

Results of Satisfaction Survey Spa Spiders Sure Start Undertaken October 2002

Introduction

The surveys were distributed to parents through the primary schools within the catchment area, the local Health Visitor's baby clinic , through the toddler groups and face to face by the Traveller's Education team on the Traveller's sites. A total of 920 surveys were given out , out of which 210 were returned. The split of the villages represented in the returned surveys was as follows:

Norton	30 surveys returned
Burghwallis	2 surveys returned
Braithwaite	1 survey returned
Askern (Instonville)	82 surveys returned
Askern (Moss Road)	38 surveys returned
Campsall	23 surveys returned
Travelling Community	22 surveys returned (The returns from Travellers may have been higher as some travellers approached on site said they completed surveys sent to them through school and these would have been included in the surveys returned from Askern Instonville
Sutton	4 surveys returned (As Sutton was not identified as a separate village on the survey form, additional returns From Sutton may have been included in the Instonville sample.

Age profile :

Out of the 210 surveys returned 143 of the surveys were returned by parents with children under the age of 4 years, 23 surveys were returned by first time parents whose children were under the age of 1 year . 44 surveys were returned by parents whose children were aged between 5 and 16.

Parents were asked to rate services by level of satisfaction and where dissatisfaction was identified were invited to provide comments explaining the nature of their dissatisfaction .

Results

Levels of satisfaction for each service are illustrated on the graphs provided. There were three services where a high level of dissatisfaction was identified across all the villages these were provision of leisure facilities, health services and crime prevention.

Leisure Facilities.

This was by far the area of service provision that received the most comments. Individual comments are provided for the reader's information but to summarize: Parents across all the villages complained that there was very little provided for their families in any of the categories listed under leisure activities. What provision there was, was generally of poor quality particularly in relation to outdoor play with what

outdoor play facilities that were available being described by many of the respondents as too dangerous to use. With the exception of the local swimming pool and toddler groups, parents stated that there was no provision of indoor play facilities though they felt this was desperately needed. Whilst parents valued the activities provided at the local swimming pool issues of accessibility were highlighted as entry into the pool necessitates climbing two flights of steps. The local toddler groups were described as being under resourced and lacking in structured activities. The only family friendly eating place was identified as not being open after school closing time and family entertainment was described by all respondents as non-existent.

Crime Prevention

Crime prevention was also a shared concern across all the villages, parents felt that the area suffered as a result of lack of police presence on the streets resulting in undetected/resolved youth crime. Parents complained that youth crime was responsible for the unkept and vandalised state of the outdoor play facilities and that the parks had become a meeting place for drug users who left them littered with needles and broken glass. There was a high demand for the return of Bobbies on the beat and a feeling that the community had been abandoned by the police since the closing of Askern's substation.

There was a general lack of knowledge regarding the availability of holiday play schemes and those parents who were aware of existing schemes complained that there were too few places available and that the cost of the play schemes was too high. Parents reported that choice of hobby clubs in the area was limited and there was insufficient local advertising of their existence.

Health

The highest area of dissatisfaction in relation to health services centred on the G.P.s. Parents complained that two of the local G.P. practices had been running on locum cover for too long a period resulting in inconsistency of service provision and reducing the parent's confidence in the care being offered. The remaining G.P. practice was reported to be over subscribed resulting in long waits for appointments and difficulties in seeing your preferred G.P.

Parents also expressed dissatisfaction with the school nursing service, they clearly valued the service but felt that it was unrealistic to expect one school nurse to meet the needs of the whole school community, the parents raised issues of difficulties in accessing the school nurse service and felt very strongly that the school nurse should have a role to play in the detection and prevention of head lice.

There were concerns expressed regarding the frequency of baby clinics parents feeling that one session per week was not adequate to meet the needs of the community.

Parents also raised the issue of difficulty in accessing specialist services in particular speech therapy stating that these services were based in town and travelling to them by bus with young children created difficulties. A significant number of parents were unaware of any services to support them in the management of their children's behaviour but expressed an interest in knowing more about them.

Education

There was a high level of satisfaction with local state nursery provision across all the villages. However in relation to adult education parents felt the choice was very limited and what was available was poorly advertised, lacked the back-up of crèche facilities and tended to be dominated by computer skills courses neglecting other vocational or academic routes into higher education.

Though the nursery providers were delighted to have such a positive response from the satisfaction survey they themselves expressed serious concerns about children's lack of readiness to learn on entry to mainstream nursery, there were major concerns regarding the low numbers of children achieving normal personal, social and education levels at the end of the foundation stage this being as low as 34% of the children living in the most deprived areas of the catchment. The staff felt this was in main due to the lack of access to quality pre-school play/learning opportunities in the area and limited provision of training opportunities for parents compounded by the fact that what opportunities there were not supported by childcare provision.

In the planning of new services the staff were keen to emphasize that one central facility in Askern town would fail to meet the needs of the most vulnerable families whose needs were greatest, it was felt that initially services would need to be taken to them in some form of outreach provision and it was from these recommendations that the idea of a play/education bus developed.

Social Services/Employment services

There was general dissatisfaction expressed in relation to benefits advice with respondents stating that they had to travel out of the area to get this advice and that the advice received was sometimes unreliable. A significant number of parents were clearly unaware of the benefits advice and job seekers support available through the A Junction at Alexander House, however those who were aware of the service rated it highly. Parents living in Askern Instonville and Askern Moss road expressed a high level of dissatisfaction with housing maintenance and repair services complaining that they had experienced unreasonably long waits for house repairs and that when they were done they were generally 'bodged'. Parents who had experienced crises or trauma reported that their needs were not adequately met by the professional services.

Transport Services

There was a mixed response to this area of service provision, the majority of respondents from the Askern and Norton areas stated that the question was not relevant to them as they did not use the local transport system. Parents living in the Campsall /Norton area who did use the local bus services were dissatisfied with the frequency of buses and the limited destinations. Parents in the Askern areas reported the bus service to be unreliable, not matched to work start times and finishing times and not frequent enough.

Services for the disabled / special needs

A significant number of respondents stated that as they did not suffer from any disability it would be inappropriate for them to answer this section many of them

however stated that if they did need help in this service area they would have no idea where to go and find it. Parents with disabilities who responded reported a lack of adequate advertising as to where help was available and difficulty in obtaining specialist equipment or advice on benefits. Parents who had a child with a disability reported difficulty in getting appropriate support and advice and finding the whole process very stressful.

Services for teenage parents

There were very few forms returned from teenage parents, those who provided comments stated that there was no provision for them within the catchment area