PARENTAL SATISFACTION SURVEY

Report from research carried out on behalf of

SURE START HOYLAND AND JUMP

May - June 2004
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Introduction

Background and objectives

All Sure Start programmes are required to carry out a parental satisfaction survey which acts as a baseline - satisfaction levels will be submitted to Sure Start National Office. These will then be measured again at a later date to find out what changes there have been in the area, which can at least partly be attributable to the presence of Sure Start in the area. The baseline survey gives also gives the opportunity for Hoyland and Jump Sure Start (H&JSS) to gain additional information about what users as well as non users think of the services available in their local area.

The survey aimed to find out:

- Satisfaction with activities and services for young children
- Awareness of and satisfaction with Hoyland and Jump Sure Start (H&JSS)
- Where people look for information about Sure Start services
- Barriers to accessing activities and services

Methodology

Between the 22nd May and 16th June 2004, face-to-face interviews were carried out with 200 parents and carers eligible for Sure Start services. The interviews were carried out by experienced interviewers going door-to-door, which covered areas across the whole catchment area, comprising of Hoyland, Hoyland Common, Blacker Hill, Platts Common, Jump and Elsecar.

The number of interviews achieved produced the following results. Achieving 200 results out of a population of approximately 800, means that the results given are +/-6% at the 95% confidence level. This means that if we had interviewed all possible respondents then we can be 95% confident that the result for the same question would be within 6% of that achieved.
To allow sub-group analysis by area, Hoyland and Hoyland Common have been grouped, Blacker Hill, Jump and Platts Common have been grouped, and Elsecar has been left as one area. Appendix A shows how these areas have been defined.

In some cases, responses to individual questions may not total 100%. This could be due to one or more of the following reasons: respondents may have been able to choose more than one category, percentages are given to the nearest whole number the rounding may not result in a total of 100%, respondents may have opted out of a particular question, resulting in some “no replies” (which are not quoted unless significant).

A full set of responses are included as an appendix to this report.
Main findings

Satisfaction with services available

Parents and carers were asked their overall opinion on local services for young children (under the aged of four). Over half (55%) of respondents say they are satisfied, with 14% saying they are very satisfied. Two in five (40%) are dissatisfied (25% are very dissatisfied).

Table 1 shows that there is considerable difference by area, with parents and carers in Blacker Hill, Jump and Platts Common accounting for most of the dissatisfaction. Here, 82% are dissatisfied, 67% very dissatisfied.

Table 1: Satisfaction with local services for under 4s (by area)

<table>
<thead>
<tr>
<th>Base: All (various, see table)</th>
<th>Overall (200)</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
<th>Unable to say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hoyland &amp; Hoyland Common (94)</td>
<td>18</td>
<td>52</td>
<td>13</td>
<td>10</td>
<td>7</td>
<td>%</td>
</tr>
<tr>
<td>Elsecar (51)</td>
<td>16</td>
<td>55</td>
<td>18</td>
<td>8</td>
<td>4</td>
<td>%</td>
</tr>
<tr>
<td>Blacker Hill, Jump &amp; Platts Common (55)</td>
<td>5</td>
<td>9</td>
<td>15</td>
<td>67</td>
<td>4</td>
<td>%</td>
</tr>
</tbody>
</table>
By applying a straightforward mean scoring system, we can derive mean scores\(^1\), giving an indication of the relative strength of satisfaction by area.

**Chart 1: Satisfaction with local services for under 4s (mean scores by area)**

Base: All (various, see chart)

\(^1\) Two points are awarded for 'very satisfied', 1 point for 'fairly satisfied', -1 point for 'fairly dissatisfied' and -2 points for 'very dissatisfied'. The total score for each area is then divided by the number of parents / carers expressing an opinion (i.e. excluding those unable to say).
Almost half of parents and carers (49%) agree with the statement ‘my child / children have had access to good quality play and learning opportunities’, with 16% strongly agreeing with this statement. Three in ten (28%) say they disagree (19% strongly disagree). Again, dissatisfaction is expressed significantly more strongly in the Blacker Hill, Jump and Platts Common areas, where over half (53%) saying they strongly disagree. This is shown in table 2 below.

**Table 2: Agreement with the statement that over the last 12 months, ‘My child / children have had access to good quality play and learning opportunities’ (by area)**

Base: All with children aged 0 - 4 (various, see table)

<table>
<thead>
<tr>
<th>Area</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>Not applicable</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall (188)</td>
<td>16</td>
<td>33</td>
<td>12</td>
<td>10</td>
<td>19</td>
<td>10</td>
<td>%</td>
</tr>
<tr>
<td>Hoyland &amp; Hoyland Common (90)</td>
<td>22</td>
<td>33</td>
<td>18</td>
<td>4</td>
<td>8</td>
<td>13</td>
<td>%</td>
</tr>
<tr>
<td>Elsecar (49)</td>
<td>12</td>
<td>51</td>
<td>8</td>
<td>16</td>
<td>4</td>
<td>8</td>
<td>%</td>
</tr>
<tr>
<td>Blacker Hill, Jump &amp; Platts Common (49)</td>
<td>10</td>
<td>14</td>
<td>6</td>
<td>12</td>
<td>53</td>
<td>4</td>
<td>%</td>
</tr>
</tbody>
</table>
These differences can be seen more clearly by looking at the mean scores\(^2\) as shown in chart 2 below.

**Chart 2: Agreement with the statement that over the last 12 months, ‘My child / children have had access to good quality play and learning opportunities’ (mean scores by area)**

Base: All with children aged 0 - 4 (various, see chart)

Parents and carers who are registered with Sure Start are more likely to say that they agree (60% compared with 31% who are not registered). This suggests that those who are not registered with Sure Start are missing out on services that are available in their area.

Agreement is lower for those with children up to the age of three, but this is due to respondents not seeing this as relevant to them rather than disagreeing with the statement.

\(^2\) Two points are awarded for ‘strongly agree’, 1 point for ‘agree’, 0 points for neither agree nor disagree’, -1 point for ‘disagree’ and -2 points for ‘strongly disagree’. The total score for each area is then divided by the number of parents / carers expressing an opinion (figure shown in brackets in the chart).
Parents and carers were asked how satisfied they are with particular services. Table 3 shows that satisfaction is highest with Child's health provision (86% satisfied), followed by parent's health (83% satisfied).

Table 3: Satisfaction with support available in the Hoyland and Jump area
Base: All (200)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>Don't know / N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child's health</td>
<td>50</td>
<td>36</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>5 %</td>
</tr>
<tr>
<td>Parents' health</td>
<td>45</td>
<td>38</td>
<td>10</td>
<td>3</td>
<td>1</td>
<td>4 %</td>
</tr>
<tr>
<td>During pregnancy</td>
<td>33</td>
<td>28</td>
<td>10</td>
<td>6</td>
<td>3</td>
<td>21 %</td>
</tr>
<tr>
<td>Support for parents</td>
<td>32</td>
<td>36</td>
<td>19</td>
<td>4</td>
<td>2</td>
<td>8 %</td>
</tr>
<tr>
<td>Play &amp; learning opportunities for children</td>
<td>30</td>
<td>35</td>
<td>13</td>
<td>8</td>
<td>7</td>
<td>8 %</td>
</tr>
<tr>
<td>Training &amp; learning opportunities for parents</td>
<td>24</td>
<td>34</td>
<td>12</td>
<td>7</td>
<td>7</td>
<td>18 %</td>
</tr>
</tbody>
</table>
These differences can be more clearly seen by applying a mean score\(^3\).

**Table 3: Satisfaction with support available in the Hoyland and Jump area (mean scores)**

Base: All, mean score derived from those expressing an opinion (various, see chart)

<table>
<thead>
<tr>
<th>Service</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child's health (190)</td>
<td>1.36</td>
</tr>
<tr>
<td>Parents' health (192)</td>
<td>1.28</td>
</tr>
<tr>
<td>During pregnancy (158)</td>
<td>1.04</td>
</tr>
<tr>
<td>Support for parents (182)</td>
<td>1.01</td>
</tr>
<tr>
<td>Play &amp; learning opportunities for children (184)</td>
<td>0.8</td>
</tr>
<tr>
<td>Training &amp; learning opportunities for parents (165)</td>
<td>0.76</td>
</tr>
</tbody>
</table>

None of the services have a negative mean score, meaning that on balance parents and carers are satisfied. The areas with lower satisfaction are ‘training and learning opportunities’ (58% are satisfied) and ‘play and learning opportunities for children (65% are satisfied).

Parents and carers who are registered with Sure Start are significantly more likely to be satisfied with play and learn activities for children, support for parents, and training and learning opportunities for parents. This suggests that Sure Start is playing an important part in raising awareness and providing support in these areas.

Six in ten parents and carers (63%) who are not in work are satisfied with the training and learning opportunities available.

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\(^3\) Two points are awarded for ‘very satisfied’, 1 point for ‘fairly satisfied’, 0 points for ‘neither’, -1 point for ‘fairly dissatisfied’ and -2 points for ‘very dissatisfied’. The total score for each area is then divided by the number of parents / carers expressing an opinion (i.e. excluding those saying don’t know).
For many issues, respondents in Blacker Hill, Jump and Platts Common areas respond more negatively than those in other areas. A positive finding is the satisfaction by respondents in these areas for Training and learning opportunities for parents. Seven in ten (71%) respondents are satisfied with support in this area (29% very satisfied), compared with 53% of parents and carers in other areas.

Almost half of parents and carers (47%) have seen no change in the provision of services for children under the age of four in the last 12 months. Three in ten (29%) say services have improved (11% say that services have got worse).

Table 4: Change in the provision of services for under 4s in the last 12 months (by area)
Base: All (various, see table)

<table>
<thead>
<tr>
<th></th>
<th>Improved</th>
<th>Stayed the same</th>
<th>Got worse</th>
<th>Unable to say / DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall (200)</td>
<td>29</td>
<td>47</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>Elsecar (51)</td>
<td>43</td>
<td>39</td>
<td>4</td>
<td>14</td>
</tr>
<tr>
<td>Hoyland &amp; Hoyland Common (94)</td>
<td>31</td>
<td>45</td>
<td>5</td>
<td>19</td>
</tr>
<tr>
<td>Blacker Hill, Jump &amp; Platts Common (55)</td>
<td>13</td>
<td>56</td>
<td>25</td>
<td>5</td>
</tr>
</tbody>
</table>
If we calculate net improvement (those saying ‘improved’ minus those saying ‘got worse’) we see the following:

**Chart 4: Change in the provision of services for under 4s in the last 12 months (net improvement by area)**
Base: All (various, see chart)

![Chart showing net improvement by area](image)

This clearly shows the differences by area, with respondents in Elsecar, Hoyland and Hoyland Common saying that services are more likely to have improved than got worse. However, parents and carers in Blacker Hill, Jump and Platts Common are more likely to say the reverse; that services have got worse rather than have improved (25% worse, 13% improved). This is consistent with the overall findings, where parents and carers in these areas are more likely to be dissatisfied with the services available.

Respondents who say there has been an improvement in the provision of services were then asked what these have been. Examples include facilities, activities and groups for children, and the opening of a nursery or crèche.
**Awareness of Sure Start**

To find out the level of awareness of the Sure Start programme, we asked parents and carers if they had heard of Sure Start before the interview. Over nine out of ten (94%) said yes, and just 6% of respondents had not heard of Sure Start.

Parents and carers who have heard of Sure Start were asked how they first heard of the programme. As shown in chart 5, most respondents mention informal channels, such as through friends, family or Health Visitor. There are a variety of other methods as well, such as leaflets through their doors and posters in the community. This highlights the fact that the promotion work that H&JSS is doing is reaching families.

**Chart 5: How respondents first heard of Sure Start**

*Base: All those who have heard of Sure Start (188)*

- **Friend/neighbour/family**: 30%
- **Health Visitor/Midwife visit**: 25%
- **Advert in newspaper**: 15%
- **Sure Start staff**: 11%
- **Leaflets**: 9%
- **Posters in (clinics)**: 8%
- **Posters/adverts in community**: 7%
- **Canvassing**: 7%
- **Posters in (schools)**: 5%
- **Social Services**: 2%
Parents and carers who have registered with Sure Start are more likely to have heard about Sure Start through their Health Visitor or Midwife visitor (30%) compared with 13% of those who are not registered. This suggests that Health Visitors and Midwives have a strong influence on parents and carers first impressions of Sure Start, although we would need to look more closely into what exactly encourages parents and carers to register.

Respondents who say that they have heard of Sure Start were then asked if they have registered their details. Two thirds (64%) say they have, which is 60% of parents and carers overall. Those looking after the home are most likely to say this (74%) compared with those in work (50%). There are no variations by geography, which is interesting considering the huge variation in satisfaction of provision in the different locations.
**Awareness, use and interest in Sure Start services**

From a list of activities that Sure Start has had a hand in organising, almost all respondents (97%) say they are aware of at least one.

Chart 6 shows that parents and carers are most likely to be users of playgroups or parent / carer toddler groups, ante / post natal care, support for nursery and trips / outings.

**Chart 6: Awareness of Sure Start services and activities**

Base: All (200)
Two thirds (68%) have used at least one of the schemes listed. Playgroups and parent / carer toddler groups are used more than any other, and also have the most interest, with 63% saying they either use this service or are interested in it.

Almost all parents and carers who are interested in ante or post natal care are also using this service (only 3% who are interested are not using the service), so this service seems to be fulfilling their need. Use of this service is particularly high in Elsecar, where almost half (47%) of respondents have used this service.

A high proportion of parents and carers express an interest in using safe children’s play areas, but only 14% say they do so. It may be a case that parents and carers may be using play areas but they do not consider them ‘safe’ or do not recognise that they are provided by Sure Start.

The lower levels of use are for activities aimed primarily at parents and carers (rather than activities for the child or child and parent together). These include ‘help and support to stop smoking’, ‘training and self development activities’ and ‘volunteering or work opportunities’. It is worth noting, though, that for all these activities, a significant proportion of parents say they have an interest and so raising channels of existing activities or launching new activities is likely to increase participation.
**Satisfaction with SS services**

Respondents who have used Sure Start activities or services were asked how satisfied they are with what is provided. Overall, there is a high level of satisfaction reported, with 87% saying they are satisfied (53% very satisfied). Just 5% say they are dissatisfied (1% very dissatisfied).

**Table 5: Satisfaction with the activities or schemes provided by Sure Start (by area)**

Base: Users of Sure Start Services (various, see table)

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Fairly satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Fairly dissatisfied</th>
<th>Very dissatisfied</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall (135)</td>
<td>53</td>
<td>33</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>%</td>
</tr>
<tr>
<td>Elsecar (35)</td>
<td>60</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>%</td>
</tr>
<tr>
<td>Hoyland &amp; Hoyland Common (68)</td>
<td>54</td>
<td>31</td>
<td>6</td>
<td>6</td>
<td>1</td>
<td>%</td>
</tr>
<tr>
<td>Blacker Hill, Jump &amp; Platts Common (32)</td>
<td>44</td>
<td>31</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>%</td>
</tr>
</tbody>
</table>
The differences of opinion can be seen more clearly by applying mean scores\(^4\) as shown in chart 7.

**Chart 7: Satisfaction with the activities or schemes provided by Sure Start (mean scores by area)**

Base: Users of Sure Start services (see individual bases on chart)

This time there is little difference by area, indicating that the dissatisfaction with provision in Blacker Hill, Jump and Platts Common does not result from the work being done by Sure Start (although it may stem from the amount of provision being received).

\(^4\) Two points are awarded for 'very satisfied', 1 point for 'fairly satisfied', 0 points for 'neither satisfied nor dissatisfied', -1 point for 'fairly dissatisfied' and -2 points for 'very dissatisfied'. The total score for each area is then divided by the number of parents / carers expressing an opinion (i.e. excluding those saying don't know).
Respondents were asked how they usually find out about Sure Start services and activities. Chart 8 shows that Sure Start users usually find out about activities from the Sure Start leaflet (37%), and Sure Start Outreach workers, Health Visitors and Midwives (34%).

**Chart 8: Where respondents find out about Sure Start services and activities**

Base: Users of Sure Start services (135)

- Sure Start leaflet: 37%
- Sure Start Outreach Worker/Health Visitor/Midwife: 34%
- Local paper: 26%
- Another Sure Start Activity: 25%
- Mailshots: 19%
- Friend/family member: 19%
- Visiting a Sure Start Centre/Office: 16%
- Passing by and seeing sign: 11%

Over half of respondents (54%) in Elsecar say they find out about activities through the Sure Start leaflet, which may or may not be due to how these are distributed in the area. More emphases could be put on these methods to encourage parents and carers to access services.
Barriers and suggested improvements

Respondents were asked if there is anything else that Sure Start should be doing, and only 32% could think of anything that needed improving. Respondents in Blacker Hill, Jump and Platts Common particularly want to see more play areas for the under 5s. Better communication about services, safer play areas, and more advertising about what Sure Start does are mentioned by parents across the areas as needing improvement.

Over half (52%) of parents and carers say there is nothing that puts them off, or prevents them using the activities offered by Sure Start. Respondents in Elsecar are most likely to say that nothing prevents them (71%) compared to respondents in the other areas (45%). The biggest barriers are information and time.
Profile of respondents

Most respondents interviewed were women (85%).

Nine in ten (89%) describe themselves as parents or legal guardians, 8% say they are grandparents, 2% other family members, and a further 2% family friends.

Two in five (38%) of those interviewed say the child / children they are responsible for are being brought up in single parent households.

Respondents have a variety of ages of children as shown in table 6, and 8% were pregnant at the time of the interview.

Table 6: Ages of children of respondents
Base: All (200)

<table>
<thead>
<tr>
<th>Age of child</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child(ren) aged under 1</td>
<td>20</td>
</tr>
<tr>
<td>Child(ren) aged 1 (up to 2)</td>
<td>21</td>
</tr>
<tr>
<td>Child(ren) aged under 2 (up to 3)</td>
<td>20</td>
</tr>
<tr>
<td>Child(ren) aged under 3 (up to 4)</td>
<td>19</td>
</tr>
<tr>
<td>Child(ren) aged under 4 (up to 5)</td>
<td>22</td>
</tr>
</tbody>
</table>

Table 7 shows the ages of those interviewed.

Table 7: Ages of respondents
Base: All (200)

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged 25 and under</td>
<td>25</td>
</tr>
<tr>
<td>26 – 29</td>
<td>24</td>
</tr>
<tr>
<td>30 – 35</td>
<td>27</td>
</tr>
<tr>
<td>36+</td>
<td>25</td>
</tr>
</tbody>
</table>
The number of children respondents have is shown in table 8 below.

Table 8: Number of children
Base: All (200)

<table>
<thead>
<tr>
<th>Number of children</th>
<th>0 – 4 years</th>
<th>4 – 16 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>4</td>
<td>42</td>
</tr>
<tr>
<td>1</td>
<td>73</td>
<td>37</td>
</tr>
<tr>
<td>2+</td>
<td>23</td>
<td>22</td>
</tr>
</tbody>
</table>

One in six respondents (16%) has a long standing illness, disability or infirmity.

Over half of the sample (53%) look after the home or family, and 37% are in employment. Table 9 gives a more detailed breakdown.

Table 9: What respondents are doing at present
Base: All (200)

<table>
<thead>
<tr>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee in full-time job (30 hours plus)</td>
</tr>
<tr>
<td>Employee in part-time job (under 30 hours)</td>
</tr>
<tr>
<td>Self-employed, full or part-time - with employees</td>
</tr>
<tr>
<td>Self-employed, full or part-time - without employees</td>
</tr>
<tr>
<td>On a Government supported training programme (e.g. Modern Apprenticeship/ National Traineeship/Training for Work/Adult Training)</td>
</tr>
<tr>
<td>Full-time education at school, college or university</td>
</tr>
<tr>
<td>Unemployed and seeking work</td>
</tr>
<tr>
<td>Unable to work due to long-term sickness or disability</td>
</tr>
<tr>
<td>Wholly retired from work</td>
</tr>
<tr>
<td>Looking after the home or family</td>
</tr>
</tbody>
</table>

Almost all respondents are white (99%), with 2% being of mixed race.
Summary

- Over half are satisfied with local services for young children (under the age of four), and two in five are dissatisfied.

- Half agree that, thinking about the last 12 months, 'my child / children have had access to good quality play and learning opportunities'.

- Parents and carers are most satisfied with child’s health provision, followed by parents’ health. Lower satisfaction is reported for training and learning opportunities.

- Almost half of parents and carers have seen no change in the provision of services for children under the age of four in the last 12 months. Three in ten say services have improved.

- Improvements that parents and carers have seen include more activities, activities and groups for children, and also the opening of a nursery or crèche.

- Just one in sixteen parents and carers had not heard of Sure Start before the interview.

- Respondents who have heard of Sure Start are most likely to have first heard of the programme through informal channels, such as through friends, family or Health Visitor. There are a variety of other methods as well, such as leaflets through their doors, posters in the community these methods of promotion are also being noticed.

- Two thirds of parents and carers who have heard of Sure Start have also registered with them.

- The services that parents and carers are most aware of are playgroups or parent / carer toddler groups, ante / post natal care, support for nursery and trips and outings.
• Two thirds have used at least one of the schemes shown to respondents. Playgroups and parent / carer toddler groups are used more than any other, and also have the most interest, with six in ten saying they either use this service or are interested in it.

• There is a high level of satisfaction with the activities and services provided by Sure Start that have been accessed, with almost nine in ten saying they are satisfied (over half, very satisfied). All respondents / carers interviewed in Elsecar who use Sure Start services are satisfied with the provision.

• Sure Start users usually find out about activities from the Sure Start leaflet, and Sure Start Outreach workers, health Visitors or Midwife. These methods could place more emphases on encouraging parents and carers to access services.

• Respondents were asked if there is anything else that Sure Start should be doing, suggestions include more play areas for the under 5s, better communication about services, safer play areas, and more advertising about what the do.

• Over half of parents and carers say there is nothing that puts them off, or prevents them using the activities offered by Sure Start. The biggest barriers are information and time.

• Overall, there is a tendency for parents and carers living in Blacker Hill, Jump and Platts Common to be dissatisfied with the provision for young children. However, they are satisfied with the services provided by Sure Start.
Recommendations

- Parents and carers living in Blacker Hill, Platts Common and Jump are particularly dissatisfied with the services available for young children. We need to examine this in more depth to determine where the root of this dissatisfaction lies. It may be to do with the amount of provision in their area as satisfaction with Sure Start activities is high.

- Promote training and learning opportunities for parents in Blacker Hill, Jump and Platts Common, as this is one of the few areas that parents and carers are satisfied with. Those who are satisfied with this area could be encouraged to try other activities, and could be encouraged to help promote the good work done by Sure Start.

- Parents and carers do look at Sure Start leaflets to find out about activities, so H&JSS needs to ensure that they cover the whole area when they are promoting activities.

- Look into how Health Workers and Midwives promote H&JSS, as this could be a great influence in increasing the numbers of families who have registered

- Promote activities which have high interest levels compared to take-up levels. These include a number of parent-focussed activities.

Caroline Hughes

Tim Neal

25th June 2003