

Rose Hill – Littlemore Sure Start Counselling: Parent Interview

INTRODUCTION

Thanks so much for meeting with me
The first thing I need to ask is for your permission to be able to tape record the interview. I use the recording to make sure I get your views in your own words rather than me remembering what it was you said. The interview will be typed up from the tape and you can have a copy of that if you would like?
Are you Ok with me taping your interview?
Would you like a copy of the transcript?

I have a general information sheet here for you to read and keep which explains about the interview and how we use them. It also has the contact details for us if you need to get in touch for any reason.

[GIVE INFORMATION SHEET TO INTERVIEWEE – IF AGREE TO TAPE RECORDING, SET UP RECORDER]

I'm going to read out the next bit to make sure I cover all the information I need to before we begin and I may be checking with my notes occasionally to make sure I cover all of the questions in the interview.....

Again, my name is X, and as you know, today I'll be asking you about your experiences with Sure Start counseling. Your feedback is very important, because we have only spoken to Sure Start counselors on this topic, but not to people who have received counseling through Sure Start. We feel that it is very important to speak to people who have used the service so that we can better understand what's working well about Sure Start counselling, and also what we can do to improve the service for parents who receive counseling in the future.

I'm interested in how you found the service, so I will ask questions about how you heard about the service, how useful you found the service to be, how you were contacted by the counsellor. I won't be asking you anything about your reasons for using the service in the first place and I won't ask anything about the details of your individual sessions with the counsellor. You can share as much information as you are comfortable with and you can stop the interview at any time for any reason.

Everything that you say during our interview will be kept confidential at all times. Information that you share would only possibly be included in a research report in the form of anonymous quotations or descriptions. Your name will never be attached to what you say and we would send you a copy of any report that we produced.

I'd like to ask for your written consent for us to be able to use your quotes anonymously in our reports. You can still withdraw your consent at any time by contacting us

[GIVE CONSENT SHEET TO SIGN]

Ok, do you have any questions for me before we begin?
You can ask me questions at any time during the interview.

OK, I'm going to start by asking you about your initial contact with the service and then go on to ask about how useful you found the service to be.

INITIAL CONTACT

1. I'd like to get an idea of how long you used the service for and when that was. Can you tell me when you first started using the counselling service?
(if the person has used it more than one period, ask about each separately)
2. And can you tell me roughly how long you used it for?
3. And roughly, how frequently you used it in that time? For example, once a week, once a month.
4. Had you heard about the counselling service before you used it?

If yes,

5. When did you first hear about the service?
6. What impression did you have of the service? What did you think about it at that time?

If no, recap;

So, the first time you heard about it was when you chose to use it yourself.

4. How were you first contacted by the counsellor?

If telephone,

5. Did you telephone the counselor or did the counselor telephone you?

If in person,

6. Were you introduced to your counselor by someone else, or did you meet them in some other way?
7. What did you think of this contact?
8. Would you have liked to have been contacted a different way?

WAITING PERIOD

9. So how long was it between when you first made contact with the counsellor and when you had your first session?
10. Did you have any communication at all with your counsellor in this time? (*if yes, ask if telephone or in person or other*).
11. How was that for you?
12. Would you have liked it to have been handled differently?

IMPRESSIONS OF SERVICE

I'd like to know about your thoughts on the service, and how you found it and whether you felt it was useful or not. Remember, you don't have to tell me anything about the details of the sessions or what you talked about in the sessions.

13. How would you describe your counselling sessions with Sure Start? What was your impression of them?

Prompt if not covered: would you say they were useful, were they a positive experience, and was there anything about them that you didn't like, anything you particularly enjoyed?

14. Can you say a bit about how the service has affected you personally?
15. Do you think your counselling experience has had an effect on the rest of your family? How about your;
 - a. Children?
 - b. Partner?
 - c. Anybody else in your family?
16. Looking back on your experiences, what would you say about the length of your involvement.....for instance, was it too long, not long enough, just right?

17. If you could, would you change anything about your experience with the service?

FAMILY / OWN VIEWS ON COUNSELING

18. How was counselling viewed in your family when you were growing up? Are you aware of any particular opinions that your parents or other family members may have had about counseling?

19. What about friends or other loved ones in your life? Are you aware of any particular opinions they had about counseling?

PROBE: Are you aware of any opinions they might have had about men seeking help from counselors as opposed to women seeking help?

20. Did their views influence your **own** feelings about counselling?

PROBE: What are your views on men seeking help from counselors as opposed to women seeking help?

21. How did **you** feel about counseling **before** you met with your counsellor?

22. Have your views on counselling changed **now** you've experienced the service? (*If, yes...Why do you think they've changed?*)

OTHER ISSUES

23. How convenient did you feel this service was for you?

24. Did you feel that you could trust your counsellor? Why or why not?

25. How confident did you feel that the information you discussed with your counsellor would remain private?

26. Would you recommend this service to a friend?

27. Have you had any experiences with counseling services other than through Sure Start?

If Yes, ask A and B:

A. How did that compare with counseling through Sure Start?

B1. Did you like one more than the other?

B2 What was it about that counseling experience that you particularly liked?

CONCLUDING QUESTION

I'd like you to take a moment to imagine the perfect counseling experience for you. Imagine how this ideal experience would be, from the beginning to the end. Imagine the ideal way of making contact, the ideal first visit, the perfect ending. It's your perfect service so it can be exactly how you would like it to be.

28. Was there anything in particular that came to mind? What sorts of things did you imagine?