

Kilton Children's Centre Community Consultation – Main Report

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Executive Summary

Introduction

1. Nottinghamshire has been given the approval to develop 22 Children's Centres in the county by March 2006, to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority, and involving local parents in the planning, delivery, management and evaluation of their local Children's Centre.
2. All Children's Centres will provide day-care, with a qualified early years teacher leading the curriculum, with some day care places reserved for local families. Other core services are support to child minders, play and early learning for the 0-3s, health and family support, and opportunities to access training and employment.
3. The overall purpose of the consultation in Kilton, as elsewhere, was to inform the community about the forthcoming Children's Centre development, determine the views of parents, carers and partners, to identify knowledge and views of current services and the perceived needs for the future for families; to involve parents, carers and partners in developing future services for the community, and use the output from the consultation to help in the development of the delivery plan for Kilton Children's Centre.
4. The full report discusses the consultation in greater detail; the report, with appendices, is available from Diane Tinklin, Children's Centre Team or Janet Lang, Consultant, or will shortly be available as a pdf file from www.nottinghamshire.gov.uk/eydcp/childrenscentres.

Questionnaire completion

5. After initial meetings with partners to explain the purpose and process of the consultation, self-completion questionnaires gathering their views were completed and returned by 3 service providers.
6. Members of the Children's Centre team and local workers conducted interviews with 83 parents and carers, of whom 38 volunteered to take part in the planned focus group, to be held in Kilton two weeks' later. This is an indication of the keen interest shown by parents.
7. Caution should be exercised in comparing percentages, as some questions received low responses.
8. The majority of respondents fell into either the under-29 age group (40%) or 30-39 age group (47%), and 93% were female. Some 84% of respondents had children under 5, and four said that they or their partner were pregnant at the time.
9. 58% stated they were working either full or part-time, and 81% were either married or partnered. The average number of people aged 18+ living in the household was 1.9.

10. Asked about their ethnic background, all respondents who answered the question - the majority of respondents - described their ethnic origin as white.
11. Asked about local services ever used, the highest scoring were:
- GP practice (used by 89% of respondents)
 - Health visitor (86%)
 - Midwife (76%)
12. This was followed by services mainly for children, and informal help with child care from family and friends:
- Nursery in school (66%)
 - Family member (58%)
 - Antenatal sessions (49%)
 - Children's Library Service (48%)
 - Pre-school playgroup (48%)
 - Toddler Group (40%)
 - Friends (28%)
- All other services scored 25 % or less i.e. 1/4 or less of respondents claimed to use the service as listed. (See table 3 in main report)
13. Respondents were asked how useful, and how child-friendly, they had found the service they'd mentioned. From the results, an average (or mean) score was calculated showing which service was most highly rated, with 5 being the highest possible score. (See tables 4 & 5 in main report)
14. The following scores show that these services tended to be very highly rated, along both dimensions but that those targeted more specifically at children were considered more child-friendly than health services. (Average of 4.8 compared to 4.3)
15. Similarly, the average mean score for usefulness for health services is 4.3 compared to a 4.8 average for child-centred services.

	Numbers using service N=83	% Ever used	Mean score* - usefulness	Mean score* - child-friendly
GP practice	74	89	4.4	4.1
Health visitors	71	86	4.0	4.4
Midwife	63	76	4.7	4.6
Nursery in a school	55	66	4.9	4.9
Family member	48	58	4.9	4.9
Antenatal sessions	41	49	4.1	3.9
Children's Library Service	40	48	4.6	4.6
Pre-school playgroup	40	48	4.8	4.8
Toddler Group	33	40	4.4	4.6
Friends	23	28	5.0	4.9

*Of those giving a response, excluding 'Don't know/no response', where 5= Very useful, 4 = quite useful, 3 = neither, 2 = not useful, 1 = not at all useful

16. Comparing the mean scores for usefulness and child-friendliness for these services, it can be seen that the GP practice is viewed as more 'useful' than it is 'child friendly'.
17. Reasons given for perceived shortcomings for any of the services included the lack of a child-friendly play area and toys, negative or patronising attitudes on the part of receptionists, difficulties in talking with the child in the same room, a lack of patience with the child, and long waiting times. (See table 6 in main report). However, these responses were very low.
18. The most helpful service cited by parents for themselves from the list shown was the Midwife (16%), followed by Pre-school Playgroup (14%), Nursery in a School (13%), GP Practice (10%), Toddler Group (6%) and Health Visitor (6%).
19. The most helpful service for the child was said to be Nursery in a school (28%), followed by Pre-school Playgroup (22%), Toddler Group (7%) and Health Visitor (5%).
20. Parents suggested that different times of events would help them to use services more often, followed by better prices and more childcare. Different times were more important for younger parents, while childcare was more of an issue for the older age group. (See table 10 in main report)
21. The parents indicated a preference for receiving information in written form, by newsletter, an article in the local paper or a flyer/information sheet. (See table 11 in main report)
22. Asked what 3 things Kilton would need to make it better for parents with young children, the most frequently suggested ideas focused on play and leisure activities for all children, including older ones, indicative of the concerns of respondents who feel that the lack of facilities for older children impacts on their younger children. More mother and toddler groups and more provision for children to be looked after before and after school and during the school holidays were other priorities stated by the parents. (See table 12)

The Focus Group

23. Eleven parents were subsequently selected at random from the 38 willing parents/carers for the focus group, of whom 4 took part. Although the number of respondents was small, they brought a wide range of perspectives to the discussion. The ages of their children ranged from 7 years to 5 weeks and three of the group members had more than one child.
24. They carried out a mapping of services and activities during the focus group. This showed that awareness of services was uneven within the group. Perhaps not surprisingly, the newest parent in the group expressed most difficulty in finding out what was going on locally.
25. The parents shared a belief in the importance of professional support at all stages of their young children's lives, not just when they were tiny babies. Their experience of receiving such support from midwives and health

visitors was patchy; while some had enjoyed an excellent and consistent service, others had had disjointed relationships with a series of different professionals.

26. The mothers who had had more than one child sometimes felt that they were judged by professionals to be experienced and not in need of help whereas, in reality, they continued to need active support for second and subsequent children. They liked the idea of a consistent link person at the health clinic who could offer practical advice.
27. Other parents were also an important source of advice and support. *“Just having someone there that’s been through it”* helped their confidence and morale.
28. The focus group members agreed with the findings from the questionnaire that the school-based nursery and pre-school playgroup were particularly helpful to their children.
29. They agreed that the structured care and education that they offered were important in enabling their children to become more mature, confident about themselves and relaxed with others.
30. They emphasised the valuable role of nursery in preparing children for school and easing the transition from home.
31. At the same time, they had found it was not always easy to find out enough about the different pre-school options available in order to make the right decision for their child.
32. Although the focus group members were clear about the attributes of a child-friendly service, provision in Kilton and the centre of Worksop was generally seen to fall short of these standards. Buses, shops and banks were often not accessible for pushchairs, toilets in the town centre were disgusting and there was nowhere to breast feed.
33. There were also problems of access at local surgeries and clinics, with difficulties getting buggies through doors and into lifts, and a lack of safe places to park them outside. The toys provided in the waiting rooms were not very clean or inviting.

Ideas for Improvements

34. The main ideas for improvements or additional services to the area from this group of parents were focused upon facilities for recreation and play. They wanted:
 - Better parks and play spaces in order to improve the quality of life for parents and children. Existing parks were seen to be shabby, neglected and sometimes dangerous because of discarded needles.
 - Better security to protect outdoor play facilities, preventing them from being trashed by older children.
 - Better swimming and indoor play facilities, including soft play.
35. Many constructive and imaginative ideas were put forward about how the Children’s Centre could help local parents and children. These included:
 - Stay and play sessions for children and their parents;

- Music-making;
 - Day trips (for example, to farms);
 - Advice on practical aspects of child-rearing, such as weaning and potty-training, with leaflets available;
 - Breast-feeding advice and support before and after birth;
 - Advice about good equipment to buy and possibly a swap shop;
 - Ante-natal classes for fathers;
 - Baby yoga and baby massage;
 - Parent and toddler groups in the early evening for working parents, along with Saturday and evening activities;
 - Parents' meetings (with crèche), for 'me' time and an adult chat.
36. At the same time, there were some concerns about aspects of the Children's Centre and its impact upon the immediate neighbourhood.
- Parking.
 - Security of the building, both to protect the children and the building itself at night;
 - The impact on the nursery. Would children in the area who did not use the day care at the Children's Centre be disadvantaged when applying for nursery places?
 - Costs of using Children's Centre facilities.
37. All these concerns were talked through in the group with the focus group co-ordinators, one of whom was a member of the Children's Centre

Partners' Views

38. The views of partners overlapped with those expressed by parents, both in the questionnaire and the focus group.
39. The partners pointed out that some services for families, including healthcare, library and advice services are at a distance from Kilton, involving a drive or a considerable walk.
40. They saw a specific need for more holiday activities for the 8-12 age group.
41. They were optimistic about the impact of the Children's Centre upon the organisation of services for families, anticipating that they would be better co-ordinated, identifiable and accessible, with improved targeting to areas of need.
42. At the same time, they thought that it would be a challenge to get parents to use the Centre and to bring together all interested parties in order to support its development.
43. Their replies indicated an underdevelopment of partnership working, with few regular mechanisms for bringing agencies together to discuss the needs of the area.
44. Their suggestions about what the Children's Centre might offer were:
- resources for parenting skills
 - affordable childcare for parents who want to return to work or study

- postnatal support groups, especially for breastfeeding support and postnatal depression
 - behaviour management advice
45. Feed-back was obtained separately from three local childminders on the issues raised by the consultation.
46. They had strong concerns about the impact of the Children's Centre upon their own livelihoods and about the range of childcare services available in the area.
47. There was also criticism about its focus on the under-fives, to the exclusion of older children who were currently less well served.

Main Report

1. Background to the Research

- In line with the government's current initiative to introduce Children's Centres into communities which fall within the top 20% of disadvantaged wards nationally, Nottinghamshire has been given the go-ahead for 22 centres to be completed by March 2006, with 2 more to be started in Round One, but completed in Round Two by 2007.
- Children's Centres are intended to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority.
- It is the government's policy to develop Children's Centres within partnerships. Some may be based on a 'strong link' partnership, bringing together existing facilities (e.g. neighbourhood nursery, infants and junior schools, family centre). Some may involve a new building, creating a one-stop centre attached to or on a school site. Even with a new 'one stop building', there will be a need for sound partnerships with other providers throughout the area.
- All Children's Centres will provide day-care, with a qualified early years teacher leading the curriculum. Some day care places in each centre will be reserved for families in the immediate locality.
- Work in conjunction with existing Sure Start programmes is in hand, both to learn from their experience and ensure that remaining capital is spent in a timely and cohesive manner.
- Depending on the variable position in childcare, education and other support in local communities, parents/carers and other residents are likely to have different experiences, and therefore will have variable views and feelings about the advent of a Children's Centre in their community.
- Understanding the views of both users and providers, who may be affected in the short and longer term by the implementation of the programme, is vital to ensure that the rollout of Children's Centres is successful and well received within communities.
- Central to the development of Children's Centres is parental involvement and participation, leading to parental involvement in the management and governance of the centres, as appropriate structures emerge.
- Development of the Children's Centres is for families with children under 5; the centres have the potential for wider community use however and could develop into 'community centres for children' serving a wider age-range and incorporating, for example, after school care, holiday clubs etc.
- The interviews and the focus group were conducted in an inclusive manner where at all possible, to enable any parent, worker or member of the community who wished to take part in the consultation to do so.

- The team aimed to comply with equal opportunities policies and principles throughout the consultation.
- Where possible, hard-to-reach families have been included, where service providers or other agencies were able to give contact details and encourage participation.

2. Aim and Objectives of the consultation

- Overall Aim:
 - to find out parents' and carers' views and opinions of services on offer for families and young children in their area and how best their requirements can be met in the future with the development of Children's Centres.
 - to involve community members and partners in planning together to develop the optimal Children's Centre services for the community.

Specific objectives are:

- i. To identify current provision of child care, education, health services, family support, leisure facilities and other services relevant to young children and their families, through existing sources where these exist, such as Children's Information Service (CIS), databases or local knowledge
- ii. To identify gaps in the current provision of these services through the involvement and knowledge of service providers, and through discussion with local parents and the community
- iii. To determine which known services on offer are used by parents/carers
- iv. To determine levels of use of services amongst local parents/carers
- v. To gather information on how parents/carers rate the current services used and to seek views on how service delivery could be improved locally
- vi. To understand the likely take-up amongst local parents/carers of the proposed Children's Centre
- vii. To determine an appropriate mechanism for receiving and disseminating information from different local groups
- viii. To identify local anxieties/perceptions/expectations and potential problems for a new Children's Centre amongst parents/carers and partners
- ix. To establish appropriate benchmarks for future research and evaluation
- x. To conduct communications with parents in such a way that future involvement and participation in Children's Centres is encouraged and promoted
- xi. To use the information gathered in the consultation to help create the delivery plan

3. Methodology

The consultation consisted of face-to-face interviews with parents to complete a questionnaire; one focus group with parents recruited via the questionnaire; a written questionnaire distributed to service providers and key stakeholders in the area, who were also invited to include a list of services in the area;.

3.1 Parents' Questionnaire

- The initial phase of the consultation consisted of interviews with parents. It was planned to include:
 - *Parents/carers with children at local schools*
 - *Parent/carers who are users of local toddler groups and other sessions for parents and young children*
 - *Parents/carers living locally.*
 -
- Interviews were conducted on 11th April.
- The venues were:
 - St. Augustine's school
 - Prospect playgroup
 - Kilton Pre-School
 - Sir Edmund Hillary nursery
 - Larwood Baby clinic

Workers from the Children's Centre team, the Family Centre and other local workers who had volunteered their services conducted the interviews. A briefing session was held prior to interviewing parents. Large supplies of Sure Start balloons were blown up to help announce the arrival of the teams at interviewing locations.

- The questionnaire included an incentive prize draw for a child's Arts & Crafts Set, and an invitation to take part in the planned focus group. Contacts details were taken where given, but this sheet was kept separate from the completed questionnaire.

3.2 Partners' Questionnaire

- Partners, key stakeholders and service providers were informed about the planned consultation in Kilton at a meeting on 4th March 2005 at St Augustine's School. The partner's questionnaire, consisting of open-ended questions, was used as a discussion guide for the meeting and those present were given copies to take away and complete independently. They were encouraged to return them by 8th April 2005.
- Each person at the meeting was also asked to complete a mapping exercise, giving details of the services of which they were aware in Kilton, with times and contact details.
- It was hoped to use this to develop a map of services available in the area to identify any service provision gaps or overlaps.

- Other child care providers within a 5-mile radius of Kilton were also sent the questionnaire, with an explanatory sheet about developments in Kilton. The opportunity to give contact details was given so that the team could make contact in the future; most respondents completed this section.

3.3 Focus Group

- Respondents for the focus group were recruited from the indication in the tick-box on the contact details sheet of the parent's questionnaire, showing their agreement to take part. A good response to this was received with some 38 offering to take part.
- Parents were contacted at random from the resulting list, and 11 agreed to come along to St Augustine's School on 26th April 2005 between 1.00 pm and 3.00 pm. A free crèche was provided by Mansfield Play Forum, funded by Nottinghamshire County Council, for those parents who wished to use it. They were offered a £10 Wilkinson voucher as a thank-you for taking part in the focus group.
- A letter of information, venue and time details and forms for completion for the crèche were sent to these parents on the same day.
- The day before the group was due to take place each respondent was telephoned as a reminder to attend.
- In the event, only 4 of the 11 whose attendance had been confirmed actually turned up to the focus group session but those present were able to contribute a wide range of viewpoints: of a full-time working mother, a young parent, a child care worker, and a parent of a young baby.
- A mapping exercise was conducted as part of the focus group to gather knowledge about existing services for them and their children in the area.
- As part of the introduction to the group, an explanation about Children's Centres was given. This was seen as a good way of enabling a wider understanding of the concept to be gained by the parents before the discussion started and of reassuring them about issues raised during the fieldwork, such as site security.

4. Observations on the Samples

4.1 Parents' Questionnaire

- 83 interviews were completed with parents/carers in the various interviewing points.
- 77 or 93% of the respondents were female, while 6 (7%) were male.
- The majority (47%) were aged between 30 and 39 years, with 40% being under 29. 11 respondents were over 40: these included a small number of grandparents collecting their children from school.
- More than half (51%) of respondents had one child under 5 in the household. More than a quarter (29%) had two under fives but only three

people had three children of this age. 16 % of respondents were reported as having no children under 5 in the household.

- A third (33%) of respondents had 1 child aged 5-16 years in their household; 6% had two; and just 4% had three. More than half the respondents (55%) were reported as having no children in this age group.
- Children aged 16+ were found in only three families.
- Between them, respondents had 152 children; the number of families with 1 child was 26, the number with 2 children was 35, and 12 families had 3 children. Two families had 4 children, and two families had 6. 5 respondents said they had no children living with them, and 1 did not respond to the question.
- The total number of children aged under 5 in families interviewed was 99, the number of 5-16s was 50, while the number aged 16+ was 3.
- Given that 83 interviews were completed, this gives the average (mean) number of children of respondents interviewed as 1.8¹.
- Only 4 respondents revealed that they or their partner were expecting a baby, with three giving no answer, so the vast majority (95%) were not expecting a child at that time.
- While only 17% of respondents were working full-time, many more (41%) worked part-time, and just under 2% described themselves as unemployed. In addition, more than half described themselves as Parent/Carers. Five described themselves as grandparents.
- 81% of respondents were either married or partnered, while 18% were single.
- Most households (77%) had 2 adults aged over 18 living together in the household, while 19% of respondents lived in households of only one adult. 3% reported having 3 or more adults in the household. The average was 1.9 people in the household aged 18+.
- The ethnic composition of the respondents was 100% White.
- All but 16 of the postcodes fell into S81. The remainder all fell within S80.

4.2 Partners' Questionnaire

- 3 completed questionnaires were received from service providers in the Kilton area, all of which gave contact details. The level response from partners was disappointing and perhaps indicative of the need to establish a local stakeholders' group. This will be reflected in the Children's Centre Development Team's Action Plan
- The disciplines in which the partners worked were as follows:

Table 1 – Partners' disciplines

¹ This is likely to be slightly higher if those respondents, who did not answer the question about numbers of children, do actually have children in these age groups.

Discipline	No. of responses
Pre-school development and early years education	1
Family support	1
Health	1

- The roles which service-providers performed are shown in Table 2.

Table 2 – Partners’ roles

Family Centre Manager
Day nursery proprietor
Health visitor

- Between them, the respondents had a total of 7.75 years’ experience, ranging from 8 months to 4 years, in their current positions, with an average of 2.6 years.
- Other information was captured from partners at the meeting held on March 4th and from partners on subsequent occasions.

4.3 Focus Group

- 4 of the 11 recruited parents, all of whom were mothers, attended the focus group.
- Between them, the total number of children was 9, eight of whom were aged 5 or under.
- One mother had four children, two had two children and one had one child.
- This gives an average of 2.25 children, somewhat higher than the reported average of 1.8 seen in the total number of questionnaire interviews.
- Only one of the mothers was working, as a part-time teacher. Two mothers were currently on maternity leave but planning to return to their jobs in the local branch of a national store chain. The fourth was not working at present but in the longer term planned to resume her career as a nursery nurse.
- All the mothers were longstanding residents of Worksop and had lived there for between 12 years and most of their lives.

5. Main Findings

5.1 Parents' Questionnaire

- Altogether 83 questionnaires were completed, which was a good response overall. Some questions were answered by only a small number of respondents, so care must be taken when comparing percentages.
- More than half (54%) of respondents said that they knew about Sure Start.
- The remainder either did not know or did not respond, while 12% were not sure.
- An encouraging 43% said that they knew about the proposed Children's Centre for Kilton, but the majority (56%) did not know or were not sure.

5.1.1 Services ever used

- All respondents were asked which local services they had ever used, by means of a Showcard (see Appendix 2). Their responses are shown in Table 3.
- Responses are shown for all respondents; and for comparison purposes, by those who claimed to be aware of Sure Start.
- Care must be taken where numbers responding are low, as these may not typically reflect the views of all local people.

Table 3 – Services ever used

Service	Number ever used service N=83	% ever used service	% Sure-Start-aware respondents using service
GP practice	74	89	89
Health visitors	71	86	84
Midwife	63	76	73
Nursery in a school	55	66	64
Family member	48	58	53
Antenatal sessions	41	49	49
Children's Library Service	40	48	42
Pre-school playgroup	40	48	53
Toddler Group	33	40	44
Friends	23	28	29
Day Nursery	16	19	24
Speech therapy	14	17	22
Breakfast Club	13	16	18
Home Visits	13	16	16
Job Centre	12	14	13

Further Education	10	12	13
After School Club	10	12	13
Home Safety Equipment	10	12	16
Childminder	7	8	11
Toy Library	6	7	11
Crèche	5	6	4
Breastfeeding group	4	5	2
Homestart	4	5	9
Family Centre	3	4	7
Children's Information Service	2	2	4
Parenting Advice & guidance	2	2	4
Independent School	1	1	2
Dietician	1	1	0

Shaded areas represent a percentage higher than the total.

- This shows that the GP practice was the most frequently used service at 89% of all respondents. Among those respondents who were aware of Sure Start, the percentage of user was the same.
- A school-based nursery was more widely used than pre-school playgroups, toddler groups or day nursery. Levels of use of the latter three services were slightly higher among those who were aware of Sure Start than respondents as a whole.
- Few families were using childminders.

5.1.2 Usefulness of Services

- Respondents were then asked how **useful** they'd found the services they'd mentioned, for themselves and their family.
- By service mentioned in the previous question, responses were as shown in Table 4.
- The average (mean) score indicates the level of usefulness found by respondents, and the closeness to 5.0 indicates the level of satisfaction.
- However, care must be taken with the low numbers of responses for some services, as resulting percentages are not necessarily representative of views of all. For example, while the Breast-feeding Group and the Independent School score 100% Very Useful, these were used by only 1 person in each case.

Table 4 – Usefulness of services ever used

Service	Numbers using service	Very useful %	Quite useful %	Not useful / not at all useful %	Average score*
GP practice	74	53	36	0	4.4
Health visitors	71	46	24	11	4.0
Midwife	63	75	21	2	4.7
Nursery in a school	55	87	11	0	4.9
Family member	48	90	4	2	4.9
Antenatal sessions	41	44	34	7	4.1
Children's Library Service	40	70	20	3	4.6
Pre-school playgroup	40	75	25	0	4.8
Toddler Group	33	58	30	3	4.4
Friends	23	96	4	0	5.0
Day Nursery	16	81	6	6	4.6
Speech therapy	14	36	29	21	3.9
Breakfast Club	13	92	8	0	4.9
Home Visits	13	62	23	0	4.5
Job Centre	12	42	8	16	3.7
Further Education	10	70	10	10	4.6
After School Club	10	90	10	0	4.9
Home Safety Equipment	10	80	0	0	4.6
Childminder	7	43	14	29	3.7
Toy Library	6	50	0	17	4.0
Crèche	5	40	40	0	4.2
Breastfeeding group	4	75	25	0	4.8
Homestart	5	75	25	0	4.8
Family Centre	3	0	33	0	3.0
Children's Information Service	2	50	50	0	4.5
Parenting Advice & guidance	2	50	50	0	4.5
Independent School	1	100	0	0	5.0
Dietician	1	100	0	0	5.0

* Of those giving a response, excluding 'Don't know/no response', where 5= Very useful, 4 = quite useful, 3 = neither, 2 = not useful, 1 = not at all useful

- This indicates generally high levels of satisfaction about the usefulness of services, with many approaching maximum scores and few falling below a '4' score.
- The lowest scores were given to the Job Centre, Childminder, Speech Therapy and the Family Centre but even these services were close to being assessed as 'quite useful', and caution must in any case be

exercised in interpreting the findings because of the relatively small numbers of respondents using these services.

5.1.3 Reasons given for services mentioned as not being useful

- Respondents were asked about a service they had mentioned as being not useful or not at all useful, and why this was so.
- The response was very low (20 in total) reflecting the high level of satisfaction generally recorded.
- Most of these people did not give a reason for the services not being useful.
- Where a response was recorded, poor information/ advice was mentioned by one person and a poor response from the health visitor by 6 people.

5.1.4 Child-friendliness of services

- Respondents were asked how child-friendly they had found the services.
- By service mentioned in the previous question, responses were as shown in Table 5.
- Again the average score gives an indication of the level of child friendliness felt by respondents, the closeness to 5.0 indicating the level of satisfaction.
- Caution should again be shown when looking at low response numbers.

Table 5 – Child-friendliness of services ever used

Service	Numbers using service	Very child friendly %	Quite child friendly %	Not child friendly / not at all child friendly %	Average score*
GP practice	74	45	26	8	4.1
Health visitors	71	59	18	6	4.4
Midwife	63	67	16	3	4.6
Nursery in a school	55	82	13	0	4.9
Family member	48	85	6	0	4.9
Antenatal sessions	41	34	17	9	3.9
Children's Library Service	40	58	30	3	4.6
Pre-school playgroup	40	83	15	0	4.8
Toddler Group	33	64	30	3	4.6
Friends	23	83	9	0	4.9
Day Nursery	16	88	6	0	4.9
Speech therapy	14	57	21	7	4.5
Breakfast Club	13	85	0	0	4.8
Home Visits	13	46	15	0	4.3
Job Centre	12	25	17	8	3.9

Further Education	10	50	20	0	4.5
After School Club	10	90	0	0	5.0
Home Safety Equipment	10	60	10	0	4.4
Childminder	7	71	29	0	4.7
Toy Library	6	33	50	0	4.4
Crèche	5	60	20	0	4.4
Breastfeeding group	4	75	25	0	4.8
Homestart	5	75	25	0	4.8
Family Centre	3	33	33	0	4.5
Children's Information Service	2	50	50	0	4.5
Parenting Advice & guidance	2	0	100	0	4.0
Independent School	1	100	0	0	5.0
Dietician	1	0	0	0	U

Of those giving a response, excluding 'Don't know/no response', where 5= Very child-friendly, 4 = quite child-friendly, 3 = neither, 2 = not child-friendly, 1 = not at all child-friendly.

- Interestingly, the high scores for child-friendliness are more consistent over the whole range of services than those for usefulness. Only the Job Centre and antenatal sessions fall slightly below the '4' rating and the latter service, by its nature, is likely to have the mother as its primary focus.
- The relatively low scores for the GP practice echo comments made by respondents in the focus group (see below).

5.1.5 Reasons given for services mentioned as not being child-friendly

- Respondents were asked about a service they had mentioned as being not child friendly or not at all child friendly, and why this was so.
- 16 responses were recorded and the principal reasons given are presented in Table 6.
- The lack of a child-friendly environment with a play area and toys to keep children occupied emerges as the leading factor.

Table 6 – Reasons for being not child friendly or not at all child friendly

Service	Number of responses	% of those responding
No child-friendly play area or toys	5	31
Patronising/negative receptionist	2	13
Not helpful/no interest in or patience with child	2	13
Difficult to talk/need separate room for children	1	6
Long wait for appointment/still waiting	1	6
Other	4	25
Don't know / no response	4	25

5.1.6 Comparing scores for usefulness and child friendliness

- Matching the average scores of respondents' views of parent and child's needs gives the following:

Table 7 – Comparison of parent and child average (mean) scores

Service	Average score* Usefulness	Average score* Child friendliness	Difference
GP practice	4.4	4.1	0.3
Health visitors	4.0	4.4	-0.4
Midwife	4.7	4.6	0.1
Nursery in a school	4.9	4.9	0.0
Family member	4.9	4.9	0.0
Antenatal sessions	4.1	3.9	0.2
Children's Library Service	4.6	4.6	0.0
Pre-school playgroup	4.8	4.8	0.0
Toddler Group	4.4	4.6	-0.2
Friends	5.0	4.9	0.1
Day Nursery	4.6	4.9	-0.3
Speech therapy	3.9	4.5	-0.6
Breakfast Club	4.9	4.8	0.1
Home Visits	4.5	4.3	0.2
Job Centre	3.7	3.9	-0.2
Further Education	4.6	4.5	0.1
After School Club	4.9	5.0	-0.1
Home Safety Equipment	4.6	4.4	0.2
Childminder	3.7	4.7	-1.0
Toy Library	4.0	4.4	-0.4
Crèche	4.2	4.4	-0.2
Breastfeeding group	4.8	4.8	0.0
Homestart	4.8	4.8	0.0
Family Centre	3.0	4.5	-1.5
Children's Information Service	4.5	4.5	0.0
Parenting Advice & guidance	4.5	4.0	0.5
Independent School	5.0	5.0	0.0
Dietician	5.0	U	U

- The closer to an average score of 5, the more ‘useful’ or ‘child-friendly’ a service is considered to be. The difference is shown in bold when the service is more ‘child-friendly’ than ‘useful’.
- The GP practice is viewed as more slightly more useful than it is child friendly, while the health visitors is viewed as marginally more child-friendly than useful. The differences in scores are very small across the 28 services listed, with 8 being rated equally for usefulness and child-friendliness.
- The weighting towards usefulness is greatest for the GP and for Parenting Advice and Guidance (although the latter was used by only two people) while the weighting towards child friendliness is greatest for the Childminder and the Family Centre (although caution is once again advised in relation to these two since the numbers are very small).

5.1.7 Most helpful service to parent

- Respondents were asked to say which one out of the services they had mentioned was the most helpful to them, as a parent. The following table shows the most frequently mentioned.

Table 8 – Most helpful service to parent

Service <u>most</u> helpful to you as parent	% Mention
Midwife	16
Pre-school playgroup	14
Nursery in a school	13
GP practice	10
Toddler group	6
Health visitors	6
Children’s Library Service	4
Family member	4
Breakfast club	2
Friends	2
Homestart	2
Antenatal sessions	1
Childminder	1
After-school club	1
Day nursery	1
Independent school	1
Crèche	1
Speech Therapists	1
DK/NR	11

- It would appear that health services provided by the midwife, GP and health visitor are important to the support of parents with young children in Kilton. Group provision for children in a school-based nursery, pre-school playgroups and toddler groups also features strongly.

5.1.8 Most helpful service to child/children

- Respondents were asked to say which one out of the services they had mentioned was the most helpful to their child or children. The following table shows the most frequently mentioned.

Table 9 – Most helpful service to child

Service <u>most</u> helpful to your child	% Mention
Nursery in a school	28
Pre-school playgroup	22
Toddler group	7
Health visitors	5
Breakfast Club	4
Day Nursery	4
Speech Therapy	4
Midwife	2
Children's Library Service	2
After School Club	2
Crèche	2
GP practice	2
Independent School	1
Family member	1
Family Centre	1
Toy Library	1
Don't know/no response	12

- Once again, the school-based nursery, pre-school playgroups and toddler groups emerge as central to the well-being of children in Kilton.

5.1.9 Help to use services more often

- A list of suggestions that might help parents to use services more often or more easily was shown to respondents. See Showcard 2 (Appendix 2). They were asked which of those listed might help them.
- Responses are given for the group as a whole and then for those respondents aged less than 29 years and 30-39 years, the dominant age groups in the sample.

Table 10 – Help to use services more often

Suggestion	Total	Aged	Aged
	%	< 29	30-39
		%	%
Different times of events	35	39	31
Better price	24	21	21
Childcare	23	15	26
Someone to go with	22	24	23
Better public transport	20	27	15
None	30	27	33

- These results show that while different times of events was the single biggest factor that would help parents to use services more often, it was particularly important for the younger parents.
- A better price was equally important to both age groups
- Childcare was also important to the group as a whole but, more so for the older parents in the 30-39 age group.
- By contrast, better public transport was a more salient issue for the younger parents.

5.1.10 Preferences for receiving information

- Shown a list of ways of receiving information, respondents were asked to say which they would prefer.

Table 11– Preferences for receiving information

Suggestion	Total	Aged	Aged
	%	< 29	30-39
		%	%
Newsletter	65	67	64
Article in local paper	49	55	51
Flyer / information sheet	35	30	36
Information session at nursery/clinic/Sure Start	27	30	23
Word of mouth (e.g. health visitors, nursery staff)	23	18	28
Word of mouth (family, friends, other parents)	20	15	18
None	1	0	1

- These results show a strong preference for written information as the best way of finding out about what is available locally.

- At the same time, older parents were more likely than the younger group to welcome verbal information, possibly suggesting that that are more tuned in to a range of information sources, encompassing both formal publicity and word-of-mouth contacts.

5.1.11 Reaction to the proposed Children’s Centre for Kilton

- Respondents were asked if they had any comments or concerns about a Children’s Centre coming to Kilton.
- 60% did not respond to this question, reflecting low levels of information and awareness about the Children’s Centre prior to the community consultation.
- However. 22% expressed very positive support for the new initiative. One person said that it needed more publicity.

5.1.12 Three things Kilton needs to make it better for families

- When asked what 3 other things Kilton needs to make it better for families with young children, respondents came up with a list of suggestions as shown in Table 12 below.

Table 12 – Suggestions to make the area better

Suggestion from respondent	% (N=83)
Playground/Park (better/safer/cleaner)	41
More outdoor play areas/Somewhere to play/More activities	23
Indoor/Safe/Soft play area	10
More/better child care/nurseries	8
Mother & Baby/Toddler Groups	7
More/Better parking	6
Youth club/Activities for older children	5
More/better facilities for smaller children	5
Before and after-school activities/clubs	5
Family entertainment/somewhere to eat with children	5
Swimming pool/leisure activities	5
Holiday activities/care for children	4
Services nearer/more local	4
Road safety/speed bumps/school crossing patrols	4
More support/somewhere for support	2
Public toilets/baby changing facilities	2
More/better information	1

More buses/better transport	1
Other	10
Don't know/no response	12

- The most frequently suggested ideas focused on play and leisure activities for all, including older children, outside the Children's Centre remit but indicative of the concerns of respondents who feel the lack of facilities for older children impacts on their younger children.
- Parents also want more activities and meeting places for those with very young children, plus care and activities for older children at the end of the school day and during the holidays.

5.2 Partners' Questionnaires

- Partners' anonymised responses are shown in full at Appendix 3.

5.2.1 Current problems or gaps in services

- Partners were asked to comment specifically on services for parents and young children in the Kilton area of Worksop, the site of the forthcoming Children's Centre. The issues they raised were:
 - Some services for families, including healthcare, library and advice services, were at a distance from Kilton, involving a drive or a considerable walk;
 - More activities for the 8-12 age group during school holidays were needed;
 - There was a large number of unemployed young people in Kilton, and problems of drug misuse were also evident.

5.2.2 Likely impact of the Children's Centre

- The partners anticipated that:
 - services would be more co-ordinated and in one place;
 - they would also be more accessible to parents and user-friendly;
 - there would be more home-based services;
 - services would be better targeted to areas of need;
 - teamwork and joint working would be promoted.

5.2.3 Biggest challenge in developing the Children's Centre

- Only 2 of the 3 partners answered this question. One saw the main challenge as getting parents to actually use the Centre and, linked with that, giving them confidence in the new setting. The other said it would be getting all the interested parties together, a response that would seem to reflect the under-development of joint working in the area and the need for the Children's Centre to help develop a partnership approach.

5.2.4 Effectiveness of existing meetings between services

- The partners were asked to identify cross-agency/service meetings already held in the area to discuss local issues. Their comments on their usefulness were also sought. No such meetings were identified by any of the 3 respondents, although one did say that such meetings would be useful and that parents should be invited.

5.2.5 Top priorities for Kilton

Responses to a question about their top three priorities for the area tended to reflect the partners' hopes and concerns expressed earlier in the questionnaire. Thus they identified needs for:

- *"a community resource that is non-stigmatising and accessible"*.

- healthcare and local services.
- getting existing services on-board and involved.
- More specific suggestions about what the Children's Centre might offer were:
 - resources for parenting skills
 - affordable childcare for parents who want to return to work or study
 - postnatal support groups, especially for breastfeeding support and postnatal depression
 - behaviour management advice

5.2.6 Feed-back from local child-minders

- Feedback was obtained separately from three local childminders on the issues raised by the consultation.
- They had strong concerns about the impact of the Children's Centre upon their own livelihoods and about the range of childcare services available in the area. They believed that there was already an over-provision of childcare places in various settings and that the advent of the Children's Centre would increase their struggle for survival.
- There was also criticism about its focus on the under-fives, to the exclusion of older children who were currently less well served. Comments included:

“ Will force closure of existing childcare – Worksop already has too many places available.”

“As a childminder in Worksop, we are already struggling to get work... Bassetlaw hospital has just opened a nursery and now St Augustine's. How on earth are we supposed to encourage parents to use our service?”

5.3 The Focus Group

- Of the 11 parents who had confirmed the previous day that they would attend the focus group, only four arrived for the session. All were mothers. The ages of their children were as follows:
 - 2 years and 7 months
 - 18 months and 6 weeks
 - 5 weeks
 - 7,5,2 years and 13 weeks.
- The first part of the session was devoted to mapping the services for under-fives available in Worksop and specifically Kilton. This can be seen at Appendix 6. It should be emphasised that the mapping reflected parents' current knowledge and does not necessarily provide a definitive listing of services.
- This showed that peaks of activity in the area fall on certain days, with few known activities on others.
- For example, while Monday and Thursday are busy days, with activities in the morning and afternoon, little seems to be happening other than a baby clinic in the afternoon, and nothing at all is recorded for Friday afternoon.
- The discussion then moved on to the usefulness and child-friendliness (or otherwise) of local services, and ideas about gaps to be filled and improvements needed, including suggestions about what the new Children's Centre might provide.
- The discussion guide used in the focus group will be found at Appendix 3.
 - This includes areas which reflect the main section of the parents' questionnaire:
 - Knowledge of services in the area
 - Strengths and weaknesses of current services
 - Gaps in current provision
 - Good things anticipated from the arrival of the Children's Centre, and any concerns
 - Improvements needed in the local area

5.3.1 Local services reviewed

- During the mapping exercise, a mother with a new baby said that it was difficult to find out what was available locally. The other mothers replied that the doctors and health visitors usually had leaflets about local services but otherwise information was spread by word of mouth.
- The Children's Information Service was discussed as a means of gaining accurate information about local services. One mother had had a negative experience of the CIS but was reassured by one of the focus group co-ordinators that it was now properly resourced and able to give relevant and up-to-date information on a wide range of subjects.

- The focus group members were asked to comment on those services identified from the questionnaire results as being most useful to parents. These were (in order of usefulness):
 - midwife
 - pre-school playgroup
 - toddler group
- Most of the discussion focused upon the midwife. One mother commented that her own experience of the midwifery service had been very variable. While the midwife she had with her first child was very supportive and gave her *'loads of information'*, her experience during her second pregnancy was very different, when she found the midwife difficult to contact, inconsistent and seemingly too rushed to give advice on sleeping and feeding.
- Another mother said that she had had a *'fantastic'* relationship with her midwife and missed her greatly when she went off sick towards the end of her pregnancy. Her replacement midwife very different and was *'in and out of the house too quickly.'*
- A third said that she had had 6 different midwives during her latest pregnancy. She reported poor communication between them and also contradictory advice:

"I had lots of problems with my blood. You saw one and she'd know all your problems, then you'd see another one and they'd not got a clue."

- A mother who had previously lived in Mansfield also commented that health visitors were much less evident in Worksop. She had the impression that they had too many people on their caseloads and tended to disregard the needs of more experienced mothers. She felt that her own needs for support had been disregarded because she had previously been a nursery nurse and it was assumed that she could cope.
- The focus group members agreed that parents needed advice at all stages of their children's lives, not just when they were tiny babies. Discipline, potty training and growth spurts were important issues for older children but these mothers felt that there was no readily available source of advice and support.
- One person suggested that it would be a good idea to have a consistent person (even if not a midwife) available at the clinic for practical advice. Another felt that she would be more inclined to turn to other mothers for reassurance:

"I think a lot of it personally for me is the fact that when you're not sure about something, just having someone there that's been through it to talk to, to make you feel sane again, to make you feel you are doing something right for him."

5.3.2 Services most helpful to the child

- The questionnaire results revealed that the following services were judged by local parents to be most helpful to their child:
 - School nursery
 - Pre-school playgroup
- The focus group members were agreed that both were important in enabling their children to become more mature, confident about themselves and relaxed with others:

“The pre-school playgroup is good because they learn to interact, so that’s why I like that.”

“It gives them a good sense of self. Katie’s got a very good sense of self and that’s just from nursery. She’s very organised, she knows what she needs and when she needs it...It also helps that they can do a much wider range of activities than you could possibly do in your sitting room or dining room...She can actually put her own shoes on, she can put her own coat on, she feeds herself, she uses a knife and fork. She mixes with other children who are doing the same thing.”*

- These mothers emphasised the valuable role of nursery in preparing children for school and easing the transition from home. They agreed that it was important to plan early but also felt that it was difficult to find out enough about the different options available to make the right choice for their individual child:

“It’s like an obstacle course to see which is the best one to send them to because I wasn’t aware that you can send them anywhere now.”

- There were two views within the group about the right time to introduce playgroup or nursery education. One was that parents should introduce their children as early as possible, on the grounds that they might become more anxious about separation if it was left too late, and that this could affect their adjustment to school.
- On the other hand, it was considered important to take the readiness of the child into account. One mother reported that her daughter refused to be left at playgroup but, a year later, accepted nursery without any difficulty.

5.3.3 Child-friendliness of local services

- The focus group parents were clear about the attributes of a child-friendly service: a clean, bright, stimulating environment; activities to occupy the children, such as a box of interesting toys; easy access for pushchairs of all sizes; changing facilities; and somewhere to breast-feed a baby.

*(Child's name[[U1]] changed).

- Unfortunately, services in Worksop were generally seen to fall short of these standards. Buses were not buggy-friendly, nor were most of the shops and banks in town. Staff did not help mothers with pushchairs to get up steps and did not hold doors open for them.
- The toilets in the centre of town were described as disgusting, and there was nowhere to breast-feed.
- More specifically, the mothers criticised the provision made for children at local surgeries and clinics.

“Having activities for them to do while you’re waiting. Up at my doctor’s there’s nothing for children to do and they start playing up.”

- At one surgery it was impossible to get a double pushchair through the door; at another, the doctor’s room was on the first floor and it was not permitted to take a pushchair in the lift. At the same time, there was no safe undercover parking for buggies.
- Two of the clinics had a box of toys but these were described as not very clean or inviting.

5.3.4 Gaps in services and ideas for improvements

- The focus group mothers agreed with the questionnaire finding that better parks and play spaces were badly needed in order to improve the quality of life for parents and young children.
- Existing parks were seen to be shabby, neglected and sometimes dangerous because of discarded needles, and the Council was criticised as being too eager to sell off every available piece of land rather than invest in improvements.
- Better security was needed and more activities for older children who would otherwise trash facilities provided for the younger ones.
- Better swimming and indoor play/soft play facilities were also high on these mothers’ list of priorities for the area. At present, parents had to take their children out to eat so that they could use the soft play areas provided by some local pubs and restaurants.

5.3.5 Ideas and concerns about the children’s centre

- Many constructive and imaginative ideas emerged from the group about how the Children’s Centre might help local parents and children. The following were highlighted:
 - stay and play sessions (for children and parents);
 - music-making;
 - trips out (for example, to farms);
 - advice on weaning, potty training etc. Someone to advise; possibly workshops and parents’ meetings too; a room with advice leaflets;

- breast-feeding support before and after birth, preferably on a regular weekly basis, such as a weekly coffee morning;
 - advice about good equipment to buy, such as bottles and car seats, possibly linked to a swap shop;
 - an ante-natal group for fathers as an alternative/supplement to hospital ante-natal classes;
 - baby yoga and baby massage;
 - parent and toddler groups for early evening, for working parents;
 - Saturday and evening activities; something enticing for parents and children to enjoy together after a day at work;
 - Mums and Dads' meetings (with crèche) for 'me' time and an adult chat.
- At the same time, some concerns were expressed about aspects of the Children's Centre and its impact on the immediate neighbourhood:
 - Parking.
 - Security of the building, both to protect the children and the building itself at night;
 - The impact on the nursery. Would children in the area who did not use the day care at the Children's Centre be disadvantaged when applying for nursery places?
 - Costs of using Children's Centre facilities.
 - All these concerns were talked through in the group with the focus group co-ordinators, one of whom was a member of the Children's Centre Development Team. Reassurance was offered on all points, along with details of practical measures agreed for security and parking.
 - It was emphasised that children using the Children's Centre day care would not have an advantage when applying for a school nursery place and that there should in any case be plenty of spare capacity in the nursery because of falling rolls. While day care would be charged at a commercial rate, all other facilities and activities at the Children's Centre would be provided free.

5.3.6 Issues arising from the focus group

- Many of the issues that emerged from the discussion amongst parents in the focus group reflected those found amongst partners, service providers and from the questionnaire.
- However, other issues were only expressed by the small number of parents at the focus group, whose opinions may not necessarily be representative of all parents in Kilton.

These included:

1. Difficulties experienced by first-time mothers in finding out about local services and activities;
2. A need for readily available reassurance and advice at all stages of early child-rearing;

3. A need for informed help in choosing from different pre-school options according to the individual needs of the child;
4. A desire for more consistent and regular contact with midwives and health visitors, including a stronger presence from health visitors as the child gets older;
5. A plea for greater attention to be paid to child-friendliness in doctors' surgeries, clinics, local shops, banks and buses, with better provision for changing and breast-feeding;
6. A recognition that meeting the play and leisure needs of older children is important in its own right but also in maintaining the quality of provision for young children in parks and playgrounds;
7. A demand for more and better swimming and indoor play facilities for parents and young children.

6. Key messages for the future

- The interviews with parents, the focus group and input from the partners show a high level of agreement about the needs of parents and young children in Kilton for the future.

These include:

- more thought given to making public places and community services accessible, welcoming and safe for families of young children.
- more and better leisure opportunities for children of all ages, including holiday care;
- more flexibility about when parents can use services, including evenings and weekends;
- a more strategic approach to providing information about what is available locally, with a specific aim of ensuring that first-time parents are fully informed.
- a readily identifiable local source of advice and support on a range of child-rearing matters;
- a focal point for parents and young children, with better co-ordination of services
- the development of services in response to the expressed needs of local families.
-
- While the consultation necessarily had its limitations, due to lack of time and resource, the results are still felt to be representative of the community; it was always seen as a first conversation to provide a basis with which to build the future Children's Centre in Kilton.
- There is the need to assure parents and partners that the Children's Centre is sustainable and that the involvement of all parties is crucial in its success, as well as allowing parents to take ownership of the Children's Centre, to be jointly engaged with professionals in the provision of services for them and their families.
- This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. There is every reason to think from responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.

7. Appendices

Appendix 1 – Questionnaires – parents and partners

Appendix 2 – Showcards

Appendix 3 – Focus Group discussion guide

Appendix 4 – ‘Other’ comments from parent questionnaires

Appendix 5 – Responses from partners

Appendix 6 – Mapping exercise from focus group & partners

Showcard 1 - Children's Centres Questionnaire

- We're talking to local people about the new Sure Start Children's Centre that's coming along in Kilton – which will be a partnership of services for parents and their children under 5 – health, education, child care etc - and finding out what parents think about current services.
- Taking part in this survey means that you'll be included in a prize draw for an arts & craft set for your child - and should take no more than 10-15 minutes to complete.
- All replies will be treated in strict confidence and no one will be identifiable.

Please help us by answering as many questions as possible

- | | Yes | Not sure | No |
|---|-----------------------|-----------------------|-----------------------|
| 1. Do you know about Sure Start? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Do you know about the proposed Children's Centre to be developed in Kilton? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Please can you tell me which local services [including Sure Start] you or your family have ever used [See list of services below - circle any used] | | | |
| 4. How useful were the services you have mentioned, for you and your family, from 1 - 5, where 1 = not at all useful to 5 = very useful? [Complete for all mentioned in Q3] | | | |
| 5. How child-friendly is the service you've mentioned, on a scale of 1 - 5, where 1 is not at all childfriendly and 5 is very childfriendly? [Complete for all mentioned in Q3] | | | |
| 6. Of the ones you mentioned, which <u>ONE</u> service do you think was most helpful. ...
to you, as a <u>parent</u> ? | | | |
| 7. and most helpful to your <u>child/children</u> ? | | | |

Use grid on below for recording answers to questions 3 to 7. (Circle numbers)

	3. Local services ever used (please circle all used)	4. Usefulness of the service, from 1-5, where 1 = not very useful to 5 = very useful	5. Child Friendliness of service from 1-5, where 1 = not at all child friendly to 5 = very child friendly	6. which <u>ONE</u> service do you think was most helpful to you as a <u>parent</u>	7. which <u>ONE</u> service do you think was most helpful to your <u>child</u>
Antenatal sessions	1	1 2 3 4 5	1 2 3 4 5	1	1
Midwife	2	1 2 3 4 5	1 2 3 4 5	2	2
Breast-feeding group	3	1 2 3 4 5	1 2 3 4 5	3	3
Children's Library service	4	1 2 3 4 5	1 2 3 4 5	4	4
Childcare:					

Childminder	5	1	2	3	4	5	1	2	3	4	5	5	5
After school club	6	1	2	3	4	5	1	2	3	4	5	6	6
Breakfast club	7	1	2	3	4	5	1	2	3	4	5	7	7
Day nursery	8	1	2	3	4	5	1	2	3	4	5	8	8
Nursery in a school	9	1	2	3	4	5	1	2	3	4	5	9	9
Independent School	10	1	2	3	4	5	1	2	3	4	5	10	10
Pre-school playgroup	11	1	2	3	4	5	1	2	3	4	5	11	11
Toddler group	12	1	2	3	4	5	1	2	3	4	5	12	12
Crèche	13	1	2	3	4	5	1	2	3	4	5	13	13
Family member	14	1	2	3	4	5	1	2	3	4	5	14	14
Friends	15	1	2	3	4	5	1	2	3	4	5	15	15
CIS (Children's Information Service)	16	1	2	3	4	5	1	2	3	4	5	16	16
Dietician/Nutritionist	17	1	2	3	4	5	1	2	3	4	5	17	17
Further Education	18	1	2	3	4	5	1	2	3	4	5	18	18
GP practice	19	1	2	3	4	5	1	2	3	4	5	19	19
Health visitors	20	1	2	3	4	5	1	2	3	4	5	20	20
Home Safety Equipment scheme	21	1	2	3	4	5	1	2	3	4	5	21	21
Home Visits	22	1	2	3	4	5	1	2	3	4	5	22	22
Homestart	23	1	2	3	4	5	1	2	3	4	5	23	23
Job Centres	24	1	2	3	4	5	1	2	3	4	5	24	24
Parenting advice & guidance	25	1	2	3	4	5	1	2	3	4	5	25	25
Speech Therapists	26	1	2	3	4	5	1	2	3	4	5	26	26
Family Centre	27	1	2	3	4	5	1	2	3	4	5	27	27
Toy Library	28	1	2	3	4	5	1	2	3	4	5	28	28
Welfare rights sessions	29	1	2	3	4	5	1	2	3	4	5	29	29
Story Time sessions	30	1	2	3	4	5	1	2	3	4	5	30	30

8. If you thought any of these services were **not useful** or **not very useful**, why was this?
[Interviewer, only ask if circled 1 or 2 in Q4.]

9. If you thought any of these were **not childfriendly** or **not at all childfriendly**, why was this?
[Interviewer, only ask if circled 1 or 2 in Q5.]

10. Please look at this list and tell me what would help you to use ANY of the services more often?
 [Use Showcard 2, or the list below, & circle any mentioned]

Better public transport	1
Childcare	2
Someone to go with	3
Different times of events	4
Better price	5

11. How would you ideally like to receive information about services for you and your child/children? [Use Showcard 3, or the list below, & circle any mentioned]

Newsletter	1
Flyer/information sheet	2
Word of mouth (eg Health Visitor / nursery staff / GP)	3
Word of mouth (friends / family / other parents)	4
Article in local paper	5
Information session at nursery/clinic/Sure Start	6

12. Can you say what 3 things you think the area needs to make it better for parents with young children?

- i. -----
 ii. -----
 iii. -----

13. And finally, do you have anything else to say about the Sure Start Children's Centre, from what you've heard so far - any concerns or comments?

Just a few questions ABOUT YOU that will help us to **plan for future services**. All replies will be treated in strictest confidence.

14. Are you: Male Female

15. Your age is: Under 20 20-29 30-39 40-49 50 +

16. Number of adults (aged 18+) in the household (Please write in)

17. Number of adults (aged 18+) **working** in the household (Please write in)

18. Are YOU: (tick all that apply)

Working Full-time	<input type="checkbox"/>	Unemployed	<input type="checkbox"/>	Grandparent	<input type="checkbox"/>
Working Part-time	<input type="checkbox"/>	Parent/ Carer	<input type="checkbox"/>	Other relative /friend (write in)	_____

19. Are you and/or your partner expecting a baby? Yes No

20. Number of children in household: None Under 5s 5-16 16+

21. Are you: Single Married/partnered Other _____

22. Ethnic origin:

White	<input type="checkbox"/>	Indian	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Mixed	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	Traveller	<input type="checkbox"/>
Please write in any other _____					

23. To help us make sure we have talked to parents from all areas, please can you tell me your postcode? We will not be able to identify you from this information.

Your postcode eg NG15 5JQ: -

Thank you

Contact sheet (Will be separated from questionnaire)



There will also be the opportunity to join in a discussion group to talk about the Children's Centre, to find out more about what you think. Participants will receive £10 Gift Voucher as a thank you. Would you be interested in that?

Date: xxxxxxx

Time: 1pm - 3pm

Venue: xxxxxxx

Please tick

Yes

No

Focus Group

If you are interested, you may be contacted nearer the time to confirm this.

I also need to take your name, address and phone number to enter you in the prize draw* for the arts & crafts set. This information will be kept separate from your responses to the survey. **[Complete contact details]**

Please tick

Entry into Prize Draw

Name

Address

Postcode

Phone

Thank you for your help with this survey and the future plans for Kilton Children's Centre. Look out for more information and feedback on the survey.

Please return this form to:

Janet Lang
Lang Research Associates
45 Caledon Road
Nottingham NG5 2NF
0115 841 2844

OR the place you were given it eg school, playgroup

By xxxxxxxxxxxxxxxx.

THANK YOU!

* Terms and conditions

1. Entry to the prize draw is free. Only one entry per person.
2. The draw will take place on xxxxxxxxxxxxxx 2005.
3. The winner will be notified by post or telephone.
4. No alternative to the prize stated will be offered.
5. The competition is open to all participants of this survey, excluding employees of Nottinghamshire County Council Early Years & Childcare team and their families.



Children's Centre Consultation – Questions for Key Partners/Service Providers

- 1. Introduction:** The main purpose of this consultation is to gather the **views of partners and service providers** on existing services for parents and young children under 5 in Kilton and on what you consider to be the **priorities** for the development of the Children's Centre in the area to serve these families.
 - Please be open and honest, and answer all relevant questions; your responses will help with the **planning** of future services.
 - All responses will be treated in confidence, and nothing attributed to any individual. However, if you wish to give your contact details for any follow up questions we may have, or for future research purposes, please complete the box below. Again, none of your responses will be identifiable in the final report.
 - Parents and carers will be completing another questionnaire, which will gather their views on the Children's Centre plans.
- 2. How to complete this questionnaire:** If you prefer to complete this questionnaire by email, please send an email to janet.lang@ntlworld.com requesting a copy. You will then be able to type your responses in the boxes (which will expand) and email back to janet.lang@ntlworld.com. Please complete and return the questionnaire by XXXX 2005.
 - Please also list **the services and activities** with which you are involved on a **separate sheet**, giving your name, job title and organisation, to help us produce an up-to-date map of services in the area, and return with the questionnaire, under separate cover if you prefer.
 - If you prefer to complete this in hardcopy, please print it out and post back, marked 'Kilton', to **Janet Lang** at:

Lang Research Associates
45 Caledon Road
Nottingham
NG5 2NF

Thank you for your input, which is very welcome.

PTO

If you wish to give your contact details, please do so below:

Name: _____

Organisation: _____

Phone: _____

Email: _____

<ul style="list-style-type: none"> • Please give the type of organisation you work for 	
<ul style="list-style-type: none"> • Please give your job title & employer (if relevant) 	
<ul style="list-style-type: none"> • How long have you been working in this role? 	
<ul style="list-style-type: none"> • What's your main area of responsibility? 	
<ul style="list-style-type: none"> • What do you think are the current problems, or gaps in current services, for parents and young families in Kilton? 	
<ul style="list-style-type: none"> • In what way do you think the advent of the Children's Centre will change the way services are delivered in Kilton? 	
<ul style="list-style-type: none"> • What do you think is going to be <u>the</u> biggest challenge locally in developing the Children's Centre in Kilton? 	
<ul style="list-style-type: none"> • If workers from different settings / services have regular meetings to discuss local issues, how useful are these? Are parents invited to these? [Please indicate how often these are held, if at all] 	

<ul style="list-style-type: none"> • What are your top three priorities for developing services or facilities or resources for parents and young children in Kilton? OR • What 3 things in your opinion would most improve the area for families with children under 5? 	1.
	2.
	3.

Partners – please could you write down all the services and activities available from your team for children aged 0-5 and their families, living in Kilton. This will allow us to map provision in the area, identify gaps for the Children's Centre planning to address, and promote those services that do exist. Thank you.

Example

<i>Health Visitor</i>	<i>Healthy eating group</i>	<i>Community centre</i>	<i>Monday 10-11</i>	<i>Sue Smith 01636 717171</i>
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Team/service	Activity/service	Venue	Times	Contact

Please continue over the page if necessary

Appendix 2 – Showcards



Showcard 1 – List of Services

Antenatal sessions	CIS (Children's Information Service)
Breast-feeding group	Dietician/Nutritionist/Food & Diet Advice
Children's Library service	Family Centre
Childcare:	Further Education
<i>Childminder</i>	GP practice
After school club	Health visitors
Breakfast club	Home Safety Equipment Scheme
Day nursery	Home Visits
Nursery in a school	Homestart
Independent School	Job Centres
Pre-school playgroup	Midwife
Toddler group	Parenting advice & guidance
Crèche	Speech Therapists
Family member	Story Time sessions
Friends	Toy Library
	Welfare rights sessions

Showcard 2

Better public transport
Childcare
Someone to go with
Different times of events
Better price

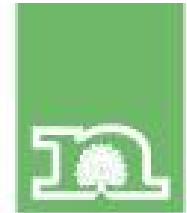
Nottinghamshire



Early Years
Development
and Childcare
Partnership

Showcard 3

Newsletter
Flyer/information sheet
Word of mouth professional (eg Health Visitor/nursery staff)
Word of mouth friends and family
Article in local paper
Information session at nursery/clinic/Sure Start



Nottinghamshire
County Council

Appendix 3 - Discussion Guide

Introduction: 5 minutes

- Introductions, say carrying out work on behalf of Sure Start Children's Centre about which will explain more shortly
- All views expressed are confidential – not attributable to any source
- No right or wrong answers – the opportunity for them to have their say

Initial warm up: 15-20 minutes

- Initial warm up to get everyone talking; ask them in turn - name, where they live, number and age of children, which school/playgroup/nursery etc they attend and gather for mapping exercise.
- Whether they work/go to college, anything else of interest relevant to discussion eg how long lived in the area.

Areas to avoid dwelling on

- Individual workers in services, especially not individual weaknesses re improvements to services
- Things beyond the control of Early Years Team eg larger political or social issues

Explanation about Sure Start Children's Centre: 10 minutes

- Diane to lead, explaining the concept and purpose, plans for Kilton etc

Main sections of discussion: 60 minutes

- *Mapping of current services, by day, and time of day (20 minutes)*
(need flip chart & paper)
- Highlights from questionnaire (to date): (30 mins)
 - **Service most helpful to you as a parent:**
 - **Service most helpful to your child:**
Which specific things cited as useful & childfriendly in the survey?

- **Services thought not child-friendly or not at all child-friendly:**
When things aren't childfriendly, why is that?
What would make services more child-friendly?
 - **Services thought poor or very poor:**
Which were not useful or child-friendly?
 - **Good thing about having Children's Centre:**
 - **3 other things needed to make Kilton a better place:**
Gaps in current provision
Areas for improvement in the local area
- **Thoughts or concerns about the idea of Children's Centre** (10 mins)

Next Steps: 5 minutes

- Feedback (report and one-page sheet)
- Letters to all who completed the questionnaire
- Stakeholder meeting to which all will be invited, including the plans for Kilton

Thank you

Appendix 4 – ‘Other’ comments from parent’s questionnaire, not included

Why not useful	Why not child-friendly	Other 3 things the area needs	Any concerns or comments about the Children's Centre
Q8	Q9	Q12	Q13
Toddler group-more interested in talking to themselves than interacting with children (4 yrs old)	No crèche for older child (18 months) at ante natal	Exercise sessions, e.g. tumble tots to entertain them	Need holiday activities for over 5's, not just under 5's
Not very polite (speech therapist)	She was negative and this made mum not take to her. She felt insulted by saying her daughter was overweight. (Health Visitor)	Activities for parents with childcare facilities. Cheaper activities. Activities that consider siblings,(eg 3 and 5 yr olds).	Childminder so could take business away
Put on wrong course to fill numbers (dietician)	Antenatal was before child was born.	Groups, e.g. rompers at local leisure centre, dancing etc.	Looking forward to it
Antenatal sessions cancelled - not enough before born		Balmoral library open more often	Childcare is an issue - hopefully beneficial, reasonably priced.
Toy library too busy-children wanted same thing. Only one woman in children’s library. Childminder was not very professional.		Crèche. Long term longer hours childcare. Better price - not costing a lot	Sister in law has used and found useful
Can't get to talk to anyone. No jobs (job centre)			Concerns that staff are appropriately qualified and vetted
Speech therapist not very helpful			Heard children are looked after well and learn how to play with each other
			It would be great if there were more Sure Start facilities in Worksop. I know of the one in Carlton. Mums and toddlers groups, crèche etc.

			Information & support has been well received.
			Security-gate not always open at the moment-how would you get in? Concerns re safety.

Showcard 5 – Partner’s Responses

Q1. What do you think are the current problems, or gaps in current services, for parents and young families in Kilton?

1. Services for families –e.g. library, advice services- a considerable walk from Kilton. This could be a problem for parents with young children. Services during school holidays for older siblings, 8-12years, not enough.
2. Healthcare and advice.
3. Worksop in general has a large number of young people unemployed. Drug misuse also evident in the area.

Q2. In what way do you think the advent of the Children’s Centre will change the way services are delivered in Kilton?

1. Services more co-ordinated and in one place. More accessible for parents and user-friendly.
2. More home-based.
3. Services targeted to areas of need. Promote teamwork and working together.

Q3. What do you think is going to be the biggest challenge locally in developing the Children’s Centre in Kilton?

1. *Not answered*
2. Parents actually using centre; confidence in new setting.
3. Getting all interested parties together.

Q4. If workers from different settings / services have regular meetings to discuss local issues, how useful are these? Are parents invited to these? [Please indicate how often these are held, it at all]

1. Do not know of any of these but feel they would be useful and that parents are invited.
2. *Not answered.*
3. Not aware of any.

Q5. What are your top three priorities for developing services or facilities or resources for parents and young children in Hawtonville?

Priority 1.

1. To have a community resource that is non-stigmatising and accessible
2. Healthcare
3. Parenting skills -resources

Priority 2.

1. Affordable childcare for parents who want to return to work or study
2. Local services
3. Postnatal support groups: breast-feeding support, postnatal depression.

Priority 3.

1. Getting existing services on board and involved
2. Not answered
3. Behaviour management.

Appendix 6 - Current Services in Kilton (from parents)

N.B. Services used in the wider Worksop area are shown in red

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	Kilton Pre-School Playgroup				
	Day nurseries: Westbourne House, Alphabet House, Lilliput, Sunnyside (at hospital)				
	St John's, Norland and St Augustine's: 8 am breakfast club				
	Romper session at Bassetlaw Leisure Centre (day not known)				
	Kilton toddler group	Larwood playgroup	Kilton toddler group	Larwood playgroup	Kilton toddler group
	Langold Church toddler group		Larwood toddler group	Larwood surgery breast-feeding support group (once per month)	Larwood baby clinic
	Tumble Tots		Langold toddler group		
	Puddle ducks				
	St Mary's pre-school playgroup				
P.M.	Learning Ladder Playgroup				
	After –school care at St John's, Redlands, Gulliver's, Westbourne House, Alphabet House and Claremont Sports sessions at Valley Sports Centre, e.g trampolining				
	Newgate Medical Group baby clinic	Manton Medical Centre baby clinic (with speech therapist, health visitors)	Newgate Medical Group baby clinic	Manton Medical Centre baby clinic	

	St Mary's pre-school playgroup			Library sessions: Story Time, Rhyme Time and Toddler Time	
	Tumble tots				
	Manton toddler group at community centre				

Holiday activities and care also identified at: [Valley Sports Centre](#) and at Kilton Playgroup (up to 8 years)

Current Services in Kilton (from partners)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	Prospect playgroup	Prospect playgroup	Prospect playgroup	Prospect playgroup	Larwood Surgery well baby clinic
			Prospect toddler group	Childminders' network meeting, Westbourne House	
After-school care for 5-8 and 9-12 years, every afternoon 3-6pm					
PM	Larwood Surgery well baby clinic		Crèche at Westbourne House		

Other services identified: home visits by health visitors, offering assessment of development, health problems, support etc.
 Holiday club at Westbourne House, all holidays, Monday-Friday, 8am – 6pm