Sure Start Selby District

User Satisfaction Survey 2004

Written by 
Dr Gill Wadsworth, 
Katherine Taylor 
and Kerry Watson

December 2004
## Contents

1 Introduction ......................................................................................... 3  
2 Aims and Objectives ........................................................................... 3  
3 Background ........................................................................................ 4  
4 Method .................................................................................................. 4  
   Sample ............................................................................................... 5  
5 Executive Summary ............................................................................. 6  
   5.1 Profile information .......................................................................... 6  
   5.3 Child and family services ................................................................. 6  
   5.4 Child and family support ................................................................. 7  
   5.5 Child and family health ................................................................. 7  
   5.6 Transport ...................................................................................... 8  
   5.7 Training and employment ............................................................ 8  
   5.8 Play areas and play equipment ...................................................... 8  
   5.9 Sure Start ...................................................................................... 8  
6 Key Findings ....................................................................................... 9  
   6.1 Profile information .......................................................................... 9  
   6.2 The area ....................................................................................... 11  
   6.3 Child and family services .............................................................. 12  
   6.4 Child and family support ............................................................... 18  
   6.5 Child and family health ................................................................. 19  
   6.6 Transport .................................................................................... 22  
   6.7 Training and employment ............................................................ 24  
   6.8 Play areas and play equipment ...................................................... 27  
   6.9 Sure Start ...................................................................................... 28  
7 Conclusions and Recommendations ................................................. 31  
   Appendix A ...................................................................................... 33  
   Appendix B ...................................................................................... 44
1 Introduction

QA Research was asked by Sure Start Selby District to undertake a user satisfaction survey amongst families with children aged 0-4 years living in the programme area.

Sure Start programmes are required to undertake a user satisfaction survey as start point information for the Sure Start unit. The aim of the user satisfaction survey was to establish satisfaction levels with the facilities and services available in the area; to be able to identify ways in which services and facilities could be improved and identify how best to spend resources. Furthermore, it is intended that the survey can be repeated every three years to indicate where improvements have occurred, where more needs to be done or adjustments are required.

2 Aims and Objectives

The main aims of the research were to establish parent’s views of Selby District and their satisfaction levels with the facilities and services in the area. Including ways in which services and facilities can be improved; with specific focus on:

- Views and opinions of the Selby district area
- Satisfaction levels with the services and facilities available for children aged 0-4 and their families
- Accessibility of key child and family services in the area
- The availability and quality of childcare services
- Whether there are particular barriers preventing parents from using childcare and other services
- Support available from family and friends
- Child and family health
- Access to transport
- Access and barriers to training/ employment
- Access to play area/ play equipment
- Awareness of Sure Start Selby District
3 Background

Selby Sure Start district covers a geographically large area, it incorporates two wards in Selby Town and two along the A1 corridor; Selby South, Selby North, Fairburn with Brotherton and Byram cum Sutton.

As is stated in the delivery plan\(^1\) Selby is situated twelve miles south of York while Brotherton and Byram lie 14 miles to the south.

Selby town has a variety of industrial and commercial activities that include port trafficking, agricultural processing and market town functions. The closure of Selby coalfield in 2004 has and will continue to have an effect on the economic and social economy of the area.

It is noted in the delivery plan that transport infrastructure is good but access to services without a car is difficult.

4 Method

QA Research designed a suitable questionnaire with approval of the Sure Start Selby District Programme Manager (a copy of the questionnaire can be found in Appendix A).

A group of six local parents and four staff were trained by QA in September 2004 to complete face to face user satisfaction surveys with other parents / carers within the community. This method is useful as a way of increasing numbers of completed surveys, providing greater access to local parents and of up-skilling the parents who take part in the training.

One full days training was delivered by QA’s Training Officer. During the training session the following areas were covered; Market Research Society code of conduct, Ethical Issues, Researcher Safety, Questioning Techniques and a briefing on the questionnaire. Some minor changes to the questionnaire were made at this stage, following parent comments.

The Sure Start staff then offered support to the parents during the data collection stage in September - December 2004. The data was collected from a range of venues to ensure representation from across the area. Parents were offered a £5 Boots Voucher as a thank-you for taking part in the research.

The completed questionnaires were returned to QA and analysed using SPSS (a statistical software package).

---

\(^1\) Sure Start Selby District Delivery Plan
Sample

In total, 196 questionnaires were completed with parents/ carers of children aged under 4 years in the programme area. There are approximately 500 families with children under 4 years living in the catchment area, this gives a very credible 39% response rate.

In research terms, this means that we can be 95% confident that the variance in the data is no more than +/- 5.4%. In other words, we can be confident that the findings in this research represent the views of eligible parents within a 5.4%
5 Executive Summary

5.1 Profile information

- 196 parents\(^2\) in the area completed a questionnaire, 98% were female and 2% were male.
- The majority of respondents (97%) were White British
- Just over a quarter of respondents (26%) were lone parents
- The greatest proportion of respondents had an average annual income of £10,000 to 14,999

5.2 The area

- Almost a third of respondents (30%) had been living in the programme area for more than 10 years
- 64% of the respondents said they felt the area was ok though they would like a few things to change

5.3 Child and family services

- Most respondents (66%) had two children or more aged under 16 years
- Over half of the respondents (52%) had children aged under 2 years, 57% had children aged 2-4 years, 70% of respondents also had children aged 5 years and over
- The majority of respondents felt able to access a doctor’s surgery (96%), health visitor (93%) and toddler groups (83%)
- Key services respondents were most likely to feel unable to access were private babysitting (32%), formal childcare (21%), a family centre (20%), a crèche (20%) and training courses (20%)
- Almost two thirds of respondents (62%) were satisfied with services for families and children in Selby District, 20% were dissatisfied
- Just under a quarter of respondents (24%) use childcare for their children aged 0-4 years

\(^2\) The term parents is used in the report to refer to both parents and carers that responded to the survey
• The greatest proportion (49%) use childcare for child development and 35% use it to allow them to work

• Almost half of respondents (49%) pay £2 - £5 per hour for childcare

• The most common reason respondents give for not using childcare is because they prefer to care for their child/children themselves

5.4 Child and family support

• 83% of respondents had other family members living nearby, 81% of these said that their families helped with their children

• Over half of respondents (52%) felt that activities for families with children aged 0-4 years did not encourage the involvement of fathers, 21% felt they did and 26% did not know

5.5 Child and family health

• The greatest proportion of respondents reported that they generally feel ok although there is room for improvement (49%), 10% reported that they don’t feel ok and there is a lot of room for improvement

• 18% of respondents said that they or a member of their family suffered from a long standing illness or disability

• Over a third of respondents (40%) smoke daily and 6% smoke occasionally

• Of the respondents that smoke, over half (55%) would like to stop while 43% would not

• Support from GP or another health professional was the most popular type of support that respondents would like to help them stop smoking

• Almost three quarters of respondents (74%) were aware of the ‘five a day’ healthy eating campaign

• Four in five respondents felt they had a healthy diet, while 12% did not

• Over half of respondents (61%) said that they bottle fed their last baby while 20% breast fed

• Over a third of respondents (41%) felt that their child/children’s health was excellent

• 13 respondents had a child/children with a disability or special need
5.6 Transport

- Over three quarters of respondents (78%) walk when they take their 0-4 year olds to appointments, shops, toddler groups etc

- Around one fifth (19%) of respondents said that transport is a problem for them when they take their child / children to appointments, shops, toddler groups etc

5.7 Training and employment

- The majority of respondents (70%) reported that a member of their household was in paid employment, 29% said that no members of their household were in paid employment

- The greatest proportion of respondents were currently full-time carers/ home makers, 22% were employed part-time and 11% were employed full-time

- The following were the key barriers to undertaking employment or training: cost of childcare (22%), cost of courses (14%) and lack of suitable jobs generally (13%)

- Just over one third (35%) of respondents said that there was a training course that they would like to undertake in the near future; IT and childcare were the most popular courses mentioned

5.8 Play areas and play equipment

- Over half of respondents (59%) felt their under 4’s were able to access a safe and usable play area or play equipment; 38% of respondents said that they were not

- The most common reasons given for not being able to access a safe and useable play area was that there was no play area (49%) or they were concerned about the quality of play area / equipment available (33%)

5.9 Sure Start

- The majority of respondents (87%) were aware of Sure Start and three quarters of these were registered with the programme

- The Sure Start groups Messy Start and Start Singing seemed to have been used by the greatest proportion of respondents

- Services that respondents would like Sure Start to improve/ provide include the parks and play areas, a community building and a greater range of services
6 Key Findings

6.1 Profile information

The following section details the profile of the respondents.

Figure 6.1.1: Age of Respondents

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

The ethnic breakdown of respondents indicates that 97% were White British, 1% were White Other, 1% were Black African and 1% were any other Black Background.

The Table below indicates the number of respondents that responded from each ward. As can be seen the greatest proportion of respondents were from Selby North (42%), 27% were from Selby South, 12% were from Byram, 8% were from Brotherton and 7% from Fairburn, 5% did not respond to this question.
Table 6.1.1: Ward of respondents

<table>
<thead>
<tr>
<th>Ward</th>
<th>%</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selby North</td>
<td>42</td>
<td>83</td>
</tr>
<tr>
<td>Selby South</td>
<td>27</td>
<td>53</td>
</tr>
<tr>
<td>Byram</td>
<td>12</td>
<td>23</td>
</tr>
<tr>
<td>Brotherton</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>Fairburn</td>
<td>7</td>
<td>13</td>
</tr>
<tr>
<td>No answer</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>196</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

In terms of the make up of their family quite a large proportion, 26% of respondents reported being lone parents.

Respondents were asked to indicate on a range scale, their annual household income, these are reported in Table 6.1.2 below. As can be seen the greatest proportion of respondents had an annual income of between £10,000 and £14,999.

Table 6.1.2: Annual household income of respondents

<table>
<thead>
<tr>
<th>Income</th>
<th>%</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than £1000</td>
<td>7</td>
<td>13</td>
</tr>
<tr>
<td>£1000 to £4,999</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>£5,000 to £9,999</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>£10,000 to £14,999</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>£15,000 to £19,999</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>£20,000 to £24,999</td>
<td>7</td>
<td>14</td>
</tr>
<tr>
<td>£25,000 to £29,999</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>£30,000 to £39,999</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>£40,000</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Monthly income</td>
<td>0.5</td>
<td>1</td>
</tr>
<tr>
<td>Weekly income</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Don’t know</td>
<td>19</td>
<td>38</td>
</tr>
<tr>
<td>Refused</td>
<td>19</td>
<td>37</td>
</tr>
<tr>
<td>No Answer</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>196</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196
6.2 The area

The respondents were asked how long they had been living in the Selby District area. As Figure 6.2.1 indicates the greatest proportion of respondents had been living in the area for more than 10 years (30%), 27% had been living in the area for 2-5 years and 17% had been living in the area for 5-10 years. A smaller number of respondents had been living in the area less than 2 years.

**Figure 6.2.1: Length of residency**

![Bar chart showing the length of residency]

**Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196**

Almost two thirds of those surveyed (64%) said that they felt the area was ok though they would like a few things to change, 21% stated that they really liked the area and 10% said that they really disliked the area and would like a lot to change. This is illustrated in Figure 2.2 below.
Figure 6.2.2: Satisfaction with the Selby District area

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

Further analysis indicates that respondents living in Fairburn had the highest proportion of respondents that really liked the area (69%) and Selby South (52%) had the greatest proportion of respondents that stated that they really disliked the area and would like a lot to change.

There was no association between satisfaction with the area and length of residency.

6.3 Child and family services

Parents were asked about their children in terms of how many they had and their ages. As the Table below indicates, the greatest proportion of respondents (39%) had two children, a third of respondents (33%) had one child and 17% of respondents had three children. A smaller number of respondents had four or more children.

Table 6.3.1: Number of children aged under 16 years

<table>
<thead>
<tr>
<th>Number of children</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>33</td>
</tr>
<tr>
<td>Two</td>
<td>39</td>
</tr>
<tr>
<td>Three</td>
<td>17</td>
</tr>
<tr>
<td>Four</td>
<td>7</td>
</tr>
<tr>
<td>Five</td>
<td>1</td>
</tr>
<tr>
<td>Six or more</td>
<td>1</td>
</tr>
<tr>
<td>No answer</td>
<td>2</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196
In total just over one half (52%) had children aged under 2 years, 57% had children aged 2-4 years, a third (33%) had children aged 5-7 years, one in five had children aged 8-11 years and a smaller proportion had children 12 years and over.

**Table 6.3.2: Ages of respondents’ children**

<table>
<thead>
<tr>
<th>Age of children</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 2yrs</td>
<td>52</td>
</tr>
<tr>
<td>2-4 yrs</td>
<td>57</td>
</tr>
<tr>
<td>5-7 yrs</td>
<td>33</td>
</tr>
<tr>
<td>8-11 yrs</td>
<td>20</td>
</tr>
<tr>
<td>12-14 yrs</td>
<td>12</td>
</tr>
<tr>
<td>15+ yrs</td>
<td>5</td>
</tr>
</tbody>
</table>

**Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196**

A key area covered by the questionnaire was parent’s opinions and use of child and family services in the programme area.

Respondents were asked whether they felt able to access a number of key services in the area. As can be seen in Table 6.3.3 below, the majority of respondents felt able to access a doctor’s surgery (96%) and post office (96%), quite large proportions also felt able to access a health visitor (93%) and toddler groups (83%).

However, the accessibility of formal childcare is perhaps more notable. Around one in five (21%) felt they were unable to access formal childcare and almost a quarter (24%) were unsure. Similarly, more than one in five respondents did not feel able to access private babysitting (32%), a family centre (20%), a crèche (20%) or training courses (20%).

**Table 6.3.3: Accessibility of key services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes %</th>
<th>No %</th>
<th>Don't know %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor's surgery</td>
<td>96</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Post Office</td>
<td>96</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Health visitor</td>
<td>93</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Chemist</td>
<td>89</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Toddler group</td>
<td>83</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Dentist</td>
<td>81</td>
<td>12</td>
<td>4</td>
</tr>
<tr>
<td>Job Centre</td>
<td>80</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Library</td>
<td>80</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>Children's nursery</td>
<td>79</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Advice Bureau</td>
<td>70</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Training courses</td>
<td>55</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Paid childcare</td>
<td>51</td>
<td>21</td>
<td>24</td>
</tr>
<tr>
<td>Creche</td>
<td>45</td>
<td>20</td>
<td>28</td>
</tr>
<tr>
<td>Family Centre</td>
<td>43</td>
<td>20</td>
<td>31</td>
</tr>
<tr>
<td>Private babysitting</td>
<td>42</td>
<td>32</td>
<td>21</td>
</tr>
</tbody>
</table>
Source: Sure Start Selby District – User Satisfaction Survey 2004, Base 196
Further analysis indicates that respondents living in Brotherton and Byram were less likely to feel able to access a chemist than families from the other wards. The only respondents reporting that they could not access a chemist were from Fairburn.

Respondents in Selby South were more likely to report that they could access a family centre than respondents in the other wards. Respondents in Selby South and in Selby North were more likely to report feeling able to access a children’s nursery than respondents in the other wards. Families in Byram were most likely to feel unable to access a toddler group.

There was a noticeable difference in the extent to which respondents felt able to access training courses; while 77% of families in Selby South felt able to access training courses, 9% of families in Byram and 19% of families in Brotherton felt able to do this.

A key question for the survey was the extent to which respondents felt satisfied or dissatisfied with services for families and children in the area. The greatest proportion (62%) reported they were satisfied, 20% reported that they were dissatisfied, 7% reported that they were very satisfied and 4 reported being very dissatisfied. This is illustrated in Figure 6.3.1 below:
Figure 6.3.1: Satisfaction with services for families and children in the area

![Bar chart showing levels of satisfaction](image)

**Source:** Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

Further analysis indicates that no respondents in Byram or Fairburn were very dissatisfied, while 19% of families in Brotherton and 4% of families in Selby South and Selby North respectively reported being very dissatisfied.

Childcare was considered in more detail by the survey, 47 respondents (24%) stated that they use childcare for their children aged 0-4 years. Of the respondents using childcare 49% use it for child development, 35% report they use it to allow them to work, 10% use it to allow them to train and 12% use childcare for a reason other than those listed.

Figure 6.3.2: Reason for using childcare

![Bar chart showing reasons for using childcare](image)

**Source:** Sure Start Selby District – User Satisfaction Survey 2004, Base: 47
Almost half of the respondents that use childcare said that they pay £2 - £5 per hour, 18% report that they do not pay, 14% pay less than £2 per hour and 10% pay £6 - £10 per hour. This is illustrated in Figure 6.3.3 below:

**Figure 6.3.3: Cost of childcare used**

![Cost of childcare used](image)

**Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 47**

All respondents were asked if they experienced any barriers to using their preferred childcare facilities. The greatest proportion of respondents (42%) stated that the reason they do not use childcare is because they care for their child themselves, 31% of respondents stated that they did not experience any barriers to using their preferred childcare facilities and 21% stated that friends and relatives care for their children. However, one in five respondents (20%) stated that cost was the greatest barrier to using their preferred childcare facilities and 8% said that lack of information was a barrier.
Figure 6.3.4: Barriers to using preferred childcare facilities

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I care for my child myself</td>
<td>36%</td>
</tr>
<tr>
<td>Nothing</td>
<td>12%</td>
</tr>
<tr>
<td>Friends/relatives care for children</td>
<td>16%</td>
</tr>
<tr>
<td>Cost</td>
<td>14%</td>
</tr>
<tr>
<td>Lack of childcare information</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
</tr>
<tr>
<td>Quality of childcare available</td>
<td>5%</td>
</tr>
<tr>
<td>Access to facilities</td>
<td>3%</td>
</tr>
<tr>
<td>Opening times available</td>
<td>2%</td>
</tr>
<tr>
<td>Location of childcare</td>
<td>1%</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

### 6.4 Child and family support

The support that parents receive from other family members was a further area considered. The majority of respondents reported that they had grandparents or other family members living nearby (83%) and 81% of these respondents reported that the grandparents or other family members help with their children.

Of the respondents that have grandparents and family members living nearby 40% reported that they also receive support from other sources (for example, friends and community groups).

More detailed analysis indicates that over one in five families (22%) that don’t receive support from family members also don’t receive any other types of support.

Respondents were then questioned as to whether they felt that activities offered for under 4’s generally encouraged the involvement of fathers, only a small proportion 21% said that they did, rather, 52% felt that they did not and 26% did not know.
Further analysis by gender indicates that of the four men that responded to the questionnaire, two felt that these activities did not encourage the involvement of fathers, one felt they did and one did not know.

### 6.5 Child and family health

One of the Sure Start targets is around improving health, thus the questionnaire asked respondents about their health and the health of their under 4’s.

Firstly, parents were asked how healthy they feel on an average day, encouragingly, the majority felt fairly healthy as almost half (49%) reported that they generally feel ok (although there is room for improvement), 32% reported that they feel pretty good, and 6% said they feel great. Only 10% reported that they generally don’t feel ok and that there is a lot of room for improvement, a further 3% reported that they don’t feel so good and their health worries them and 1% reported that they feel dreadful.

**Figure 6.5.1: How respondents feel on an average day**

![Bar chart showing feelings on an average day]

**Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196**

On a less positive note, almost one in five respondents (18%) reported that either they or a member of their family suffered from a long standing illness or disability which limits their daily activities or work.

The survey went on to question the respondents about their smoking behaviour. Around two in five (40%) reported that they smoke daily, though a similar proportion 36% reported that they have never smoked, 18% said they used to smoke and 6% smoke occasionally.
Figure 6.5.2: Smoking history

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

Analysis by area indicates that respondents in Selby North (52%) were more likely to smoke daily than those resident in other wards.

Of the 89 respondents that smoke daily or occasionally, just over half (55%) reported that they would like to stop smoking while 43% would not. Families in Selby South were most likely to report that they wanted to stop smoking than respondents in the other wards.

All the respondents that smoked were asked if they would like help to stop smoking. 29% reported that they would like support from their GP or another health professional, 23% reported that they would like more information, 13% would like help from a stop smoking course or guidance and 11% would like help from another source.

Responses to "other" included:

‘Got to be able to stop smoking yourself’.
‘I need to do it myself’
‘In process with nurse to stop’
‘Myself willpower’
Figure 6.5.3: Help wanted to stop smoking

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Support from GP or health professional</th>
<th>Stop smoking course or guidance</th>
<th>More information</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>20%</td>
<td>10%</td>
<td>5%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 89

The survey asked the respondents whether they were aware of the ‘five a day’ healthy eating campaign. Encouragingly, three quarters of respondents (74%) were aware of it and the majority of respondents (80%) felt that they had a healthy diet, only 12% felt they did not have a healthy diet and 6% were unsure.

Respondents were then asked how they had fed their last baby; 61% bottle fed, 20% breast fed and 18% used a mixture of both. Further analysis indicates little variation by ward.

Parents were also asked how they would describe their child/children’s health. The scores parents gave for each of their children were averaged; 41% of respondents reported that their child’s health was excellent, 39% felt it was very good, 17% felt it was poor, 2% felt it was fair and 1% felt it was poor.
Table 6.5.2: Health of child/ children

<table>
<thead>
<tr>
<th>Health of child</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>41</td>
</tr>
<tr>
<td>Very good</td>
<td>39</td>
</tr>
<tr>
<td>Good</td>
<td>17</td>
</tr>
<tr>
<td>Fair</td>
<td>2</td>
</tr>
<tr>
<td>Poor</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

In total 13 respondents (7%) reported that they had a child with a disability or special need. The following Table shows the types of disability/special needs cited, it is worth noting that responses do not add up to thirteen as parents were able to tick more than one element.

Table 6.5.3: Disability/special need of children

<table>
<thead>
<tr>
<th>Disability/special need</th>
<th>Number of parents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autism</td>
<td>1</td>
</tr>
<tr>
<td>Visual impairment</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>2</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>3</td>
</tr>
<tr>
<td>Behaviour Difficulty</td>
<td>3</td>
</tr>
<tr>
<td>Hearing impairment</td>
<td>3</td>
</tr>
<tr>
<td>Speech and language or communication difficulty</td>
<td>5</td>
</tr>
<tr>
<td>Learning Difficulty</td>
<td>6</td>
</tr>
</tbody>
</table>


Responses to ‘other’ were ADHD and Asthma and Enzyme.

6.6 Transport

As is illustrated in Figure 6.6.1 the greatest proportion of respondents (78%) usually walk when they take their child/children to appointments, shops, toddler groups etc. Nearly half (46%) travel by car, around one in five (18%) use the bus, 8% have lifts from family or friends, 2% use a taxi and 2% use a mode of transport other than those listed (those noted were bicycles and train).
Figure 6.6.1: Method of transportation to groups / activities with under 4’s

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

Further analysis indicates that lone parents were less likely to travel by car (24%) than other respondents (54%). Lone parents were more likely to walk or travel by bus than the other respondents.

In total around one in five respondents (19%) said that transport is a problem for them when they take their child to appointments, shops, toddler groups etc...

Analysis by area indicates that respondents in Brotherton and Byram were more likely to find transport a problem than families in the other areas, in addition, lone parents (24%) were also more likely to report that transport was a problem than other respondents (18%).
6.7 Training and employment

A further issue considered within the survey was training and employment. The majority of respondents (70%) said that a member of their household was in paid employment while 29% said that no members of their household were in paid employment.

Analysis by area indicates that families in Selby North were least likely to have a member of their family in paid employment than those from all other areas surveyed. Lone parents (26%) were much less likely to report having a member of their household in paid employment than other respondents (87%).

In terms of the respondents themselves, the highest proportion (37%) were currently a full-time carer/home maker, 22% were employed part-time, 11% were employed full-time 8% said they were not employed and not looking for work and 7% said that they were unemployed and looking for work.

**Figure 6.7.1: Employment status of respondents**

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196
All respondents were also asked if there were factors preventing them from taking up or improving their training/ employment situation. Cost of childcare was a barrier to 22% of respondents and the cost of courses was a barrier to 14% of respondents, lack of suitable jobs generally was also cited by 13% of respondents.

Figure 6.7.2: Barriers to improving employment or training situation

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196

Responses to ‘other’ included:

‘Currently expecting 5th child’
 ‘Disability and Pregnancy’
 ‘Don’t trust anyone to look after my children’.
 ‘Had baby end of August, want to look after children myself’
 ‘Illness, childcare’
 ‘Like to be with my children’
 ‘Like to stay at home whilst children are young’.
 ‘Not enough time’
 ‘Physical disability’
 ‘Pregnant ’
Sure Start Selby District – User Satisfaction Survey

Over a third of respondents (35%) said that there was a training course that they would like to undertake in the near future. The types of courses commonly mentioned include (a full list can be found in Appendix B):

- IT
- Childcare
- Health/social work professions
6.8 Play areas and play equipment

The survey went on to question parents about play opportunities for their children. The majority (59%) said that they felt their under 4’s were able to access a safe and usable play area or play equipment; however a significant proportion 38% of respondents said that they were not.

More detailed analysis by area indicates some differences in opinions as only just over a quarter (26%) of families in Byram felt able to access a safe and usable play area, compared to 67% of families in Selby South.

Of the 75 respondents that felt unable to access a safe play area, the most common reason given was that there was no play area (49%), a third (33%) were concerned about the quality of play area / equipment available, 30% felt the location was too far away and 26% reported that the play areas/ play equipment was unclean.

Figure 6.8.1 Barriers to accessing a safe and useable play area

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 75
Responses to ‘other’ included:

‘Needles (drug issues)’
‘No play area near where we live, have to walk about a mile to get to one’
‘No play equipment for the young ones. The older kids intimidate others in our local park’
‘Not sure if there is a local play area’.
‘Other Children’
‘Please can we have a play area in Brotherton?’
‘There is a play area but it’s all too big for my child who is 14 months’

Analysis by area indicates that ‘no play area’ was most likely to be a barrier for 94% of families living in Byram compared to only 12% in Selby South.

While quality of play area was most likely to be a barrier for families in Selby South

6.9 Sure Start

The survey asked parents about their awareness and use of Sure Start services. A high proportion of respondents (87%) were aware of Sure Start Selby District prior to taking part in the survey and just over three quarters of these (76%) were registered with the programme.

As can be seen in the Table 6.9.2, in terms of the Sure Start groups/activities parents have used Messy Start and Start Singing seemed to have been most popular.

Table 6.9.1: Sure Start services used

<table>
<thead>
<tr>
<th>Sure Start group/ service</th>
<th>Used %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messy Start and Start Singing, Standerling Hall</td>
<td>12</td>
</tr>
<tr>
<td>Messy Start and Start Singing, Brotherton Parish Hall</td>
<td>12</td>
</tr>
<tr>
<td>SureWaters, Selby Boat Centre</td>
<td>11</td>
</tr>
<tr>
<td>Sure Fun, Flaxley Rd School</td>
<td>10</td>
</tr>
<tr>
<td>Toddler play areas/ parks</td>
<td>10</td>
</tr>
<tr>
<td>Selby children’s library</td>
<td>10</td>
</tr>
<tr>
<td>Provision of fresh fruit to playgroups/ parent and toddler groups</td>
<td>9</td>
</tr>
<tr>
<td>Swimming sessions</td>
<td>8</td>
</tr>
<tr>
<td>Sure Fun, Brotherton Primary School</td>
<td>7</td>
</tr>
<tr>
<td>Activities@ Abbots Scheme</td>
<td>5</td>
</tr>
<tr>
<td>Family Start, Brotherton Parish Hall</td>
<td>4</td>
</tr>
<tr>
<td>Start Moving, Selby College</td>
<td>4</td>
</tr>
<tr>
<td>Benefit Advice</td>
<td>3</td>
</tr>
<tr>
<td>Family Start, Salvation Army Hall</td>
<td>2</td>
</tr>
<tr>
<td>Start Moving, Coulthi Centre</td>
<td>2</td>
</tr>
<tr>
<td>Sheburn children’s library</td>
<td>1</td>
</tr>
<tr>
<td>None of the above</td>
<td>26</td>
</tr>
</tbody>
</table>

Source: Sure Start Selby District – User Satisfaction Survey 2004, Base: 196
The final question in the questionnaire asked parents how Sure Start could improve local services, facilities and activities for their under 4’s. Some key area are highlighted and illustrated with quotes below (a full list can be found in appendix c):

**Improve the parks / play areas**

'A bigger + better play area (outdoors) i.e. more suitable for 4 years + under’
'Better parks and park attendants - to feel safe and secure, parks not equipped for children’s Safety’
'Build a park near to where we live’
'Build a park on back field’
'Clean the park’
'Get a park or play area for Brotherton’
'Local Park and play areas’
'Local Park, something to occupy older children’
'More clean and safe play areas’
'Park grassed area alternative play schemes’
'Play area in Brotherton’
'Play area near where we live for children 0-5 years’
'Play park, cinema for older kids’
'Playground within Brotherton/Byram’
'The play area to the rear of Charles Street needs to complete overhaul’

**Provide a building where parents can meet**

'A building for children under 4 years, and feel that Sure Start are not organised as yet’
'A building for pre-school children to hold meetings for children and parents. The building should be of accessible to older children for a youth club’
'A building for toddler groups and coffee mornings’
'A building in its own fenced off area, with soft play area for under 4’s that can be shared with other organisation’
'Community building, keep fit for kids, games session & puzzles’
'Somewhere for children to learn to mix that’s clean dry and safe and warm’

**Providing a wider variety of activities**

'A better variety of activities is good location’
'By providing more activities and a better variety of them too’
'More activities in local area’
'More activities’
'More outdoor activities and possibly trips. Outdoor play area would be nice’
'More of the same facilities already offered by Sure Start’
7. Conclusions and Recommendations

Conclusions

The survey received a good response rate and has provided a picture of the views of parents with children aged 0-4 years living in the programme area. The key question about overall satisfaction reflects the wider findings; while over half of respondents report that they are satisfied with services for families with children aged 0-4 years, one in five report being dissatisfied.

It is clear from the findings that a lot of parents have been living in the area for a long time and many have family living close by that can offer support to them and help in looking after their children. This was evident in that almost a quarter of respondents weren’t using formal childcare because friends and relatives care for their children. Nonetheless, despite these networks it is still notable that almost one in five families do not have friends or relatives living nearby and some of those that do don’t receive help and support from their families /friends.

Although the majority of respondents feel able to access a toddler group, access to formal childcare seemed to be more of a concern as more than one in five respondents did not feel able to access paid childcare, a crèche or a family centre.

One quarter of respondents were currently using childcare. However, a high proportion of respondents said that they were not using childcare because they preferred to look after their child themselves and as was mentioned above, a high proportion preferred to use informal childcare. Of those that did face barriers to accessing childcare, cost was mentioned by the largest proportion of respondents. In addition, cost of childcare was also mentioned as a reason why respondents could not improve their employment / training situation.

Although the majority of respondents felt able to access a safe and usable play area or play equipment, this was obviously a concern for some parents. With some parents, particularly in Byram reporting that there is no play area available, others were concerned about the quality of the play equipment. This was also an area which many parents felt that Sure Start should be helping to develop and improve.

Although the greatest proportion of respondents were full-time carers/ homemakers, a third were currently working either full-time or part-time. Of those that were not working many appeared to not want to work as they expressed a preference to stay at home and care for their children themselves. However, there were clearly a number of parents that were considering undertaking training which included IT, childcare and the health/ social professions.

The questions around health indicate that the majority of respondents consider their children’s health to be excellent or good. The majority also consider their own health to be generally ok although one in ten felt they generally weren’t ok. A high proportion of respondents consider themselves to have a healthy diet. Of the respondents that smoke, half of these say that they would like to stop, however, there is still a relatively large number do not want to stop.
Sure Start Selby District – User Satisfaction Survey

It is encouraging to note that almost nine out of ten respondents were aware of Sure Start prior to completing the survey and that many were already registered with the programme.

**Recommendations:**

- Parks and play areas are an important issue highlighted within the findings, Sure Start may wish to consider funding the development / improvement of these.
- The cost of childcare is also a barrier to some families in this area, which could be investigated further in the future to establish real demand for formal provision.
- The programme could consider running or funding some of the courses which parents expressed an interest in.
- Some families suggested that they would like support to stop smoking this is an area which the programme could develop.
Appendix A

Sure Start Selby District
User Satisfaction Survey

<table>
<thead>
<tr>
<th>Interviewer name:</th>
<th>Date:</th>
<th>User</th>
<th>Non User</th>
</tr>
</thead>
</table>

Introduction

Hello, my name is --------- and I am conducting a survey on behalf of Sure Start Selby District. Sure Start Selby District is a government initiative which aims to improve services and facilities that are available for families with children aged 0-4 years in the area.

In order to improve services we need to know what families think of the services and facilities that are currently available and how they could be improved. The questionnaire will take about 20 minutes to complete and everything you say is confidential and anonymous.

Screener Question:
S1 Please can I check that you live in one of these streets?
(Show list/map of street names in the area)
Tick Ward

- Brotherton 1.☐
- Bryam 2.☐
- Fairburn 3.☐
- Selby South 4.☐
- Selby North 5.☐

Section 1 - General information about the area

1. Can you state your level of satisfaction or opinion of the area in which you live? (Tick one box only/prompt)

- Really like the area (few improvements to be made) 1.☐
- The area is ok (though would like some things changing) 2.☐
- No real opinion on the area 3.☐
- Really dislike the area and would like a lot to change 4.☐
2. How long have you been resident in the area? (Tick one box only)

Less than 6 months  1.  6-12 months  2.  
12 months - 2 years  3.  2 -5 years  4.  
5-10 years  5.  More than 10 years  6.  

Section 2 – Child and Family Services

3. How many children do you have (aged under 16)? (Tick one box only)

One  1.  Two  2.  Three  3.  
Four  4.  Five  5.  Six or more  6.  

4. What are the ages of your children? (Tick all that apply)

Under 2 yrs  1.  2-4 yrs  2.  5-7 yrs  3.  
8-11 yrs  4.  12-14 yrs  5.  15+ yrs  6.  

5. Do you feel able to access the following services and facilities (even though you may not use it at the moment)? (SHOWCARD Please put a tick in every row/ prompt)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes (1)</th>
<th>No (2)</th>
<th>Don’t Know (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.Doctor's surgery</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>2.Health visitor</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>3.Your dentist</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>4.A chemist</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>5.A post office</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>6.A library (incl mobile service)</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>7.Job Centre</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>8.Advice Bureau</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>9.Family Centre</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>10.Children's nursery</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>11.Paid childcare</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>12.Toddler group</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>13.Creche</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>14.Private babysitting</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>15. Training courses</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
6. Generally, how satisfied or dissatisfied are you with the services for families and children provided in your local area?  
(SHOWCARD Tick one box only/ prompt)


7. Do you use childcare for your child aged 0-4 years? (childminders, nurseries, crèches, nanny/au pair and employer nurseries)

Yes 1.☐ (continue)  No 2.☐ (go to question 10)

8. Do you use childcare to allow you to work, train, or for your child’s development? (Tick all that apply/prompt)

Work 1.☐  Train 2.☐  Child development 3.☐  Other (please state) 4.☐ ..............................................................

9. Approximately, how much do you pay per hour for your childcare?  
(SHOWCARD Tick one box only/ prompt)


10. Are any of the following things currently preventing you from using childcare, or from using your preferred childcare facilities?  
(SHOWCARD Tick all that apply/prompt)


Nothing 10.☐
Section 3 - Family and Child Support

11. Do grandparents or other family members live nearby?
    Yes  1.☐ (continue)  No  2.☐ (go to question 14)

12. Do grandparents or other family members help with the children?
    Yes  1.☐  No  2.☐

13. Is there any other support you receive as a family? (for example friends, community groups, etc?)
    Yes  1.☐  No  2.☐

14. Do you think activities for under 4’s generally encourage the involvement of fathers? (for example, parent and toddler groups)
    Yes  1.☐  No  2.☐  Don’t know/ Not applicable  3.☐

Section 4 - Family and Child Health

15. Do you or anyone in your family suffer from any long standing illness, health problem or disability which limits your daily activities or work in any way?
    Yes  1.☐  No  2.☐

16. How healthy do you feel on an average day?  (SHOWARD Tick one box only/prompt)
    Couldn’t be better - feel great  1.☐
    Pretty good - I have no worries  2.☐
    Generally ok - room for improvement  3.☐
    Generally not ok - room for a lot of improvement  4.☐
    Not so good - it worries me  5.☐
    I feel dreadful - NOT ready for anything!  6.☐
17. Which statement best describes your smoking behaviour?
(SHOWCARD Tick one box only/prompt)

<table>
<thead>
<tr>
<th>Statement</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have never smoked</td>
<td>1.☐</td>
</tr>
<tr>
<td>I used to smoke</td>
<td>2.☐</td>
</tr>
<tr>
<td>I now smoke daily</td>
<td>3.☐</td>
</tr>
<tr>
<td>I now smoke occasionally</td>
<td>4.☐</td>
</tr>
</tbody>
</table>

18. Would you like to stop smoking?

Yes 1.☐  No 2.☐

19. Would you like to use any of the following to help you stop smoking?
(Tick all that apply/prompt)

<table>
<thead>
<tr>
<th>Service</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support from GP or health professional</td>
<td>1.☐</td>
</tr>
<tr>
<td>Stop smoking course or guidance</td>
<td>2.☐</td>
</tr>
<tr>
<td>More information</td>
<td>3.☐</td>
</tr>
<tr>
<td>Other (please state)</td>
<td>4.☐</td>
</tr>
</tbody>
</table>

20a. Are you aware of the 'five a day' healthy eating campaign?
(Tick one box only/prompt)

Yes 1.☐  No 2.☐  Don't know 3.☐

20b. Generally speaking, do you think you and your family have a healthy diet?
(Tick one box only/prompt)

Yes 1.☐  No 2.☐  Don't know 3.☐

21. How would you describe your child/ren's health?
(Please tick for each child as question3)

<table>
<thead>
<tr>
<th>Child</th>
<th>Excellent (1)</th>
<th>Very good (2)</th>
<th>Good (3)</th>
<th>Fair (4)</th>
<th>Poor (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child 6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22. Do any of your children have a disability or special need?

Yes 1.☐ (continue)  No 2.☐ (go to question 24)
23. How would you describe your child/rens disability/ special need? *(SHOWCARD Tick all that apply/prompt)*

- Physical Disability 1.
- Behaviour Difficulty 2.
- Learning difficulty 3.
- Hearing impairment 4.
- Visual impairment 5.
- Speech and language or communication difficulty 6.
- Autism 7.
- Other (please state) 8. ..............................................

24. Was your last child mainly breast or bottle fed, or a mixture of both? *(Tick one box only)*

- Breast fed 1.
- Bottle fed 2.
- Mixture of breast and bottle 3.

Section 5 - Transport

25. When you take your child (ren) to appointments, shops, toddler groups, etc how do you usually get there? *(Tick all that apply/prompt)*

- Car 1.
- Bus 2.
- Walk 3.
- Lifts from family or friends 4.
- Taxi 5.
- Other (please state) 6. ..............................................

26. Is transport a problem for you when you are taking your child (ren) to appointments, shops, toddler groups, etc?

- Yes 1.
- No 2.

Section 6: Access and Barriers to Training/ Employment

27. Is anyone in your household in paid employment?

- Yes 1.
- No 2.
28. **Are you currently:**

*(SHOWCARD Tick one box only/prompt - if more than one applies ask for main one)*

- Employed part time 1.☐
- Employed full time 2.☐
- Self employed 3.☐
- Undertaking study / training 4.☐
- Unemployed (looking for work) 5.☐
- Not employed (not looking for work) 6.☐
- Carer/ homemaker (full time) 7.☐
- Other (please state) 8.☐ ........................................

29. **Are any of the following particular things preventing you from taking up or improving your training or employment situation?**

*(SHOWCARD Tick all that apply/prompt)*

- Lack of suitable jobs generally 1.☐
- Lack of skills to undertake the job 2.☐
- Time and location of courses 3.☐
- Cost of childcare 4.☐
- Lack of transport 5.☐
- Cost of courses 6.☐
- Lack of suitable courses 7.☐
- Lack of confidence 8.☐
- Lack of advice and guidance 9.☐
- Other (please state) 10.☐ ........................................
- None of these / not applicable 11.☐

30. **Is there any particular training course you would like to undertake in the near future?**

- Yes 1.☐
- No 2.☐
- Unsure 3.☐

*If yes, what is the course* .................................................................

**Section 7 - Access to Play Area / Equipment**

31. **Are your children (under 4 years) able to access a safe and usable play area or play equipment?**

- Yes 1.☐ *(go to question 33)*
- No 2.☐ *(continue)*
32. **Why are your children unable to access a safe and usable play area or play equipment? (Tick all that apply/prompt)**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
<th>Unsure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distance to play area / equipment</td>
<td>1.☐</td>
<td>2.☐</td>
<td></td>
</tr>
<tr>
<td>Cost</td>
<td>3.☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel issues</td>
<td>4.☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of play area / equipment available</td>
<td>5.☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td>6.☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unsafe (no fence, close to main road etc)</td>
<td>7.☐</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No play area</td>
<td>8.☐</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Section 8 - Access to Sure Start Facilities

33. **Prior to completing this survey, were you aware of Sure Start Selby District?**

Yes 1.☐  No 2.☐  Unsure 3.☐

34. **Are you registered with Sure Start Selby District?**

Yes 1.☐ (go to question 36)  No 2.☐ (continue)  Unsure 3.☐ (continue)

35a. **If you are not registered with Sure Start would you like to be?**

Yes 1☐  No 2☐

35b. **Are you happy for us to pass your contact details on the Sure Start Selby? (your answers to the questions will not be linked with your name)**

Yes 1☐  No 2☐

36. **Have you used any of the following Sure Start services? (SHOWCARD Tick all that apply/prompt)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Messy Start and Start Singing, Standering Hall, Selby</td>
<td>1.☐</td>
</tr>
<tr>
<td>Messy Start and Start Singing, Brotherton Parish Hall</td>
<td>2.☐</td>
</tr>
<tr>
<td>Sure Fun, The Cabin, Flaxley Rd School, Selby</td>
<td>3.☐</td>
</tr>
<tr>
<td>Sure Fun, Brotherton Primary School</td>
<td>4.☐</td>
</tr>
<tr>
<td>Family Start, Salvation Army Hall, Selby</td>
<td>5.☐</td>
</tr>
<tr>
<td>Family Start, Brotherton Parish Hall</td>
<td>6.☐</td>
</tr>
<tr>
<td>Service</td>
<td>Code</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Start Moving, Selby College</td>
<td>7</td>
</tr>
<tr>
<td>Start Moving, Coulthish Centre</td>
<td>8</td>
</tr>
<tr>
<td>SureWaters, Selby Boat Centre (on Pegasus canal boat)</td>
<td>9</td>
</tr>
<tr>
<td>SureFriends (Community Mentors Project)</td>
<td>10</td>
</tr>
<tr>
<td>Benefit Advice, Brotherton / Byram</td>
<td>11</td>
</tr>
<tr>
<td>Swimming sessions</td>
<td>12</td>
</tr>
<tr>
<td>Provision of fresh fruit to playgroups / parent and toddler groups</td>
<td>13</td>
</tr>
<tr>
<td>Toddler play areas/ parks (Barwic Parade, Petre Avenue, Volta St, Flaxley Road)</td>
<td>14</td>
</tr>
<tr>
<td>Selby children's library</td>
<td>15</td>
</tr>
<tr>
<td>Sherburn children's library</td>
<td>16</td>
</tr>
<tr>
<td>Activities@Abbotts Scheme, Selby</td>
<td>17</td>
</tr>
<tr>
<td>None of these</td>
<td>18</td>
</tr>
</tbody>
</table>

37. How could Sure Start Selby District improve local services, facilities and activities for pre-school children?

Section 9 - Household and Personal Details

38. Are you:
   Male 1.  Female 2.

39. How old are you?
   (*SHOWCARD*)
   16 - 24 years 1.  25 - 34 years 2.
   35 - 44 years 3.  45 - 54 years 4.
   55 - 64 years 5.  65 + years 6.

40. Are you a lone parent?
   Yes □  No □

41. How many people live in your household?
   Adults including you (aged 18 or over) .................
   Children aged over 4 or under 18 ......................
   Children aged 4 or under .............................
42. How would you describe your ethnic origin? *(SHOWCARD Tick one only)*

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>□</th>
</tr>
</thead>
<tbody>
<tr>
<td>White (British)</td>
<td>1</td>
</tr>
<tr>
<td>White (Irish)</td>
<td>2</td>
</tr>
<tr>
<td>White (Other)</td>
<td>3</td>
</tr>
<tr>
<td>Mixed White</td>
<td>4</td>
</tr>
<tr>
<td>Mixed White / Black Caribbean</td>
<td>5</td>
</tr>
<tr>
<td>Mixed White / Black African</td>
<td>6</td>
</tr>
<tr>
<td>Mixed White / Asian</td>
<td>7</td>
</tr>
<tr>
<td>Any Other Mixed White</td>
<td>8</td>
</tr>
<tr>
<td>Asian / Indian</td>
<td>9</td>
</tr>
<tr>
<td>Asian / Pakistani</td>
<td>10</td>
</tr>
<tr>
<td>Any other Asian Bangladesi</td>
<td>11</td>
</tr>
<tr>
<td>Any Other Asian Background</td>
<td>12</td>
</tr>
<tr>
<td>Black / Caribbean</td>
<td>13</td>
</tr>
<tr>
<td>Black / African</td>
<td>14</td>
</tr>
<tr>
<td>Any Other Black Background</td>
<td>15</td>
</tr>
<tr>
<td>Chinese</td>
<td>16</td>
</tr>
<tr>
<td>Other (please state)</td>
<td>17</td>
</tr>
</tbody>
</table>

43. Which of the following most closely represents your annual household income (before tax and national insurance deductions)? *(SHOWCARD)*

Less than £1,000 1.
£1,000 to £4,999 2.
£5,000 to £9,999 3.
£10,000 to £14,999 4.
£15,000 to £19,999 5.
£20,000 to £24,999 6.
£25,000 to £29,999 7.
£30,000 to £39,999 8.
£40,000 or more 9.

Monthly income 10. Write in amount: ________________________________

Weekly income 11. Write in amount: ________________________________

Don’t know 12.
Refused 13.

Thank you for your time – your comments are greatly appreciated

Remember to complete the gift voucher claim form!
Sure Start Selby District – User Satisfaction Survey

Name and Address

...........................................................................................................................................................................
...
...........................................................................................................................................................................
...
...........................................................................................................................................................................
...
☐ Please send me a £5 boots voucher as a thank you for taking part in the Sure Start Selby and District Satisfaction survey

☐ I am happy to pass my details on to Sure Start Selby and District so that I can be registered with them
Appendix B

Q30. If yes, what is the course?

A-level psychology
Accounting
Accounts, Health + fitness
Anger Management
Anything
Basic hygiene
Beautician
Beauty
Book keeping
Brick laying
Child care
Child care in about two year’s time.
Child care to become a minder
Child care/nannying
Child psychology
Childcare - various
Childcare
Compose
Computer
Computer Basic
Computer course
Computer course.
Computer courses
Computer programming
Computer training
Computerised book keeping (current course cancelled due to lack of numbers at Selby College)
Computers
Computers
Computers
Computers
Computers, plumbing
Computers.
Computing/ HLTA
Counsellor
Counselling course
Crèche Training
Crèche worker
Diploma in pre-school practice
Don’t know what but would like to do something
Easy Access Course
First Aid
First Aid Course
Hairdressing level 3
In the middle of ECDL at the moment
Interior Design
Interior Designer
Joinery and Plastering
Kennel and Cattery Course
Learn to read.
Learning support assistant
Managerial
Mental health course for O.A.P.'s starting next Sept.
Midwifery
Nursery nurse of carer for young disabled.
Nursing Course
NVQ Care level 2
NVQ Childcare, NVQ Cleaning
NVQ Level 2 - Horse Care
NVQ level 3 in Childcare
NVQ level 3 social work
NVQ level 4 Beauty Therapy
NVQ3 for foster parents
Social services
Social Studies
Spanish
University - Nursing