

## **EXECUTIVE SUMMARY**

**“Seventy five percent of families reporting personal evidence of an improvement in the quality of services providing family support”.**

Sure Start Aspley / Bells Lane, as all other programmes, are required to meet the above target by 2006. In order for Aspley / Bells Lane Sure Start to know what the baseline satisfaction levels are a survey of service users was carried out to ascertain a clear picture of current issues and strengths in the area, based on an assessment of the needs of young children and their families and the take-up of existing services. The Survey will establish what users and parents think of existing services and help to identify what needs to be change. The findings will help to fine tune the Sure Start Programme.

This Executive Summary is summarises the contents of the main report produced by Rosalind Pearce. The report provides a summary of the findings from a qualitative and quantitative study amongst parent and carers of children aged 0 – 4 years, carried out by local parents supported by Sure Start workers in 2003.

Eight local parents supported by Sure Start staff and an experienced market research trainer completed the survey. The survey was conducted either through face-to-face completion of the questionnaire or by self-completion by the respondent.

### **Key Findings**

- The data set contains interviews with 122 families with 147 children under 4 interviewed in the area representing 23.5 per cent of all families with children under four living in the area and 17 per cent of all children under 4
- The local parents who conducted the survey were asked to target families who were most likely to be unknown to Sure Start services. There was no checking procedure for this, but it is generally agreed that the majority of respondents were not users of Sure Start services.
- 87.4 per cent of respondents were white or white other
- 63 per cent of respondents have relatives living in the area; 90 per cent have friend living in the area
- 30 respondents were in work of which 20 use relative / partner or friend as child carers
- 9 respondents were pregnant – none under 20 years of age; four smoked; eight already have children; 6 were planning to breast or breast & / bottle feed their babies; 7 were seeing a midwife
- Using milk by using tokens is hampered by the distance needed to travel to the health centre

- The majority of families were one or two children – however 10 per cent had 6 or more children
- Ten respondents had children with special needs or which five were receiving support and a further four would like additional support
- The three most cited important aspects of childcare were safety, children having fun and friendly people
- The overall satisfaction levels of services was high:
  - 60.2% of respondents were satisfied or very satisfied with services they use
  - Satisfaction levels with bus services are extremely low – an important facility for families living on the outskirts of a city and having to access services and facilities across the City.
- Primary and community health care services – overall there is a high satisfaction level with these services
- Support for families and parents – overall there is a low satisfaction level with these services – with the exception of the local community centres where satisfaction is high but usage relatively low
- Early learning, play and childcare services – overall satisfaction levels are high but some usage levels are low which probably reflect their recent establishment
  - Parks are scored low by 46% of respondents
- Overall there is a sense of community with people being positive about living in the area.
  - However, joy riders, crime and teenagers hanging about are of a concern to many (if not most) of those surveyed. The tackling of criminal activity in the area would result in an improved quality of life for most families and a greater degree of happiness about living in the area.

## Recommendations

- 1 The purpose of the Survey was to establish credible base line data for the satisfaction levels of existing services. This has been achieved. Therefore, it is recommended that a follow-up survey is completed within the next 3 years – most probably in Spring 2005 to ascertain the satisfaction levels of these services and those implemented by Sure Start and its partners over the ensuing years.
- 2 The follow up survey should include the following:
  - Questions on:
    - Whether the respondents / partners / or both smoke
    - What is the marital status of the respondents: single / married / living with partner
  - Section on Sure Start Services – seeking frequency of usage, satisfaction rating, general comments
  - Identification on whether the respondent took part in the initial survey – Sure Start should try to ensure that a significant number of people who took part in the base line survey also complete the second questionnaire. This will give an idea on whether service provision is improving – also some indication of migration levels.
- 3 Those respondents who were pregnant should be followed up. Perhaps in a separate exercise to track their experiences and compare that of this pregnancy and bringing up their child in a Sure Start area compared to when Sure Start did not cover it. (All but one of the 9 respondents already had children). Perhaps they could form a Focus Group.
- 4 The resources of the parents involve in conducting the Survey should be utilised in future surveys. Further training should be considered.
- 5 Sure Start Aspley / Bells Lane should pay specific attention to the issues around special needs support (the demand for additional support services) and access to milk tokens raised by the respondents.
- 6 Sure Start Aspley / Bells Lane should look at the responses to the satisfaction of services / facilities and where they are not directly within the remit of Sure Start seek to influence change with the appropriate agency / body – particularly local bus services and the housing office.
- 7 Sure Start Aspley / Bells Lane should be aware of the current low usage of some services and address this through appropriate promotion and constantly review the appropriateness of services.
- 8 The low satisfaction of the parks in the area is an issue that Sure Start Aspley / Bells Lane should address in Partnership with other local service providers, particularly Nottingham City Council and the Area Committee.

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## 1 INTRODUCTION

**“Seventy five percent of families reporting personal evidence of an improvement in the quality of services providing family support”.**

Sure Start Aspley / Bells Lane, as all other programmes, are required to meet the above target by 2006. In order for Aspley / Bells Lane Sure Start to know what the baseline satisfaction levels are a survey of service users was carried out to ascertain a clear picture of current issues and strengths in the area, based on an assessment of the needs of young children and their families and the take-up of existing services. The survey should be repeated once every three years. The Survey will establish what users and parents think of existing services and help to identify what needs to be change. The findings will help to fine tune the Sure Start Programme.

### **1.1 Background**

This document provides a summary of the findings from a qualitative and quantitative study amongst parent and carers of children aged 0 – 4 years, carried out by local parents supported by Sure Start workers in 2003. This report is produced by Rosalind Pearce, a local consultant contracted by Sure Start Aspley / Bells Lane to collate and analyse the data produced by the survey.

### **1.2 Background & Objectives**

Research aimed to provide reliable information on the profile, user satisfaction level of local services by parents and carers of children 4 and under in the Aspley / Bells Lane Sure Start. We also sought information on what it is like living in the area and what local parents / carers wish for the area.

The survey covered a range of subject areas, in particular:

- Demographic profile of parents / carers and children including age, gender, ethnicity, employment status, training status, disability, special needs, smoking whilst pregnant
- Satisfaction with neighbourhood and suggestions for improvements
- Use of and satisfaction with local services including those particularly for children under 4, healthcare, child care, play, leisure, early learning, bus services, local shops, housing offices
- Demand for childcare services

## 2. METHODOLOGY

### 2.1 *Number of families*

The target was to achieve interviews / completed questionnaires by at least 20 per cent of families with children aged 4 years old and under. The number of families living in the Sure Start area is stated as 520<sup>1</sup> in 2002, therefore target number was 104 families surveyed between October 2002 and April 2003.

- The data set contains interviews with 122 families interviewed in the area representing 23.5 per cent of all families with children under four living in the area.
- The local parents who conducted the survey were asked to target families who were most likely to be unknown to Sure Start services. There was no checking procedure for this, but it is generally agreed that the majority of respondents were not users of Sure Start services.

### 2.2 *Process*

This whole process was driven by an organised group of eight local parents. These parents had been closely involved in many activities during the development of the Sure Start Programme and were extremely keen to carry out this survey. Two Sure Start support workers and an experienced market researcher supported them. The market researcher provided guidance and group training sessions thus increasing the confidence and competence of the parents as researchers.

- The survey was completed by 8 local parents supported by Sure Start staff and an experienced market research trainer
- The survey was conducted either through face-to-face completion of the questionnaire or by self-completion by the respondent.

It was deemed important to try to ensure that the completed survey questionnaires fairly represent the population profile for the area i.e. ethnicity, geographical distribution, age etc. In order to achieve this a review of returned questionnaires was carried out and, where gaps were identified, a more targeted approach will be adopted. This was needed for pregnant mothers – even after targeting we still only managed to reach 9 representing 4.5 per cent of expectant mothers in the area (based on the estimated 200 births each year).

### 2.2 *Survey Group*

A Survey Group was established by the Programme Manager and included the two Sure Start support workers and local parents. The role of the Group was to oversee the development of the questionnaire and the survey itself. Most of the parents / carers involved in the group carried out the survey.

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<sup>1</sup> Sure Start Delivery Plan – Form M1

## **2.3 Questionnaire**

The Survey Group drafted an initial questionnaire that was refined by the consultants in collaboration with members of the Group. The Questionnaire was piloted by the parents and further refined to reflect difficulties experienced. The main area for concern was that the Parents wanted to have a questionnaire that was both able to be self completed by the respondent and completed by the surveyor. The process to reach a satisfactory compromise in questionnaire resulted in interesting discussions around:

- Open ended questions versus closed questions
- Negotiating around what the parents thought people would answer and what we needed to ask
- Length of time for completion of the questionnaire
- How we maintain quality of response with self completion – e.g. checking with the respondent before taking away etc
- Confidentiality especially with asking neighbours to complete the questionnaire
- Parental availability as Christmas approached and poor weather impacted on the survey period

## **2.4 Analysis**

Completed questionnaires were passed to the consultant for analysis and so inform this Report. The data is unweighted. The data from the questionnaire was entered onto an Access Database and the lead consultant, Rosalind Pearce, completed analysis. It is not possible to track back responses on the questionnaire to individual respondents as these were coded and separated prior to data entry. This survey report and executive summary reflect the findings of this survey.

### **2.4.1 Interpretation of data**

Where-ever possible questions have been benchmarked against nationally representative surveys, to provide context for interpreting findings e.g. ethnicity, use of post codes

However, it must be remembered that this data set is a sample of the population of the area who are parents / carers of children 4 and under – not a representative sample of the whole population. However, we did try to ensure that the sample profile reflected the population make up of the area.

### 3. PROFILE OF RESPONDENTS

A total of 122 completed questionnaires were analysed. Eight questionnaires were completed by males and 114 questionnaires completed by females.

#### 3.1 Age of parents / carers – Table 2

Table 2 shows the distribution by age of the respondents, how many children they have. The ages of the respondents ranged from 15 to 64 years old, both the oldest and youngest respondents were part time carers of young children. There were 9 teenage mothers and the same number over 40 years old. Over 75 per cent of respondents were between the ages of 20 to 34 (representing 30 people), with 25.6 per cent (30 respondents) being aged 20 to 24, twenty two per cent between 25 and 29 and a further 28.2 per cent (33 people) between 30 and 34 years old.

There were eight pregnant respondents with children and one without.

#### 3.2 Number and Age of children – Table 5

Question 5 asked how many and what ages are their children (Table 5).

Of the 122 respondents 119 had children totalling 297 children between them. Of these 147 were aged 4 and under, representing 49.5 per cent of all children, with a further 150 children aged 5 and over.

Age	Number of Children	% Surveyed
0	11	3.7
1	41	13.8
2	36	12.1
3	31	10.4
4	28	9.4
0 – 4	147	49.5
5 & over	150	50.5
TOTAL	297	99.9

The total 147 children 4 and under represents an estimated 17 per cent of all children aged 4 and under living in the area.<sup>2</sup>

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<sup>2</sup> Sure Start Aspley / Bells Lane Delivery Plan Form M1 stated 890 children under 4 living in the area in 2001.

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### **3.3 Number of children and age of parents / carer – Table 2**

There are:

- 42 children with parents / carers aged between 30 and 34 years
- 41 children with parents / carers aged between 20 and 24 years
- 33 children with parents / carers aged between 25 and 29 years

Giving a total of 116 children aged 4 and under with parents/carers between 20 and 34 years old.

### **3.4 Ethnicity - Table 3**

85.7 per cent of respondents describe themselves as White British, with 4.2 per cent describing themselves as White / Black Caribbean.

We did not ask the ethnicity of the children, however an analysis of the data shows that 84.3 per cent of the 4 and under children live with parents who describe themselves as White British. *This analysis should be taken with care, as it does not allow for mixed race children to be picked up.*

### **3.5 Relatives living in the area – Table 4**

A surprising high number of parents / carers have relatives and in-laws living in the area. Table 5 shows that 63 per cent of the total (75 respondents) answered 'Yes' to having relatives living in the area. Further analysis shows that often they have many family members and in-laws living near by. This, together with the length of time many respondents have lived in the area (Table 8) demonstrates quite a settled community.

- 109 respondents (90 per cent) have friends living in the area.

### **3.6 Length of Time Living in the Area – Table 7**

Eighteen respondents have lived in the area all their lives, a further 46 (41 per cent) over ten years. Only 34 per cent have lived in the area under 4 years.

### **3.7 Respondents in training and work - Tables 20 & 20a**

109 respondents answered this question.

Table 20 shows that 30 respondents were in work representing 27.5 per cent of the total, a further 14 respondents were receiving training. Of those in work eight (26.66 per cent) were receiving financial help with childcare.

Children looked after by partner, friend or relative is by far the most popular form of childcare used by working parents. Of the 30 working parents 20 (67 per cent) use this form of childcare. Three used a childminder and 6 use a private day nursery.

#### **3.7.1 Comment**

Is it the lack of knowledge about childcare support for working parents that gives this low take up of benefits?

### **3.7.2 Comment**

Perhaps it is the high incidence of children of working parents being looked after by a partner, friend or relative that results in cost not being a factor when considering what is important in childcare.

### **3.8 Disability - Table 10**

No respondents were registered disabled but three answered that they had a disability. In total 12 children lived with / cared for by adults with a disability of which four were aged 4 and under.

### **3.9 Pregnant women – Table 21**

Question 6 asked whether the respondent was pregnant. If they replied ‘Yes’ then Section 5 was completed. This asked questions about ante natal services, breast-feeding, where they planned to have the baby and whether they smoked.

Table 21 gives the responses to Section 5 questions.

Further analysis of the data shows:

- Nine respondents replied yes to being pregnant this represents 7.5 per cent of total
- None of the pregnant respondents were under 20 years of age
- Four of the respondents were aged between 20 – 24
- Four smoke – 44.4 per cent of those who answered this question
- One respondent is a first time mother
- Eight of the respondents already have children – four of them with children under 4 years of age
- Only 7 out of the 9 respondents are seeing a mid wife, of these 6 were satisfied with the service and one not
- Four respondents plan to bottle feed, 3 breast-feed and 2 planning to both breast and bottle-feed
- Four of the respondents think Aspley / Bells Lane is a good place to bring up children
- Asked whether Aspley / Bells Lane is a good place to live – the overwhelming response is OK (7 out of 9 respondents)

### **3.10 Baby milk – access, use and use of tokens - Table 12**

Of the 49 respondents who use baby milk, 30 use tokens. A further 7 respondents use milk tokens but not for baby milk.

The main difficulty with milk tokens is access to venues with distance and having to travel with young children being cited most often.

### **3.11 Family size – Table 6**

An analysis of the data set shows that:

- The majority of families (69 families) were of 2 or one child
- 12 families (10 per cent) with 6 or more children
- A significant number of families (32 per cent) have 3 and 4 children

### **3.12 Children with special needs – Table 9**

Q11 – 14 asked about whether any of the respondent's children had special needs and support received / required.

Ten respondents had children with special needs of which five are receiving support and a further four would like additional support.

### **3.13 Childcare – Table 19**

Question 19 asked what are the three most important aspect of childcare, no priority ranking was asked for. There were 109 responses to this question. The following charts show that for both all respondents and for working respondents the three most important aspects are:

- Safety
- Children having fun and
- Friendly people

#### **3.13.1 Comment**

Interestingly the issue of cost was more important to those who do not work than those who do. Of the total 30 working parents 25 responded to this question. Three working parents said cost was an important aspect of childcare, where as 15 respondents who did not work said cost was important.

Cost obviously is a factor for non-working parents when considering returning to work or training in that cost is perceived as a real barrier to taking up these opportunities.

However, for working parents it is not perceived to be as an important aspect of childcare. The high proportion of working parents who used relatives, partner or friends for their childcare (20 out of 30 respondents) could be the reason why cost is not an issue for the working parents.

## 4. SERVICES USAGE & SATISFACTION LEVELS - TABLE 12

Question 18 asked about service use and user satisfaction. There were 28 identified services with the option of naming some specific one e.g. Doctor was a service and the respondent was able to name the surgery / doctor they use. The list of services is below:

### 4.1 Q18 List of services

- Do you use any of the following services / facilities?
- How satisfied are you with the services / facilities that you use?
- What do you think of them? (For example how easy is it to get to, how friendly etc are the staff, whether the service is available when you need it)

Aspley Community & Training Centre	Bells Lane Community Centre	Baby Clinic	Child looked after by: Partner, friend, relative	Childminder	
Crèche	Dentist	Doctors surgery	Health Centres	Health Visitors	Hospital
Housing Office	Leisure Centre	Library	Local buses	Local shops	Midwifery
NHS Direct	Nursery Schools	Opticians	Parent & Toddler	Parks	Playgroups
Private day nursery	Swim Pools	The Zone	Toy Library	Welfare rights	

### 4.2 Most used services and dis/satisfaction hits

In total services were ranked 946 times. An analysis of the **number of times (hits) a service is used** shows that the five most used services are:

Top Five Services used	Number of hits
Local shops	94
Local buses	84
Doctors surgery	82
Dentist	67
Baby clinic	63

The top three services with the greatest number of hits showing the highest levels of **dissatisfaction** – calculated by adding ranks 1 & 2 i.e. dissatisfied and very dissatisfied were:

- Local buses
- Parks
- Housing Office

The top three services with the greatest number of hits showing the highest levels of **satisfaction** – calculated by adding ranks 4 & 5 i.e. satisfied and very satisfied were:

- Doctor's surgery
- Local shops
- Child looked after by a relative or friend

### **4.3 Satisfaction rates as a percentage**

Analysis of the data as percent of satisfied / dissatisfied users has to be read with caution. A few people only use some of the services that are ranked high – many often use those that often do not score so highly. Overall:

- 60.2 % of respondents were satisfied or very satisfied with the services they use.
- 13.2% of respondents were dissatisfied or very dissatisfied with service they use

The following table shows satisfaction levels as a percentage and number of hits to give an indication of level of use.

#### **4.3.1 Services with the lowest satisfaction levels were:**

Service	Dissatisfied <sup>3</sup>	OK	Satisfied	Number of hits
Parks	<b>46%</b>	44%	10%	57
Housing office	<b>44%</b>	38%	19%	32
Local buses	<b>33%</b>	39%	27%	84

#### **4.3.2 Services with the highest satisfaction levels exceeding 74% were:**

Service	Dissatisfied	OK	Satisfied <sup>4</sup>	Number of hits
Toy library	0%	0%	<b>100%</b>	10
Childminder	0%	0%	<b>100%</b>	4
Crèche	0%	0%	<b>100%</b>	5
Playgroups	6%	0%	<b>94%</b>	16
ACTC <sup>5</sup>	0%	10%	<b>90%</b>	10
Child looked after by relative or friend	4%	11%	<b>86%</b>	56
Health visitors	8%	8%	<b>85%</b>	39
Midwifery	0%	17%	<b>83%</b>	6
Hospitals	8%	13%	<b>81%</b>	40
The Zone	20%	0%	<b>80%</b>	5
NHS Direct	8%	13%	<b>79%</b>	24
BLCC <sup>6</sup>	0%	23%	<b>77%</b>	13
Private day nursery	8%	17%	<b>75%</b>	12

<sup>3</sup> Represents those respondents indicating dissatisfied and very dissatisfied

<sup>4</sup> Represents those respondents indicating satisfied and very satisfied

<sup>5</sup> Aspley Community Training Centre

<sup>6</sup> Bells Lane Community Centre

4.3.3 Looking at most used services the satisfaction ratings are as follows:

Service	Dissatisfied	OK	Satisfied	Number of hits
Local shops	7%	39%	<b>53%</b>	94
Local buses	33%	39%	<b>27%</b>	84
Doctors	8%	26%	<b>66%</b>	82
Dentist	5%	27%	<b>67%</b>	67
Baby clinic	8%	33%	<b>59%</b>	63

#### **4.4 Comment**

- Where services have a high satisfaction rating they are more likely to have few dissatisfied users.
- The link between number of users and satisfaction levels is significant in that the fewer number of users will normally result in higher satisfaction levels. The exceptions are child looked after by relative / friend, hospitals and health visitors with significant number of users expressing high satisfaction levels.
- The satisfaction levels with the local bus services is extremely low with only 27% being satisfied with the service – this has a significant impact on the quality of life for parents with young children living on the outskirts of a large City. Their capacity to access centralised services is reduced if they are unable to access appropriate transport services.

## 5. SATISFACTION LEVELS OF SURE START SERVICES

This satisfaction survey was completed prior to many Sure Start branded services being available. However, an analysis of the satisfaction levels of services that are within the remit of Sure Start is a useful exercise in order to establish a base line rating for these services. The follow up survey in 2 – 3 years will be able to establish the impact Sure Start Partnership and its services have had on the whole range of services for parents and families with children 4 and under.

The four groupings are:

- Primary & community health care services
- Support for families and parents
- Outreach & home visiting
- Early learning, play and childcare services

As there are few specific services targeted at supporting families and parents a broad definition has been used to include those services that affect the quality of life of families e.g. transport, leisure, housing etc.

### 5.1 *Early learning, play and childcare services Table 13*

There are 10 headings that fall into this category, as follows:

**Satisfaction rating as a %**

<b>Service</b>	<b>1 LOW</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 HIGH</b>	<b>Total number of users</b>
Child looked after by partner, relative or friend	2	2	11	13	73	56
Childminder	0	0	0	25	75	4
Crèche	0	0	0	40	60	5
Library	4	0	29	36	31	45
Nursery Schools	3	0	29	29	40	35
Parent & Toddler	9	9	9	36	36	22
Parks	30	16	37	12	5	57
Playgroups	6	0	0	44	50	16
Private Day Nursery	0	8	17	58	17	12
Toy Library	0	0	0	80	20	10

The local Parks score an incredibly low satisfaction rating of 46% of users being dissatisfied with the facility and only 17% of users being satisfied.

Overall the satisfaction levels of these services is high (over 60%) – with only three services –Library, Nursery schools and parent & toddler groups – scoring less than 75% satisfaction rating

The low usage of playgroups and toy library possibly reflect their recent establishment.

Working parents tend to use informal childcare arrangements<sup>7</sup> (looked after by relative or friend) and have a high satisfaction rating for this.

## 5.2 Outreach & home visiting – Table 14

There were no Sure Start Outreach or Home Visiting services established at the time of the survey. However for the purposes of analysis we have included Health Visitors in this category - some would say they should lie within Primary & Community Healthcare Services.

Table 14 shows that the satisfaction levels with the Health Visitors are extremely high – 85% of the 39 users rating them satisfied or very satisfied.

## 5.3 Support for families & parents – Table 15

The services included in this category are detailed below. They are services that have an impact on the quality of life of families – though not traditionally included in this category when establishing Sure Start services.

Service	Satisfaction rating as a %					Total number of users
	1 LOW	2	3	4	5 HIGH	
ACTC	0	0	10	40	50	10
BLCC	0	0	23	23	54	13
Housing Office	25	19	38	13	6	32
Leisure Centres	0	5	27	36	32	22
Swim Pools	9	11	36	21	23	47
Welfare Rights	0	50	0	0	50	2

- Only two of these services achieved 75% or higher satisfaction rating – both the local Community Centres, both have relatively low user numbers
- The housing Office scored the lowest rating – 19% satisfied with the service
- There is an extremely low usage of the Welfare Rights service.

<sup>7</sup> See Section 3.13 – Respondents in training or work

#### 5.4 *Primary & community health care services – Table 16*

The table below shows the services within this category, their satisfaction ratings and number of users (hits).

**Satisfaction rating as a %**

<b>Service</b>	<b>1 LOW</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 HIGH</b>	<b>Total number of users</b>
Baby clinic	3	5	33	27	32	63
Dentist	1	4	27	39	28	67
Doctor's Surgery	2	6	26	32	34	82
Health Centres	0	7	37	33	22	27
Hospitals	3	5	13	48	33	40
Midwifery	0	0	17	33	50	6
NHS Direct	4	4	13	29	50	24
Opticians	4	0	26	48	22	27

- Overall there is a high satisfaction level with these services, with three out of the eight services achieving 75% or higher.
- Most of these services have a significant number of users
- Dissatisfaction ratings for all these services are very low.

#### 5.5 *Local schools and nurseries – Table 17*

We asked parents / cares if they were satisfied with local school and nurseries. Overall 41.6 per cent were satisfied, with a further 19.1 per cent being dissatisfied.

## 6. ASPLEY – A PLACE TO LIVE - TABLE 18

In order to gain an impression on what local people think of the area we asked two questions:

Q34 Do you think Aspley is a good place for a young family to live?

Q35 How happy are you with Aspley as a place to live?

Table 18 shows that the response to whether people think Aspley is a good place for a young family to live is roughly even – 58 per cent said Yes – the remainder No.

Whether people are happy or unhappy with living in the area – 51 per cent think it is OK with the remainder evenly split between Happy / Very happy (24.5 per cent) and Unhappy / Very Unhappy (24.5 pr cent).

Further analysis shows that people who are happy with living in the area are more likely to think it is a good place for a young family to live. The converse is true – those who do not think it a good place for a young family to live are more likely to be unhappy with living in the area. However – the OK response to living in the area is roughly the same rate for both those who think it a good place to bring up a young family and those who do not.

### 6.1 *The Good, the Bad and What we need to do to change for the better*

Three open-ended questions allowed the respondents to comment on the following:

- What are the good things about living in Aspley?
- What are the bad things about living in Aspley?
- What could be done to improve living in Aspley for you and your family?

The good things about living in Aspley are generally:

- ✓ The shops and facilities in the area – close by
- ✓ Friendly people / nice neighbours
- ✓ Having family near by
- ✓ Environmental – houses, quiet,
- ✓ The schools

The bad things about living in Aspley are:

- ✗ Crime
- ✗ Joy riders
- ✗ Nothing for young children and teenagers to do

#### What could be done to improve the Area?

- More security / policing / camera
- More parks
- More sports / places to go / things to do
- Nicer people
- Look nicer / improve buildings
- Less pollution / traffic

#### **6.1.1 Comment**

Overall there is a sense of community with people being positive about living in the area. However, joy riders, crime and teenagers hanging about are of a concern to many (if not most) of those surveyed. The tackling of criminal activity in the area would result in an improved quality of life for most families and a greater degree of happiness about living in the area.

## 7. RECOMMENDATIONS

- 9 The purpose of the Survey was to establish credible base line data for the satisfaction levels of existing services. This has been achieved. Therefore, it is recommended that a follow-up survey is completed within the next 3 years – most probably in Spring 2005 to ascertain the satisfaction levels of these services and those implemented by Sure Start and its partners over the ensuing years.
- 10 The follow up survey should include the following:
  - Questions on:
    - Whether the respondents / partners / or both smoke
    - What is the marital status of the respondents: single / married / living with partner
  - Section on Sure Start Services – seeking frequency of usage, satisfaction rating, general comments
  - Identification on whether the respondent took part in the initial survey – Sure Start should try to ensure that a significant number of people who took part in the base line survey also complete the second questionnaire. This will give an idea on whether service provision is improving – also some indication of migration levels.
- 11 Those respondents who were pregnant should be followed up. Perhaps in a separate exercise to track their experiences and compare that of this pregnancy and bringing up their child in a Sure Start area compared to when Sure Start did not cover it. (All but one of the 9 respondents already had children). Perhaps they could form a Focus Group.
- 12 The resources of the parents involve in conducting the Survey should be utilised in future surveys. Further training should be considered.
- 13 Sure Start Aspley / Bells Lane should pay specific attention to the issues around special needs support (the demand for additional support services) and access to milk tokens raised by the respondents.
- 14 Sure Start Aspley / Bells Lane should look at the responses to the satisfaction of services / facilities and where they are not directly within the remit of Sure Start seek to influence change with the appropriate agency / body – particularly local bus services and the housing office.
- 15 Sure Start Aspley / Bells Lane should be aware of the current low usage of some services and address this through appropriate promotion and constantly review the appropriateness of services.
- 16 The low satisfaction of the parks in the area is an issue that Sure Start Aspley / Bells Lane should address in Partnership with other local service providers, particularly Nottingham City Council and the Area Committee.

## **APPENDICIES - TABLES**

## TABLE 1 MAP OF AREA

**Table 2      Age of respondents – number of children, number of children 4 and under, age of pregnant respondents**

Q1a - Age Range of Respondents	No	%	No of Number of children children	&< 4 &<	Pregnant with children
15 – 19	9	7.7	8	8	0
20 – 24	30	25.6	53	41	4
25 - 29	26	22.2	64	33	2
30 - 34	33	28.2	102	42	1
35 - 39	10	8.6	33	9	0
>40	9	7.7	30	10	1
Total	117	100	290	143	8
DNR	5		7	4	1

**Table 3 Ethnicity of respondents and number of children**

Q3 Ethnicity of respondents and number of children

	No of respondents	%	No of children	%	Number of children 4 & under	%
White British	102	85.7	253	85.2	124	84.3
White Other	2	1.7	10	3.4	4	2.7
White / Black Caribbean	5	4.2	8	2.7	5	3.4
White / black African	1	0.85	2	0.7	1	0.7
Other mixed background	1	0.85	6	2.0	2	1.4
Indian	2	1.7	6	2.0	2	1.4
Other Asian background	1	0.85	2	0.7	1	0.7
Black or Black British - Caribbean	2	1.7	4	1.4	2	1.4
Ethnic Origin unknown	3	2.5	6	2.0	6	4.0
Total respondents	119	100.05	297	100.1	147	100

One respondent was pregnant with no other children.

**Table 4      Number of respondents with relatives living in the area by ethnicity**

	Yes	Total	%
White British	68	102	66.7
White Other	1	2	50.0
White / Black Caribbean	1	5	20.0
White / black African	0	1	0.0
Other mixed background	0	1	0.0
Indian	1	2	50.0
Other Asian background	0	1	0.0
Black or Black British - Caribbean	1	2	50.0
Ethnic Origin unknown	3	3	100.0
Total respondents	75	119	63.0

**Table 5      Number and ages of children**

Q5 Number and ages of children

Age of child	Number	% of surveyed
0	11	3.7
1	41	13.8
2	36	12.1
3	31	10.4
4	28	9.4
0 – 4	147	49.5
>5	150	50.5
Total	297	99.9

**Table 6                      Number of children in each family**

Number of children in each family

No of children	No of families	%
1	31	26.1
2	38	31.9
3	24	20.2
4	14	11.8
5	7	5.9
6	5	4.2
Total	119	100.1

**Table 7                      Years lived in Aspley / Bells Lane area**

Q7 Number of years lived in Aspley

Years	No	%	
<1	2	1.8	
one – 4	36	32.4	
five – 9	27	24.3	
ten to 15	16	14.4	Lived all life 18 people 16.20%
sixteen to 19	7	6.3	
20 – 24	10	9	
25 – 29	8	7.2	
30 – 34	5	4.5	
TOTAL	111	99.9	

**Table 8 Respondents with friends living in the area**

Q10. Friends living in area with children		
	Yes	%
Friends	109	90
With children	90	82.6

**Table 9 Children with special needs**

Q11 - Q14 Children with special needs			
	No	Support	Additional support
Children with special needs	10	5	4

**Table 10 Disability**

Q2 Disability	
	YES
Disabled	3
Registered Disabled	0
No of children	12
No of children 4&<	4
No of children with special needs	1

## Table 11 Baby milk – use and use of tokens

Q15 - 17b Baby milk - use, source and issues

Use baby milk

49

Use milk tokens

37 of which 7 responded no to using baby milk.

**Table 12 Satisfaction levels with all services**

**Q 18 Services and satisfaction levels - number of hits**

Service	Ranking					Total
	1	2	3	4	5	
ACTC	0	0	1	4	5	10
Baby clinic	2	3	21	17	20	63
BLCC	0	0	3	3	7	13
Child looked after	1	1	6	7	41	56
Childminder	0	0	0	1	3	4
Crèche	0	0	0	2	3	5
Dentist	1	3	18	26	19	67
Doctors surgery	2	5	21	26	28	82
Health Centres	0	2	10	9	6	27
Health Visitors	2	1	3	17	16	39
HOSPITAL	1	2	5	19	13	40
Housing Office	8	6	12	4	2	32
Leisure Centre	0	1	6	8	7	22
Library	2	0	13	16	14	45
Local buses	15	13	33	17	6	84
Local shops	2	5	37	35	15	94
Midwifery	0	0	1	2	3	6
NHS Direct	1	1	3	7	12	24
Nursery Schools	1	0	10	10	14	35
Opticians	1	0	7	13	6	27
Parent & Toddler	2	2	2	8	8	22
Parks	17	9	21	7	3	57
Playgroups	1	0	0	7	8	16
Private day nursery	0	1	2	7	2	12
Swim Pools	4	5	17	10	11	47
The Zone	1	0	0	1	3	5

**Q 18 Services and satisfaction levels - as a percentage**

Service	Ranking %				
	1	2	3	4	5
ACTC	0	0	10	40	50
Baby clinic	3	5	33	27	32
BLCC	0	0	23	23	54
Child looked after	2	2	11	13	73
Childminder	0	0	0	25	75
Crèche	0	0	0	40	60
Dentist	1	4	27	39	28
Doctors surgery	2	6	26	32	34
Health Centres	0	7	37	33	22
Health Visitors	5	3	8	44	41
Hospitals	3	5	13	48	33
Housing Office	25	19	38	13	6
Leisure Centre	0	5	27	36	32
Library	4	0	29	36	31
Local buses	18	15	39	20	7
Local shops	2	5	39	37	16
Midwifery	0	0	17	33	50
NHS Direct	4	4	13	29	50
Nursery Schools	3	0	29	29	40
Opticians	4	0	26	48	22
Parent & Toddler	9	9	9	36	36
Parks	30	16	37	12	5
Playgroups	6	0	0	44	50
Private day nursery	0	8	17	58	17
Swim Pools	9	11	36	21	23
The Zone	20	0	0	20	60

**Q 18 Services and satisfaction levels - number of hits**

Service	Ranking					Total
	1	2	3	4	5	
Toy Library	0	0	0	8	2	10
Welfare rights	0	1	0	0	1	2
Total hits	64	61	252	291	278	946
%	6.8	6.4	26.6	30.8	29.4	100.0

**Summary**

Services were ranked 946 times.

Services ranked most often - therefore used most often, were:

Local shops - 94 times

Local buses - 84 times

Doctors Surgery - 82 times

Services with the greatest number of hits showing the highest level of dissatisfaction were:

Local buses - 28 hits

Parks - 26 hits

Housing Office - 14 hits

Services with the greatest number of hits showing the highest level of satisfaction were:

Doctors surgery - 54 hits

Local shops - 50 hits

Child looked after by relative or friend - 48 hits

**Q 18 Services and satisfaction levels - as a percentage**

Service	Ranking %					
	1	2	3	4	5	
Toy Library	0	0	0	80	20	
Welfare rights	0	50	0	0	50	
%	6.8	6.4	26.6	30.8	29.4	100.0

**Summary**

60.2% of respondents were satisfied or very satisfied with services

13.2% of respondents were dissatisfied or very dissatisfied with services

Services with highest dissatisfaction levels were:

Parks - 46%

Housing Office - 44%

Local buses - 33%

Highest satisfaction levels were:

Toy Library 100%

Crèche 100%

Playgroups 94%

**Table 13 Satisfaction levels of early learning, play and childcare services**

**Services &  
Satisfaction ranking  
as a %**

<b>Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total number of users</b>
Child looked after	2	2	11	13	73	56
Childminder	0	0	0	25	75	4
Crèche	0	0	0	40	60	5
Library	4	0	29	36	31	45
Nursery Schools	3	0	29	29	40	35
Parent & Toddler	9	9	9	36	36	22
Parks	30	16	37	12	5	57
Playgroups	6	0	0	44	50	16
Private Day Nursery	0	8	17	58	17	12
Toy Library	0	0	0	80	20	10

**Table 14 Satisfaction levels of outreach and home visiting services**

<b>Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total number of users</b>
<b>Health visitors</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>44</b>	<b>41</b>	<b>39</b>

**Table 15 Satisfaction levels of support for families and parents services**

<b>Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total number of users</b>
ACTC	0	0	10	40	50	10
BLCC	0	0	23	23	54	13
Housing Office	25	19	38	13	6	32
Leisure Centres	0	5	27	36	32	22
Swim Pools	9	11	36	21	23	47
Welfare Rights	0	50	0	0	50	2

**Table 16 Satisfaction levels of primary and community health care services**

<b>Service</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total number of users</b>
Baby clinic	3	5	33	27	32	63
Dentist	1	4	27	39	28	67
Doctor's Surgery	2	6	26	32	34	82
Health Centres	0	7	37	33	22	27
Hospitals	3	5	13	48	33	40
Midwifery	0	0	17	33	50	6
NHS Direct	4	4	13	29	50	24
Opticians	4	0	26	48	22	27

## Table 17 Satisfaction levels of local schools and nurseries

Q39 - Satisfaction with local schools / nurseries

School family group	Rank no %		Rank no %		OK	%	Unhappy	%	Very		Total
	Happy	%	Happy	%					Unhappy	%	
Rosslyn	2	8	9	36	9	36	3	12	2	8	25
Ambleside	2	11.8	7	41.2	6	35.3	2	11.8	0	0	17
Overall	9	10.1	28	31.5	35	39.3	12	13.5	5	5.6	89

**Table 18 Satisfaction levels for living in the Aspley / Bells Lane area generally**

Q34 Satisfaction levels for living in Aspley

Do you think Aspley is a good place for a young family to live?

	No	%
YES	58	52.25
NO	53	47.75
TOTAL	111	100
DNR	11	

Q35 How happy are you with Aspley as a place to live?

	Number	%
Very happy	5	4.5
Happy	22	20
OK	56	51
Unhappy	16	14.5
Very Unhappy	11	10
	110	100

Q35 Responses by whether they thought Aspley a good place to bring up a young family and a good place to live.

	Think a good place to bring up a young family		Do not think a good place to bring up a young family	
	Number	%	Number	%
Very happy	5	8.6	0	0
Happy	21	36.2	1	2
OK	31	53.4	25	48
Unhappy	0	0	16	30.8
Very Unhappy	1	1.7	10	19.2
	58	100	52	100

**Table 19 Childcare – three most important aspects of childcare**

**Q19 Three most important aspects of childcare**

<b>Aspect</b>	<b>Rank</b>	<b>No of hits</b>	<b>% of total</b>
Safety	1	97	29.7
Children have fun	2	54	16.5
Friendly people	3	43	13.1
Cleanliness	4	40	12.2
Learning	5	29	8.9
Flexible times	6	26	8.0
Cost	7	18	5.5
Near to home	7	18	5.5
Near to school	9	2	0.6
		327	100

**Q19 Three most important aspects of childcare for working parents**

<b>Aspect</b>	<b>Rank</b>	<b>No of hits</b>	<b>% of total</b>
Safety	1	26	35.1
Children have fun	2	12	16.2
Friendly people	3	9	12.2
Learning	4	7	9.5
Cleanliness	4	7	9.5
Flexible times	6	6	8.1
Near to home	7	4	5.4
Cost	8	3	4.1
Near to school	9	0	0.0
		74	100

## Table 20 Respondents in work or training

Q22 & Q 25 & Q26 Parents in training and work	Number	%
Training	14	11.76
Work	30	25.21
In work and receiving financial help with childcare	8	26.66

## Table 20a Type of childcare used by working parents

Childcare type	Number of users
Looked after by partner, friend or relative	20
Looked after by a child minder	3
Private Day Nursery	6
Crèche	1

**Table 21 Profile of women who were pregnant**

Q6 Profile of women who are pregnant

	Number	% of total respondents	Number of pregnant women who smoke	Number of pregnant mothers with children 4 and under	Number of pregnant mothers with children over 4 years	Number of first time mothers	Number of children 4 years and under who have a pregnant mother	Number of children over 4 years who have a pregnant mother	Relatives living in the area	Number of respondents seeing a midwife	Happy with ante natal care	Good area to bring up a young family	How happy are you with Aspley as a place to live?
Pregnant	9	7.4%	4	5	4	1	5	7	5	7	6	4 said yes 3 said no	7 said OK 1 said very happy 1 happy.
Did not respond			0	0	0	0	0	0	0	0	2	2	0

Age range of pregnant mothers	<20	20 – 24	25 – 29	30 – 34	35 – 39	40+	DNR
Number	0	4	2	1	0	1	1