready availability of relevant information and advice from professional workers who they trusted.

How satisfied was interviewee with ante-natal health advice and services received?



Reasons for being Very Satisfied

Had all the advice I needed	**(5)**
Very helpful	**(3)**
Midwife was really helpful	**(3)**
Excellent midwives	**(2)**

Very good information	**(2)**
Felt I could approach them about any issue	**(2)**
Structured service	**(2)**
Gave information freely	**(2)**
Answered my questions.	**(2)**
Always available to ring up	**(2)**
Straightforward advice	**(2)**
Regular checks	**(1)**
Specialist service	**(1)**
Had difficult pregnancies, but had lots of information and they reacted quickly to any issues that arose	**(1)**
Consistency of support from Midwife	**(1)**
Brilliant all the way through pregnancy	**(1)**
Nurses are very good	**(1)**
Good experience in hospital – followed birth plan	**(1)**
Put mind at rest	**(1)**
Midwife talked to me and seemed interest – not "just a job"	**(1)**
Never felt that I was a problem	**(1)**
Level of care was good	**(1)**
Picked up pre-eclampsia early in first pregnancy	**(1)**

Reasons for being Satisfied

Good advice	**(4)**
Nice and helpful	**(3)**
Did the job	**(2)**
Help was there if needed	**(1)**
Could go when I wanted	**(1)**
Always got the answers I needed	**(1)**
Good, basic information	**(1)**
Good midwife	**(1)**
Got information I needed	**(1)**
Wasn't overwhelmed with too much information all at once	**(1)**
Friendly	**(1)**
Explained things	**(1)**
Did not offer information – but if I asked a question they would answer	**(1)**

13% of the respondents were either dissatisfied or very dissatisfied. The number of people with these views is low and it would not be appropriate to draw any definite conclusions from the reasons given. However, some people have missed out on the advice and information which most respondents reported that they received. The reasons specified are listed below.

Reasons for being Very Dissatisfied

Don't see Health Visitor very often	**(2)**
Not forthcoming with information	**(1)**

Felt pressured	**(1)**
Bounty book in Hospital is what I relied on for information	**(1)**

Reasons for being Dissatisfied

Don't see Health Visitor very often	**(3)**
Didn't encourage me	**(1)**
Wanted to look at birthing suite but kept getting put off	**(1)**
New Cross is unclean	**(1)**
Was told I would have to give birth in Observation Ward	**(1)**
Not enough information and support	**(1)**
Long waiting times	**(1)**
Crowded waiting areas	**(1)**
They assume that you know all there is to know if you have older children	**(1)**

All respondents, whether satisfied or dissatisfied with pre-natal clinics and advice services, were asked for suggestions about improvements that could be made. The main group of comments relates to the need for the service to be more convenient for the expectant mothers, with a better appointment system and reduced waiting times, and with more home visits. The full list of comments is set out below.

What improvements could be made

More home visits	**(4)**
Improve waiting times	**(4)**
Better appointment system	**(3)**
Show more care	**(2)**
More staff	**(1)**
More clinics for pregnant women to socialise	**(1)**
Listen more	**(1)**
Encourage more	**(1)**
Someone should contact you personally	**(1)**
Made me feel that it wasn't necessary to attend	**(1)**
More explanation needed of what is going on and why decisions are being made	**(1)**
Appointments at long intervals means nobody wants to raise small things in between	**(1)**
Improve after care	**(1)**
A group for new mums	**(1)**
Help mother enjoy experience	**(1)**
More personal touch	**(1)**
More advice for mother as an individual – not just for about the baby	**(1)**
Make more practical	**(1)**
Longer one-to-one sessions and quality time with the midwife	**(1)**
Somewhere for children to play whilst being seen without leaving them out of sight	**(1)**

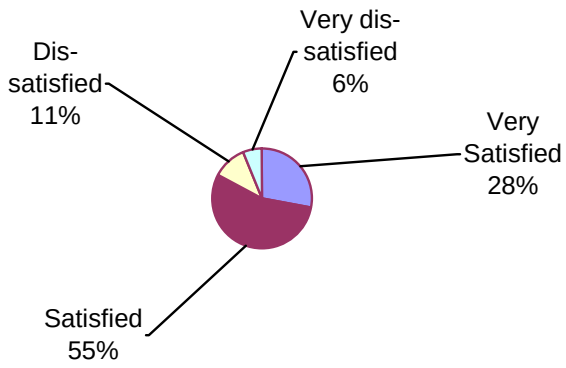
6. Other Health Services

We asked respondents for their level of satisfaction with a number of other health services. For each service, we asked them to give reasons for their views and to suggest improvements that could be made.

a) GPs

83% of respondents were satisfied or very satisfied with this service and 17% were dissatisfied or very dissatisfied. The main reasons why respondents feel satisfied are the willingness of the doctor to listen and to make the patient feel comfortable and confident that she is receiving good advice. The absence of such a relationship is the main reason why other respondents were dissatisfied with the service.

How satisfied is interviewee with GP service?



Reasons for being Very Satisfied

GP listens	**(4)**
Good service and advice	**(3)**
Don't feel rushed	**(2)**
Staff are great, especially with young children	**(1)**
Does not make me feel uncomfortable	**(1)**
Excellent	**(1)**
No waiting times	**(1)**
GP knows me well	**(1)**
Happy with service	**(1)**
Explains things	**(1)**
Gives good treatment	**(1)**
Have known GP since I was a child	**(1)**

Reasons for being Satisfied

Waiting too long	**(3)**
GP listens	**(3)**
Gives good advice	**(2)**
Doesn't show enough care	**(1)**
Thorough GP	**(1)**
Whenever I phone they come out in an emergency	**(1)**
Explains reasons for medication	**(1)**
Do best they can	**(1)**
Can never get an appointment	**(1)**
Close at hand	**(1)**
Respond well	**(1)**
Always act on my concerns	**(1)**
Have known GP since I was a child	**(1)**
Feel comfortable	**(1)**
Waiting times are ok	**(1)**
Can talk to GP	**(1)**
GP spends time with you	**(1)**
Don't get fobbed off	**(1)**
Doesn't make me feel like a paranoid mother	**(1)**

Reasons for being Dissatisfied

Does not listen	**(2)**
Do not feel that GP is interested	**(2)**
Not a good GP	**(1)**
Abrupt manner	**(1)**
Very judgemental about smoking – affects treatment given	**(1)**
Haven't got enough time for people anymore	**(1)**
GP thinks I am an over-protective mum	**(1)**
Too quick to get you out of the door	**(1)**
Long waiting times for appointments	**(1)**
Don't seem to care	**(1)**

Reasons for being Very Dissatisfied

Bad advice	**(2)**
Long wait for appointment	**(2)**
Does not examine	**(1)**
GP hasn't got a clue	**(1)**
Had a particular medical problem for some time – GP repeatedly fobbed me off	**(1)**
Not a pleasant GP	**(1)**
No regular GP just locums – difficult to build up a relationship	**(1)**

All respondents, whether satisfied or dissatisfied, were asked for suggestions about improvements that could be made to their GP service. The main theme emerging from the varied responses is the wish for a service where GPs are

more readily available, with shorter waiting times and more time available to spend with patients.

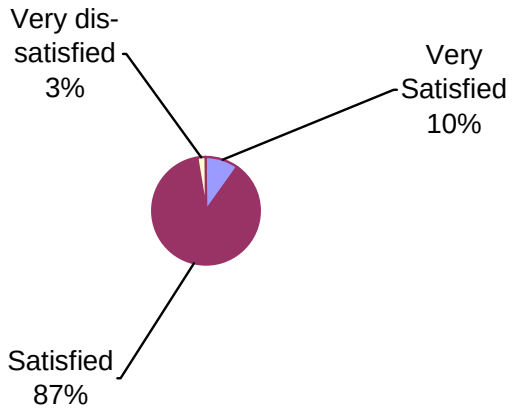
What improvements could be made?

New GP	**(5)**
Improve waiting times	**(4)**
GPs should listen more	**(3)**
Improve waiting areas – not enough space for pushchairs	**(2)**
Improve appointment system	**(2)**
Show more care	**(1)**
Be more available	**(1)**
Quicker service	**(1)**
Stop being greedy and having too many patients on books	**(1)**
Keep up to date with paediatrics	**(1)**
More GPs	**(1)**
Toy boxes in waiting areas	**(1)**
GP has too many surgeries	**(1)**
Spend more time with patient	**(1)**
Get a permanent GP instead of various locums	**(1)**
Introduce a system to give free prescriptions for ongoing illnesses	**(1)**
GP is always late therefore we are kept waiting	**(1)**
Make more of an effort	**(1)**
Be more attentive	**(1)**

b) Dentists

97% of respondents were satisfied or very satisfied with their dentist and 3% were very dissatisfied. Respondents are happy with the service because they are pleased with the dental treatment they receive, they feel that the dentist is friendly and the service is well-run and responsive to the needs of children. No respondents are "dissatisfied" with the service, though a small number are "very dissatisfied". The particular reasons for this viewpoint are listed in the table.

How satisfied is interviewee with Dentist service?



Reasons for being Very Satisfied

Have had no problems	**(5)**
Puts me at ease	**(3)**
Good treatment	**(2)**
Really good with children	**(2)**
Good service	**(1)**
Friendly and efficient	**(1)**
Helpful	**(1)**
Always phone me to remind about appointments	**(1)**
Really nice	**(1)**
Children feel relaxed	**(1)**
Pleasant, nice environment	**(1)**
Fully informs me of treatment	**(1)**
Have known dentist since I was a child	**(1)**

Reasons for being Satisfied

Good with children	**(5)**
Nice and friendly	**(2)**
Can always get an appointment	**(2)**
Pleased with practice	**(1)**
Decent service	**(1)**
Takes time and listen	**(1)**
Doesn't presume things	**(1)**
Plenty of toys in waiting areas	**(1)**
Friendly and gentle with children	**(1)**
Never waiting too long	**(1)**
Explains things	**(1)**
Puts me at ease	**(1)**
Straightforward service	**(1)**
Familiarity	**(1)**

Reasons for being Very Dissatisfied

Clinic up stairs – difficult to get pushchair up	**(3)**
Painful experience when having a check up	**(1)**
Messed me about	**(1)**
Rushed appointments	**(1)**
Receptionists are very rude	**(1)**

All respondents, whether satisfied or dissatisfied, were asked for suggestions about improvements that could be made to their dental service. Suggestions about improved access and reception staff reflected some particular problems reported by the "very dissatisfied" group of respondents.

What improvements could be made?

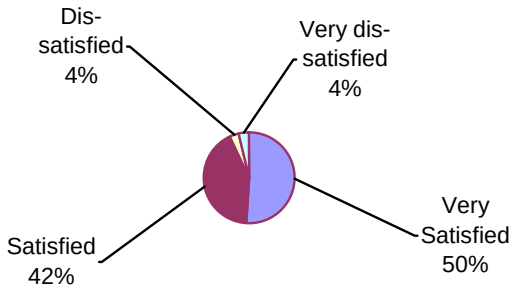
Improve access to clinic	**(3)**
Improve reception staff	**(2)**

Improve waiting times for appointments	**(1)**
Environment could be more baby friendly	**(1)**
Improve adult treatment	**(1)**
Better communication	**(1)**
More staff	**(1)**
Provide toys for children to play with whilst waiting	**(1)**
Better attitude on Reception Desk	**(1)**
Make more affordable	**(1)**
Treat NHS and private patients the same	**(1)**

c) Baby Clinics

92% of respondents are satisfied or very satisfied with the baby clinic services and 8% were dissatisfied or very dissatisfied. Respondents are happy with the service because it provides good, practical advice and helps patients to feel comfortable. The small number of dissatisfied respondents appear to have experienced delays in accessing the service and were then not given enough time to deal with their concerns.

How satisfied is interviewee with Baby Clinic service?



Reasons for being Very Satisfied

Good information and advice	**(4)**
They listen	**(3)**
Prompt response	**(2)**
Never felt a problem	**(2)**
Given more advice than by own GP	**(1)**
Good service	**(1)**
Always someone to help if I needed anything	**(1)**
Helped through pregnancy	**(1)**
Excellent	**(1)**
No waiting	**(1)**
Monitored all the time	**(1)**
Consistent support	**(1)**
Good facilities and toys	**(1)**
Lots of time for you	**(1)**
Felt comfortable	**(1)**
Explained things	**(1)**

Reasons for being Satisfied

Good advice and practice	**(2)**
Good service	**(2)**
Handy and local	**(1)**
Happy with service	**(1)**
Always helpful	**(1)**
Didn't feel like a problem	**(1)**
Sort out problems	**(1)**
Took time to answer questions	**(1)**
Friendly and helpful	**(1)**
Don't go that often	**(1)**

Reasons for being Dissatisfied

No appointment system	**(1)**
Long waiting times	**(1)**
Felt rushed	**(1)**
No information – have to keep asking for it	**(1)**
Found it quite stressful	**(1)**
Don't spend time with you	**(1)**

Reasons for being Very Dissatisfied

Slow service	**(1)**
Always crowded	**(1)**
System is poor	**(1)**

All respondents, whether satisfied or dissatisfied, were asked for suggestions about improvements that could be made to the baby clinic service. Suggestions about waiting times and appointments reflect the concerns of the dissatisfied respondents about delays in accessing the service.

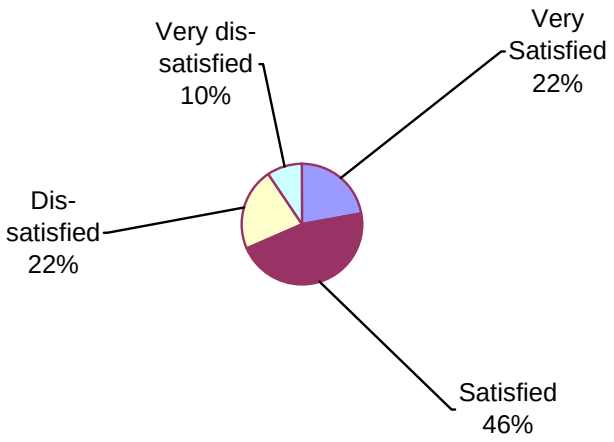
What improvements could be made?

Improve waiting times for appointments	**(3)**
Provide pram space	**(2)**
More communication	**(2)**
More times to be seen	**(1)**
More information needs to be provided	**(1)**
Separate clinic into sections (i.e., immunisation; weighing, etc)	**(1)**
Be more varied with appointments and times	**(1)**
Need play area for children	**(1)**

d) Hospital Services

68% of respondents were satisfied or very satisfied with hospital services and 32% were dissatisfied or very dissatisfied. Respondents express satisfaction with the service because they feel that their problems have been dealt with in a caring and professional manner. Many factors appear to contribute to dissatisfaction, though long waiting times are the problem referred to most frequently.

How satisfied is interviewee with Hospital services?



Reasons for being Very Satisfied

Good service	**(2)**
Have done more for baby than own GP	**(1)**
Look after children well	**(1)**
Had premature baby and care was good	**(1)**
Dealt with emergency section very well	**(1)**
Reassuring manner	**(1)**
Good communication	**(1)**
Doctors are friendly	**(1)**
Appointments are kept	**(1)**
Kept me fully informed	**(1)**
Staff are excellent	**(1)**
Very good experience at Manor Hospital	**(1)**

Reasons for being Satisfied

Always helpful and right advice	**(4)**
Got all the information I needed	**(2)**
Not had much contact with hospital	**(2)**
No complaints	**(1)**
They try their best	**(1)**

Helpful	**(1)**
Prompt	**(1)**
Good level of general care and information	**(1)**

Reasons for being Dissatisfied

Long waiting times	**(4)**
Didn't take enough time to explain things	**(2)**
Need more care and check ups	**(1)**
Baby was small, didn't feel that hospital did anything about it	**(1)**
Untidy and unwelcoming	**(1)**
Poor aftercare	**(1)**
No staff	**(1)**
Awful car parking	**(1)**
Failed to diagnose child's serious health condition	**(1)**
Was classed as an over anxious mother	**(1)**
Left me waiting for a long time when waters broke – felt like I had been left on my own	**(1)**
Poor care	**(1)**

Reasons for being Very Dissatisfied

Long waiting times	**(3)**
Had to go to Manor and New Cross had bad attitude	**(1)**
Terrible car parking	**(1)**
Poor experience with labour and aftercare	**(1)**
Some staff seemed inexperience	**(1)**
Was discharged even though they knew that the baby was not feeding properly. Ended up going back and being kept in.	**(1)**

All respondents, whether satisfied or dissatisfied, were asked for suggestions about improvements that could be made to hospital services. The most frequent suggestion was shorter waiting times, reflecting the finding that long waiting times are the main cause of dissatisfaction with hospital services. The second most frequently mentioned improvement was the need for improved car parking. A group of related suggestions referred to the need for more staff and for more time, especially more quality time, to be spent with parents and children.

What improvements could be made

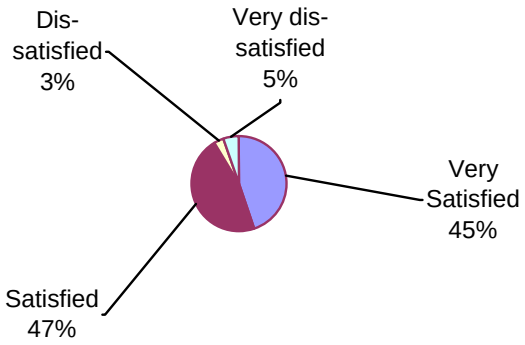
Less waiting time	**(12)**
Better parking	**(6)**
Improve food	**(2)**
Listen to parent/child more	**(2)**
Improve midwives	**(1)**
Quicker services	**(1)**
More staff	**(1)**
Put more effort in well being and children	**(1)**

Clean/tidy waiting areas	**(1)**
Explain and support more	**(1)**
Improve bedside manner of midwives	**(1)**
More senior staff should be on call	**(1)**
Have more time for patients	**(1)**
Show more empathy	**(1)**
Doctors should be more supportive	**(1)**

e) Health Visitor Service

92% of respondents are satisfied or very satisfied with the health visitor service and 8% are dissatisfied or very dissatisfied. Respondents found the service helpful and friendly, and valued the information and advice provided by the health visitors. The people who expressed dissatisfaction mainly seem to have had problems in making contact and securing regular visits.

How satisfied is interviewee with Health Visitor service?



Reasons for being Very Satisfied

Good advice	**(7)**
Friendly	**(3)**
Always available	**(3)**
Felt very informed	**(2)**
Very helpful	**(1)**
Good service	**(1)**
Felt I could talk freely to them	**(1)**
Offered advice about MMR issue	**(1)**
Talk about things	**(1)**
Always phoned me in between visits	**(1)**
Very approachable	**(1)**
Kept an eye on child	**(1)**
Made the effort	**(1)**

Reasons for being Satisfied

Don't really see them that much	**(4)**
Helpful and gave good advice	**(4)**
Very good	**(2)**

Only seen on a few occasions	**(1)**
Nice	**(1)**
Will visit if asked	**(1)**
Have only seen once, but seems nice	**(1)**

Reasons for being Dissatisfied

Didn't pick up on problem with sight	**(1)**
Not very forthcoming	**(1)**
OK – although she didn't seem interested	**(1)**
Called round with a cold	**(1)**
Put wrong name in red book	**(1)**
No information	**(1)**
Have only seen once	**(1)**
No-one seems bothered	**(1)**

Reasons for being Very Dissatisfied

Didn't have the same person for long – kept changing	**(1)**
Hardly saw them	**(1)**
Could never get hold of them	**(1)**
Unhelpful	**(1)**
Got Social Services involved with family	**(1)**

All respondents, whether satisfied or dissatisfied, were asked for suggestions about improvements that could be made to the health visitor service. The most frequently mentioned improvements concerned easier access to the service and shorter waiting times for health visitors.

What improvements could be made?

Improve waiting times	**(2)**
Better service	**(1)**
More 'instant' service	**(1)**
Make easier to get hold of	**(1)**
More home visits	**(1)**
Less pressure to do certain things	**(1)**
Spend more time building a relationship with the mother	**(1)**
Better system for contacting each other	**(1)**
Listen to parents	**(1)**
Be more open and friendly	**(1)**
Make easier to get hold of out of hours	**(1)**

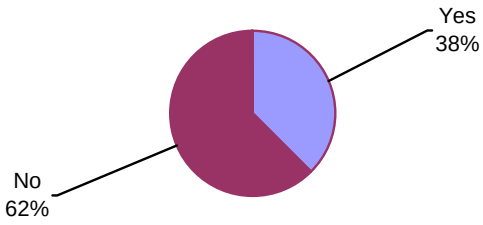
f) Smoking

We concluded this section of the survey by asking some questions about smoking. 38% of respondents smoked before becoming pregnant, but 54% of these had smoked stopped smoking once they knew they were pregnant.

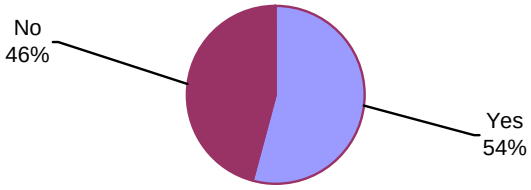
A survey of health visitor case notes covering the Sure Start Wolverhampton East area in 2002 suggested that 28.43% of women who smoked prior to pregnancy stopped smoking once they knew they were pregnant.

(source: Sure Start Wolverhampton Delivery Plan March 2003 – baseline information)

Did interviewee smoke before becoming pregnant?

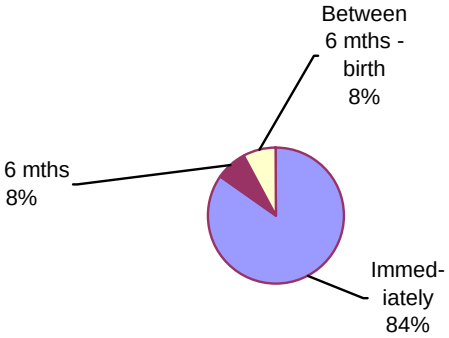


If so, did interviewee stop smoking once they knew they were pregnant?

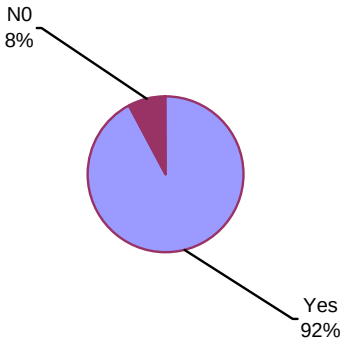


Most of the people who stopped smoking did so immediately (84%), but most of the people who stopped smoking during their pregnancy started smoking again after the birth (92%).

When did interviewee stop smoking?

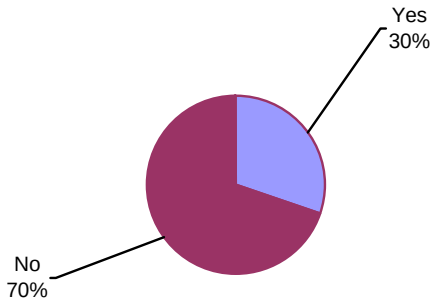


Did interviewee start smoking again after birth?



We asked all respondents whether anyone else in their household smokes. Only a minority of respondents live in households where others smoke.

Does anyone else in the household smoke?



D. Advice and Support for Parents and Young Children

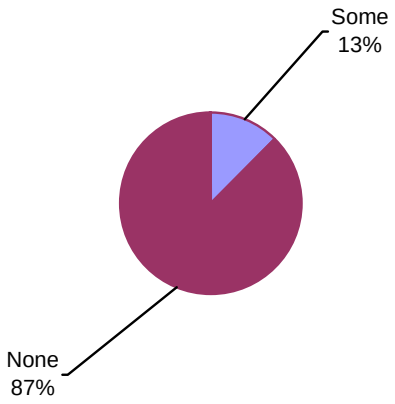
We asked respondents a number of questions to find out whether they have access to different kinds of advice and support.

1. Advice and Support related to areas of concern

a) Your child's talking or listening

13% of respondents had some concern about their child's talking or listening. All of these people reported that they had been able to obtain helpful advice and a variety of sources was identified.

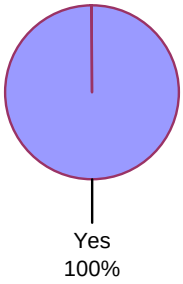
Any concern about child's talking or listening?



Information on concern/who has interviewee talked to/advice given

Spoke to midwife	**(1)**
Spoke to family and friends	**(1)**
Have tried to have more conversations with child	**(1)**
Reading books with child	**(1)**
Contacted Health Visitor who provided worksheets	**(1)**
Spoke to Health Visitor	**(1)**
Not sure if I am worrying too much	**(1)**
Spoke to child's Nursery	**(1)**

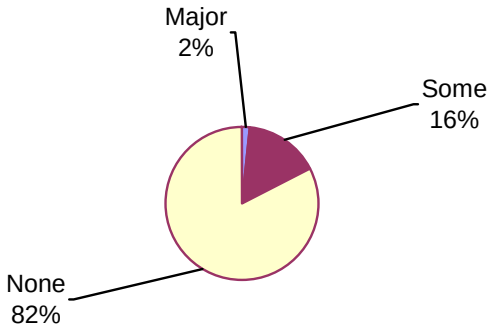
Has advice helped?



b) Your child's behaviour

16% of respondents had some concern about their child's behaviour and 2% had a major concern. 73% of the respondents with concerns reported that they had been able to obtain helpful advice. A variety of sources was identified, with health visitors mentioned most frequently.

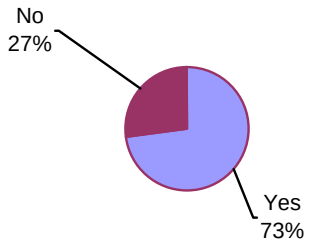
Any concern about child's behaviour?



Information on concern/who has interviewee talked to/advice given

Spoken to Health Visitor	**(4)**
Have not spoken to anyone	**(1)**
Worried about being branded a bad mother	**(1)**
Read about techniques to use	**(1)**
Spoke to therapist	**(1)**
Spoke to social worker	**(1)**
Health Visitor has put my mind at rest	**(1)**
Spoke to family	**(1)**
Child can be unruly	**(1)**
Am trying to deal with behaviour on my own	**(1)**
Have spoken to Sure Start and other parents – who have reassured me	**(1)**
Playgroup are monitoring	**(1)**

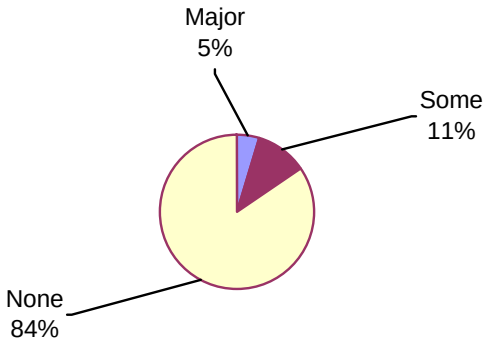
Has advice helped?



c) Your child's weight

11% of respondents had some concern about their child's weight and 5% had a major concern. 78% of the respondents with concerns reported that they had been able to obtain helpful advice. The main sources of advice were GPs and health visitors.

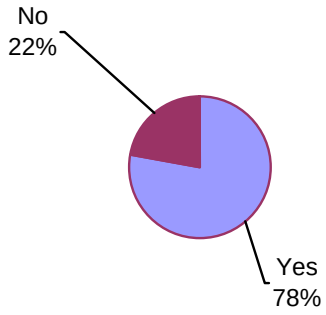
Any concern about child's weight?



Information on concern/who has interviewee talked to/advice given

Spoken to GP	**(2)**
Spoken to Health Visitor	**(2)**
Spoken to Hospital	**(1)**
Child needs to lose weight – have put on a diet	**(1)**
Am trying to improve child's diet	**(1)**
Have changed child's milk	**(1)**
Had to increase amount of diary product to help child put on weight	**(1)**
Child is a poor eater.	**(1)**

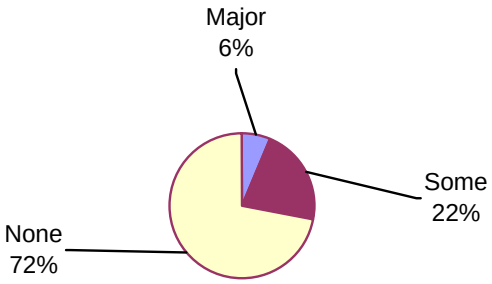
Has advice helped?



d) What your child eats?

22% of respondents had some concern about what their child eats and 6% had a major concern. 55% of the respondents with concerns reported that they had been able to obtain helpful advice. The main sources of advice were health visitors and GPs.

Any concern about what child eats?

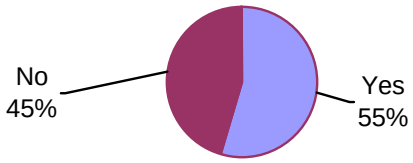


Information on concern/who has interviewee talked to/advice given

Spoken to Health Visitor	**(6)**
Have spoken to GP	**(4)**
Child is not a good eater	**(1)**
Child is a fussy eater	**(1)**
Have put child on diet	**(1)**
Does not eat vegetables	**(1)**
Have introduced more variety into meals	**(1)**
Health Visitor supplied me with information	**(1)**
Child suffers from constipation	**(1)**
Nut Allergy	**(1)**
Provided small healthy snacks to eat during day rather than having one meal at lunch	**(1)**

Poor eater – slow at putting on weight	**(1)**
Received advice from Health Visitor	**(1)**
Health Visitors has suggested various techniques	**(1)**

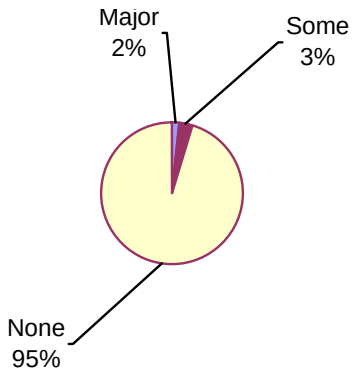
Has advice helped?



e) The way your child plays with others

3% of respondents had some concerns about how their child plays with other and 2% had a major concern. All of these people reported that they had been able to obtain helpful advice, although only one respondent identified a particular source (a nursery nurse).

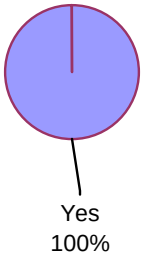
Any concern about how child plays with others?



Information on concern/who has interviewee talked to/advice given

Afraid to take him to playgroups because he hits other children	**(1)**
Child bites and pulls hair	**(1)**
Nursery nurse has given advice	**(1)**

Has advice helped?



f) Other concerns

We concluded the set of questions about specified concerns by inviting respondents to identify any additional concerns. Respondents referred to various medical and behaviour problems which are being dealt with by various health service professionals.

Any other concerns about child

Odd tantrums
Eyesight
MMR injection – cannot decide whether child should have it
Issue with leg
Ongoing health problem
Potty training
Slight problem with toe

What has interviewee done about it/advice given

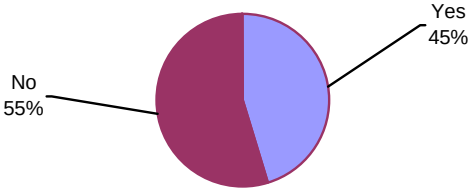
Try not to give in to child
GP has referred child to eye infirmary
Child has had an eye test
Spoke to GP and waiting for test results
Spoken to Health Visitor
Taken advice from Baby Clinic
Seeing Chiropodist which is helping

2. Feelings after having a baby

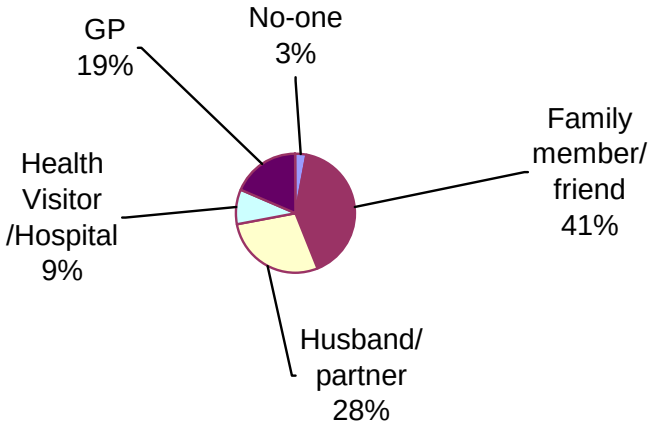
We found that 45% of mothers reported feeling “down” after having a baby. The main sources of support were a family member or friend (41%), and husband/partner (28%). All the mothers needing this support found it either helpful or very helpful.

A survey of health visitor case notes for the Sure Start Wolverhampton East area in 2002 indicated that about 14% of mothers suffered postnatal depression.

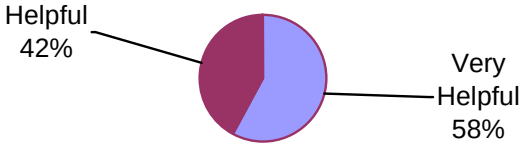
Did mum feel down after having baby?



Who gave support?



How helpful was support?



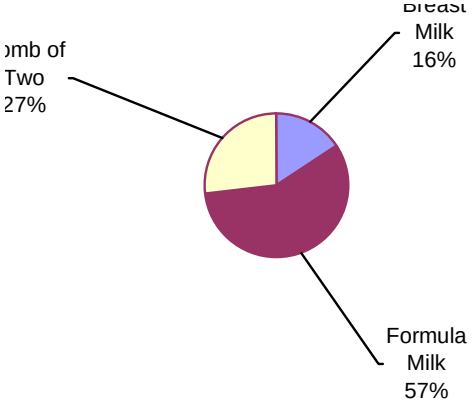
3. Feeding

We found that 57% of babies were fed on formula milk, 16% were fed on breast milk, and 27% on a combination of the two. Of the babies who were breast fed, only 15% were breast fed for more than 6 months.

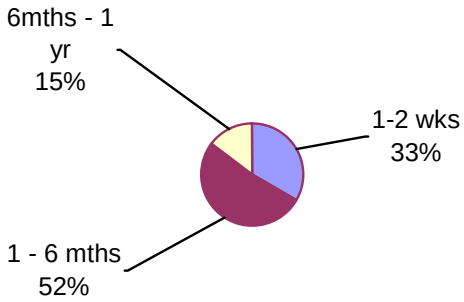
A survey of health visitor case notes for the Sure Start Wolverhampton East area in 2002 identified that 28.43% of babies were breastfed at birth. This percentage declined steadily until 17.65% were breastfed at 4 months.

(source: Sure Start Wolverhampton East Delivery Plan March 2003 – baseline information)

What was the child fed on as a baby?



If breast fed, how long for?



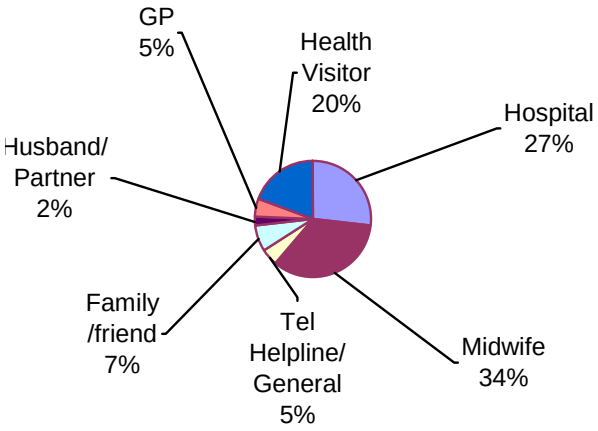
The main reasons for breast feeding were the views of mothers that it is the best method, the most natural and beneficial method for the child.

Why breast feed

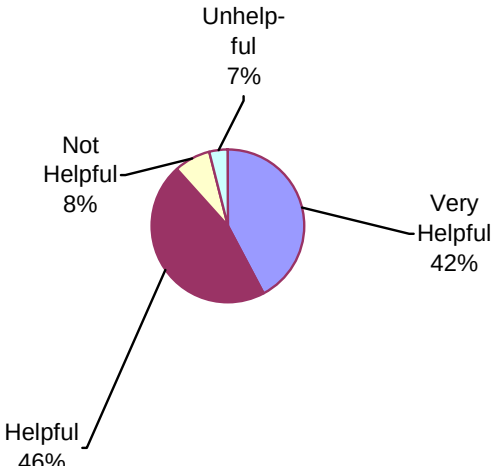
Breast is best	**(9)**
Most natural and beneficial to child	**(6)**
Advice from mother	**(3)**
To create bond with child	**(2)**
Convenience	**(1)**
Encouragement of midwife	**(1)**
More economical	**(1)**
Wanted closeness to baby	**(1)**
Had breast fed older children	**(1)**
Started leaking at 13 weeks so thought I would give it a go	**(1)**
Hospital promoted heavily and felt slightly pressured to try	**(1)**

The main sources of support and advice in breast feeding came from midwifes, the hospital and health visitors. 88% of mothers found the sources of support and advice helpful or very helpful.

Who gave support?



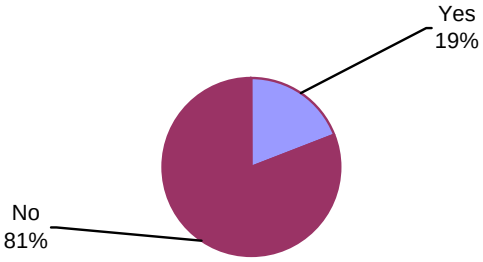
How helpful was the support?



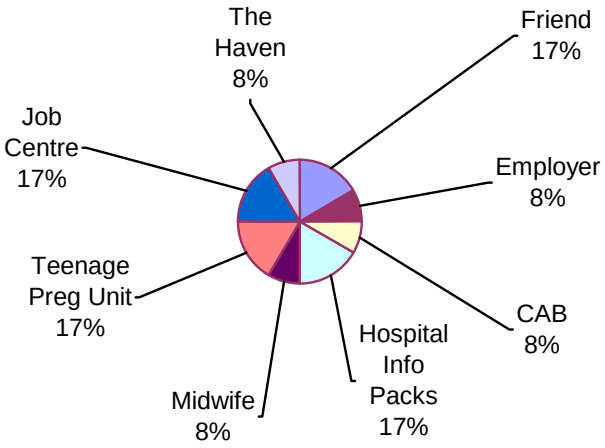
4. Money and Benefit matters

19% of respondents have had advice on money and/or benefit matters. They have used a wide variety of sources for advice, with no single source emerging as the most frequently used. Everyone seeking advice reported that they found the advice they received either helpful or very helpful.

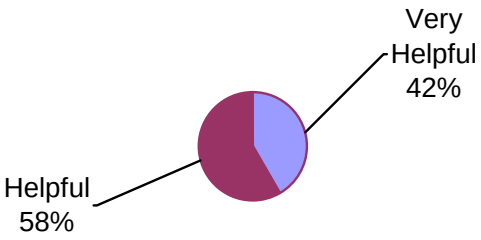
Has the interviewee had any advice about money or benefit matters?



If yes, who gave the advice?



How helpful was the advice?



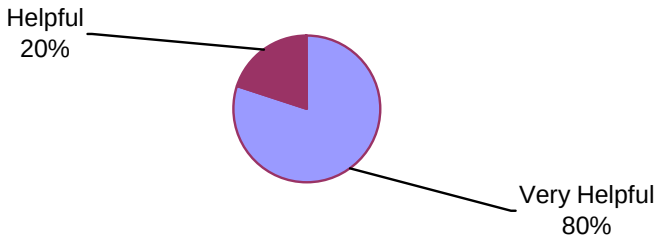
5. Any other sources of help or advice about looking after children

We concluded this group of questions about sources of help and advice by asking respondents to tell us about any other help or advice they have used. 13 respondents provided us with information, although the only sources which had not been referred to earlier in this group of questions were books, the Internet, the Children's Information Service and Sure Start. All the people responding to this question found these additional sources of advice either helpful or very helpful.

Tell us about any other advice you have had about looking after child

Parents have given me general advice
Grandparents are supportive
Advice from Nursery
General talks and discussions with friends
Read books
Looked at internet
Advice from Health Visitor
Encouraged to lie baby on different side of head when sleeping
Children's Information Services gave me a list of nurseries
Mother in Law gave advice about feeding problems
Sure Start have given advice

How helpful was this advice?



E. Opportunities for training and employment

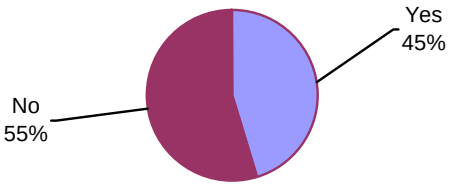
The Sure Start Programme in Wolverhampton East is aiming to strengthen families and communities. To achieve this, the programme contains objectives designed to reduce the proportion of 0 – 3 year old children living in households where no adult of working age is in employment, and to ensure that there is an effective level of parent representation on the local programme board. Successful achievement of these objectives will depend on the availability of accessible childcare services. The programme therefore contains a related objective concerned with an increase in the number of childcare places and improvements in their accessibility.

In this section of the survey we asked questions about the educational and employment background of respondents, and about the factors affecting the ability of respondents to enter employment or access training.

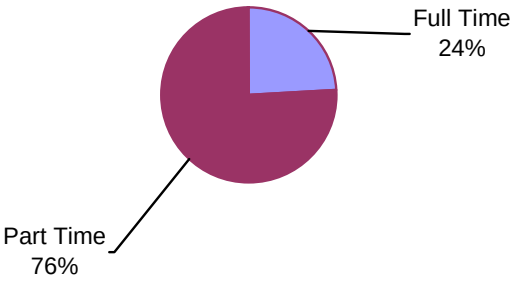
1. Current employment

45% of respondents are currently in employment. Of these people, 24% are in full time employment and 76% in part time employment. The range of jobs identified are listed below.

Is interviewee currently in paid employment?



Full time or Part time?

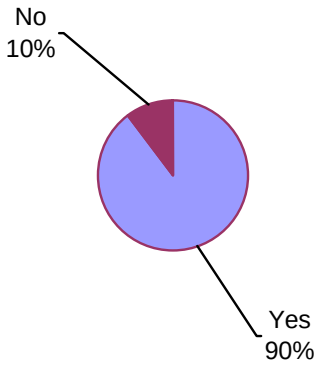


Nurse	**(2)**
Work in butchers	
Factory supervisor	
Civil Servant	
Bank Clerk	
Teacher	
Machinist	
Supervisory Assistant at Nursery	
Work in a Bakery	

Care Assistant
Secretary
Midwife
Bank Advisor
Lunchtime Supervisor
Factory Worker
Sales Assistant
Cook
Lorry Driver
Customer Services Assistant
Catering Assistant
Medical Secretary
Careers Advisor
Hygiene Assistant
Commercial Manager
Learning Mentor in High School
Not specified

90% of the respondents in full or part time employment reported that they were happy in their job. When we asked for reasons, we received a wide variety of replies which we have listed below. The two negative comments from the 10% of respondents who are unhappy relate to pressure of work and the timing of shifts not being convenient for family life.

Is interviewee happy in job?



Why are you HAPPY in your job

Enjoy it	**(2)**
What I am used to	**(2)**
Nice place to work at	**(2)**

People I work with are great	**(2)**
Gets me out of house	**(1)**
Good money	**(1)**
Pays the bills	**(1)**
Have done it for years	**(1)**
Need a change	**(1)**
Good holidays	**(1)**
Fits around life	**(1)**
Flexible hours	**(1)**
It is what I want to do	**(1)**
Feel helpful	**(1)**
Family business	**(1)**
Left alone to get on with job	**(1)**
Suits my needs	**(1)**
Enjoy challenge	**(1)**

Why are you UNHAPPY in your job

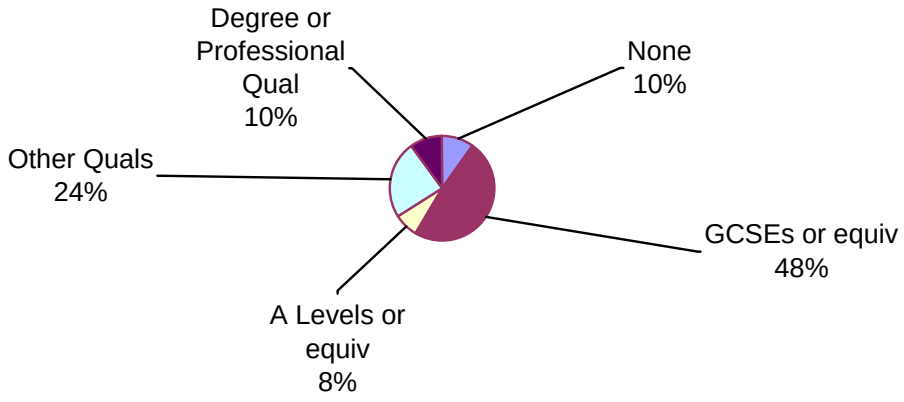
Shifts do not gel with family life	**(1)**
Feel over worked	**(1)**

2. Academic Qualifications and Skills

Respondents were asked to identify their academic qualifications. Only 10% had no qualifications, and 48% reported that they had GCSEs or equivalent.

In the 2001 census, East Park Ward (in which most of the Sure Start Wolverhampton East area is located) recorded a level of 53.2% of all adults aged 16+ with no qualifications. About 30% have GCSE or equivalent.

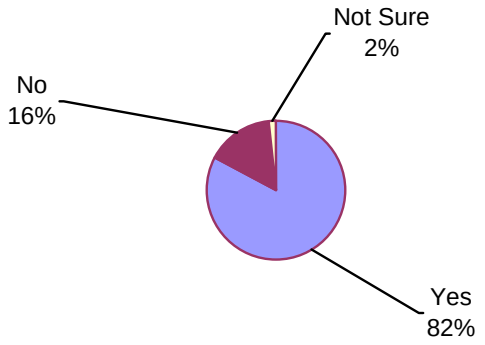
What qualifications does the interviewee have?



82% of respondents would like to improve their qualifications or skills. When asked for their reasons, most stated that they wanted to improve their employment prospects; a number were already involved in courses or training related to a particular career, e.g. nursing. The answers from the respondents who are not currently interested in improving their qualifications and skills did not reveal any basic problems or barriers.

(source: 2001 Census)

Would interviewee want to improve qualifications/skills?



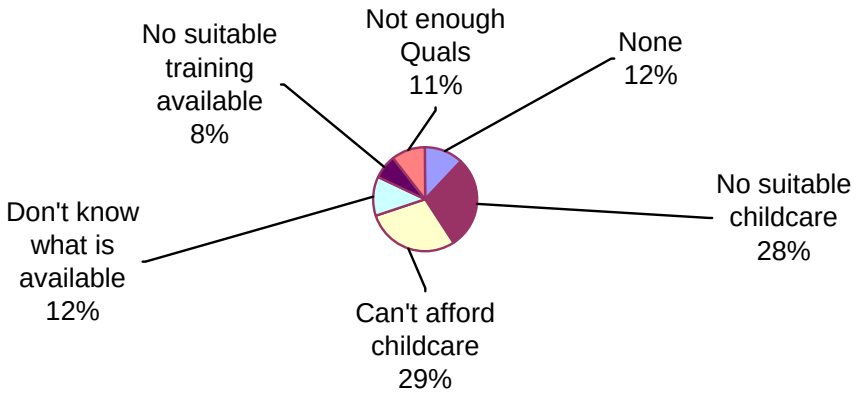
Why would interviewee want to improve qualifications/skills	
Improve employability	**(8)**
Better career	**(6)**
Personal development	**(6)**
Want to get back to work	**(4)**
To get a job when child is in school	**(3)**
To be able to help child	**(2)**
Future employment	**(2)**
Learn IT	**(2)**
Keep up to date	**(1)**
Want to achieve higher	**(1)**
Want to work with Special Needs	**(1)**
Doing ACCESS course to get into nursing	**(1)**
Benefit my job	**(1)**
Give me more confidence	**(1)**
For more independence	**(1)**
Currently doing Open University Master Degree	**(1)**
Don't want to do same thing forever	**(1)**
Want to learn about website design	**(1)**
Want to become a teacher	**(1)**
Currently doing medical terminology course	**(1)**
Extra income	**(1)**
Would like to do a home course	**(1)**
Want to be a midwife	**(1)**

To enable further growth in the field I am in	**(1)**

Why would interviewee NOT want to improve qualifications/skills	
Happy with what I have got	**(2)**
Not enough time	**(2)**
Want to stay at home with baby	**(1)**

We then asked respondents for their reactions to five possible barriers to improving qualifications and skills. 12% of respondents did not feel that there are any barriers, but 57% felt that childcare was a problem: either the absence of suitable childcare or its cost. 31% of respondents were most concerned with aspects of training: nothing suitable is available, they don't have enough qualifications, or they don't know what is available.

What does the interviewee see as a barrier to improving qualifications/skills?



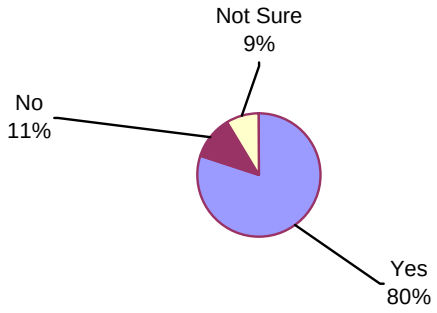
When we asked respondents to identify other barriers to improving qualifications and skills, transport was the factor mentioned most often. The 2001 census records that 44.7% of households in East Park Ward do not have access to a car or van.

Are there any other barriers that prevent interviewee from improving qualifications/skills	
Transport	**(8)**
Want to stay at home with child	**(6)**
Not enough time	**(4)**
Can't afford to pay for courses	**(2)**
Health	**(1)**

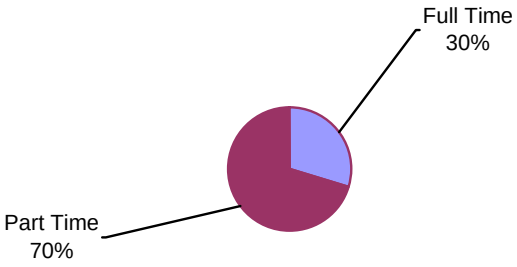
3. People not currently in employment

We asked the people who are not currently in paid employment whether they would like to be in paid employment and, if so, whether they want full time or part time work. 80% would like to be in paid employment and, of these, 70% would like part time work. The main reason they give is to provide an extra income, although various factors concerned with social contact are also important.

If not currently working, would the interviewee like to be in paid employment?



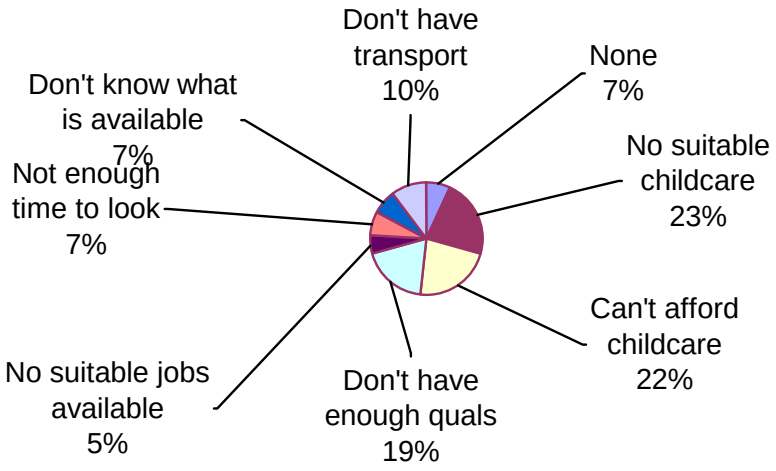
If yes, would the interviewee want to work Full Time or Part Time?



Why does the interviewee want a job	
To have an extra income	**(15)**
To socialise	**(5)**
To get me out of the house	**(4)**
Give me some independence	**(3)**
To give children a better future	**(2)**
Because I have the time	**(1)**
Want to do something for me now that children are older	**(1)**
Want to be self employed	**(1)**
For my own fulfilment	**(1)**
To feel like me again	**(1)**

We then asked the people in this group for their reactions to seven possible barriers to obtaining a job. 7% of the respondents to this question did not feel that there are any barriers, but 45% felt that childcare was a problem: either the absence of suitable childcare or its cost. 19% of the respondents felt that they did not have enough qualifications to obtain a job, and 10% were deterred by transport problems.

What does the interviewee see as barriers to getting a job?

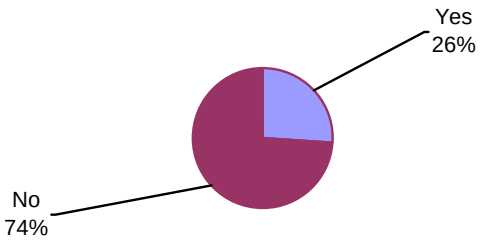


When we asked respondents to identify other barriers to getting a job, no significant new factors emerged.

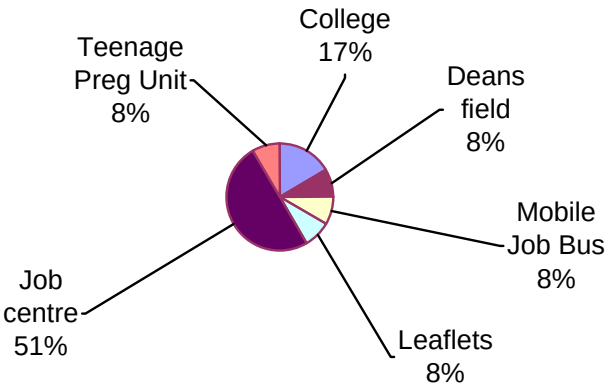
Are there any other barriers that prevent interviewee from getting a job	
Will wait until child is in school	**(3)**
Health	**(1)**
Childcare concerns	**(1)**
Would have to rely on mum	**(1)**

Only 26% of the people not currently in employment have ever received advice about getting a job. Jobcentre Plus is the main source of information. 80% of people receiving advice found it helpful or very helpful.

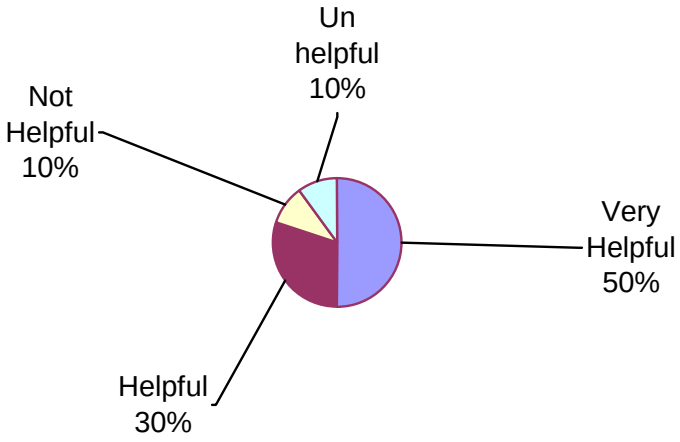
Has interviewee ever received advice about getting a job?



If yes, who provided it?



Was the advice provided helpful?



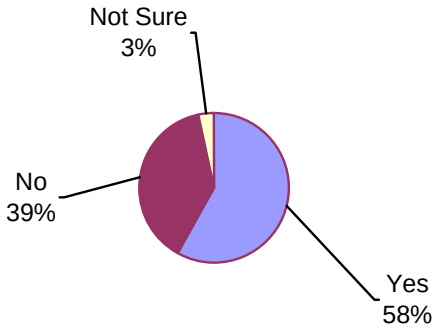
The people not currently in paid employment were asked whether they had heard about four services that provide advice about employment, training and skills. The four services are listed in order of decreasing familiarity:

Adult Education	68%
Jobcentre Plus	64%
Deansfield Community Learning Centre	62%
East Park Neighbourhood Management Team	27%

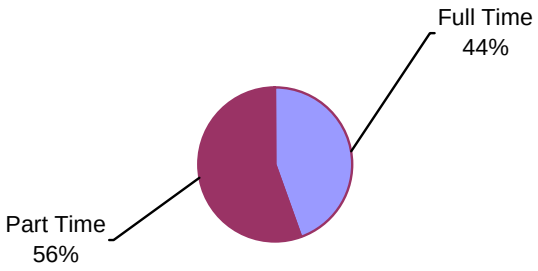
4. People in employment

We asked the people who are currently in paid employment whether they would like a different job. 58% said they would like a different job and, of these, 56% would want part time employment. People mainly want to change jobs to improve career and income prospects.

If interviewee is currently in paid employment, would they like a different job?



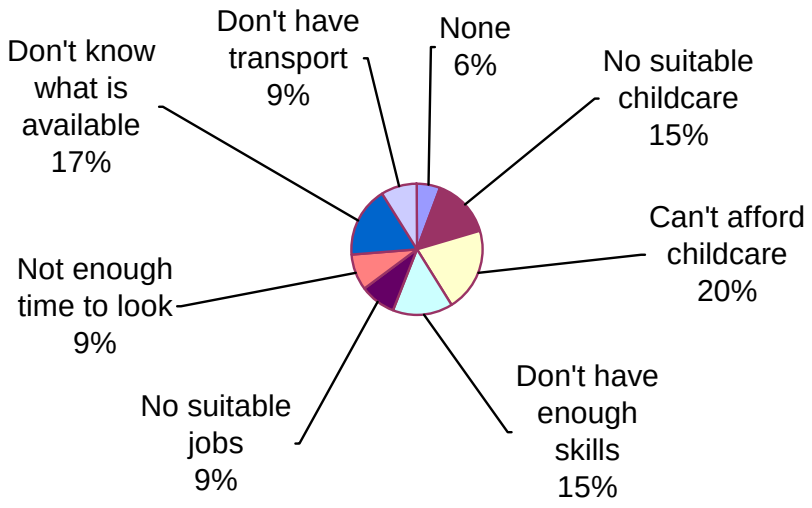
If yes, would it be Full Time or Part Time?



Why would interviewee like to change jobs	
Would like a different career option	**(5)**
Improve income	**(5)**
Want something with better prospects	**(3)**
Fed up with dead end jobs	**(1)**
Something for me	**(1)**
Want daytime employment	**(1)**
Job satisfaction	**(1)**
Would like to work with younger people	**(1)**

We then asked the people in this group for their reactions to seven possible barriers to getting a new job. 6% of the respondents to this question did not feel that there are any barriers, but 35% felt that childcare was a problem: either the absence of suitable childcare or its cost. 17% stated that they don't know what is available and 15% did not feel that they have enough skills.

Does the interviewee see any barriers to changing jobs?



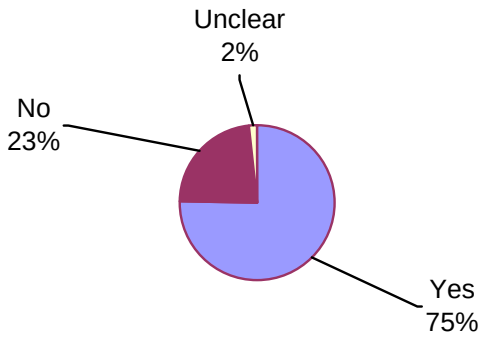
When we asked respondents to identify other barriers to getting a job, no significant new factors emerged.

Are there any other barriers that prevent interviewee from changing jobs	
Age of children	**(1)**
Need to earn some money	**(1)**

5. Knowledge of Sure Start

We asked all respondents whether they had heard of the Wolverhampton East Sure Start Programme before they received notification of this survey and the background information that was provided at that time. 75% of respondents had heard of the local Sure Start Programme and produced a variety of responses to a question asking what they thought Sure Start does. The most frequent responses referred to advice and practical support for parents and young children, and seem to reflect a basic understanding by local parents of the main objectives of the programme.

Had interviewee heard of Sure Start prior to receiving our letter?



What does interviewee think that Sure Start does	
Support and advice	**(5)**
Supply information to parents about facilities for themselves and their children	**(4)**
Provide help for mums and children	**(4)**
Looking after primary health care and childcare for children under 5	**(4)**
Provide support, advice and services for parents of children under 4	**(4)**
Provides activities	**(3)**
Provides childcare	**(3)**
Helps parents getting out to work	**(3)**
Provides training/learning/skills for parents	**(3)**
Provide opportunities for courses	**(2)**
Gives opportunity for children to mix and parents to meet	**(2)**
Helps and provides care and support for lone parents	**(2)**
Provide under 5's with opportunities to play and learn	**(2)**
Heard of name but not sure what they do	**(2)**
Don't know	**(1)**
Help provide a better environment for children	**(1)**
Helps young mums	**(1)**
To give children a better start in life	**(1)**
Helps parents on low income	**(1)**
Provide help to underprivileged families	**(1)**
To implement things that are not currently there	**(1)**
Helping to provide babies with the best start	**(1)**
Improve facilities for children in the area	**(1)**
Provide a support network, crèche facilities and courses for parents	**(1)**
Improve childcare facilities	**(1)**