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**Sure Start Ellesmere Port
Parent Satisfaction Survey
2004**

**Marjorie Barrow
Miranda Thurston**

January 2005



**UNIVERSITY
COLLEGE CHESTER**

**Ellesmere Port Sure Start
Parent Satisfaction Survey 2004**

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Table of Contents

		Page
Acknowledgements		i
Table of Contents		ii
List of Tables		iv
List of Figures		v
Executive Summary		vi
Chapter 1	Background	1
	1.1 Sure Start evaluation requirements	1
	1.2 Monitoring satisfaction with services	1
Chapter 2	Study design and methodology	2
	2.1 Study design	2
	2.2 Aims and objectives	2
	2.3 The Sure Start population and how it was sampled	3
	2.4 Distribution and handling of questionnaires	3
	2.5 Response rates	4
	2.6 Analysis of data	4
Chapter 3	Results	5
	3.1 Introduction	5
	3.2 Characteristics of the respondents and their families	5
	3.3 The number and ethnicity of children	6
	3.4 Overall knowledge of, and satisfaction with, Sure Start services	6
	3.5 Use of, and satisfaction with, Sure Start services	8
	3.6 Use of, and satisfaction with, general services in Ellesmere Port for families with young children	11
	3.7 Sure Start Safety Pack	13
	3.8 Use of, and satisfaction with, playgroups or nurseries	15
	3.9 Childcare	15
Chapter 4	Conclusions and Recommendations	17
Appendix 1	Letter from Sure Start Acting Programme Manager to registered families giving notice of the survey	23
Appendix 2	Training script for Sure Start Team Members distributing the survey	24

Appendix 3	The covering letter and participant information sheet, the questionnaire and the Prize Draw entry form	25
Appendix 4	Schedule for distribution and handling of the questionnaires	26
Appendix 5	Additional services that respondents would like to receive that could help in caring for a child under 4 years old	27
Appendix 6	Tables with additional information on levels of satisfaction with services	28
Appendix 7	Reasons for dissatisfaction with Sure Start services	29
Appendix 8	Comments on the Sure Start Safety Pack	30
Appendix 9	Playgroups and nurseries used in the last year	31

List of Tables

Table		Page
3.3	The number of children living with respondents	6
3.4	Sources of information about Sure Start	7
3.5	Comparison of the number and percentage of respondents using Sure Start services as reported in 2004 and 2003 surveys	9
3.6	Comparison of the number and percentage of respondents using general services as reported in 2004 and 2003 surveys	12
3.9	Comparison of the use of types of childcare in 2003 and 2004	16

List of Figures

Figure		Page
3.4	Overall satisfaction with services available to families with young children in Ellesmere Port	7
3.5	The levels of satisfaction amongst those who used Sure Start services	10
3.6	The levels of satisfaction amongst those who used general services in Ellesmere Port for families with young children	13
3.7	Comparison of the levels of satisfaction with the Safety Pack in 2004 and 2003	15
3.9	Distribution of the number of types of childcare used as reported in the 2004 and 2003 surveys	16

Executive Summary

This survey of families in the Ellesmere Port Sure Start area was conducted by the Centre for Public Health Research, University College Chester for Ellesmere Port Sure Start in September 2004 and it was the second satisfaction survey that the Centre had undertaken for Ellesmere Port Sure Start. The first was conducted in September 2003. The aims of the survey were to establish levels of satisfaction with services amongst families eligible to access Ellesmere Port Sure Start services and to promote Sure Start services. Members of the Sure Start Team called on a random sample of families and invited them to complete the survey questionnaire. The questionnaire could be self-completed or completed with assistance from a Sure Start Team Member. A total of 116 questionnaires were completed giving a response rate of 42%. Two thirds of the responses were self-completed.

Key findings

Characteristics of respondents

- The overwhelming majority (94%) were mothers.
- Just over a third were lone parents.
- Six out of ten families had at least one person in a paid job for more than 16 hours per week.
- Two thirds of the families were registered with Sure Start Ellesmere Port.

Knowledge of Sure Start

- Almost all families had heard of Sure Start.
- The most common sources of information about Sure Start were health visitors, midwives and Sure Start workers.
- Just over eight out of ten felt there were enough services for families with young children. However, respondents did offer suggestions as to other services they would like to see in the area.
- Three out of ten respondents said they did not get enough information about services in the area. This compared with four out of ten in 2003.

Use of services

- Of the Sure Start services, PEEPO had the highest percentage of users with almost a fifth of respondents accessing that service.
- The Parents and Tots Groups at the EPIC, the Pampering Group, Messy Rascals and classes for adults all had between 10% and 13% of respondents attending.
- Relatively few respondents attended other Sure Start services. These groups may be aiming at very specific families or families may be getting support in other ways. For example, the use of the Toy Library had dropped from the level of use reported in 2003, but toys and other resources had, in the period

under study in the 2004 survey, become available through other Sure Start services.

- Just over four out of ten families had received the Sure Start Safety Pack.
- The general services most commonly accessed by families were health visiting and midwifery.
- Over half (52%) of the families used playgroups or nurseries at some time. The majority of families had used only one playgroup or nursery and overall a total of 25 such services were named by respondents.

Satisfaction with services

- As in 2003, almost all families reported being either "very satisfied" or "satisfied" generally with local services for families with young children.
- Satisfaction with individual services was also high with very few families reporting any level of dissatisfaction with a service they used. The few reasons for dissatisfaction with specific Sure Start services are reported.
- All of the families who had received the Sure Start Safety Pack said they had found it "very helpful" or "helpful".

Childcare

- The most common types of childcare used were those that were free and informal, namely family, partner and/or ex-partner.
- The majority of respondents relied on more than one type of childcare.
- There was little change in the reported types of childcare used between the 2003 and 2004 surveys, although there were fewer families reporting that they struggled to get childcare when they needed it.
- This decrease was also observed amongst lone parent families, but, when compared to respondents living with a partner, a higher proportion of lone parents reported they struggled to get childcare when they needed it.

Recommendations

- The survey provides indications of improvements to services that Sure Start Ellesmere Port may wish to consider:
 - further publicity or contact with families to ensure that all those who could benefit from services are aware of the type of services on offer and how best to access them;
 - reviews of the small numbers attending some services to assess if these services are operating as effectively and efficiency as Sure Start would wish;
 - whether there is a need to increase the level of distribution of the Sure Start Safety Pack, which is seen by families as a valuable resource in caring for their children, and whether the MCA database could track distribution;
 - how best to build on the improvements seen with regard to families having access to childcare when they feel they need it.

-
- With regard to future surveys the following should be borne in mind:
 - any change in requirement from the Sure Start Unit for reporting on levels of satisfaction;
 - the timing of the survey to ensure that the period under study relates to the required reporting period of the Sure Start Unit;
 - the use the Sure Start programme made of the information from this survey and the one in 2003 and what elements of the report were most valuable in the development of services;
 - the frequency of a detailed survey of all services;
 - the methodology used in the 2003 and 2004 surveys used a random sample approach and so not all families benefited from the direct contact with the Sure Start Team Members who distributed the questionnaires and promoted Sure Start;
 - the value of seeking to establish levels of use and satisfaction with Sure Start and general services separately when it is not known if families make this distinction when using services.

 - The high levels of satisfaction reported should be widely circulated and promoted amongst, not only the Sure Start Team, but also amongst volunteers, partner agencies and families. Sure Start Ellesmere Port should consider drawing up a dissemination plan.

Chapter 1

Background

1.1 Sure Start evaluation requirements

Nationally, Sure Start was established by the Government with the aim of meeting the needs of families with children aged 0-4 years in areas of high socio-economic deprivation. Monitoring and evaluation of local Sure Start programmes is a statutory requirement. Objectives and targets are set for Sure Start programmes so that progress can be monitored to ascertain whether, and to what extent, a programme has "made a difference".

To fulfil the requirement for monitoring and evaluation, Ellesmere Port Sure Start commissioned the Centre for Public Health Research (CPHR), University College Chester to undertake research to understand how well the Ellesmere Port Sure Start programme is working in terms of the objectives, targets and principles of Sure Start. A required element of this evaluation is to establish, on an annual basis, the percentage of parents with children aged 0-4 reporting that they are "very satisfied", "satisfied", "dissatisfied" and "very dissatisfied" with local services for young children.

1.2 Monitoring satisfaction with services

This survey of families in the area was the second undertaken by the CPHR for Ellesmere Port Sure Start. The first was conducted in September 2003 and the second in September 2004.

The aim of these surveys was to establish levels of satisfaction with services amongst parents or carers of children aged 0-4 years in the Ellesmere Port Sure Start area during the last year. The 2004 survey also provided the opportunity to begin to monitor progress over time by comparing results with those from the 2003 survey. The methodology was developed by CPHR in collaboration with Ellesmere Port Sure Start. In addition to establishing levels of satisfaction with services, the method of distribution of the questionnaires enabled Sure Start Team Members to make direct contact with a sample of the eligible population. This was considered to be an important means of promoting Sure Start and engaging families in local services.

Chapter 2

Study design and methodology

2.1 Study design

This study of users' satisfaction with services for families in the Sure Start area used a survey approach and was undertaken in September 2004. The survey design was developed from that used in the user satisfaction survey undertaken in September 2003ⁱ and followed guidance from the National Evaluation of Sure Startⁱⁱ. The data were collected by questionnaires distributed by members of the Ellesmere Port Sure Start Team to a 40% sample drawn from all eligible families with children under 4 in the Sure Start area.

The aims, objectives and methodology for the survey were developed through:

- discussion at a meeting of the Ellesmere Port Sure Start Inclusion and Participation Group on 15 July 2004;
- consultation with the Senior Management Team at Ellesmere Port Sure Start;
- liaison with the Programme's Finance Officer to obtain, from Cheshire West PCT, an up-to-date list of eligible families from the Child Health Register.

2.2 Aims and objectives

The aim of the survey was to establish users' levels of satisfaction with services offered, during the twelve months prior to the survey, to families with young children (aged under 4 years) in the Ellesmere Port Sure Start area.

The objectives of the survey were:

- to fulfil the national requirements for reporting levels of satisfaction with services overall;
- to review the use of services for families with young children;
- to review levels of satisfaction with individual services;
- to review levels of knowledge of Sure Start services;
- to obtain comments about services for families with young children;
- to inform service development by Sure Start and partnering agencies;
- to compare levels of satisfaction with those reported in 2003;
- to promote the Ellesmere Port Sure Start services;
- to provide an opportunity for eligible families to register with Sure Start.

ⁱ Barrow, M. et al, (2003). *Ellesmere Port Sure Start Parent Satisfaction Survey 2003*. Centre for Public Health Research, University College Chester.

ⁱⁱ Ball, M. (2002) *How was it for you? A brief guide to conducting user satisfaction surveys for local sure start programmes*. National Evaluation of Sure Start.

2.3 The Sure Start population and how it was sampled

The target population for this survey was parents or carers with children born between 1 June 2000 and 30 June 2004, who lived within the Ellesmere Port Sure Start area. Children born in this period would be eligible to use Sure Start services in the period under study. Initially a random sample of 1 in 2 children was drawn from the Child Health Database obtained from Cheshire West PCT. Eighty percent of this sample received the questionnaire in the first phase of the survey and the remaining 20% was reserved for a second phase, if the response rate was low.

2.4 Distribution and handling of questionnaires

Registered families received advance notice of the survey in a letter from the Sure Start Acting Programme Manager (Appendix 1). The questionnaire was based on that used in the 2003 survey. Amendments were made to reflect the changes in service provision. Members of the Sure Start Team delivered the questionnaires and when calling on families they took the opportunity to:

- promote Sure Start and provide information about Ellesmere Port Sure Start services;
- invite those eligible families who were not registered to register with Sure Start Ellesmere Port;
- explain the background to the survey and give out the questionnaire.

The text of a training script for the Team Members to follow when calling on eligible families is given in Appendix 2. If the parents or carer wanted help in completion of the questionnaire the Team Member either provided help there and then or arranged to call back at a mutually convenient time. The Team Members recorded whether the questionnaire was left for self-completion or whether help was given. If there was no reply when the Team Member called on the family the questionnaire and supporting documents were posted through the door. Both assisted and self-completion forms were returned to the CPHR in supplied freepost envelopes.

To encourage the return of completed forms the questionnaire was linked to a Prize Draw. Returned, completed questionnaires were entered in the Draw, which offered prizes of ASDA vouchers (one worth £50.00 and one worth £25.00) and vouchers for health and beauty treatments donated by West Cheshire College.

The questionnaire was distributed in a sealed envelope addressed to the parent or carer of the child under 4 in the household and included:

- a letter explaining the survey, with participant information on the reverse;
- the questionnaire;
- the Prize Draw entry form;
- a reply-paid envelope for returning the completed questionnaire to the Centre for Public Health Research at University College Chester.

See Appendix 3 for copies of the above survey documents.

Returned questionnaires were checked against the sample mailing list and the return recorded. The Prize Draw entry was detached from the questionnaire and the last three digits of the postcode transferred from the Prize Draw entry to the front sheet of the questionnaire

The Prize Draw was made at the Ellesmere Port Sure Start AGM and the winners were notified by telephone by the Acting Programme Manager.

The schedule for the distribution and handling of questionnaires is detailed in Appendix 4.

2.5 Response rates

Families who were known to have moved or who had more than one child aged under 4 in the household were removed from the sample, leaving a total of 276 parents or carers receiving questionnaires.

One hundred and sixteen completed questionnaires were returned and used in the analysis. This is a response rate of 42%. This level of response was considered to be satisfactory for analysis and there was no second phase of distribution.

2.6 Analysis of the data

All data were treated confidentially and were anonymised for the analysis. The analysis was undertaken using the Statistical Package for Social Scientists (SPSS).

Chapter 3

Results

3.1 Introduction

From the 276 questionnaires distributed, 116 responses were received by the closing date, giving a response rate of 42%. This compared to 38% in 2003. There were nine respondents (8%) who returned their questionnaire with a postcode that was not in the Sure Start area. All were included in the analysis as they had lived in the Sure Start area and had access to the services in the period under study.

Respondents had the choice of completing the questionnaire themselves or completing it with the assistance of the Sure Start worker who delivered the questionnaire. The method of completion of the questionnaire was known for 110 of the 116 responses. Of these 110, two thirds (73 people) completed the questionnaire themselves and one third (37 people) were assisted in the completion of their questionnaire.

As all respondents did not reply to all of the questions there are differences in total numbers and percentages throughout this analysis. The total number of those responding is given in each case.

Please note that all figures in this report have been rounded to the nearest whole number.

3.2 Characteristics of the respondents and their families

Of the 115 respondents who reported their relationship to the child:

- 94% (108 people) were mothers;
- 3% (4 people) were fathers;
- 1% (1 person) was another relative;
- 1% (1 person) specified their relationship to the child as "other".

One questionnaire was reported as returned jointly by the mother and father.

Of the 108 mothers, 106 reported whether or not they were a lone parent and:

- 36% (38) were lone parents;
- 59% (63) were living with the child's other parent;
- 5% (5) were living with another partner.

All four of the fathers were living with their child's other parent. The one person reporting that they were "another relative" stated that they were "living with the child's other parent". The one person who did not specify their relationship with the child reported being a "lone parent".

One hundred and twelve respondents reported on employment status within their family and of these, 63% (71) reported having at least one person in the family in a paid job for more than 16 hours per week.

Two thirds of the respondents (75 people) were registered with Ellesmere Port Sure Start.

3.3 The number and ethnicity of children

The number of children under 16 living in the respondents' homes is summarised in Table 3.3. One lone parent reported that there were no children aged under 16 living with them.

Table 3.3 The number of children living with respondents

Number of children under 16	Number of families	Percent
0	1	1
1	38	33
2	43	37
3	19	17
4	9	8
5	3	3
6	2	2
Total	115	100

Of the 115 reporting on the ethnicity of the child in their care, 94% of respondents (108 people) said the child to whom the survey related was White (British). The remaining seven were reported as:

- mixed (White/Black Caribbean) (1 family);
- mixed (White/Asian) (1 family);
- mixed (Other) (1 family);
- Pakistani (1 family);
- Bangladeshi (1 family);
- Chinese (1 family);
- other Asian (1 family).

3.4 Overall knowledge of, and satisfaction with, Sure Start services

Ninety seven percent of respondents (111 people) said that they had heard of Sure Start before receipt of the questionnaire. Just under a half of respondents (48%) reported that they had heard about Sure Start from more than one source.

Table 3.4 below summarises where people heard about Sure Start. The most common sources of information were:

- health visitor (cited by 49% of respondents);
- midwife (cited by 35% of respondents);

- a Sure Start worker (cited by 28% of respondents).

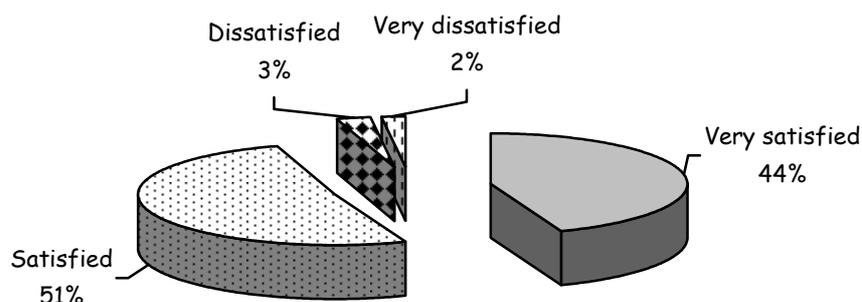
Table 3.4 Sources of information about Sure Start

Heard about SureStart from....	Number	Percent
a health visitor	54	49
a midwife	39	35
a Sure Start worker	31	28
a friend or family member	27	24
information through post	27	24
a Pre-school or nursery	16	14
a leaflet or saw a poster	9	8
an advertisement	5	5
Social Services	2	2
Other*	1	1

* Signed up in the town centre.

The overall level of satisfaction with services for families with young children in Ellesmere Port was high with 95% of respondents reporting they were either "very satisfied" or "satisfied". Figure 3.4 below summarises the levels of satisfaction with services for families in Ellesmere Port.

Figure 3.4 Overall satisfaction with services available to families with young children in Ellesmere Port



In 2003, 97% of respondents were "very satisfied" or "satisfied" with services overall.

Views were sought about whether or not people felt there were enough services to help families with young children in Ellesmere Port. Of the 110 people who responded:

-
- 82% (90 people) said there were enough services;
 - 16% (18 people) said there were not enough services;
 - 2% (2 people) said they "didn't know" if there were enough services.

Respondents were asked if there were other services they would like to receive that would help in caring for a child under 4 years old and 23 people (21% of respondents) commented. Of the twenty-three respondents who made comments, just over a half (12 people) reported that they thought there were enough services but still gave detail of additional services they would like to see in the area. The types of additional provision could be categorised as follows:

- specific services (7 respondents);
- childcare support (5 respondents);
- outdoor play areas (4 respondents);
- more information on services (3 respondents);
- child management advice (2 respondents).

There were other additional comments from three respondents. One respondent's comment included suggestions that fell into two of the above categories. All of the comments made are listed in full in Appendix 5.

When specifically asked if they received enough information about services that were already available in Ellesmere Port, almost seven out of ten respondents said that they had received enough information. Of the 31%, (35 people) who said that they did not get enough information one person added:

'Enough only if you are on the programme, not if you're not on the programme' (Respondent 95).

In the survey in 2003, 41% of respondents reported that they did not get enough information about services.

3.5 Use of, and satisfaction with, Sure Start services

The questionnaire asked respondents to report on which Sure Start services they had used in the last year. Of the 15 services offered in the period under study, PEEPO had the highest percentage with 19% (22 people) of respondents reporting they had used the service in the previous year. Four services had between 10% and 15% of respondents reporting they had used the service and the remaining nine had less than 10% of respondents reporting they had used the service in the previous year.

Table 3.5 gives details of the numbers and percentages of respondents using Sure Start services and compares them to the number and percentage of respondents reporting usage in the 2003 survey.

Table 3.5 Comparison of the number and percentage of respondents using Sure Start services as reported in 2004 and 2003 surveys

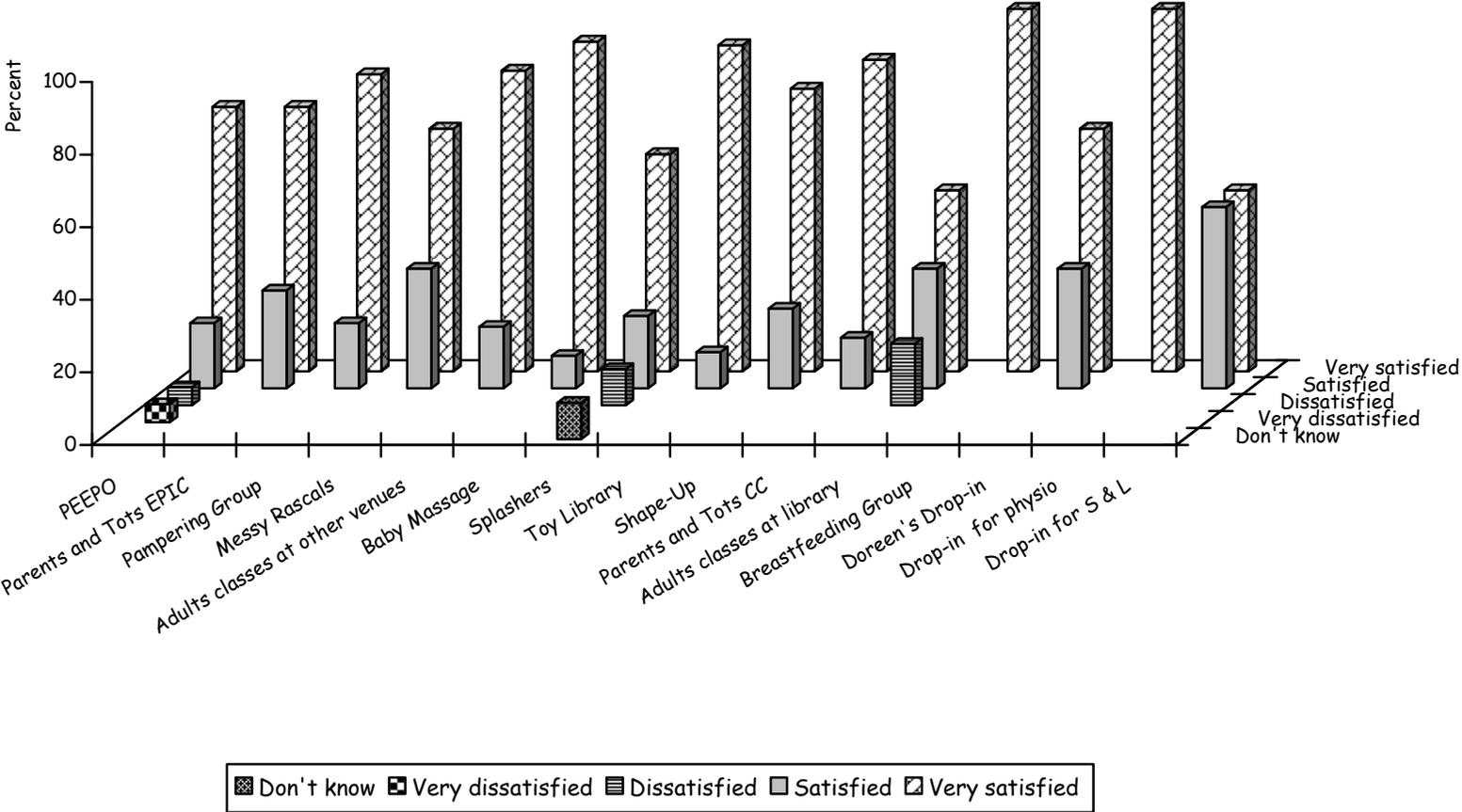
SureStart service used.....	2004 survey		2003 survey	
	Number	Percent	Number	Percent
PEEPO	22	19	9	12
Parents & Tots at the EPIC on Tuesdays	15	13	*	*
Pampering Group	15	13	7	9
Messy Rascals	14	12	*	*
Classes for adults at other venues (i.e not the library)	12	10	*	*
Baby Massage	11	9	10	13
Sure Start Splashers	10	9	11	14
Toy Library	10	9	13	17
Shape Up with Sure Start	9	8	10	13
Parents & Tots at Christ Church on Fridays	7	6	*	*
Classes for adults at library	6	5	*	*
Breastfeeding Group	4	3	6	8
Doreen's Drop-in	3	3	*	*
Drop-in at library on Tuesdays for physiotherapy support	3	3	*	*
Drop-in at library on Tuesdays for Speech and Language support	2	2	*	*
Dad's Group (not offered in 2003-2004)			1	1

* Service not running at the time of the 2003 survey.

Figure 3.5.1 summarises the levels of satisfaction amongst those who used these Sure Start services in the last year and Table 1 in Appendix 6 gives the breakdown of responses received.

Satisfaction with individual services is expressed in terms of percentages throughout this report in order to aid comparison about levels of satisfaction with different services. It should be noted that the total number of people using some services, or reporting on their satisfaction with those services, is small, consequently, caution should be exercised when interpreting these percentage figures.

Figure 3.5 The levels of satisfaction amongst those who used Sure Start services



The level of user satisfaction with services was generally high. One hundred percent of those using each of the following services reported being either "very satisfied" or "satisfied":

- Parents and Tots at EPIC on Tuesdays (15 people);
- Pampering Group (17 people);
- Messy Rascals (15 people);
- Classes for adults at other venues (i.e. not the library) (12 people);
- Baby Massage (11 people);
- Toy Library (10 people);
- Shape-Up with Sure Start (9 people);
- Parents and Tots at Christ Church on Fridays (7 people);
- Breastfeeding Group (4 people);
- Doreen's Drop-in (3 people);
- Drop-in at library on Tuesday for physiotherapy support (3 people);
- Drop-in at library on Tuesday for Speech & Language support (2 people).

There were four people who reported some level of dissatisfaction with a service. The services were PEEPO, Sure Start Splashers and classes for adults at the library. The reasons given by the individual respondents for dissatisfaction with a given service are detailed in Appendix 7.

3.6 Use of, and satisfaction with, general services in Ellesmere Port for families with young children

Table 3.6 summarises the number and percentage of respondents who had used general services for families in the last year and compares the level of use with that reported in the 2003 survey. These services were *not* directly provided by Sure Start. However, it is possible that some respondents who accessed health visiting, midwifery, speech and language therapy or physiotherapy services provided by the Sure Start programme were unaware that these were Sure Start services. Consequently, comments may relate to Sure Start as well as 'mainstream' services.

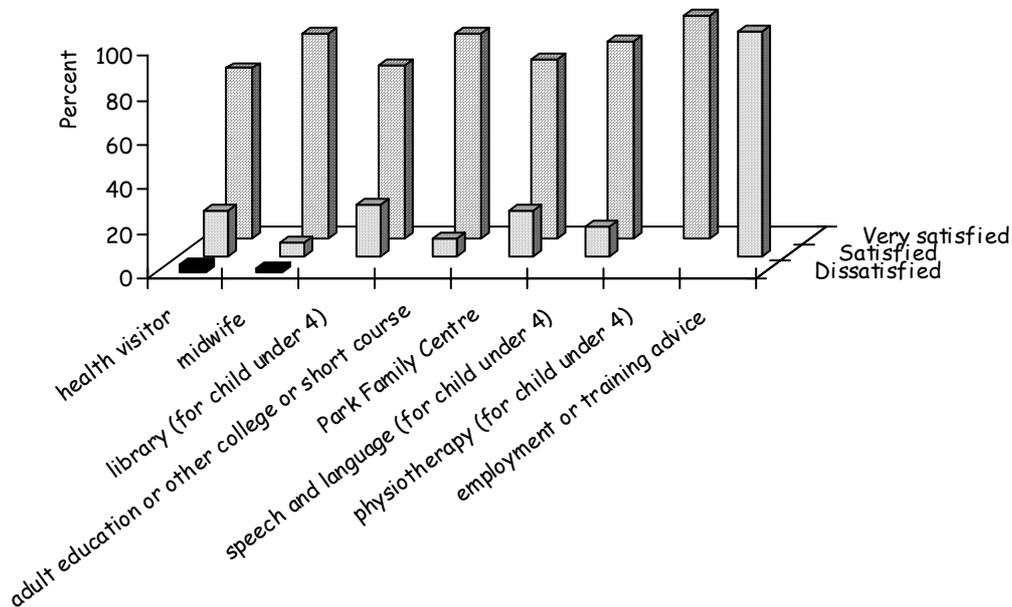
As in 2003, the service with the highest level of use in 2004 was health visiting, with just over seven out of ten respondents reporting that they had used a health visitor in the last year. The reported levels of use of all the services for the period 2003-2004 were lower than those reported in the 2003 survey for the period 2002-2003.

Table 3.6 Comparison of the number and percentage of respondents using general services as reported in 2004 and 2003 surveys

General service used.....	2004 survey		2003 survey	
	Number	Percent	Number	Percent
Health visitor	82	71	65	86
Midwife	48	41	38	50
Library (for child under 4)	22	19	29	38
Adult education or other college or short course	12	10	21	28
Park Family Centre	10	9	14	18
Speech and language (for child under 4)	9	8	8	11
Physiotherapy (for child under 4)	6	5	10	13
Employment or training advice	2	2	6	8

Overall, the satisfaction with general services in Ellesmere Port was very high. Over 95% of the users of each of the services said they were either "very satisfied" or "satisfied". Four people reported being "dissatisfied" with services. One (2% of those using a midwife) was "dissatisfied" with the midwife and three (4% of those using a health visitor) were "dissatisfied" with a health visitor. The reasons for this dissatisfaction are not known. Figure 3.6 illustrates the levels of satisfaction amongst those who used the services and Table 2 in Appendix 6 summarises the responses received. One person who used the speech and language service and two people who used a health visitor did not report their level of satisfaction.

Figure 3.6 The levels of satisfaction amongst those who used general services in Ellesmere Port for families with young children



3.7 Sure Start Safety Pack

Forty-two percent (47 people) of those responding to the question about the Sure Start Safety Pack reported that they had received the Sure Start Safety Pack. Generally, the Pack was well received with 46 respondents reporting their level of satisfaction with the Pack as follows:

- 67% (31 people) said it was "very helpful";
- 33% (15 people) said it was "helpful".

Respondents were also asked to comment on the Pack and almost 30% (34 people) gave their views. A list of all the comments made is given in Appendix 8.

The comments indicated that families appreciated the Pack for a variety of reasons. Firstly, respondents welcomed the practical value of the contents of the Pack. For example:

'I thought the doorstoppers and plug socket covers very good. I use them all the time and even went out to purchase more of them.' (Respondent 57).

'The plug socket covers and safety corners and safety locks for doors were very useful.' (Respondent 13).

'Door jams very helpful. Plug socket cover good. Safety locks for cupboard were good.' (Respondent 73).

Other comments made indicated that the Pack had saved money for some families.

'Very good as it cost quite a lot to buy.' (Respondent 15).

'Expensive to buy yourself and can be passed down to other family and friends.' (Respondent 87).

Some respondents appreciated the information on Sure Start and advice on safety that came with the Pack. For example:

'I thought the Pack was helpful because it let you now what was going on and told us a lot about Sure Start.'
(Respondent 12).

'Very helpful advice given and easy to use gadgets. Also saved us a lot of money could not have afforded all the safety appliances otherwise. Thank you.' (Respondent 21).

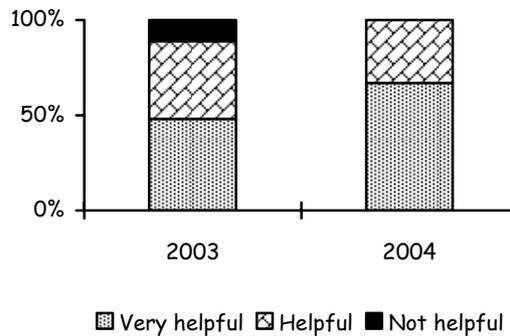
Whilst the overwhelming majority of comments about the Safety Pack were very positive, two respondents indicated that they had problems fitting the locks and a further two made comments on improvements or difficulties.

'I think that smaller door hooks would be useful in the Packs to stop children accessing places such as the cupboard under the stairs or electric boxes kept indoors.'
(Respondent 7).

'The kitchen cupboard latches and the door jammers are very good but the plug socket guards are easily removed.'
(Respondent 38).

In the 2003 survey a similar percentage (37%) of respondents reported receiving the Sure Start Safety Pack, however, the level of satisfaction with the Pack was higher in 2004. Figure 3.7 illustrates the levels of satisfaction with the Sure Start Safety Pack in 2003 and 2004.

Figure 3.7 Comparison of the levels of satisfaction with the Safety Pack in 2004 and 2003



3.8 Use of, and satisfaction with, playgroups or nurseries

Respondents were asked to report on any playgroups or nurseries they had used in the last year. Fifty-two percent (59 people) reported that they had used a playgroup or nursery. Of those, two people (7%) reported using two playgroups or nurseries and the remainder used one. Seven respondents did not identify which services they had used although they indicated they had used playgroup or nursery services. The services with the highest number of respondents reporting usage were Wolverham Primary School Nursery (8 respondents) and Stanlaw Abbey Nursery and Playgroup (7 respondents). A full list of the services used is given in Appendix 9.

The majority of respondents were either "very satisfied" or "satisfied" with the playgroup(s) or nursery/nurseries they used. Only two people reported being "dissatisfied" or "very dissatisfied" with an unknown service and Atherton Nursery respectively. The reasons for their dissatisfaction were not reported.

3.9 Childcare

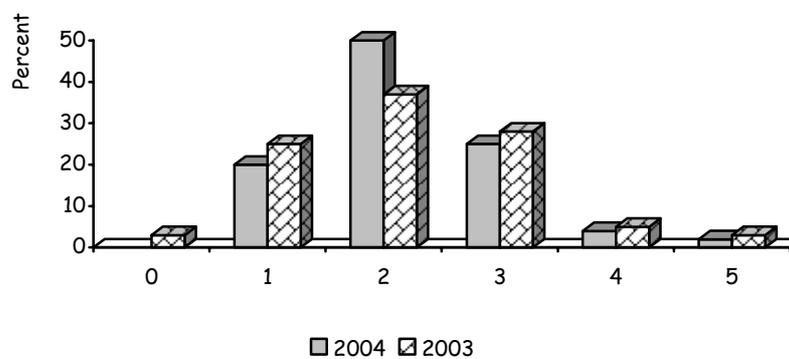
The survey asked respondents to report on their use of childcare over the last year. Table 3.9 details the number and percentage of respondents who reported using different types of childcare in 2003 and 2004. In both years the most common types of childcare used were those that were informal and free.

Table 3.9 Comparison of the use of types of childcare in 2003 and 2004

Type of childcare used...	2004		2003	
	Number	Percent	Number	Percent
Free babysitting by another family member	91	78	60	79
Partner/ex-partner	74	64	43	57
Free babysitting by friend	25	22	18	24
Fee-charging day nursery	14	12	10	13
Paid babysitter	12	10	10	13
Crèche	11	9	14	18
Childminder	4	3	2	3
Other	3	3	7	9

In the 2004 survey 106 respondents reported having used childcare and of these 20% (21 people) had used only one type of childcare over the last year and six percent (6 people) had used four or five. Figure 3.9 illustrates the distribution of the number of types of childcare used by respondents as reported in the 2004 and 2003 surveys. The majority of respondents rely on more than one type of childcare to meet their needs.

Figure 3.9 Distribution of the number of types of childcare used as reported in the 2004 and 2003 surveys



Thirty-four percent (38 people) of those responding to the question about struggling with childcare said that they had struggled to find childcare when they really needed it. In 2003 61% reported they struggled to get childcare when they really needed it.

Amongst 'lone parent' families, 43% (16 people) struggled to get help with childcare, compared to 29% of respondents (20 people) who were living with the child's other parent. In 2003 53% of lone parents reported struggling to get childcare and 38% of respondents living with the child's other parent struggled to get childcare.

Chapter 4

Conclusions and Recommendations

This survey, together with the previous one conducted in September 2003, provides an opportunity to review and monitor the use of, and satisfaction with, services in Ellesmere Port. The distribution of the questionnaire to eligible families ensured that families who are not registered with Sure Start were enabled to comment on services.

Following the experience of the 2003 survey, the Sure Start Team was eager to adopt a methodology which would enable direct contact with families. In 2003 staff had reported that "meeting families on the door-step" was a useful additional means of contacting families, making the survey valuable for outreach, as well as research. The methodology adopted for the 2004 survey again enabled the Sure Start programme to plan outreach work as well as data collection. The Sure Start Deputy Programme Managers organised a distribution strategy that gave Team Members the chance to meet families in their geographical area of responsibility. Using registration information they were also able to offer registration with the Sure Start Programme to families known not to have registered.

In 2003, 97% of respondents reported having heard of Sure Start in Ellesmere Port and this high level of awareness was maintained in 2004 with 95% of respondents saying they had heard of Sure Start. As in 2003 this awareness had been raised by Sure Start partners, principally health visitors and midwives, as well as by Sure Start workers. "Word-of-mouth" sources, from both service workers and friends and families, appeared to have become more important sources since 2003. Although parents were aware of Sure Start, there was still an indication of a need for additional information about services, as about 30% of the respondents in 2004 said they did not get enough information. This was lower than in 2003 when about 40% of respondents reported not getting enough information. It is important that the programme has an effective means of giving the eligible population regular updates on services. To use services effectively, families need specific details on time, day, venue and purpose. It is also important to ensure that Sure Start Team Members and staff in partner agencies have access to up-to-date information on provision, venues and timings.

Overall satisfaction with services for families with young children in Ellesmere Port remained high from 2003 to 2004. In 2003, 97% of respondents reported being "very satisfied" or "satisfied" and the figure in 2004 was 95%. Given the size of the study populations this change represents only one or two people.

The perception of the adequacy of services in Ellesmere Port had improved from 2003 to 2004. In 2003 a quarter of respondents said they felt there were not

enough services compared to 16% in 2004. The key additional services that respondents were still seeking in 2004 related to more variety of childcare, provision of outdoor play areas and services for older children who appear to have little to do. Some respondents made comments about the level and detail of information about services and there was one request for information in Chinese. We recommend that consultation with parents/carers should continue to identify how best to disseminate information about services. The meeting of eligible families "on the door-step" was perceived by the Sure Start Team as an effective means of engaging with parents and carers. We would recommend a review of this direct contact between eligible families and local workers as a means of getting information to families, in particular to some of the "hard-to-reach" parents and carers who do not readily access services.

The number of families who reported using some of the 15 Sure Start services was relatively small. The service with the highest level of use was PEEPO confirming its key place in the Sure Start programme. Nine of the Sure Start service had ten percent or less of respondents accessing the service and we recommend that the usage of these services should be the subject of a more detailed review to assess if they are operating as effectively and efficiently as the Programme would wish. It may be that the target client group for these services is small and that the reported level of usage is acceptable or families may be getting support in other ways. For example, the use of the Toy Library had dropped from the level of use reported in 2003, and it was suggestedⁱⁱⁱ that this might be because toys and other resources had, in the period under study in the 2004 survey, become available through other Sure Start services. The contact data held on the MCA database may be valuable in regularly assessing if the target group for a particular service are accessing the service. The Dad's Group, which reported low usage in 2003, is no longer offered.

The level of satisfaction with Sure Start services was very high, with 12 of the 15 services having 100% of respondents either "very satisfied" or "satisfied". The other three services each had only one "dissatisfied" or "very dissatisfied" user and the service providers may already know the reported reasons for their dissatisfaction.

We recommend that the high levels of satisfaction reported here are widely circulated and promoted amongst Sure Start workers and volunteers and partner agencies. It is important that those involved in service provision and management are aware of the impact that services are having within the Sure Start area. Such feedback, together with service usage data, could be useful in service reviews.

ⁱⁱⁱ Consultation with the Inclusion and Participation Group, Ellesmere Port Sure Start on 14 January 2005.

As in 2003, the principal general services (that is, those not directly provided by Sure Start) used by families with young children in Ellesmere Port are health visiting and midwifery. In 2003 the reported levels of use of all the 'non Sure Start' services listed in the questionnaire was higher. It could be that the population are now more readily identifying Sure Start as a key provider of services for families with young children in Ellesmere Port and are consequently able to ascribe a service to Sure Start rather than to another provider. In neither survey was it possible to know if respondents had accurately identified service providers as 'Sure Start workers' or 'mainstream workers'. The Programme may wish to consider:

- if there is a need to review the way in which its workers identify themselves to their clients; and,
- how best to establish if respondents in future surveys distinguish between Sure Start and other workers.

As with the Sure Start services, overall satisfaction with general services was high. Over 95% of the users of each of the services were "very satisfied" or "satisfied".

Just over 40% of respondents had received the Sure Start Safety Pack and all found it either "very helpful" or "helpful". The comments on the Safety Pack were generally very positive with respondents appreciating the practical value of easy and free access to child home safety equipment. The improvements in the Pack that the Sure Start programme had introduced since the 2003 survey appeared to have increased the level of satisfaction.

Some of the comments about the Pack indicated that having received the Pack, parents and carers had become aware of the range of Sure Start services on offer and there were requests for more information. This reinforces the previously mentioned recommendation of identifying strategies to disseminate information as widely as possible.

It may be that the Programme would expect more than 40% of eligible families to be in receipt of the Safety Pack and we recommend that any local targets should be reviewed, as there may be potential for linking information about services with distribution of the Pack. If the time of distribution of the Safety Pack is defined by the age of the child, it may be that there would be the opportunity to include in the Pack information about services of potential interest to families with children of that age. The work on improving the monitoring systems may assist in the tracking of the distribution of Packs.

Just over half of the respondents said that they had used a playgroup or nursery in the last year with the majority using only one. Wolverham Primary School Nursery and Stanlaw Abbey Nursery and Playgroup had the highest number of users, eight and seven respectively. In total, respondents named 25 nurseries or

playgroups. Although only a small number reported having used each one, the majority were "very satisfied" or "satisfied" with their choice. It would appear that there is an adequate number of services available to families in the Ellesmere Port area, but there may be advantage in reviewing the provision to assess if there are families for whom access is difficult.

As in 2003, respondents were asked about the childcare they used and again the majority relied on the free and informal support from family members, partners and/or ex-partners. This reinforces family support as a valuable local resource to supplement local services. However, when respondents were asked about additional services, childcare was cited by one in five of respondents who identified services they would like to see in the area, so there is an indication that there could still be a need for some type of more flexible, possibly cheaper, childcare. The 2004 survey indicates that there are fewer families struggling to get childcare when they need it. In 2003 61% of respondents reported that they struggled at times to get the childcare they needed, in 2004 the proportion was 34%. However, as in 2003, the proportion of lone parents who struggled was higher than that amongst parents with partners. In 2004 43% of lone parents said they struggled to get childcare at times. We recommend that the Programme identifies strategies to produce a reduction in the proportion of lone parents who struggle to find the childcare they need. The opening of Children's Centres could provide a focus for such developments.

Finally, in relation to future surveys we recommend that consideration be given to:

- the timing of the survey to ensure that the period under study relates more directly to the required reporting period of the Sure Start Unit;
- whether the Programme wishes to undertake a detailed survey on an annual basis or seek to obtain the nationally required data on overall satisfaction with services in the Ellesmere Port area in another way;
- adapting the methodology used in the 2004 survey to ensure that it is not only those families included in the random sample who benefit from the direct contact with Sure Start workers;
- the value of seeking to review levels of use of, and satisfaction with Sure Start services and general services separately when it is not possible to establish if families distinguish between Sure Start and non Sure Start workers.

Appendix 1

Letter from Acting Programme Manager to registered families giving notice of the survey

SureStart

ELLESMERE PORT

Whitby Hall Lodge, Stanney Lane
Ellesmere Port, CH65 6QY
Tel: 0151-355-2168

August 2004

Dear Parent,

SureStart User's Survey 2004

As you may know **SureStart** is a programme aimed at making life better for children, parents and communities by bringing together:

- ▶ early education
- ▶ childcare
- ▶ health and family support.

Each year **SureStart** programmes are required to carry out a survey to find out what parents think about local services. Last year's survey gave us really valuable feed-back from you about our services. We have used the feed-back to help us develop services. For example, we are looking at running some of the services at times which may be more suitable for you and we are reviewing how we can help more with safety around the home.

This is just to let you know that members of the Sure Start Team will be delivering this year's survey to a sample of families at the beginning of September. If you receive a questionnaire we would like to have your views, so please complete and return the questionnaire. All the returned questionnaires will be handled confidentially. There will also be a chance to enter a Prize Draw with two prizes of ASDA vouchers, one worth £50.00 and one worth £25.00.

I hope that you will be able to help us.
Many thanks

Sue Sidlow
Acting Programme Manager

SureStart
ELLESMERE PORT

Appendix 2

Training script for Sure Start Team Members distributing the survey



If there is no reply, post questionnaire and calling letter through the door.

Hello my name is and I work with the Sure Start Team in Ellesmere Port. Do you have a few minutes for a chat?

I am calling today for three reasons:

1. to check that you know all about Sure Start and the support that it provides in Ellesmere Port for families with young children. There are lots of services and it may be that you and your family could be using them.
 2. to see if you are registered with Sure Start or would like to register;
- and
3. to leave with you a questionnaire and prize draw entry form.

Have you got one of these Sure Start Information Packs?

(If they have not, then offer a pack and explain the contents.)

Are you registered with Sure Start?

(If they are not and would like to be then complete registration with them.)

Finally can I please leave this questionnaire for you to complete.

It asks about your views on services for families with young children and should not take more than about 10 minutes to fill in. If you complete it and send it back you will have a chance to win one of two ASDA vouchers, one worth £25 and one worth £50.

Are you happy doing the questionnaire yourself or would you like me to come back sometime and help you?

(If they would like help, fix a convenient time.)

At the end of each visit record on your distribution list whether:

- a. the questionnaire was left for self completion
- b. a time was agreed for helping family complete the questionnaire
- c. the family stated that they did not wish to be involved in the survey;
- d. there was no reply and the questionnaire and calling letter were left.

Appendix 3

The covering letter and participant information sheet, the questionnaire and the Prize Draw entry form

SureStart

ELLESMERE PORT

Whitby Hall Lodge, Stanney Lane
Ellesmere Port, CH65 6QY
Tel: 0151-355-2168

August 2004

Dear Parent,

SureStart ELLESMERE PORT User's Satisfaction Survey and Prize Draw 2004

As you may know **SureStart** is the Government's programme aimed at making life better for children, parents and communities by bringing together:

- ▶ early education
- ▶ childcare
- ▶ health and family support.

Each year **SureStart** programmes are required to carry out a survey to find out what parents and carers think about local services and how services could be improved. We are asking you to help us with this task. We are working on this survey with the Centre for Public Health Research at University College Chester. The Centre for Public Health Research will carry out the analysis of the results.

Please complete the enclosed questionnaire and return it in the pre-paid addressed envelope by 24th September 2004. If you've not managed to return it by 24th September you will receive a reminder to complete the questionnaire.

When we receive your completed questionnaire you will be entered in the prize draw. We will be offering **two ASDA vouchers as prizes, one worth £50 and one worth £25**. The Draw will be made on 5 November 2004 at the Sure Start AGM.

All you need to do to be entered in the Prize Draw is complete the questionnaire and then write your child's name and your address on detachable sheet at the end of the questionnaire. This will be separated from the questionnaire so no-one will know what you have said about local services. The separated sheet will be your entry for the Prize Draw.

There is some more information about the survey on the back of this letter and thank you for your help.

Sue Sidlow
Acting Programme Manager

SureStart
ELLESMERE PORT

Ellesmere Port Sure Start User Satisfaction Survey Information for Participants

The Sure Start Programme aims to provide support to families with children under 4 years old. It is very important to find out if Sure Start is successful. We are inviting you to take part in this survey so we can find out if local families are getting the support they need. We are also interested in your ideas about how local families could be supported in a better way.

Why do we need to do the research?

We need to do this research to find out if Sure Start is meeting the needs of local families. This will help Sure Start to improve its services and tell us if any new services are needed.

Why are you being asked to take part?

You are being asked to take part because you live in the local area and have a child who is 4 years old or younger.

Who is organising the study?

The study is being organised by the Centre for Public Health Research at University College Chester. It is part of a 3-year evaluation of Sure Start that will finish in 2006.

What does it involve?

Taking part in this survey involves filling in a form which asks questions about local services and how well they meet the needs of families. This will take about 10 minutes of your time. No one will know what you have said because your name will not be on the completed form used for the analysis. If you want to enter the prize draw you may give your child's name on the prize draw slip at the end of the questionnaire. This slip will be separated from your questionnaire before we read it. We will not use your name in the report.

Your rights

You can choose not to take part in the survey. If you choose not to take part you will still be entitled to use Sure Start or other services and be involved in the operation of Sure Start.

If you would like more information about the research before you decide whether or not you would be willing to take part, please contact:

Marjorie Barrow at the Centre for Public Health Research at University College,
Chester on 01244 375444 (extension 2059).

Thank you very much for your help with this survey



User Satisfaction Survey
2004

SureStart

ELLESMERE PORT

User Satisfaction Survey 2004

Please remember that these questions are about your experience of being the parent or carer of the child who is named in our letter to you.

Q1. Before you got this letter and questionnaire, did you know that there is a Sure Start Programme providing services for families with young children in Ellesmere Port?

Yes No

If no, please go to Q3. 

If yes - please answer Q2 before you go to Q3.



Q2. How did you hear about Sure Start?

Please tick all of the ways you heard about Sure Start

Through a friend or family member	<input type="checkbox"/>
Information through post	<input type="checkbox"/>
Picked up a leaflet or saw a poster	<input type="checkbox"/>
Saw an advertisement	<input type="checkbox"/>
From a Health Visitor	<input type="checkbox"/>
From a Midwife	<input type="checkbox"/>
From Social Services	<input type="checkbox"/>
From a Pre-School or Nursery	<input type="checkbox"/>
From a Sure Start worker	<input type="checkbox"/>
Other (please say how).....)	<input type="checkbox"/>

Q3. Have you attended any of these Sure Start groups *in the last year*?

(Please tick all of the groups you have attended)

Baby Massage	<input type="checkbox"/>	Parents & Tots at Christ Church on Fridays	<input type="checkbox"/>
Breastfeeding Group	<input type="checkbox"/>	Parents and Tots at the EPIC on Tuesdays	<input type="checkbox"/>
Classes for adults at the library	<input type="checkbox"/>	Pampering Group	<input type="checkbox"/>
Classes for adults at other venues	<input type="checkbox"/>	PEEPO	<input type="checkbox"/>
Doreen's Drop-in	<input type="checkbox"/>	Shape Up with Sure Start	<input type="checkbox"/>
Drop-in at the library on Tuesdays for Physiotherapy support	<input type="checkbox"/>	Sure Start Splashers	<input type="checkbox"/>
Drop-in at the library on Tuesdays for Speech and Language support	<input type="checkbox"/>	Toy Library	<input type="checkbox"/>
Messy Rascals	<input type="checkbox"/>		

Q4. How satisfied were you with the Sure Start groups you attended?

(Please only comment on the groups you have attended *in the last year*)

	Very satisfied 	Satisfied 	Dissatisfied 	Very dissatisfied 
Baby Massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breastfeeding Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classes for adults at the library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classes for adults at other venues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doreen's Drop-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop-in at the library on Tuesdays for Physiotherapy support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop-in at the library on Tuesdays for Speech and Language support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messy Rascals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parents & Tots at Christ Church on Fridays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parents and Tots at the EPIC on Tuesdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pampering Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PEEPO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shape Up with Sure Start	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sure Start Splashers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toy Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you were 'satisfied' or 'very satisfied' with all of the services in Q4 that you used, please go to Q6. →

If you were at all dissatisfied with any of the services in Q4 that you used, please go to Q5 before you go to Q6.



Q5. Please name the service(s) you were 'dissatisfied' or 'very dissatisfied' with and give the reason(s) why.

Service	I was 'dissatisfied' or 'very dissatisfied' because:

Q6. Have you received the Sure Start Safety Pack *in the last year*?

Yes No

If no, please go to Q8. →

If yes, please answer Q7 before you go to Q8.



Q7. How helpful was the Sure Start Safety Pack?

(Please tick one box)

Very helpful	Helpful	Not very helpful	Not at all helpful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Could you please tell us in the box below a bit more about what you thought of the Sure Start Safety Pack.

We would now like to ask you a little bit about other services in Ellesmere Port for families with young children.

Q8. Have you used any of these services *in the last year*?

Please tick all the services you have used

Midwife	<input type="checkbox"/>
Health visitor	<input type="checkbox"/>
Speech & Language (for a child under 4)	<input type="checkbox"/>
Physiotherapy (for a child under 4)	<input type="checkbox"/>
Library (for a child under 4)	<input type="checkbox"/>
Adult education or other college or short course	<input type="checkbox"/>
Employment or training advice	<input type="checkbox"/>
Park Family Centre	<input type="checkbox"/>

Q9. How satisfied were you with the services you used?

(Please only comment on the services you have used in the last year)

	Very satisfied 😊😊	Satisfied 😊	Dissatisfied 😞	Very dissatisfied 😞😞
Midwife				
Health visitor				
Speech & Language (for a child under 4)				
Physiotherapy (for a child under 4)				
Library (for a child under 4)				
Adult education or other college or short course				
Employment or training advice				
Park Family Centre				

Q10. Has your child been to a playgroup or nursery *in the last year*?
(Please note that a playgroup or nursery is a group where you can leave your child)

Yes No

- **If no**, please go to Q12. 
- **If yes**, please write the name of the playgroup or nursery your child has been to below and then answer Q11.



.....

Q11. How satisfied were you with the playgroup or nursery your child has been to?

*Please tick **one** box*

Very satisfied	😊😊	<input type="checkbox"/>
Satisfied	😊	<input type="checkbox"/>
Dissatisfied	😞	<input type="checkbox"/>
Very dissatisfied	😞😞	<input type="checkbox"/>

Q12. Which of the following forms of childcare have you used *in the last year*, if any?

*Please tick **all** those you have used*

Help from your partner/ex-partner	<input type="checkbox"/>
Free babysitting by another family member	<input type="checkbox"/>
Free babysitting by a friend	<input type="checkbox"/>
Paid babysitter	<input type="checkbox"/>
Childminder	<input type="checkbox"/>
Crèche	<input type="checkbox"/>
Fee-charging day nursery	<input type="checkbox"/>
Other (please say what)	<input type="checkbox"/>

.....

Q13. Do you ever struggle to get help with childcare when you really need it?

Yes No

Q14. Overall how satisfied are you with the services available to families with young children in Ellesmere Port?

*Please tick **one** box*

Very satisfied	😊😊	<input type="checkbox"/>
Satisfied	😊	<input type="checkbox"/>
Dissatisfied	😞	<input type="checkbox"/>
Very dissatisfied	😞😞	<input type="checkbox"/>

Q15. Do you think that Ellesmere Port has enough services available to help families with young children?

Yes No

Q16. Are there any other services you would like to receive that would help you to care for a child under 4 years old?

Your suggestions:

Q17. Do you get enough information about the services that are already available in Ellesmere Port (such as those mentioned in this survey)?

Yes No

Finally, we would like to ask a few questions about *you*. This will help us to understand how different groups of people feel about local services.

A. What is your relationship with the child under 4 named on the letter we sent to you?

Please tick **one** box

Mother	<input type="checkbox"/>
Father	<input type="checkbox"/>
Step-parent	<input type="checkbox"/>
Grandparent	<input type="checkbox"/>
Other relative	<input type="checkbox"/>
Paid carer	<input type="checkbox"/>
Other (please say what)	<input type="checkbox"/>
.....	<input type="checkbox"/>

B. How many children under 16 live with you?

C. If you are the child's parent, are you:

A lone parent Living with your child's other parent Living with another partner

D. Are you - or anybody who lives in your home - in a paid job for more than 16 hours per week at the moment?

Yes No

E. What is the ethnicity of your child?

Please tick **one** box

White (British)	<input type="checkbox"/>	Black/Black British (African)	<input type="checkbox"/>
White (Irish)	<input type="checkbox"/>	Black/Black British (other)	<input type="checkbox"/>
White (other)	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Mixed (White/Black Caribbean)	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Mixed (White/Black African)	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Mixed (White/Asian)	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed (other)	<input type="checkbox"/>	Other Asian	<input type="checkbox"/>
Black/Black British (Caribbean)	<input type="checkbox"/>	Other ethnic group	<input type="checkbox"/>

Thank you for telling us about being a parent/carer in Ellesmere Port.

Do not forget to fill in your entry to the *Prize Draw* over the page. This entry will be separated from your completed questionnaire so no one will know what you have said.

The draw will be made on 5 November 2004 at the Sure Start AGM and the winners will be telephoned by a member of the Sure Start Team.



User Satisfaction Survey Prize Draw

First prize: £50 of ASDA vouchers

Second prize: £25 of ASDA vouchers

To be entered in the prize draw simply fill in the details below then put the questionnaire with the prize draw attached into the return envelope. Make sure that you post it before the closing date on 24 September 2004.

Your child's name

Your address and postcode

Postcode

Your telephone number

If you have lost your reply-paid envelope, please send the questionnaire and your prize draw entry to:

**Centre for Public Health Research,
University College Chester,
Parkgate Road,
Chester,
CH1 4BJ**

Appendix 4

Schedule for distribution and handling of the questionnaires

Appendix 4

Schedule for distribution and handling of the questionnaires

Date	Action	By whom
June/July 2004	Preparation of (a) the programme for the survey and (b) the draft questionnaire	CPHR with Sure Start team
15 July 2004	Participation and Inclusion Group to discuss methodology	CPHR and Inclusion and Participation Group
27 July - 3 August 2004	Drawing of sample and preparing mailing and check reply lists	CPHR
2/3 August 2004	Finalising questionnaire and support materials	CPHR and Sure Start Senior Management Team (SMT)
7-23 August 2004	Printing of questionnaire and covering letter Preparation of envelopes for distribution including EPSS stickers	CPHR
23 August 2004	Finalising the sample	CPHR and SMT
25 August 2004	Printing of labels for envelopes	Sure Start Ellesmere Port
31 August - 10 September 2004	Distribution of the questionnaires	Sure Start Ellesmere Port team
24 September 2004	Closing date for returns Preparation of list of non-respondents	CPHR
1 October 2004	Reminders posted to non-respondents	CPHR
15 October 2004	Final closing date	
18 October 2004	Prize draw entries to Ellesmere Port Sure Start	CPHR
October 2004	Analysis and report writing	CPHR
5 November 2004	Prize Draw at AGM	Sure Start Ellesmere Port
November 2004	Report and feed back of findings	CPHR

Appendix 5

**Additional services that respondents would like to receive
that could help in caring for a child under 4 years old**

Appendix 5

Additional services that respondents would like to receive that could help in caring for a child under 4 years old

Of the twenty-three respondents who made comments, just over a half (12 people) reported that they thought there were enough services but still gave detail of additional services they would like to see in the area. All the comments made in response to question 16 are listed below and grouped as follows:

- comments describing additional services from respondents who thought there were not enough services in the area;
- comments describing additional services from respondents who thought there were enough services in the area.

Comments received from those respondents who thought that there were not enough services.

Specific services

There should be more for older children because they JUST PLAY in the streets at night time. Youth clubs. (Respondent 5)

A wider variety of courses. More advice and help about D.S.S. (Respondent 20)

More services for over 4 year olds are needed, particularly teenagers. (Respondent 51)

I had postnatal depression when my son was born and found there was very little help and support for me in the area. I was lucky enough to have friends and family around me. (Respondent 98)

Childcare support

Qualified and registered evening/weekend babysitting services. (Respondent 54)

Desperately need Child Care during holidays. I think there should be somewhere you could take your child for say maybe an hour or two, when you're feeling down and frustrated due to coping alone. (Respondent 63)

Outdoor play areas

More parks, leisure space. (Respondent 47)

More playgroups or parents and tots - mixtures of mornings and afternoons. (Respondent 69)

More parks or physical activity classes for children and parents. Also facilities for parents to swim with free/cheaper crèche places. (Respondent 72)

Other comment

Just because some families live in CH66 area doesn't mean they do not need help. Domestic violence should also be more looked into and prioritised, its something like 70% in the town alone. All areas! (Respondent 95)

Comments received from those respondents who thought that there were enough services.

Specific services

Yes a little, playgroups for little ones over on year old. (Respondent 23)

More activities that under 4s can join in through the summer. Maybe Messy Rascals could be in Flat Lane Community Centre because of my partner's ex-wife who lives in Stanney and works there, I cannot attend Stanlaw Abbey or Wolverham. (Respondent 93)

More financial support. (Respondent 103)

Childcare support

Somewhere you could leave your child safe while you go shopping. (Respondent 15)

I would like to see nurseries that could cater to people who work unsociable hours and at a reasonable fee. (Respondent 74)

More information on services.

I would like the times and days of all mother and toddler groups as I can't remember where and when they are. (Respondent 31)

Would like information in Chinese. (Respondent 50)

I was unaware of all the services available until I received a pack detailing them all with this questionnaire. I would like to learn how to teach my child to read. I am not aware if there are sessions/courses for this through Sure Start but I would be interested if they are available. (Respondent 113)

Child management advice

Feeding advice on a budget. First aid training for accidents with children especially! Dental advice. How to cope with tantrums. Dealing with stress. (Respondent 21)

Behaviour management classes. (Respondent 43)

Other comments

None - thank you. (Respondent 90)

I think Sure Start offer lots of useful services, any more and I would not be able to fit them all in. (Respondent 22)

One respondent, who reported they "didn't know" if there were enough services in the area, made the following comment:

Outdoor play areas

More parks and play areas. (Respondent 48)

Appendix 6

Tables with additional information on levels of satisfaction with services

Table 1 The levels of satisfaction amongst those who reported using Sure Start services.

Table 2 The levels of satisfaction amongst those who reported using general services.

Table 1 The levels of satisfaction amongst those who reported using Sure Start services

Sure Start service used.....	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Don't know	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
PEEPO	16	73	4	18	1	5	1	5	0	0
Pampering Group	14	82	3	18	0	0	0	0	0	0
Parents and Tots at EPIC on Tuesdays	11	73	4	27	0	0	0	0	0	0
Messy Rascals	10	67	5	33	0	0	0	0	0	0
Classes for adults at other venues	10	83	2	17	0	0	0	0	0	0
Baby Massage	10	91	1	9	0	0	0	0	0	0
Toy Library	9	90	1	10	0	0	0	0	0	0
Shape-Up with Sure Start	7	78	2	22	0	0	0	0	0	0
Sure Start Splashers	6	60	2	20	1	10	0	0	1	10
Parents and Tots at Christ Church on Fridays	6	86	1	14	0	0	0	0	0	0
Breastfeeding Group	4	100	0	0	0	0	0	0	0	0
Classes for adults at library	3	50	2	33	1	17	0	0	0	0
Drop-in at library on Tuesday for Physiotherapy support	3	100	0	0	0	0	0	0	0	0
Doreen's Drop-in	2	67	1	33	0	0	0	0	0	0
Drop-in at library on Tuesday for Speech & Language support	1	50	1	50	0	0	0	0	0	0

Table 2 The levels of satisfaction amongst those who used general services

General service used.....	Very satisfied		Satisfied		Dissatisfied	
	Number	Percent	Number	Percent	Number	Percent
health visitor	61	76	16	20	3	4
midwife	44	92	3	6	1	2
library (for child under 4)	17	77	5	23	0	0
adult education or other college or short course	11	92	1	8	0	0
Park Family Centre	8	80	2	20	0	0
speech and language (for child under 4)	7	88	1	13	0	0
physiotherapy (for child under 4)	6	100	0	0	0	0
employment or training advice	0	0	2	100	0	0

Appendix 7

Reasons for dissatisfaction with Sure Start services

Appendix 7

Reasons for dissatisfaction with Sure Start services

There was only one person who reported being "very dissatisfied" with a service, that being PEEPO. Their comment was:

'I found this difficult to get involved with.' (Respondent 13).

Each of the following services had one respondent reporting they were "dissatisfied" with the service. The reason for their dissatisfaction is detailed below:

- PEEPO:

'Too much confusion over the venue in 2003.'
(Respondent 2);

- Sure Start Splashers:

'Pool too cold.' (Respondent 53);

- Classes for adults at the library:

'The group was too big and there seemed a lot of babies in the crèche.' (Respondent 98).

There was one person who reported they "didn't know" whether they were "satisfied" or "dissatisfied" with Sure Start Splashers because:

'Was' ... satisfied ... 'at first then someone else was giving help but' ... I was ... 'not happy with them.' (Respondent 45).

Appendix 8

Comments on the Sure Start Safety Pack

Appendix 8

Comments on the Sure Start Safety Pack

It was great to have reins for _____ provided free as I am a single parent and find it difficult to get these things myself. _____ and I enjoyed the books too and still have them. Almost all of my unoccupied plug sockets have safety plugs in. All in _____'s room have safety plugs. She also stopped trapping her fingers in the kitchen door. She cannot defrost the freezer either. I think that smaller door hooks would be useful in the Packs to stop children accessing places such as the cupboard under the stairs or electric boxes kept indoors. (Respondent 7)

Everything you could possibly need - really useful. (Respondent 11)

I thought the Pack was helpful because it let you know what was going on and told us a lot about Sure Start. (Respondent 12)

The plug socket covers and safety corners and safety locks for doors were very useful. (Respondent 13)

Very good as it cost quite a lot to buy. (Respondent 15)

I really liked the sponge for the door, I thought that was a really good idea. The safety plug sockets were also good as you get a lot of them. (Respondent 18)

Very helpful advice given and easy to use gadgets. Also saved us a lot of money - could not have afforded all the safety appliances otherwise. Thank you. (Respondent 21)

Very useful the Pack, came in handy. (Respondent 22)

I think it is very helpful to know there is a Sure Start on Stanney Grange because it helps mothers and fathers to put there little ones in to start them of before you put them into normal school it gives them a start off. (Respondent 23)

Plug socket protectors excellent. (Respondent 30)

Very useful not that my son is moving about. (Respondent 32)

I thought it was a really good idea. (Respondent 35)

Door jam helpful and also draw lock. (Respondent 36)

The kitchen cupboard latches and the door jammers are very good but the plug socket guards are easily removed. (Respondent 38)

I found the door stoppers for the top of the doors to stop trapping fingers really good. (Respondent 42)

Cupboard locks very helpful. (Respondent 43)

It gave the basic safety equipment to start off with. (Respondent 44)

Very helpful. (Respondent 45)

It saved money. (Respondent 48)

Helpful. (Respondent 52)

Difficult to fit locks. (Respondent 53)

It is a good Pack that helped keep things out of the kid's way. (Respondent 55)

I thought the door stoppers and plug socket covers very good. I use them all the time and even went out to purchase more of them. (Respondent 57)

Had difficulty fixing locks. (Respondent 60)

Liked the door stops. (Respondent 64)

Door jams very helpful. Plug socket cover good. Safety locks for cupboard were good. (Respondent 73)

Everything was useful. (Respondent 79)

The cupboard locks and door stoppers were very helpful as they are always in the cupboard. (Respondent 81)

Please send me one. (Respondent 86)

Expensive to buy yourself and can be passed down to other family and friends. (Respondent 87)

Great because all the things are necessary for safety to the kids. Door stop, plug covers, sharp corners great. Cost a pretty penny to buy, saved loads. (Respondent 93)

There was more available than I thought there would be. (Respondent 95)

It's a good idea to have a Safety Pack, as some people would not think about the things in it. Anything that protects children from accidents is worth having. (Respondent 98)

I was very pleased with the Safety Pack. I used every bit of the Safety Pack; it came in handy with me being a childminder. (Respondent 104)

Appendix 9

Playgroups and nurseries used in the last year

Appendix 9

Playgroups or nurseries used in the last year

Playgroup or nursery attended.....	Number
Wolverham Primary School Nursery	8
Stanlaw Abbey Nursery and Playgroup	7
The Oaks Day Nursery	4
William Stockton Nursery	4
St Bernards Pre-school	3
Cambridge Road	3
Childsplay Nursery	2
Great Sutton Day Nursery	2
John Street Nursery	2
WASPS	2
Park Family Centre	2
Trinity Crèche and Salvation Army	2
Heathfield Playgroup	2
Atherton Nursery	2
St Thomas and All Saints Church Playgroup	1
Mansfield Primary School Nursery	1
Gems Nursery	1
Leapfrog	1
PEEPO	1
Kids Unlimited	1
EPIC	1
Jo Jingles	1
West Cheshire ABC Nursery	1
St Saviours	1
Hooton Day Nursery	1
Unknown	7

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