

Proposed interview schedule for Infrequent Users Rose Hill – Littlemore Sure Start

DEMOGRAPHICS – on a separate sheet

IMPRESSIONS OF LOCAL AREA

Can I start by asking you what it's like for you living in Rose Hill / Littlemore?

1. How long have you been living in RH/L?
2. What would you say is good about living here?
3. What would you say is not so good about living here?
4. What sort of neighbourhood is it for bringing up young children?
5. Is it easy to make friends here?
6. If you could chose to live anywhere, where would it be?
7. It would help me understand what it is like living here for you if you could tell me what you do on a typical weekday...
8. ...and a typical weekend?

ACCESS AND PARTICIPATION IN SERVICES

I'd now like to ask you about the kinds of help parents can get around here if they have a child under 4 years.

10. Some parents with small children can feel quite stressed at times. Have you felt like this at all?
11. How did you cope with this?
12. Some parents worry about how they are looking after their children. Are you like that sometimes?
13. Have you felt the need to ask anyone for help or advice at these times?
(prompt: types of people , what help or advice they offered)
14. Does anyone visit you at home to support you or advise you ?
15. Do you go and see anyone outside of home for support / advice?
16. Who or what would you say has been the most helpful for you when you've needed advice or support? *(prompt: Can you say why?)*
17. Who or what would you say has been the least helpful for you when you've needed advice or support? *(prompt: Can you say why?)*
18. Is it easy to get the right sort of help if you need it?
19. Are there other things that would make life easier for you and other parents with small children?

I'd now like to ask you about the local services you are using or have used in the past and about your impressions of those services. Starting with those things you use right now....

20. What local services are you using for your under 4 year old in your community?
21. How do you find these?
 - a. How long have you been using / attending?

- b. How did you get to hear about the service?
 - c. What do you like about them?
 - d. Is there anything you don't like about it?
 - e. What does your child like about them?
 - f. Is there anything they don't like?
 - g. Would you encourage your friends to go there?
 - h. If it was up to you, what might you change about the service?
22. What services have you used in the past?
23. How did you find these?
- a. How long did you use / attend the service?
 - b. How did you get to hear about it in the first place?
 - c. What did you like about them?
 - d. Was there anything you didn't like about it?
 - e. What did your child like about them?
 - f. Was there anything they didn't like?
 - g. What were your reasons for stopping going?
 - h. If it was up to you, what might you change about that service?

N.B. Make sure have dealt with all the services separately

24. Are there any services that you would really like for you and your child?
25. Have you heard of Sure Start? Do you know if Sure Start provides any of the services you use?

They offer a wide range of services for people like yourself with a young child/children. I have a leaflet which I can leave with you which you can look at later. There's information about who to contact if you need to know anything more about Sure Start and what they do.

26. How did you first hear about the Sure Start programme in your area?
27. Do you think that the programme is well publicized around the community?
28. Do you receive any publicity directly from the Sure Start programme?
29. Are you happy to receive information in this way or would you prefer to get information in another way?
30. Part of the reason why I'm speaking to you today is to be able to *ANONYMOUSLY* pass on your thoughts and ideas to the Sure Start programme to make it more useful to you and your community. Are you aware of any other ways informal or formal that you could pass on your ideas to Sure Start?
31. To sum up, what would you say you have got personally from using the services you've used? Can you say more? (e.g. made new friends, changed confidence levels, got more information about being a parent, changed stress levels)

32. Do you think you have *changed the way you are bringing up your child/children* because of any advice or support you have got from any of the people we've talked to or the places you've gone to? Can you say more? (e.g. changed the way you interact with your child, changed your confidence in yourself as a parent)
33. And finally, what would you say is the thing you are most proud of about your child/children?