

# Oak Tree Children's Centre Community Consultation – Main Report

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## Executive Summary

### Introduction

1. Nottinghamshire has been given the approval to develop 21 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 Oak Tree, 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 Oak Tree 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 and author of this report, or will shortly be available as a pdf file from [www.nottinghamshire.gov.uk/eydcp/childrenscentres](http://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 8 service providers.
6. Members of the Children's Centre team and local workers conducted interviews with 105 parents and carers, of whom 37 volunteered to take part in the planned focus group, to be held in Oak Tree the following week. This is an indication of the keen interest shown by parents.
7. While 105 interviews were completed, caution should be exercised in comparing percentages, as some questions received low responses.
8. The majority of respondents fell into the 30-39 age group (54 people or 51%), and were predominantly female (95%). Some 71% of respondents said they had children under 5, while only 7 respondents said that they were pregnant.
9. 44% stated they were working either full or part-time, and 82% were either married or partnered. The average number of people aged 18+ living in the household was 1.2 people.
10. Asked about their ethnic background, all respondents but one described their ethnic origin as white.
11. Asked about local services ever used, the highest scoring were:
  - Midwife (used by 78% of respondents)
  - GP practice (76%)
  - Health visitors (76%)
12. This was followed by services mainly for children, namely:
  - Toddler Group (56%)

- Family member (48%)
- Pre-school playgroup (47%)
- Nursery in a school (46%)
- Children's Library service (41%)
- Day nursery (28%)
- Friends (22%)
- Speech therapists (20%)

13. All other services scored less than 20% i.e. 1/5 or less of respondents claimed to use the service as listed. (See table 3 in main report)

14. 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 & 6 in main report)

15. The following scores show that these services tended to be very highly rated, but those providing a child-centred service were considered more child-friendly than health services.

	Numbers using service	% Ever used	Mean score* - usefulness	Mean score* - child-friendly	
Midwife	82	78%	4.5	4.3	} Health Services
GP practice	80	76%	3.9	3.6	
Health visitors	80	76%	4.1	4.1	
Antenatal <sup>1</sup>	53	50%	3.9	3.5	
Toddler group	59	56%	4.5	4.8	} Child-centred services
Family member	50	48%	4.6	4.8	
Pre-school playgroup	49	47%	4.5	4.8	
Nursery in a school	48	46%	4.5	4.7	
Children's Library Service	43	41%	4.4	4.4	
Day Nursery	29	28%	4.8	4.9	
Friends	23	22%	4.6	4.7	
Speech Therapists	21	20%	3.8	4.4	

\*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 being 'not child-friendly', 'no toys or play area', 'no interest in child', 'patronising receptionist'. (See tables 5 & 7 in main report). Responses about lack of child-friendliness were received from over ¼ of respondents, slightly higher than those received about being not useful.

18. The most helpful service cited by parents for themselves from the list shown was Family Member (14%), Toddler Group (13%), Midwife (11%) and Nursery in a school (10%). (See table 9 in main report)

<sup>1</sup> Order changed to include with Health Services

19. The most helpful service for the child was said to be Toddler group (23%), Pre-school playgroup (16%) and Nursery in a school (14%). (See table 10 in main report)
20. Parents suggested that different times of events would help them to use services more often, followed by 'childcare'; 'better price' was more important to respondents aged 30-39 than younger parents (See table 11 in main report)
21. The preference for receiving information tended to be by newsletter or information sheet. (See table 12 in main report)
22. Asked what 3 things Oak Tree 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 and better child care/nurseries and general improvements to the area were the next most frequent requests. (See table 16)

#### The Focus Group

23. Eleven parents were subsequently selected at random from the 37 willing parents/carers for the focus group, of whom 7 took part.
24. Most respondents had more than one child, and one was also a grandmother of a 15-month-old child, who lives locally too. The respondents carried out a mapping of services and activities during the focus group. This demonstrated a general awareness of available services amongst most of the group, and they were generally aware of services that the partners who responded to their own questionnaire did not, although they may have been thinking over a wider area than the partners.
25. On the whole, the findings reflected the results from the parents' questionnaire, including the call for more information about available services.
26. Several of the group recognised the role that family members have played in support of them and their children, but this can be difficult over time and with subsequent children, which is when the support of external services become very important.
27. This group seemed generally knowledgeable about what is available to them, and were critical of less than child-friendly services.
28. They tended to agree that information was best received in the form of a newsletter by post, although some liked to discuss issues with other mums at toddler groups. However they did recognise that this was more difficult for first time mums who might not yet have got on to the network system. (All of these mums had more than one child, three of whom were in their teens – no child was under 2 years).

#### Ideas for Improvements

29. The main idea for improvements or additional services to the area from this group of parents was a call for more parks, play areas, play activities, secure adventure play areas and things to do.
30. They were particularly concerned with the need for more places to play for older children, perhaps reflective of the range of ages of children represented in the group.

31. A suggested solution to vandalism problems was a warden system, dedicated youth worker or a policeman on the estate.
32. Two parents mentioned the long waiting times for their daughters to join Rainbows and Brownie groups for their daughters, because of a lack of volunteer leaders. It was suggested that these were the type of groups that they would welcome in the area.
33. Other ideas included:
  - An emergency drop-in care system for family crises
  - A 'friendship stop' for adults as introduced in the school playground and other opportunities for meeting other parents informally
  - A drop-in café for adults
  - More support and practical advice for 2<sup>nd</sup> time and subsequent parents

#### Partners' Views

34. The majority of partners were supportive of the advent of the Children's Centre in the area, and their views largely reflected those expressed by parents both in the questionnaire and the focus group.
35. But there did seem to be some disparity between the view of the current lack of facilities, possibly in the neediest part of the ward, amongst some partners, and that of the parents in the focus group, who identified pre-school and toddler groups in the area, although this small group may be more aware of services than many other parents, and may travel around the area to find what they want.
36. However, the requirements for the area as perceived by the partners included the need for more play facilities, the need for more effective communication of services to parents and the need to encourage more use of services by parents.
37. A few highlighted the need for co-operation amongst service providers in the way services are delivered through more effective partnership working, but there was also the emphasis on the need to promote existing good practice to parents.

## 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 21 centres to be completed by March 2006, with 3 more to be started in Round One, but completed in Round Two by 2007. This will be followed by a further 25 in Round Two.
- 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, community 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, 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, through completion of a questionnaire; a questionnaire distributed to service providers and key stakeholders in the area, who were also invited to include a list of services in the area; one focus group with parents recruited via the questionnaire, who also completed a mapping exercise.

### 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 pre-school and other sessions for parents and young children
  - Parent/carers living locally

- Interviews were conducted on Thursday 17<sup>th</sup> March.
- Workers from the Children's Centre team, Children's Fund, Health and other local workers who had volunteered their services conducted the interviews. A briefing session was held prior to interviewing parents with some interviewers.
- The interviews took place in schools, at nurseries and in the neighbourhood.
- The full list of interviewing locations was therefore:
  - Oak Tree Lane School & Nursery
  - Wynndale School & Nursery
  - Learning Ladder Pre-school Playgroup
  - Baby Clinic, Oak Tree Lane Health Centre
- 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 possible, but this sheet was kept separate from the completed questionnaire.

### 3.2 Partners' Questionnaire

- Partners, key stakeholders and service providers were invited to a information session, held at Oak Tree Lane on March 15<sup>th</sup>, where they were informed about the planned consultation in Oak Tree.
- They were issued with a questionnaire, consisting of open-ended questions, and they were encouraged to return this, although it was also used as the basis of a discussion about parent's needs in the area.
- They were also asked to complete a mapping exercise, giving details of the services of which they were aware in the Oak Tree Lane neighbourhood, 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 service providers, such as childminders within a 5-mile radius of Oak Tree were also sent the questionnaire, with an explanatory sheet about developments in Oak Tree.
- The opportunity to give contact details was given so that the team can make contact in the future, but not many respondents completed this section.

### 3.3 Focus Group

- Respondents for the focus group were recruited from their 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 37 offering to take part.
- Parents were contacted at random by phone from the resulting list, and 11 agreed to come along to Oak Tree Lane School on Friday 15<sup>th</sup> April, between 1pm and 3pm.
- A free crèche was available at the school for those parents who wished to use it.
- They were also 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 as the phone call.

- The day before the group was due to take place each respondent was again telephoned as a reminder to attend, and all but one said they were still able to attend.
- 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 to ensure that respondents were not confused about the lack of new build in the area. 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.

#### 4. Observations on the Samples

##### 4.1 Parents' Questionnaire

- 105 interviews were completed with parents/carers in the various interviewing points.
- 100 or 95% of the respondents were female, while 5 (5%) were male.
- While 34% were under the age of 29, 51% or 54 people were aged between 30 and 39 years. Fifteen respondents were over 40, of whom 3 were more than 50 years old, while only 2 gave their age as under 20.
- Twenty people (19%) of respondents had 2 children under 5 in the household, while just under half (49%) had only one child under 5. Just under 1/4 or 23% of respondents were reported as having no children under 5 in the household.
- Four people had 3 or more children under 5 in the household.
- While 16% or 17 respondents had 2 children aged 5-16 in the household, 32% had only one child, and 37% were reported as having no children in this age group. However, 9 people had 3 or more children in this age group.
- Amongst respondents, there was only 1 family with children aged 16+, although 6 people did not answer the question about number of children in the household.
- Between them, respondents had 204 children; the number of families with 1 child was 23, the number with 2 children was 51 (49%) and 14 families had 3 children (13%). Four families had 4 children, and two families had 5 and 6 children each. This gives the average number of children per family as 2.1, excluding those who did not respond, slightly higher than the national average.
- The total number of children aged under 5 in families interviewed was 104, the number of 5-16s was 99, while the number aged 16+ was 1, giving 204 in total.
- Only 7 respondents of those who responded to this question revealed that they were expecting a baby, with two giving no answer, so the vast majority (90%) were not pregnant at that time.
- Most households (83% or 87 respondents) had 2 adults aged over 18 living together in the household, while 14% of respondents lived in households of only one adult. Only 2% reported having more than 3 adults in the household, with one not responding to the question. The average was 1.9 people in the household aged 18+.
- 38% of respondents said that one adult was working in the household, while 40% reported that two were working. A fifth (20% or 21 people) said there was no-one working in the household, while 1 person did not respond to this question.

- Over one third (39%) of respondents were working part-time, while only 5% said they were working full-time, with 8% saying they were unemployed. In addition, nearly 2/3 of respondents (62%) described themselves as Parent/Carers. Four described themselves as grandparents, and 1 as other relative or friend, while 2 did not answer this question.
- 82% of respondents were either married or partnered, while 13% were single; 3 respondents described themselves as 'other', such as widowed.
- Asked about their ethnic background, all respondents but one said they were white (99%).
- The majority of the postcodes given fell into NG18 \*\*, with the highest group being NG18 3\*\*, with 84 different versions.
- Other postcodes were:

NG18 4**	13	NG19 7**	1
NG18 5**	2	NG19 9**	1
NG19 0**	3	NG21 0**	1

#### 4.2 Partners' Questionnaire

- Eight completed questionnaires were received from service providers in the Oak Tree Lane area.
- 7 of the total gave contact details
- The disciplines in which respondents worked were as follows:

Table 1 – Partners' disciplines

Discipline	No of responses
Education	3
EYDCP	1
Family Centre	1
Library service	1
NHS	1
Pre-school playgroup	1

- The roles of service providers included:

Table 2 – Partners' roles

Children's Library Services
Early Years specialist teacher
Head Teacher
Manager (2)
Pre-school Development Coordinator
School Governor
Speech & Language Therapist
Children's Library Services

- Between them, the respondents have a total of 68 years worth of experience, in their current posts, ranging from 6 months to 21 years with an average of 8.5 years.

#### 4.3 Focus Group

- Seven of the 11 recruited parents, all of whom were mothers, actually attended the focus group.
- All were mothers. They had 18 children and one grandchild between them; the ages of the children were as follows:
  - Nearly 5 and nearly 4 years
  - 14 and nearly 5 years
  - 5 children, ranging from 13 to 4 years
  - 7, 6 and 3 years
  - 17 and 6 years. (The 17 year old daughter also had a child aged 15 months)
  - Nearly 6 and 2 years
  - 6 and 2 years
- This gives an average of 2.6 children each, more than the national average and higher than the reported average of 2.1 seen in the total number of completed interviews.
- As well as being mothers to their children, these respondents were also involved in a variety of roles, including:
  - Homestart volunteers
  - Part-time worker at Asda
  - Avon Representative
  - Childcare worker looking for work
- Four of these parents said that their children go to Wynndale School, while the children of the other three attend Oak Tree school; a couple of the children also go to the Learning Ladder Pre-school Playgroup.
- Two of the parents reported that one each of their children have Special Needs, namely ADHD (Attention Deficit Hyperactivity Disorder).
- The mum who was also a grandmother reported that her daughter had used Ravensdale Sure Start before moving back to the Oak Tree estate recently.
- The respondents all lived in the area, mainly on the Oak Tree estate, but a couple were from the Wynndale area.

## Main Findings

### 5. Parents' Questionnaire

- Although 105 questionnaires were completed, which was a good response overall, some questions were only answered by a small number of respondents, so care must be taken when comparing percentages.
- Some 81% of respondents, mainly women, said that they knew about Sure Start.
- Only 14% said they did not know about Sure Start, while only 4% were not sure.
- An encouraging 30% said that they knew about the proposed Children's Centre for Oak Tree, but the majority (61%) did not know.
- 32 respondents were aware of both Sure Start and the Children's Centre plans.

#### 5.1 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, responses by female respondents, those aged 30-39, the highest age group in the sample and 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.
- This shows that the Midwife service is the most frequently used service at 78% of all respondents. Of those who are aware of Sure Start, 82% mentioned using the Midwives.
- Similarly, while 41% overall have used the Children's Library Service, 50% of those aged 30-39 had used the service.

Table 3 – Services ever used

Shaded areas represent a percentage higher than the total.

	Numbers using service	% Total ever used	Female	Aged 30-39	Aware of Sure Start
Total	105	100	95%	51%	81%
Midwife	82	78%	79%	81%	82%
GP practice	80	76%	76%	80%	76%
Health visitors	80	76%	78%	81%	79%
Toddler group	59	56%	56%	65%	56%
Antenatal sessions	53	50%	51%	61%	53%
Family member	50	48%	46%	48%	51%
Pre-school playgroup	49	47%	47%	59%	48%

Nursery in a school	48	46%	45%	44%	44%
Children's Library Service	43	41%	40%	50%	41%
Day Nursery	29	28%	24%	30%	26%
Friends	23	22%	19%	30%	18%
Speech Therapists	21	20%	21%	13%	20%
After School Club	16	15%	11%	15%	11%
Further Education	15	14%	15%	17%	15%
Home Safety Equipment	14	13%	13%	11%	14%
Crèche	13	12%	11%	9%	13%
Homestart	13	12%	11%	9%	15%
Job Centres	13	12%	12%	9%	12%
Toy Library	13	12%	12%	9%	14%
Dietician/Nutritionist	9	9%	9%	4%	9%
Home Visits	9	9%	6%	13%	8%
Story Time Sessions	8	8%	8%	7%	9%
Breast Feeding Group	6	6%	6%	6%	7%
Childminder	5	5%	5%	6%	5%
Welfare Rights Sessions	5	5%	4%	4%	6%
Family Centre	4	4%	3%	2%	5%
Independent School	3	3%	3%	-	4%
Children's Information Service	3	3%	3%	-	4%
Parenting advice & guidance	3	3%	3%	2%	4%
Breakfast Club	2	2%	2%	2%	2%
DK/NR	1	1%	1%	-	1%

- As might be expected, those services seen as a necessity (Health Visitor, GP, midwife) score highest while those which are less widely available (Toy Library, Story Time Sessions) were mentioned less often.
- There was also an indication of confusion over the definition of some of the services used, so some responses may be lower than might be expected.

## 5.2 Usefulness of Services

- Respondents were then asked how **useful** they'd found those services they'd mentioned, for themselves and their family. By service mentioned in the previous question, responses were as shown in Table 4 overleaf.
- The average (mean) score indicates the level of usefulness found by respondents, and the closeness to 5.0 indicates the level of satisfaction.
- The service with the highest recorded level of usefulness, with a reasonable number of responses, is the midwife service and toddler group, both with an average score of 4.5.
- In spite of the fact that there is no Day Nursery in the ward, this service scored well, with a score of 4.8, although from fewer responses. This presumably reflects the views of those parents who have elected to take their children to a nursery outside of the area. The building of the new nursery at Wynndale should therefore be well received.
- Most services score well, and those with lower ratings tend to come from low response numbers.

- 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 Welfare Rights Sessions score 100% Very Useful, this is based on only 5 respondents.

Table 4 – Usefulness of services ever used

	Numbers using service	Very useful	Quite useful	Not useful / not at all useful	Average score *
Midwife	82	71%	13%	5%	4.5
GP practice	80	44%	21%	14%	3.9
Health visitors	80	46%	26%	10%	4.1
Toddler group	59	61%	27%	3%	4.5
Antenatal sessions	53	32%	25%	6%	3.9
Family member	50	78%	10%	4%	4.6
Pre-school playgroup	49	65%	16%	4%	4.5
Nursery in a school	48	69%	17%	6%	4.5
Children's Library Service	43	51%	35%	4%	4.4
Day Nursery	29	79%	21%	-	4.8
Friends	23	70%	17%	-	4.6
Speech Therapists	21	33%	24%	15%	3.8
After School Club	16	63%	13%	13%	4.3
Further Education	15	60%	7%	7%	4.5
Home Safety Equipment	14	79%	7%	-	4.9
Crèche	13	62%	15%	8%	4.4
Homestart	13	62%	15%	-	4.5
Job Centres	13	31%	15%	8%	3.7
Toy Library	13	62%	8%	8%	4.3
Dietician/Nutritionist	9	56%	-	33%	3.6
Home Visits	9	56%	22%	-	4.5
Story Time Sessions	8	38%	38%	-	4.3
Breast Feeding Group	6	83%	17%	-	4.8
Childminder	5	60%	1%	-	4.8
Welfare Rights Sessions	5	100%	-	-	5.0
Family Centre	4	50%	20%	-	4.5
Independent School	3	67%	33%	-	4.7
Children's Information Service	3	-	100%	-	4.0
Parenting advice & guidance	3	33%	67%	-	4.3
Breakfast Club	2	100%	-	-	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

### 5.3 Reasons given for services mentioned as being not useful

- Respondents were then asked about any of the services they had mentioned, which they had described as being 'not useful' or 'not at all useful', and why this was so. Just under 1/4 of all respondents (25 in total) responded to this, indicating a generally high level of satisfaction.

- Eight respondents were unable to say why they had described a service as being 'not useful' or 'not at all useful'.
- As the responses to open-ended questions, these can seem to be overlapping, but give a flavour of the type of feelings expressed by respondents.

Table 5 – Reasons for services mentioned as being not useful or not at all useful

Service	Number of responses	% of those responding
Total	25	100%
Health Visitor poor / not needed / not wanted	5	20%
Poor information / advice / communication	2	8%
No appointment / waiting long time for appointment	2	8%
Midwife lazy/rude/problems with midwife	2	8%
GP not helpful/not very good/Problems with GP	2	8%
Other	8	32%
Don't know/no response	8	32%

- It seems that some reasons for the service being described as 'not useful' or 'not at all useful' focused on negative reasons – 'not needed', 'poor information' - rather than on specific problems, although it appears that some personality issues may have been a problem.

#### 5.4 Child-friendliness of Services

- Again, by service mentioned, respondents were then asked how child-friendly they had found the services. Responses were as shown in Table 6. Again the average score gives an indication of the level of child friendliness felt by respondents, with the closeness to 5.0 indicating the level of satisfaction.
- Caution should again be shown when looking at low response numbers.
- The day nursery achieved the best rating for child-friendliness of 90% of respondents stating it was very child-friendly, with an average score of 4.9, although from a slightly lower base of 29 respondents than the more highly mentioned services. However, this is not based on a service present in the area.
- The toddler group also scored well, with 81% showing the service as being very child friendly, and an average rating of 4.8, also achieved by the pre-school playgroup and family members.

Table 6 overleaf.

Table 6 – Child friendliness of services ever used

	Numbers using service	Very child friendly	Quite child friendly	Not child friendly /not at all child friendly	Average score*
Midwife	82	45%	13%	9%	4.3
GP practice	80	30%	18%	16%	3.6
Health visitors	80	46%	18%	9%	4.1
Toddler group	59	81%	7%	-	4.8
Antenatal sessions	53	17%	13%	10%	3.5
Family member	50	80%	8%	2%	4.8
Pre-school playgroup	49	80%	14%	2%	4.8
Nursery in a school	48	79%	13%	4%	4.7
Children's Library Service	43	63%	16%	7%	4.4
Day Nursery	29	90%	7%	-	4.9
Friends	23	74%	17%	4%	4.7
Speech Therapists	21	52%	14%	5%	4.4
After School Club	16	75%	13%	-	4.6
Further Education	15	20%	13%	7%	3.8
Home Safety Equipment	14	57%	-	-	4.5
Crèche	13	54%	23%	-	4.5
Homestart	13	62%	15%	8%	4.4
Job Centres	13	8%	-	46%	2.3
Toy Library	13	62%	8%	8%	4.3
Dietician/Nutritionist	9	56%	11%	11%	4.0
Home Visits	9	44%	33%	-	4.6
Story Time Sessions	8	38%	50%	-	4.4
Breast Feeding Group	6	100%	-	-	5.0
Childminder	5	40%	40%	-	4.5
Welfare Rights Sessions	5	20%	-	40%	2.8
Family Centre	4	75%	25%	-	4.8
Independent School	3	67%	1%	-	4.7
Children's Information Service	3	-	-	-	3.0
Parenting advice & guidance	3	33%	67%	-	4.3
Breakfast Club	2	100%	-	-	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

- The GP practice and antenatal services were not said to be particularly child-friendly, scoring 3.6 and 3.5 respectively.
- The Job Centre and Welfare Rights Sessions also do not score well on child-friendliness, scoring only 2.3 and 2.8 respectively, although these are from lower response numbers of 13 and 5 people.

- But the breast-feeding support group was said to be very child-friendly but again from only 6 respondents.

#### 5.5 Reasons given for services mentioned as being not 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.
- Over 1/4 of respondents (28 or 27%), slightly higher than the response of 'not useful' or 'not at all useful', reflecting the relatively high level of satisfaction generally recorded.
- The lack of child-friendly environment, no toys or play area was the most frequently mentioned reason, with a couple of mentions of no interest or patience with the child.
- Over ¼ of those respondents who said a service was not or not at all child-friendly was unable to say why this should be, so were recorded as 'Don't know' or 'No response'.
- Interestingly, 23 of the 28 respondents were also aware of Sure Start, with eleven being both aware of Sure Start and giving the reason of 'Not child friendly / no toys or play area' which might suggest a raised level of expectation as far as child-friendly services are concerned.

Table 7 – Reasons for being not child friendly or not at all child friendly

Service	Number of responses	% of those responding
Total	28	100%
Not child friendly / no toys or play area	11	39%
Not helpful/ no interest in child/ no patience with child	5	18%
Patronising / negative receptionist	1	4%
Other	4	14%
Don't know / no response	8	29%

#### 5.6 Comparisons of usefulness and child-friendliness

- Looking at both these sets of data – usefulness and child-friendliness - in table 8 and comparing the average scores of respondents' views of parent and child's needs shows the difference in views held.
- 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'.
- From this it can be seen that the GP practice is viewed as more 'useful' than it is 'child friendly', while the Toddler Group is viewed as slightly more 'child-friendly' than 'useful'.

Table 8 overleaf.

Table 8 – Comparison of parent and child average (mean) scores

	Numbers using service	Average score* - Usefulness	Average score* - Child friendliness	Difference
Midwife	82	4.5	4.3	0.2
GP practice	80	3.9	3.6	0.3
Health visitors	80	4.1	4.1	0.0
Toddler group	59	4.5	4.8	<b>-0.3</b>
Antenatal sessions	53	3.9	3.5	0.4
Family member	50	4.6	4.8	<b>-0.2</b>
Pre-school playgroup	49	4.5	4.8	<b>-0.3</b>
Nursery in a school	48	4.5	4.7	<b>-0.2</b>
Children's Library Service	43	4.4	4.4	0.0
Day Nursery	29	4.8	4.9	<b>-0.1</b>
Friends	23	4.6	4.7	<b>-0.1</b>
Speech Therapists	21	3.8	4.4	<b>-0.6</b>
After School Club	16	4.3	4.6	<b>-0.3</b>
Further Education	15	4.5	3.8	0.7
Home Safety Equipment	14	4.9	4.5	0.4
Crèche	13	4.4	4.5	<b>-0.1</b>
Homestart	13	4.5	4.4	0.1
Job Centres	13	3.7	2.3	1.4
Toy Library	13	4.3	4.3	0.0
Dietician/Nutritionist	9	3.6	4.0	<b>-0.4</b>
Home Visits	9	4.5	4.6	<b>-0.1</b>
Story Time Sessions	8	4.3	4.4	<b>-0.1</b>
Breast Feeding Group	6	4.8	5.0	<b>-0.2</b>
Childminder	5	4.8	4.5	0.3
Welfare Rights Sessions	5	5.0	2.8	2.2
Family Centre	4	4.5	4.8	<b>-0.3</b>
Independent School	3	4.7	4.7	0.0
Children's Information Service	3	4.0	3.0	1.0
Parenting advice & guidance	3	4.3	4.3	0.0
Breakfast Club	2	5.0	5.0	0.0

\* 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

### 5.7 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 9 shows the most frequently mentioned.
- Family Member was most frequently cited by 14% of respondents as being the most helpful service, followed by the Toddler Group.
- The midwife service was also mentioned as being helpful, although this is used on a more infrequent basis than many other services.
- However, many respondents found it hard to choose just one service, or even to decide which one spontaneously.

Table 9 – Most helpful service to parent

Service <u>most</u> helpful to you as parent	Number of mentions	% Mention
Family member	15	14%
Toddler group	14	13%
Midwife	12	11%
Nursery in a school	10	10%
Pre-school playgroup	9	9%
Day nursery	8	8%
Health visitors	6	6%
Homestart	6	6%
Antenatal	4	4%
Don't know/no response	12	11%

All other services are recorded 2% or less. Low responses are possibly because of the difficulty in answering the question.

### 5.8 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 service considered by respondents to be most helpful to their child were again largely concerned with the child's social development, such as the Toddler group and Pre-school playgroup.
- Parents tended to suggest that this was because the child benefited from the companionship of other children.
- The mention of Family member at 9% was lower than the rating for help for the parent at 14%.
- The following table shows the most frequently mentioned:

Table 10 – Most helpful service to child

Service <u>most</u> helpful to child	Number of mentions	% Mention
Toddler group	24	23%
Pre-school playgroup	17	16%
Nursery in a school	15	14%
Day nursery	10	10%
Family member	9	9%
Speech Therapists	5	5%

All other services are recorded at 2% or less. Low responses are possibly because of the difficulty in

Children's Library Service	4	4%
Toy Library	3	3%
Don't know/no response	12	11%

answering the question.

#### 5.9 Help to use services more often

- A list of suggestions was shown to respondents as on Showcard 2 (Appendix 2). They were asked which of those listed might help them to use services more often or more easily.
- In table 11, it can be seen that 'different times of events' was mentioned most often by 25% of respondents, just ahead of 'childcare' and 'better public transport'.
- 'Better price' does not seem particularly important to younger age groups of parents.

Table 11 – Help to use services more often

Suggestion	Numbers	%	Female	<29	30-39 yrs
Different times of events	26	25%	24%	25%	24%
Childcare	22	21%	20%	19%	20%
Better public transport	20	19%	19%	19%	20%
Better price	19	18%	19%	8%	24%
Someone to go with	18	17%	17%	19%	13%
None of these	25	24%	25%	25%	30%

- Of the men who responded to this question, the highest score was for 'childcare' and 'different times of events' although the low number of responses means that statistic is not significant.
- Overall, just under a quarter of respondents specifically said 'none of these' to this question, especially amongst those aged 30-39, which may reflect the fact that these are not issues of great importance to some.

#### 5.10 Preferences in receiving information

- Shown a list of ways of receiving information, respondents were asked to say which they would prefer. Results are shown in table 12.
- This would suggest that a newsletter is most favoured, by nearly 2/3 of respondents, followed by flyer/information sheet.
- Word of mouth from a professional is preferred more by younger respondents than those aged 30-39, whereas word of mouth from family or friends is less well favoured.

Table 12 – Preferences in receiving information

	Numbers	%	Female	< 29 yrs	30-39 yrs
Newsletter	62	59%	59%	64%	59%
Flyer / information sheet	43	41%	43%	39%	39%
Word of mouth (family/friends)	23	22%	22%	14%	28%
Information session	23	22%	21%	14%	26%
Word of mouth (professional)	22	21%	21%	28%	20%
Article in local paper	19	18%	18%	6%	26%

None	1	1%	1%	-	2%
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- Although least popular overall, 'word of mouth from family or friends' appears more popular amongst the younger age group.

#### 5.11 Three things Oak Tree needs

- When asked what 3 other things Oak Tree needs to make it better for parents with young children, respondents came up with a list of suggestions as shown in Table 13 below.
- 

Table 13 – Suggestions to make the area better for parents with young children

Suggestion from respondent	Number	%	
Better/Safer/ Cleaner Playground/Park	26	25%	} <i>Play / leisure facilities</i>
Outdoor/More/Better play areas/Somewhere to play/More activities	18	17%	
Before & after school activities/clubs	11	10%	
Mother & Baby/Toddler Groups/Playgroups	10	10%	
Holiday activities / care for children	10	10%	
More/Better child care/nurseries	8	8%	
Clean up drugs / litter/ dog mess	6	6%	} <i>For younger children</i>
Indoor/Safe/Soft play area	5	5%	
More/Better facilities for smaller children	5	5%	
Youth club / activities for older children	4	4%	
More buses/ Better transport	4	4%	
Public toilets/nappy changing facilities	4	4%	
Place to meet/Groups for mums to meet	3	3%	
More /Better information	3	3%	
Road safety/speed bumps/School Crossing Patrol	3	3%	
Drop in sessions	2	2%	
Services nearer/more local	2	2%	
Other	18	17%	
Don't know/no response	22	21%	

- The most frequently suggested ideas focused on play and leisure activities for all children including wrap-around care and holiday activities for school children.
- A mention for general cleaning of the area, followed by services for younger children was given.
- Requests were also made for older children, outside of 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.
- Some called for a meeting place for mums, better transport for the area and general facilities for families with young children.

## 5.12 Thoughts on the arrival of the Children's Centre

- Finally, respondents were asked whether they had anything to say about the arrival of the Children's Centre in the area. This was difficult for the majority (68%) who had not been aware of the plans, so that 59% were unable to respond.
- Of those who did comment (23 people or 22%) said they thought it was 'a good idea', great, 'brilliant', 'excellent', and 3% said it was very positive.
- 96% of these were aware of Sure Start so it may be that this is giving them a positive view of the possibilities for the area.
- 7 people said they had not heard anything or didn't know anything about it or were not sure.
- Two said the plan '*needs more publicity*'.

## 6. Partners' questionnaire

- Partners' responses varied depending on their role and experience in the area. Anonymised responses are shown in full in Appendix 5.
- For each of the questions asked, a level of consensus was shown amongst respondents, as well as some individual's responses, which were more focused on their own involvement in the community, rather than their views for the community as a whole.

### 6.1 Current problems

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

- The overall view is that there is:
  - A reported lack of local services, both for childcare, play, leisure and other services, which is accessible and affordable
  - A lack of play opportunities locally for all ages

*"There is no day nursery or playgroup which serves this area at present - this is a gap in the area. The nearest childcare is a crèche at the leisure centre."*

[NB there is a playgroup – Learning Ladder. But sometimes 'playgroup' is intended to mean something more general, like a play activity session.]

- Low expectations amongst parents about opportunities and their rights
- Limited support and advice for parents such as behaviour management or parenting groups
- Need for help and support with parents with children with special needs
- Poor coordination of professionals, so need for improved communication

### 6.2 Possible Changes

Q 2. In what way do you think the advent of the Children's Centre will change the way services are delivered in Oak Tree?

- Respondents referred to the need for a 'joined-up' approach amongst partners and service providers, especially those who have less awareness of one another
- Others referred to the provision of a specific local venue for parents and the community to use and benefit from, positively and without difficulty

*"Provide 'space' for community services – base and contact point for families who need support."*

- This in turn would provide the opportunity for many professionals to offer an easily accessed, more local service

- Some also saw this as leading to the reduction in the feeling of isolation which was perceived as existing in the area, an approach seen as being more inclusive.

*“By providing a service, which is not available at present. Parents must feel isolated on this large estate.”*

### 6.3 Biggest Challenge

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

- Partners viewed the biggest challenge in a variety of ways including:
  - the need to make services provided by the Children’s Centre format accessible to all parents, in a non-threatening way
  - the dual sites at Oak Tree and Wynndale as a potential issue to be resolved through greater communication and liaison
  - persuading parents who may feel isolated to join in
- One respondent said that the consultation is the start in the process of engaging with parents
- Another saw the need for partners to plan in conjunction with one another to deliver to parents and the community

### 6.4 Workers’ Meetings

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, if at all]

- The partners were asked to identify cross-agency/service meetings already held in the area to discuss local issues.
- While some respondents indicated that regular meetings between workers and service providers would be welcomed and would be a positive move, some indicated that to be successful there would need to be a specific focus or purpose to the meetings.

*“Invaluable to form partnerships for success.”*

- Although a couple of the eight respondents mentioned involving parents in existing meetings, most did not indicate that this was something they have previously considered, although it was felt to be a useful idea.

*“I think it would be useful but I do think that the parents need to come so that they are well informed and should be helpful if these are at least once a month.”*

- One respondent indicated that parents are sometimes involved in meetings, but it seems only as a ‘client’ rather than in a participatory fashion.
- The only meeting mentioned where parents might currently be involved on an equal basis was the Neighbourhood Regeneration Fund Meetings, to which parents are invited.

## 6.5 Partners' Priorities

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

- As previously, some respondents mentioned play facilities, pre-school provision and more involvement of parents as essential.
- Also the need for improved information and support for parents was raised, from topics of help in their parenting - healthy eating / domestic violence / behaviour management / subsistence abuse - through to more advice about services available to them and their families eg library services.
- Only one respondent mentioned the need for a co-ordinated approach as a top priority.
- However, the predominating priority was seen as the need to respond to parents' needs and wishes, making services accessible and available to all, through '*connected working between agencies.*'
- One respondent wanted services to be available to all children, even the over 5s if possible but particularly for those with special needs.
- Above all, partners indicated that they would wish to be involved in a coordinated service which gives local access, driven by all local parents' needs and requirements.
  
- In addition, a completed questionnaire returned by a childminder gives an indication of the concern felt by a minority of service providers who foresee that the service they offer will be undermined by the arrival of the Children's Centre.

*"As a registered childminder, a lot of work will be taken from us, which, as is happening now, will put our business in jeopardy. A lot of what is on offer is what minders have offered the community for a great number of years. We definitely feel threatened."*

- It appears that work will be required to ensure that everyone views the development in positive way, so the community as a whole benefits.

## 7. Focus Group

- The discussion guide used in the focus group will be found in Appendix 3. This included areas which reflected the main sections of the parent's questionnaire:
  - Knowledge of services in the area
  - Strengths and weaknesses of current services
  - Gaps in current provision
  - Good things to come from the arrival of the Children's Centre
  - Areas for improvement in the local area
- Focus group respondents were initially invited to undertake a mapping exercise, to gather information about services and activities in the area. This can be seen in Appendix 6
- This showed that peaks of activities in the area fall on certain days, with little known activities on other days.
- For example, on Friday the Learning Ladder appears to be the only play or childcare service, apart from a Toddler Group available in the afternoon.
- Additionally, as a means of asking parents for their views on services, some of the early results from the questionnaires were shared with them and their comments were invited.
- 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.

### 7.1 Local services reviewed

The focus group participants were asked to comment on those services identified from the questionnaire results as being most useful to parents. These were:

- Family member
  - Toddler group
  - Midwife
  - School nursery
- They were keen to discuss the merits of Family Members giving support and childcare, compared to other services.
  - While the use of Family Members both for child care and moral support is not really a service provided by an external body, some of the group recognised that they often relied on family members, although its availability was seen to depend upon proximity, circumstances and mutual convenience.
  - One mother recalled that she had relied heavily upon her own mother when her first child had been born but had then moved nearer to her husband's parents on the Oak Tree estate. Her mother-in-law had since died and, although her father-in-law would collect the children from school when needed, the amount and quality of family support had inevitably diminished.

- Another respondent pointed out that it became more difficult to call on family for assistance when you had more than one child; she could not reasonably expect her sister to pick up her three children when she had three children of her own to care for.
- Asking for help from family in an emergency could be difficult, particularly if the daily arrangements for the children were complicated, and the idea of a local emergency drop-in was warmly welcomed.
- The nomination of midwives as an especially useful service sparked discussion in the group as to why health visitors had not appeared in the list. It emerged that the mothers had had a mixed experience of health visitor support.
- One recalled that her health visitor had not noticed her depression after the birth of her last child, even though she was constantly in tears. As she reported,

*“I had to beg for help in the end but I never got it.”*

- The problem became so severe that her husband eventually had to give up work to look after her.
- There was agreement that more support for mothers with post-natal depression was required.
- Others had found health visitor support more useful but noted that they received very few visits once the baby was around 9 months old. They would have welcomed more contact over a longer period, especially for their first children when it was difficult to know what to expect in terms of behaviour and development.

*“If there’s a problem with your child, you don’t go [to the clinic] because you think your child’s fine, and you don’t think anything of it. Especially with the first one.”*

- One mother reported that she had only had her daughter’s hearing problem and associated speech problems confirmed when she was due to start playgroup but was unable to ask to go to the toilet. This had not been picked up previously.

*“We knew there was a problem with B’s speech. The main reason it got picked up that there was definitely something wrong there, when she was 2½, I wanted her to start playgroup, and I was saying, ‘No, she’s not dry, because she can’t actually tell me if she wants the toilet’. She physically couldn’t get the words out. And when they tested her, she was totally deaf in one ear. She’d had about 8 ear infections in 4 months, but no one had picked it up.”*

- Respondents were unsure about what they should do about health checks when their children were no longer small, but were not yet at school.

*“Where do you go when your child stops being a baby, and they’ve not yet reached school-age?”*

## 7.2 Services for children

- The services most helpful to children from the questionnaire were:
  - Toddler group
  - Pre-school playgroup
  - Nursery in a school
  - Day nursery
- The mothers in this group, which might not be typical of all mothers in the area, seemed quite aware of the facilities for them and their children in the area.
- They had used, or are still using, the nursery school at Oak Tree and Wynndale schools, and two are using the Learning Ladder, of which all were aware.
- They were focused on the need for more services to be more child-friendly which lead to a discussion about the local GP practices, one of which came in for criticism for their lack of forethought in providing adequate toys and play equipment to keep children occupied, or for having a child-friendly attitude.
- Typically, a few toys and a table and chair would be provided in the waiting area and a box of toys in the GPs' own rooms.
- The attitude of the doctors and their manner of speaking to the children were seen as equally important components of child-friendliness:

*"It's the way they speak to the children. If they're sat just blanking the children, it's not fair on the child, is it?"*

- Although some doctors were described as 'brilliant' because of their willingness to take time to listen and respond, others were seen to have poor listening and communication skills:

*"My little girl is totally deaf in one ear, so she has speech and hearing delay, and we see Dr X for her hearing. He's supposed to be listening to what she's saying but he's not. He's like jabbering over the top of her. So how can he be assessing her speech and hearing when he's not actually listening to her? Does it make sense?"*

- Some felt that the GP practices were not particularly child-friendly either.
- The only other service that spontaneously attracted comment about its child-friendliness was the buggy bus service on the estate, which was regarded as very child-friendly because it was so easy to manoeuvre pushchairs on and off.

## 7.3 Issues arising from the Focus Group

- The mothers in the group felt that they generally did get to know what was available in the neighbourhood; this group did seem to be particularly well informed.
- They agreed that information through the letterbox was the most reliable means of delivery.

- Information was also passed on by word of mouth, particularly at toddler groups, but they commented that first-time mothers who were not yet regularly meeting other parents might not be in the loop.
- The grandmother in the group said that her daughter had been well supported during her pregnancy by workers at Tideswell Court, who had supplied her with information and helped her apply for permanent housing.
- She felt that it was probably more difficult for her daughter to find out about things now that she was living independently, although she did attend a regular parenting group, which she enjoyed and found helpful.
- There was strong agreement within the group with the questionnaire finding that the area needed more parks, play areas, play activities and things to do, and the main need was seen to be for structured, secure adventure play areas.
- There were felt to be enough open green areas in the neighbourhood but these did not on their own offer children enough to do.
- Some of the mothers in the group travelled by bus to the Racecourse, which offered activities and equipment for children of all ages, including tennis courts for the older ones.
- Play facilities in the neighbourhood were said to have deteriorated sharply over the past few years.
- A plan to establish a community garden had involved the destruction of three play areas, including a skateboard park.
- The plan had not been followed through and much of the equipment had been stolen while in store, leaving an empty patch of ground with just one climbing frame.
- A lack of places to go for older children was identified as an acute problem for the area. Boys in particular needed physical activities such as basketball and skateboarding.
- There were worries that, even if it were to be reinstated, the park would be vandalised again.
- Suggested solutions could be a warden system or a policeman on the estate known to the children who would patrol the vulnerable areas.
- A dedicated youth worker who would organise activities for the children would also be an asset.
- A new outdoor play area attached to The Heath Community Centre was welcomed but it was thought that it would be open only from 9-5 and therefore not accessible to older children.
- A specific gap note by two mothers was the lack of Rainbows and Brownie groups for their daughters, with the result that they were faced with long waiting lists. The shortage reflected a lack of volunteer leaders rather than a lack of venues.

#### 7.4 Ideas for Improvements

- Respondents made suggestions about the things they thought could come about as a result of having the Children's Centre in the community.
- These included:
  - Emergency drop-in care during family crises (see above).
  - More opportunities for meeting other parents informally.

- The parents liked the idea of 'friendship stops' that had been introduced successfully in the school playground and thought there should be something similar for adults.

*"A chat group – do you know what I mean, as sometimes you're just so fed up with being in the house, you do just want to get out and have a chat."*

- The plans for the park on the estate had included a 'chill out area' for adults but this had not materialised.
- Another way of offering contact and support might be to have a drop-in café where parents could go if they just needed a chat.
- Emotional support and practical advice for parents of second and subsequent children.
- Support for Rainbows and Brownies groups and other out-of-school activities for the 5+ age group.

#### 7.5 Concerns about the arrival of the Children's Centre

- There was some discussion about whether Wynndale parents would travel to Oak Tree to use the Children's Centre facilities.
- The distance was said to be very easy if you were driving but '*quite a trek*' - 20 minutes or more - if walking by road.
- There was a quicker cut through but this was not considered very safe, even in the day, although better lighting had been installed and dangerous litter, particularly used needles, had largely been cleared up.
- Some concerns were expressed about secure arrangements for picking up children at the Wynndale site if there was an overlap between services (such as breakfast care) provided by the day care and the school nursery.
- There was a query about how many day care places for 3 and 4 year olds would be available at Wynndale.
- Problems with parking when parents drop children off and increased traffic were also a matter of concern.

#### 8. Issues arising from the consultation

- 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, it appears that different parents have differing views about the facilities available in the Oak Tree ward. The responses to the questionnaire would indicate a different view, compared to the focus group, although this was a much smaller number of people, perhaps with more knowledge of facilities than some of the other mums in the area.
- The small number of parents at the focus group may have opinions and experiences that may not necessarily be typical of those of all parents in the wider area, and some seemed more mobile than other parents in the area.
- Some partners claimed there is a real lack of facilities, whereas the parents reported in the questionnaire that toddler groups were one of the most useful services to them. However, the need for more Mother & Baby groups/Toddler Groups/playgroups were mentioned by 10%, or 10 people, in the questionnaire when asked about 3 things the area needs.

- The mapping exercise produced by the focus group also noted the provision of services for childcare and play in the form of Toddler groups, sessions at the Leisure centre etc. Certainly it was not an issue about which parents at the focus group wished to dwell on at length, although some of their concerns were focused on the need for more activities for their older children such as the Brownies.
- It seems that there is less consensus about the needs for the Oak Tree ward than might have been wished for, so a continuing dialogue with parents in all parts of the ward will be important here.

## 9. Key messages for the future

- The interviews with parents, the focus group and input from the partners show a level of agreement about the needs of parents and young children in Oak Tree for the future, although the parent's mapping exercise would indicate a level of provision that some partners seem to feel is wanting.
- However, there is general agreement about the need for:
  - Raised awareness of existing services across the area.
  - Increased provision of relevant services in the area.
  - The need for more play and leisure activities, not just for young children, but for older ones as well.
  - Provision of a focal point for parents and children.
  - The coordination of service providers and improved partnership working to deliver services.
- 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 as a whole, and provide a basis with which to build the future Children's Centre in Oak Tree ward.
- However, it will be important to ensure that the provision of facilities is appropriate to need in the area, and ensure access to available to all. 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

## 10. Appendices

Appendix 1a & b – Questionnaires – parents and partners

Appendix 2 – Showcards

Appendix 3 – Focus Group discussion guide

Appendix 4 – List of 'other' suggestions from parent questionnaires

Appendix 5 – Responses from partners

Appendix 6 – Mapping exercise from focus group & partners

## Children's Centres Questionnaire

- We're talking to local people about the new Sure Start Children's Centre that's coming along in xxxxxxxx – 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 xxxxxxxx?  | <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?

- a. -----  
-----
- b. -----  
-----
- c. -----  
-----

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  Unemployed  Grandparent   
Working Part-time  Parent/ Carer  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  Indian  Chinese   
Black Caribbean  Pakistani  Mixed   
Black African  Bangladeshi  Traveller   
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: April 2005

Time: 1pm - 3pm

Venue: tbc, but locally

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 Oaktree 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 xxxxxxxxxx.**

**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 31<sup>st</sup> March 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.

Appendix 1b – Questionnaires – Partners and Service Providers  
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 Oak Tree 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](mailto: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](mailto:janet.lang@ntlworld.com). Please complete and return the questionnaire by xxxxxx. [As appropriate]**
  - 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 'Oak Tree', 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"> <li>• Please give the type of organisation you work for</li> </ul>	
<ul style="list-style-type: none"> <li>• Please give your job title &amp; employer (if relevant)</li> </ul>	
<ul style="list-style-type: none"> <li>• How long have you been working in this role?</li> </ul>	
<ul style="list-style-type: none"> <li>• What's your main area of responsibility?</li> </ul>	
<ul style="list-style-type: none"> <li>• What do you think are the current problems, or gaps in current services, for parents and young families in Oak Tree?</li> </ul>	
<ul style="list-style-type: none"> <li>• In what way do you think the advent of the Children's Centre will change the way services are delivered in Oak Tree?</li> </ul>	
<ul style="list-style-type: none"> <li>• What do you think is going to be <u>the</u> biggest challenge locally in developing the Children's Centre in Oak Tree?</li> </ul>	
<ul style="list-style-type: none"> <li>• 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]</li> </ul>	

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

<b>Team/service</b>	<b>Activity/service</b>	<b>Venue</b>	<b>Times</b>	<b>Contact</b>

Please continue over the page if necessary

### Appendix 3 - 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
Childminder	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



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



## Appendix 3 - Discussion Guide Sure Start Children's Centres

### **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**

- To explaining the concept and purpose, plans for Oak Tree 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 Oak Tree 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 **Oak Tree**

**Thank you**

#### Appendix 4 – List of ‘other’ suggestions from parent questionnaires

<b>Oak Tree Others</b>			
<b>Why not useful</b>	<b>Why not child-friendly</b>	<b>Other 3 things the area needs</b>	<b>Any concerns or comments about the Children's Centre</b>
<b>Q8</b>	<b>Q9</b>	<b>Q12</b>	<b>Q13</b>
Didn't enjoy it (Toddler group)	Midwife lazy and neglectful	Better publicity - opportunity for parents to share information	As a registered child minder concerned about losing business
Dietician arranged to phone to check on my son, but never did. I couldn't get through on phone and eventually gave up	No one to help, understaffed (library)	Easier access for baby buggies	Don't think it appropriate to have babies on school site - money should be spent to extend foundation stage for 3yr olds
No consistency in nursery, called him wrong name, sent wrong pictures home	Not enough contact with health visitor	Free facilities open to everyone	Education at 3 would be a good idea
Nobody spoke to me or introduced me at toddler group. Only went to one antenatal session, didn't find it useful.		Have own car so access to Mansfield OK	I'd probably give it a go
Son bullied in school, not dealt with. Eating problem - asked to record what he ate and were not willing. Dr won't refer child until another Dr saw him. (GP)		Help with cost	It seems to be set for younger ages and should be open to more age range

Why not useful	Why not child-friendly	Other 3 things the area needs	Any concerns or comments about the Children's Centre
<b>Q8</b>	<b>Q9</b>	<b>Q12</b>	<b>Q13</b>
Speech therapy is not very useful, they can't understand my youngest child.		Integrated services where childcare is provided	No concerns but would support it
Unsettled child, took child away from pre school playgroup		More child friendly doctor	Sure Start (Ravensdale) is pretty good
		More choice of groups/sessions	Sure Start should be available to all parents regardless of employment etc.
		More daycare facilities	
		More parenting courses very local	
		More police on streets	
		Somewhere which accepts children with behaviour problems	
		Sue Start stay and play sessions	
		Toy library	

## Appendix 5 – Responses from partners

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

1. Parenting groups / behaviour management advice. Nearby facilities/ play experience & facilities.
2. Play opportunities for pre-school age children/crèches; sessional and day-care; support to local families, that is accessible and local.
3. Library (both Forest Town and Mansfield) at some distance away. Estate served by mobile library, plus 4 visits from Holiday mobile library in summer holidays.
4. Affordable, accessible childcare, holiday care for 0-13 so siblings go to one place, support on parenting (health issues, provision for SN?)
5. There is no day nursery or playgroup which serves this area at present - this is a gap in the area. The nearest childcare is a crèche at the leisure centre.
6. Need somewhere to go locally (but this also goes for over 5s); help for people with special needs; needing to know what they are entitled to, and get.
7. Limited localized support – poor coordination of professionals.
8. Gaps: locally based (ie community based) accessible Speech & Language Therapy services. Ideally services should be offered in schools, nurseries and all under 5s settings.

**Q2. In what way do you think the advent of the Children's Centre will change the way services are delivered in Oak Tree?**

1. Provide 'space' for community services – base and contact point for families who need support. Will connect with 'needy' families in local context.
2. Provision of all the above services in accessible locations / venues, for local families
3. More 'joined up'. Different partners more aware of each other.
4. To provide the above, enabling parents to access services without barriers.
5. By providing a service which is not available at present. Parents must feel isolated on this large estate
6. From what I have heard there will be more for all the families on the estate
7. Inclusion of carers / children's views; more of a joined up approach to other effective support to the families and children
8. The Children's Centre should provide and coordinate increased play and social opportunities for children. Services such as Speech & Language should then offer their services / support at these events/groups etc.

**Q3. What do you think is going to be the biggest challenge locally in developing the Children's Centre in Oak Tree?**

1. Making it accessible in non-formal way – educating users about 'no catch'. Making folk aware it is for them to access.
2. Split site therefore continuity and consistency/ liaison.
3. Could be getting parents to engage with the process? Though this always depends on how much they feel consulted.
4. Challenging families / isolated.
5. Isolation – challenging area.
6. Somewhere for families to meet and get possible help and advice
7. Gaining views of all families and their needs
8. Ensuring 'joined up' planning then working together for all agencies, community groups and parents

**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, if at all]**

1. I have informed parents about Neighbourhood Regeneration Fund Meetings and attended them myself.
2. No response.
3. I have not always found this type of meeting useful unless there has been a specific 'library' item on the agenda, or an item where there could be library involvement / partnership.
4. These meetings could be invaluable.
5. Invaluable to form partnerships for success
6. I think it would be useful but I do think that the parents need to come so that they are well informed and should be helpful if these are at least once a month.
7. No response.
8. Speech and Language therapists meet up with Lea staff – ISS, Nursery Teachers, Teachers, SENCOs etc on an adhoc basis to discuss individual children or small groups. Parents are not always present at these meetings, though are aware of the meetings and any outcomes.

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

**Priority 1.**

1. Parenting information – healthy eating/ domestic violence / behaviour management / subsistence abuse
2. Play opportunities for pre-school age children / crèches.
3. Raising awareness of library services to children in the area (breaking down barriers)
4. To provide high quality care and education at affordable prices.
5. Responding to parents' needs / wishes
6. Making sure that the parents are listened to and the wishes are acted upon.
7. More cohesive partnership working; more localised support for children and families.
8. To develop a service that promotes good speech/language/communication skills and prevents the development of problems.

**Priority 2.**

1. Early play – speech & language
2. Sessional and day-care
3. Working with partners to achieve this – ie taking an aspect of the service out into the community and then setting up a 'follow-up at a library'
4. To provide access to all children and families from any background and any ability - inclusion.
5. Creating a feeling of ownership of service in community
6. Making sure that all the services are open to all, even over 5s (if possible) especially special needs
7. Accessible / appropriate resources; more connected working between agencies
8. To offer training and development to all working with children in the community in speech and language development.

**Priority 3.**

1. Local base for multi-agency involvement eg social services / Health
2. Support to local families, that is accessible and local
3. No response
4. To provide support for parents / carers with regard to any issues around children.
5. Family ownership
6. Affordable
7. Flexibility re accessing resources
8. To offer children with identified speech/language/communication problems very local services ie in Early Years settings, Nurseries, local Children's Centre/Health Centres + Schools.

### Appendix 6: Current Services in Oak Tree Lane and Mansfield (from parents)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	Learning Ladder Pre-school Playgroup 9.00 –11.00 am				
	Playgroup at Oak Tree Leisure centre 9.30 – 11.00	Toddler Group 'Acorn' in Sports Hall, Oak Tree School	Playgroup at Oak Tree Leisure centre 9.30 – 11.00	Playgroup at Oak Tree Leisure centre 9.30 – 11.00	
	Crèche facility for Leisure Centre	Baptist Church Toddler Group, Chesterfield Road 10.00 - 12.00	Heath Community Centre 'Hectic Mums' Club	<b>Toddler Group Mansfield Deaf Centre</b>	
	<b>Story Time @ Mansfield Library</b>	<b>Arts Course for Parents &amp; pre-school children @ College (6 weeks)</b>	Baby Gym Oak Tree Leisure Centre		
P.M.	Learning Ladder Pre-school Playgroup 1.15 – 3.45 pm				
	Baby Clinic Oak Tree Lane Surgery 1.00 – 3.00				Baptist Church Toddler Group, Chesterfield Road 1.00 – 3.00
	Baby Clinic Orchard Medical Centre, Chesterfield Road				Mobile Library 4 pm Oak Tree Estate (every other Friday)
	<b>Pump Hollow Library Story hour</b>				
	At Oak Tree Leisure Centre: ballet, trampolining, basketball, gymnastics classes. 3.30 onwards				

**Current Services in Oak Tree Lane a.m. (from partners)**

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	<b>Learning Ladder – Child care and education 9.00- 4.00</b>				
	<b>Learning Ladder Holiday Club 9.00- 4.00</b>				
	<b>Crèche for Oak Tree Lane Leisure Centre</b>				
	<b>Learning Ladder – Carer &amp; Toddler Group 9.45 –11.15</b>			<b>Learning Ladder – Carer &amp; Toddler Group 9.45 – 11.15</b>	
	Speech & Language Assessment Clinic Oak Tree HC <b>9.00 – 4.30</b>	Speech & Language Assessment Clinic Oak Tree HC <b>9.00 – 4.30</b>			Speech & Language Assessment Clinic Oak Tree HC <b>9.00 – 12.00</b>
					Sandy Bank Family Centre - Parent & Child Group
					Holiday Mobile Library (4 Fridays in Summer Holidays @ 9.20 am)
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
P.M.	Speech & Language Assessment Clinic Oak Tree HC <b>9.00 – 4.30</b>	Speech & Language Assessment Clinic Oak Tree HC <b>9.00 – 4.30</b>			

Other Activities (Times are variable or not given)

Curriculum & Special Educational Needs Support @ Learning Ladder Pre-school playgroup – monthly visit
Mobile Library service – need to check stops and times. Stocks a range of adult's & children's books
Sandy Bank Family Centre: <ul style="list-style-type: none"><li>– Contact Support (Centre)</li><li>– Group Care for children in need (Monday to Friday, depending on need)</li><li>– Outreach parenting programme (Monday to Friday, varying, in the home/community)</li><li>– Core assessments (Monday to Friday, varying, centre/ community based)</li><li>– Positive Parenting groups (8 week programme, varying, centre or community based)</li><li>– Support &amp; Input to local community groups (Varying as required, in the community)</li><li>– Solution Focus Work (Varying as required, centre/ community based)</li></ul>