

Boughton Ollerton 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 Boughton Ollerton, 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 Boughton Ollerton 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.

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 12 service providers.
6. Members of the Children's Centre team and local workers conducted interviews with 118 parents and carers, of whom 37 volunteered to take part in the planned focus group, to be held in Boughton Ollerton the following week. This is an indication of the keen interest shown by parents.
7. While 118 interviews were completed, caution should be exercised in comparing percentages, as some questions received low responses.
8. The majority of respondents fell into either the under 29-age group (45%) or 30-39 age group (44%), and were predominantly female (92%). Some 84% of respondents had children under 5, while only 7 respondents said that they were pregnant.
9. 42% stated they were working either full or part-time, and 74% were either married or partnered. The average number of people aged 18+ living in the household was 1.8 people.
10. Asked about their ethnic background, all respondents who answered the question, the majority of respondents, described their ethnic origin as white.
11. Asked about local services ever used, the highest scoring were:
 - Health visitors (used by 83% of respondents)
 - GP practice (80%)
 - Midwife (76%)
12. This was followed by services mainly for children, namely:
 - Nursery in a school (71%)
 - Children's Library service (47%)

- Family member (36%)
 - Day nursery (35%)
 - Family Centre (30%)
 - Toy Library (29%)
 - Pre-school playgroup (28%)
 - Toddler group (26%)
 - Home Safety Equipment (26%)
13. All other services scored 25 % or less i.e. 1/4 or less of respondents claimed to use the service as listed. (See table 3 in main report)
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. (Overall average of 4.7 compared to 4.2)
16. Similarly, the overall average mean score for usefulness for health services is 4.4 compared to 4.6 for average mean scores of child-centred services.

	Numbers using service	% Ever used	Mean score* - usefulness	Mean score* - child-friendly	
Health visitors	98	83%	4.4	4.5	Health Services
GP practice	94	80%	4.3	3.9	
Midwife	90	76%	4.7	4.5	
Antenatal ¹	56	47%	4.1	4.0	
Nursery in a school	84	71%	4.8	4.8	Child-centred services
Children's Library Service	56	47%	4.4	4.3	
Family member	43	36%	4.8	4.9	
Day Nursery	41	35%	4.6	4.7	
Family Centre	35	30%	4.8	4.8	
Toy Library	34	29%	4.3	4.3	
Pre-school playgroup	33	28%	4.5	4.8	
Toddler group	31	26%	4.6	4.8	
Home Safety Equipment	31	26%	4.5	4.6	

*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

17. 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'. (Mean score of 4.3 compared to 3.9)
18. Reasons given for perceived shortcomings for any of the services included being 'not child-friendly', 'no toys or play area', 'giving poor advice', and difficulties with waiting times or appointments. (See tables 5 & 7 in main report). However, responses were relatively low.
19. The most helpful service cited by parents for themselves from the list shown was Nursery in a school (22%), Day nursery (14%), Midwife (11%) and Family Centre (10%). (See table 9 in main report)

¹ Order changed to include with Health Services

20. The one most helpful service for the child was again said to be Nursery in a school (33%), with Day nursery at 15%. (See table 10 in main report)
21. Parents suggested that different times of events would help them to use services more often, followed by 'better public transport' and 'childcare'; 'better public transport' was more important to younger than older respondents. (See table 11 in main report)
22. The preference for receiving information tended to be by newsletter or information sheet. (See table 12 in main report)
23. Asked what 3 things Boughton Ollerton 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. A meeting place, especially for mums, the need for more support and general improvements to the area were the next most frequent requests. (See table 16)

The Focus Group

24. Eleven parents were subsequently selected at random from the 37 willing parents/carers for the focus group, of whom 5 took part.
25. Most respondents had more than one child and had lived in the area for some time, although a couple had moved to the area relatively recently. They carried out a mapping of services and activities during the focus group. This demonstrated a lack of awareness of available services amongst most of this group, although one of the newcomers had very proactively found out about activities.
26. On the whole, the findings reflected the results from the questionnaire, including the call for more information about available services.
27. A couple of the mums in the group were critical of the service provided at the nursery in schools in the area, and wished they had realised that their child could have stayed longer at the neighbourhood nursery. However, not all of the group shared this opinion.
28. The Family Centre was enthusiastically endorsed by those aware of the services it offers, like the Drop-in sessions, but several thought that it was only available if referred by Social Services. It was suggested that the Family Centre does not advertise its services widely enough.
29. Mums like the type of sessions that the Family Centre and Toddler groups offer, where they can stay with their children but meet and mix with other parents, but it was felt that there is not enough of this type of provision in Boughton Ollerton.
30. Existing holiday and weekend provision was also not felt to be available, especially for older children, and this was something that the respondents felt needed addressing.
31. The Health Visitor service was criticised by some for being reactive, and for not being able to provide information required. They felt that the demise of home visits was detrimental and that some families will be missed, if they do not have to attend baby clinics.
32. Some spoke of the lack of support received from some Healthcare services, in their experience, but there was also an example of good working practice.
33. Respondents were generally critical about the standards of facilities for them and their young children in Ollerton town centre, citing either Tesco store or the GP practice disabled toilets as the only suitable ones readily available, although

the library was said to have the right sort of attitude towards mums with children, even if access was not very easy.

34. One respondent's experiences with Open Learning demonstrated the difficulties faced in order to combat lack of reliable transport, need for childcare and inconsistencies in learning facilities.

"...the logistics of it, when you sit there and work it out – it's a nightmare. It's not only not child-friendly; it's not parent friendly. Or you end up doing an evening course when you should be at home with the kids, and you're at home doing nothing all day when they're at school. This get-the-mums-back-to-work thing could have been done an awful lot easier."

35. Parents spoke about their expectations for the Children's Centre based on what they had heard so far. They anticipate that it will benefit children who should learn to mix better, and mums who should feel less isolated if there opportunities for them to mix with other mums.
36. However, there was much talk about the problems faced by those on the Retford Road estate, which is traditionally stigmatised, it was said, and therefore prevents the Toy Box neighbourhood nursery from fulfilling its potential. They suggested that this must be overcome for the Children's Centre programme to be successful.
37. Similarly, it was said by some of these respondents that the Children's Centre must make sure that potential users do not associate it with negative perceptions of Social Services.

Ideas for Improvements

38. The main ideas for improvements or additional services to the area from this group of parents were:
- Soft-play or tumble-tots activity
 - Activities for 6-10 year olds
 - Play schemes for the school holidays especially for those parents without access to transport
 - Path to link the Dukeries Complex to Toy Box nursery, to provide a link between the two areas and give easier mud-free access from the estate to the school
 - More help and support for working parents
 - Youth club or similar to cater for older children, as it was believed that the existing youth club in the Dukeries was closing down
 - Weekend activities were also felt to be important to this group
 - Promotion either of the Family Centre or the type of activity that they currently offer.

"The Family Centre is fantastic but it's only open school hours – what about weekends? What if you're at work – there's nothing then".

And overall

- More information available about activities and services, which is up-to-date and age appropriate

Partners' Views

39. The views of partners largely reflected those expressed by parents both in the questionnaire and the focus group.
40. The requirements for the area as perceived by the partners included more play facilities, the need for more effective communication of services to parents and the need to encourage more use of services by parents.
41. There was also the acknowledgement that better services could be offered, such as those delivered by Sure Start local programmes.
42. 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, but in such a way that parents feel empowered rather than dictated to.

"I hope it means two things – that services will be more coherent and professionals will work more closely together. Secondly, that parents will gain the confidence to demand what their children are entitled to."

43. The possibility of both uniting the community and enabling professionals to operate more effectively through increased provision was also mentioned.

"The Children's Centre should provide and co-ordinate increased play and social opportunities for children. Services such as Speech & Language should then offer their services/support at these events/groups etc."

44. The main challenge was thought to be getting parents involved and encouraging take up of services.

"Persuading parents to take advantage of everything on offer for them."

"There are good services, but they are not sufficiently 'joined up' for parents to be fully aware of what's available. The communication is widely spread, with 2 centres."

45. Meetings to discuss local issues was seen as potentially useful by some, but it seems that this is an subject which needs some consideration for it to become effective. Only the Retford Road Tenants meeting was cited as a regular meeting to which local people are invited, but few were said to attend.
46. It would also appear that for some a parent is normally only invited in a 'client' capacity rather than in a joint working relationship capacity with groups of professionals.
47. Raising parents' self-esteem was seen as a priority for one partner, but most of the focus was on introducing specific services and improving information provision, rather than developing partnership working.

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, library, health 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 Parent's 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 7th April and further interviews were also completed in the following week or so.

- Workers from the Children's Centre team, staff from Sure Start BBC (Bilthorpe, Blidworth & Clipstone), Family Centre staff 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:
 - Ollerton Infants School & Nursery
 - St Joseph's Infant School & Nursery
 - Maun Infants School & Nursery
 - Toy Box Neighbourhood Nursery
 - Hand in Hand Nursery
 - Family Centre, Dukeries Complex
- 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 Partner's Questionnaire

- Partners, key stakeholders and service providers were invited to a information session, held at Toy Box on March 8th, where they were informed about the planned consultation in Boughton Ollerton.
- 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 Boughton Ollerton 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 Boughton Ollerton were also sent the questionnaire, with an explanatory sheet about developments in Boughton Ollerton.
- 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 the Toy Box Neighbourhood Nursery (formerly The Women's Centre) on the Retford Road Estate on Thursday 14th April, between 1pm and 3pm.
- A free crèche was available at the Toy Box 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 Parent's Questionnaire

- 118 interviews were completed with parents/carers in the various interviewing points.
- 109 or 92% of the respondents were female, while 8 (7%) were male.
- While 45% were under the age of 29, 44% were aged between 30 and 39 years. Twelve respondents were over 40, while only 2 gave their age as under 20. Three respondents were more than 50 years old.
- Just under ¼ of respondents had 2 children under 5 in the household, while over half (54%) had only one child under 5. 16% of respondents were reported as having no children under 5 in the household.
- While 19% or 22 respondents had 2 children aged 5-16 in the household, 32% had only one child, and 42% were reported as having no children in this age group.
- Children aged 16+ were found in only 3 families.
- Between them, respondents had 238 children; the number of families with 1 child was 33, the number with 2 children was 45 (38%) and 30 families had 3 children (25%). Five families had 4 children, and one family had 5 children. Three respondents did not respond to this question at all. This gives the average number of children per family as 2.1, slightly higher than the national average.
- The total number of children aged under 5 in families interviewed was 134, the number of 5-16s was 100, while the number aged 16+ was 4, giving 238 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 (92%) were not pregnant at that time.
- Most households (70% or 83 respondents) had 2 adults aged over 18 living together in the household, while 21% of respondents lived in households of only one adult. 6% reported having more than 3 adults in the household, with three not responding. The average was 1.8 people in the household aged 18+.
- 36% of respondents said that one adult was working in the household, with the same number saying that two were working. A quarter (25% or 29 people) said there was no-one working in the household, while 3 people did not respond to this question.
- One third (32%) of respondents were working part-time, while only 10% said they were working full-time, while 14% said they were unemployed. In addition, over half of all respondents described themselves as Parent/Carers. Two described themselves as grandparents, and 2 as other relative or friend, while 2 did not answer this question.

- 74% of respondents were either married or partnered, while 23% were single; 3 respondents described themselves as 'other', such as widowed.
- Asked about their ethnic background, all respondents who answered (116) said they were white (98%).
- The majority of the postcodes given fell into NG22 **, with the highest group of 106 registering NG22 9**. NG22 0** was recorded for 2 respondents, followed by NG21 9**, of which there also were 2. In addition, NG21 and DN22 7** were given by one respondent each and S81 0** by two respondents. Four did not give a postcode at all.

4.2 Partners' Questionnaire

- 12 completed questionnaires were received from service providers in the Boughton Ollerton area.
- 8 of the total gave contact details
- The disciplines in which respondents worked were as follows:

Table 1 – Partners' disciplines

Discipline	No of responses
Healthcare	5
Education	2
Day Nursery	2
Family Centre	1
Pre-school Learning Alliance	1
Library	1
Total	12

- The roles of service providers included:

Table 2 – Partners' roles

Centre Manager
Children's Service Coordinator
Community Liaison Officer
Day Nursery Manager
Development Co-ordinator
Director of Childcare
Head teacher
Health Visitor
Midwife
Speech and Language Therapist

- Between them, the respondents have a total of 98 years worth of experience, in their current posts, ranging from 2 months to 20 years with an average of 8 years.
- Other information was captured from partners at the meeting held on March 8th and from conversations with partners on subsequent occasions.

4.3 Focus Group

- Only 5 of the 11 recruited parents, all of whom were mothers, actually attended the focus group.
- Between them, respondents had 11 children, of whom 7 were aged 5 or under, 3 aged between 6 and 11, and 1 who was 11+.
- Apart from one mum with one child, the mothers had at least 2 children - 2 had 2 children and 2 had 3 children.
- This gives an average of 2.2 children each, more than the national average and just above 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:
 - Owner of own small business
 - Part-time Student
- The respondents all lived in the area – three had done so for many years, but one had moved in the last year for elsewhere in the county, and the other had moved 3 years ago from the south of the country. Two lived on the Retford Road Estate in Boughton; two were from New Ollerton, and one was from Ollerton.

5. Main Findings

5.1 Parent's Questionnaire

- Although 118 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 57% of respondents, mainly women, said that they knew about Sure Start.
- Just under 1/3 did not know, while 10% were not sure.
- An encouraging 29% said that they knew about the proposed Children's Centre for Boughton Ollerton, but the majority (62%) did not know.
- 28 respondents were aware of both Sure Start and the Children's Centre plans.

5.1.1. Services Ever Used

- All respondents were asked which local services they had ever used, by means of a Showcard (see Appendix 2). Their responses are shown in Table 3.
- Responses are shown for all respondents; and for comparison purposes, responses by female respondents 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 Health Visitor service is the most frequently used service at 83% of all respondents, but amongst 84% of all female respondents. Of those who are aware of Sure Start, 87% mentioned using the Health Visitors.
- Similarly, while 29% overall have used the toy-library, 40% of those aware of Sure Start 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	Aware of Sure Start
Total	118	100%	92%	57%
Health visitors	98	83%	84%	87%
GP practice	94	80%	79%	78%
Midwife	90	76%	77%	76%
Nursery in a school	84	71%	74%	75%
Antenatal sessions	56	47%	49%	39%
Children's Library service	56	47%	50%	58%
Family member	43	36%	37%	31%
Day nursery	41	35%	34%	40%
Family Centre	35	30%	28%	40%
Toy Library	34	29%	30%	40%
Pre-school playgroup	33	28%	28%	28%
Toddler group	31	26%	28%	31%

Home Safety Equipment	31	26%	27%	30%
Friends	29	25%	26%	19%
Speech/Speech therapist	27	23%	23%	22%
After school club	24	20%	20%	21%
Home Visits	22	19%	17%	18%
Crèche	20	17%	17%	21%
Further Education	18	15%	15%	19%
Job Centres	16	14%	14%	16%
Breakfast club	10	8%	9%	12%
Childminder	8	7%	6%	6%
Breast feeding group	7	6%	6%	7%
Dietician	6	5%	5%	6%
Homestart	6	5%	5%	6%
Parenting advice & guidance	6	5%	3%	6%
Independent School	4	3%	4%	1%
CIS	4	3%	3%	3%
Welfare Rights Sessions	4	3%	3%	4%
Story Time Sessions	1	1%	1%	-
DK/NR	2	2%	2%	3%

- As might be expected, those services which are seen as a necessity (Health Visitor, GP, midwife) score highest while those which are less widely available (Toy Library, pre-school playgroup) were mentioned less often.
- However, services such as antenatal sessions scored less highly which is perhaps an indication of the practical difficulties of accessing this service, especially after the first pregnancy.
- Perhaps surprisingly the Family Centre was only mentioned by 30% of respondents, but 40% of those who did were aware of Sure Start.
- 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.

5.1.2. 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 nursery in a school, with the average of 4.8.
- 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 4 respondents.
- Anecdotally, it was reported that the GP practice used by many of the respondents interviewed at Ollerton Primary School was mentioned very favourably, but the data does not allow this to be reported statistically.

Table 4 – Usefulness of services ever used

Service	Numbers using service	Very useful	Quite useful	Not useful / not at all useful	Average score *
Health visitors	98	58%	26%	4%	4.4
GP practice	94	55%	21%	5%	4.3
Midwife	90	74%	17%	2%	4.7
Nursery in a school	84	83%	8%	-	4.8
Antenatal sessions	56	46%	25%	4%	4.1
Children's Library service	56	59%	20%	2%	4.4
Family member	43	86%	9%	-	4.8
Day nursery	41	71%	20%	4%	4.6
Family Centre	35	80%	11%	-	4.8
Toy Library	34	56%	21%	3%	4.3
Pre-school playgroup	33	64%	21%	-	4.5
Toddler group	31	71%	16%	-	4.6
Home Safety Equipment	31	65%	23%	3%	4.5
Friends	29	72%	14%	3%	4.6
Speech/Speech therapist	27	41%	26%	7%	4.0
After school club	24	83%	13%	-	4.8
Home Visits	22	59%	14%	5%	4.3
Crèche	20	70%	15%	5%	4.5
Further Education	18	67%	22	-	4.6
Job Centres	16	31%	-	38%	3.1
Breakfast club	10	70%	30%	-	4.7
Childminder	8	88%	13%	-	4.9
Breast feeding group	7	57%	14%	14%	4.0
Dietician	6	33%	33	17%	4.0
Homestart	6	67%	17%	-	4.5
Parenting advice & guidance	6	67%	17%	-	4.5
Independent School	4	100%	-	-	5.0
CIS	4	25%	-	25%	3.0
Welfare Rights Sessions	4	100%	-	-	5.0
Story Time Sessions	1	-	-	-	3.0

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

5.1.3. 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. The total number of responses was fairly low (24 in total) reflecting the generally high level of satisfaction recorded.
- Four 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	24	100%
Health Visitor poor / not needed / not wanted	3	13%
No appointment/waiting long time for appointment	3	13%
Poor information / advice / communication	2	8%
Problem with GP	1	4%
Other	11	46%
Don't know/no response	4	17%

- It seems that the some reasons for the service being described as 'not useful' or 'not at all useful' focus on negative reasons – 'not needed', 'poor information' - rather than on specific problems, although the problems with appointments was also cited.

5.1.4. 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.
- Anecdotally, parents were reported as saying that they felt the most important thing was 'the person', who needed to be friendly and approachable – so this reflected whether they found the service to be user-friendly.
- Caution should again be shown when looking at low response numbers.

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*
Health visitors	98	56%	23%	-	4.5
GP practice	94	36%	20%	8%	3.9
Midwife	90	54%	21%	1%	4.5
Nursery in a school	84	83%	8%	-	4.8
Antenatal sessions	56	38%	14%	7%	4.0
Children's Library service	56	55%	20%	4%	4.3
Family member	43	86%	5%	-	4.9
Day nursery	41	76%	22%	2%	4.7
Family Centre	35	74%	9%	-	4.8
Toy Library	34	56%	9	3%	4.3
Pre-school playgroup	33	82%	6%	-	4.8
Toddler group	31	77%	16%	-	4.8
Home Safety Equipment	31	61%	10%	3%	4.6
Friends	29	86%	10%	-	4.8

Speech/Speech therapist	27	41%	22%	4%	4.4
After school club	24	83%	17%	-	4.8
Home Visits	22	50%	23%	-	4.5
Crèche	20	70%	10%	5%	4.7
Further Education	18	33%	17%	6%	4.1
Job Centres	16	19%	-	37%	2.4
Breakfast club	10	60%	40%	-	4.6
Childminder	8	88%	-	-	5.0
Breast feeding group	7	29%	-	-	4.3
Dietician	6	-	50%	-	3.8
Homestart	6	17%	-	-	3.5
Parenting advice & guidance	6	33%	17%	17%	4.0
Independent School	4	75%	-	-	5.0
CIS	4	-	-	25%	2.0
Welfare Rights Sessions	4	25%	-	25%	2.7
Story Time Sessions	1	-	-	-	3.0

* 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

5.1.5. 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.
- The response was low (19 in total) slightly lower than the response of 'not useful' or 'not at all useful', reflecting the high level of satisfaction generally recorded, or difficulty in answering the question.
- The lack of child-friendly environment, no toys or play area was the most frequently mentioned reason, with a couple of mentions of long waiting times for appointments again mentioned.

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

Service	Number of responses	% of those responding
Total	19	100%
Not child friendly / no toys or play area	9	47%
Long wait for appointment	2	11%
Other	3	16%
Don't know / no response	5	26%

5.1.6. 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 Health Visitors are viewed as slightly more 'child-friendly' than 'useful'.
- The average scores show that these services tended to be very highly rated, but those providing a child-centred service were indeed considered more child-friendly than health services.

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

	Numbers using service	Average score* - Usefulness	Average score* - Child friendliness	Difference
Health visitors	98	4.4	4.5	-0.1
GP practice	94	4.3	3.9	0.4
Midwife	90	4.7	4.5	0.2
Nursery in a school	84	4.8	4.8	0.0
Antenatal sessions	56	4.1	4.0	0.1
Children's Library service	56	4.4	4.3	0.1
Family member	43	4.8	4.9	-0.1
Day nursery	41	4.6	4.7	-0.1
Family Centre	35	4.8	4.8	0.0
Toy Library	34	4.3	4.3	0.0
Pre-school playgroup	33	4.5	4.8	-0.3
Toddler group	31	4.6	4.8	-0.2
Home Safety Equipment	31	4.5	4.6	-0.1
Friends	29	4.6	4.8	-0.2
Speech/Speech therapist	27	4.0	4.4	-0.4
After school club	24	4.8	4.8	0.0
Home Visits	22	4.3	4.5	-0.2
Crèche	20	4.5	4.7	-0.2
Further Education	18	4.6	4.1	0.5
Job Centres	16	3.1	2.4	0.7
Breakfast club	10	4.7	4.6	0.1
Childminder	8	4.9	5.0	-0.1
Breast feeding group	7	4.0	4.3	-0.3
Dietician	6	4.0	3.8	0.2
Homestart	6	4.5	3.5	1.0
Parenting advice & guidance	6	4.5	4.0	0.5
Independent School	4	5.0	5.0	0.0
CIS	4	3.0	2.0	1.0
Welfare Rights Sessions	4	5.0	2.7	2.3
Story Time Sessions	1	3.0	3.0	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

5.1.7. Most helpful service to parent

- Respondents were asked to say which one out of the services they had mentioned was the most helpful to them, as a parent. The following table 9 shows the most frequently mentioned.
- The Nursery in a school was most frequently cited by 22% of respondents as being the most helpful service, followed by the Day Nursery.
- The midwife service was also mentioned as being helpful, although this is used on a more infrequent basis than many other services.
- The Family Centre was mentioned by 10% of respondents as being the most helpful service to parents.
- 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 helpful</u> to you as parent	Number of mentions	% Mention
Nursery in a school	26	22%
Day nursery	16	14%
Midwife	13	11%
Family Centre	12	10%
Family member	9	8%
Health visitors	8	7%
Pre-school playgroup	5	4%
Antenatal	5	4%
GP practice	5	4%
After school club	5	4%
Toddler group	4	3%
Further Education	4	3%
Crèche	3	3%
Don't know/no response	24	20%

All other services are recorded at less than 3%. Low responses are possibly because of the difficulty in answering the question.

5.1.8. Most helpful service to your 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 nursery in a school and the day nursery.
- Parents tended to suggest that this was because the child benefited from the companionship of other children.
- More respondents again mentioned the Family Centre than many other services.
- Family member was lower at 4% than the rating for help for the parent at 8%.
- 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
Nursery in a school	39	33%
Day nursery	18	15%
Family Centre	10	8%
Health visitors	8	7%
Pre-school playgroup	6	5%
Toddler group	6	5%
Family member	5	4%
GP practice	3	3%
Children's Library Service	4	3%
Crèche	3	3%
Friends	3	3%
Toy Library	3	3%
Don't know/no response	26	22%

All other services are recorded at less than 3%. Low responses are possibly because of the difficulty in answering the question.

5.1.9. Help to use services more often

- A list of suggestions that might help parents to use services more often or more easily was shown to respondents. See Showcard 2 (Appendix 2). They were asked which of those listed might help them.
- In table 11, it can be seen that 'different times of events' was mentioned most often by 39% of respondents, just ahead of 'better public transport' and 'childcare'.
- 'Better public transport' was particularly important to younger age groups of parents.

Table 11 – Help to use services more often

Suggestion	Numbers	%	Female	< 29 yrs	30-39 yrs
Different times of events	46	39%	40%	43%	40%
Better public transport	45	38%	39%	47%	29%
Childcare	45	38%	37%	43%	33%
Someone to go with	43	36%	37%	40%	37%
Better price	43	36%	38%	43%	33%
None of these	32	27%	27%	23%	31%

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

5.1.10. 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 $\frac{3}{4}$ of respondents, followed by flyer/information sheet and article in the local paper.
- A newsletter is particularly the preferred option of those aged 30-39.

Table 12 – Preferences in receiving information

	Numbers	%	Female	< 29 yrs	30-39 yrs
Newsletter	84	71%	72%	70%	79%
Flyer / information sheet	62	53%	52%	53%	50%
Article in local paper	54	46%	47%	43%	50%
Information session	54	46%	46%	47%	46%
Word of mouth (professional)	44	37%	39%	40%	38%
Word of mouth (family/friends)	38	32%	32%	36%	31%
None	3	3%	3%	2%	2%

- Although least popular overall, 'word of mouth from family or friends' appears more popular amongst the younger age group.

5.1.11. Three things Boughton Ollerton needs

- When asked what 3 other things Boughton Ollerton 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	52	44%	} <i>Play / leisure facilities</i>
Outdoor/More/Better play areas/Somewhere to play/More activities	23	19%	
Indoor/Safe/Soft play area	22	19%	
Holiday activities / care for children	9	8%	
Youth club / activities for older children	8	7%	
Family entertainment/somewhere to eat with children	8	7%	
More /Better information	7	6%	} <i>For younger children</i>
More buses/ Better transport	7	6%	
More/Better facilities for smaller children	6	5%	
Mother & Baby/Toddler Groups/Playgroups	6	5%	
More/Better child care/nurseries	5	4%	
Before & after school activities/clubs	5	4%	
Place to meet/Groups for mums to meet	4	3%	
Days out/Trips/Organised outings	3	3%	
More support/somewhere for support	2	2%	
Public toilets/nappy changing facilities	2	2%	
Clean up drugs / litter/ dog mess	2	2%	
Road safety/speed bumps/School Crossing Patrol	1	1%	
Other	10	8%	
Don't know/no response	17	14%	

- The most frequently suggested ideas focused on play and leisure activities for all, including 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.
- The next most mentioned suggestion was for more information and better public transport, followed by services for younger children.
- Some called for a meeting place for mums, more support and general improvements to the area.

5.1.12. 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, which was difficult for the majority who had not been aware of the plans.
- Those who did comment (21 people or 18%) said they thought it was '*a good idea*', *great*, '*brilliant*', '*excellent*'.
- 67% 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.

5.2 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.

5.2.1. Current problems

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

- The overall view is that there is:
 - A lack of pre-school playgroups giving parents support and involvement
 - Poor access to existing local services, both in terms of parents' awareness of what is currently available and difficulties in using services without transport
 - Lack of parental expectation about services and discomfort amongst some in accessing existing services
 - The need for Sure Start services such as breast feeding and smoking cessation support
 - A need to improve communication and information about services

5.2.2. 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 Boughton Ollerton?

- Responses to this question focused on the need for collaborative working and cohesiveness between services, while avoiding potential overlap
- Respondents also suggested that there should be the opportunity to draw the community together and provide continuity of care for the children of working parents
- One respondent said that professionals working more closely together, with the impact of the Children's Centre arrival, should hopefully mean that parents would gain confidence in using services for their children.

"I hope it means two things – that services will be more coherent and professionals will work more closely together. Secondly, that parents will gain the confidence to demand what their children are entitled to."

- One saw that the increased provision of play and social opportunities for children would give the professional more opportunity to offer their services.

5.2.3. Biggest Challenge

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

- Most respondents saw the biggest challenge to be persuading parents to take up what will be available for them and their children and encouraging participation as the norm.
- Awareness of services across the board was also seen as a challenge, with the need for a central point of information seen as being vital.
- One respondent felt the need to ensure 'joined up' planning across all agencies and working together in the future as the biggest challenge.
- Having the time to liaise with other partners to develop services was also seen as potentially difficult
- The need to convince parents of the longevity of the programme was also mentioned by one, with the view that '*funding comes and goes*'.
- The range of existing facilities - 3 schools, family centre and day nurseries - was also seen as a potential barrier to good communication between parents and professionals.

5.2.4. Effectiveness of 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.
- It was suggested by one respondent that the Children's Centre coordinator would be ideally placed to organise this.
- There were 3 respondents who did not comment on this question, which could presumably indicate that they do not currently participate in such meetings, and one health worker who indicated that having not been invited to such a meeting, could not comment.
- Some respondents said that involving parents in meetings would be a good thing, but there was also the indication that based on the experience of some tenants' meetings, getting them involved might prove difficult.
- One respondent indicated that parents are sometimes involved in meetings, but it seems only as a 'client' rather than in a participatory fashion.

"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."

- The only meeting mentioned where parents might currently be involved on an equal basis was the Retford Road Estate Tenants Meeting used for discussion of local issues, to which tenants are invited, although few were said to attend.

5.2.5. Partners' Priorities

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

- Some respondents took the question literally, giving their own targets for developing their services, while others spoke in more general terms.
- As previously, some respondents mentioned play and pre-school provision as an essential.
- Also the need for improved information sources and communication of these was raised.
- Only a few respondents mentioned the need for a co-ordinated approach as a top priority.

“Better appropriate support for families, with all agencies pulling in the same direction/singing from the same hymn sheet rather than going it alone, in the way they feel best – use of compromise if/as necessary.”

- Some found it hard to give an indication of their thoughts on priorities as is indicated by the profusion of ‘No response’ (see Appendix 5 for full responses)
- Other specific examples of respondent’s thoughts on priorities for developing services, facilities or resources include:
 - Accessible education for parents appropriate for local needs
 - Time to extend existing services
 - Accessible antenatal care
 - Children’s library to be more accessible to the under 5s and implementation of Book Start (successor to Boots Books for Babies)
 - Self-esteem for young people to give them empowerment and take responsibility for their children
 - More health education regarding teenage pregnancy and STI prevention
 - Promote wellbeing through breast-feeding support, good diet etc.
 - Teaching good communication through play
 - Preventative measure to reduce the development of problems eg early speech and language skills
 - Sharing best practice with parents
 - Specific services eg baby massage to lead to reduction in post-natal depression, support for babies with feeding problems

“Implementation and promotion of a more attractive programme of special events and activities for the under 5s.”

- Other information was gathered from service providers during the course of conversations whilst interviewing and at the Partners Event at the start of this consultation.
- This included the following comments:

Receiving Information:

- *Parents do seem to want information sent directly to their door such as a newsletter sent by post from the school or nursery*
- *They felt that ‘word of mouth’ did not always work especially with Health Visitors due to the fact they had so much other information to give the parent.*
- *Local newspapers – the paper boy/girls sometimes dump papers so articles in local press would not be useful.*

- *Something at nursery would be good because it's where parents always go every day.*

Local services:

- *Both parents I spoke to said that the Library was very friendly with lots really nice toys – staff very friendly too!*

Other information from local infant school (Ollerton Infants):

- *We would really like to offer breakfast because so many seem to miss breakfast – and some miss lunch. We have 49% free school meals (and very good food is offered through the school) but it's not available to nursery children. Also some quite needy families don't get free school meals and therefore have very inadequate packed lunches.*

5.3 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.
- 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 sections from the questionnaire included:

5.3.1. Services most useful to them as parents

- Services found to have been most helpful to them as parents were different from the results from the questionnaire, which at that the time of the focus group² were:
 - Nursery in a school
 - Day nursery
 - Midwife
- Some of this group did not totally agree with the findings from the questionnaire. A couple did not feel totally satisfied with the school nursery to which their children went, compared to other school nurseries which were known to them through friends and relatives elsewhere.

"They (children at nursery elsewhere in the county) seem to learn a lot more than B... does. I don't know why. They just go in and it's a free-for-all. They just seem to muck about."

- These parents acknowledged that children learn through play but felt that their children were not receiving a structured experience.
- One regretted removing her child from the neighbourhood nursery to start at the school nursery, where there were many more children.

"You get all these kids at 3 years old, who haven't got the maturity to cope with this onslaught of being away from mum, even for only 2 hours a day – they're too young to emotionally deal with it. In an environment like Hand in Hand or Toy Box they're in an environment where they're learning to play nicely...and there's less of them (3 year olds). But where there's 35 3 year olds in a room [at nursery in

² Early analysis of questionnaires, based on 104 responses

school], *although there's lots of staff, they're screaming, they're yelling, they're over-excited – worse thing I ever did was sending him to nursery.*"

- One however was pleased with her child's development since attending the school nursery, and two of the mums in this group using one of the neighbourhood nurseries were also happy.
- It was also acknowledged that using the school nursery saves parents money, but not all had known that they could have free sessions in private childcare – or hadn't until it was too late. It was said that the nurseries need to do more to inform parents about the choices open to them.

"They should tell you earlier – by the time they told me about it at Hand in Hand, I'd already told him he was moving to nursery, so I couldn't go back on it, I'd built it up that he was a big boy, ready to go. They should have told me when he was a 2-year old and I'd have left him there."

"They should have discussed it with me – I don't know what I'd have done if I'd known, but I would now. I thought nursery was going to be really good."

- These parents felt that one environment such as found in a day nursery was better than a mix of day nursery and school nursery, but more information was needed to help parents make their decisions.
- One was also particularly enthusiastic about the Family Centre, and the services provided there, but felt that not everybody knew about the services offered.

"Unless you know it's there, or someone has told you it's there, there's no advertising of it. There should be an information service, so that new mums or people new to the area can find this lot out, without having to phone every individual place and say 'what do you do?'"

- The Family Centre was also well-regarded by the other mother who knew about the services on offer; it was felt that the it was good for the children, mixing with other children and that the mums are there because they wanted to be, to stay with their children.

"I would have curled up and died without the Family Centre. They are absolutely fantastic and seem to run a lot of the courses you're talking about. But they've got very small groups, and I think they're happy to keep it that way. I get the feeling they don't want to advertise and broaden it out."

- The Family Centre was said to offer '*fantastic facilities, brilliant courses, but the community doesn't get to hear about it.*'
- Other mums in the group thought that only families who had been referred by Social Services could use the Family Centre, but were interested to find out more now.

"My neighbour said – 'don't go there, that's where Social Services are, they take your kids away from you.'

- The group suggested that a problem to overcome is the stigma attached to anything with Social Services involvement, and the local perception that Social Services is either interfering or incompetent and uncaring.
- Of this group of mums, one still seemed reluctant to go to the Family Centre to find out more after listening to what had been said by the others.
- The discussion about the usefulness of the midwifery service showed agreement that a midwife is considered very useful at specific times of a mother's life but not on an ongoing basis, whereas the role of the Health Visitor is more extensive and ongoing.
- As such, several mentioned the dissatisfaction with the lack of proactive support from Health Visitors, and the fear that this means some mums and their children will slip through the net.

"Health visitors no longer do home visits – you have to go yourself – and if you don't, they're not bothered."

"So if you're a parent who's not coping, but the child isn't at risk, so it's not on record, who will notice? If the mum isn't going to the clinic, no one will know she's not coping."

- The working mum in the group also mentioned that she couldn't get to the baby clinic, so the Health Visitor does not see her child; the introduction of visits to the day nursery by the Health Visitors was seen as a positive step forward.
- The newcomer to the area had been disappointed that the Health Visitor had not been able to help her more with information about services and activities in the area, seeing this as part of her role.

"I do wonder sometimes if Health Visitors are on the same planet. She should have known about some of this stuff (the mapped services), but all she could tell me about was the Hand in Hand nursery."

- There was also the sense that Health Visitors are only concerned with first-time mums, whereas this group suggested that many would welcome refresher courses for subsequent children.

"The more children you have, they (Health Visitors) think you're capable of looking after them, and that you don't forget – but you do, and you don't always know what to do. Every baby's different and you need more help."

- No one knew about the Children's Information Service.

5.3.2. Services most helpful to their children

- The services most helpful to children from the questionnaire were:
 - Nursery in a school
 - Day nursery
 - Health Visitors
- Again this group were not totally in agreement with these top-scoring services.
- Some in this group again expressed the view that nursery was turning out to be like '*playing at home*', whereas they wanted it to be more of a learning

experience, but one mum was more positive about the experience her 3rd child was receiving at nursery, where she is progressing well and learning.

- Another mother with a child with learning difficulties felt she did not receive the support from the Health Visitor that she would like.

“There’s some ideas I’d like to try, but I don’t know where to start, and they don’t seem to be bothered.”

- They generally seemed to focus on the lack of support received to help them cope with difficult situations, for example the hospital appointment for a child, which made no allowances for the lack of transport, timings of appointment to fit around school times for the other children in the family, especially if at a distance.
- Local sessions or more support would have helped this mum, who had no family members to help out. The only appointment offered to her son was not possible for her, so she felt isolated and unsupported.

“There’s no transport to get him there (appointment at Newark hospital at 2.15 pm), or to get back to pick the kids up, but that’s the only chance they said. If I didn’t have this appointment, there was no more.”

- Most of the group however seemed to manage trips to the doctors etc for themselves by using friends, juggling shifts at work, using family members to help, but they recognised that it is very difficult for some families.

5.3.3. Child-friendly services

- The discussion focussed on what it is which makes a service or activity ‘child-friendly’.
- The group did not feel that the local GP practice was child-friendly, as it has one small table and a couple of small chairs, but nothing apart from a small wooden bead frame for children play with and nothing else for them to do.

“If they got rid of the table and chairs, there would be a good space for some more toys. There’s only two chairs, so it’s no good if there’s lots of children.”

- Asked about the availability of nappy-changing or breast-feeding facilities in Ollerton, there was nowhere known to be available; the public toilet in the town was not considered suitable and no other shops would allow the use of their toilets, even if they were acceptable.

“The other café further down has a revolting toilet you wouldn’t take your dog into.”

“My husband took our little girl in and he came straight back out again. He said ‘I’m not taking her in there, it’s disgusting’.”

- The group suggested that only Tesco’s toilets were any good, although this was a long walk from the town centre.
- There were no known breast-feeding facilities, not even at the doctor’s surgery, although the nurses’ room is available if not in use. The disabled toilet is also available for use, but there is no nappy-changing facility available here.

- The toilets in the library were also said to be available by one respondent, although this is not ideal, as it is situated upstairs, and although the staff were said to be friendly towards both parent and children, the need to ask for the key to the toilet can be off-putting and time consuming, and may be too late for small children!

5.3.4. Parent-friendly services

- The difficulties of one mum who had signed on for a course personified the type of problem faced by local parents.
- She had registered for an Open Learning course in Mansfield, because she understood this also gave her the opportunity to have free driving lessons, which would in turn lead to more work opportunities. But trying to access this locally proved difficult because of timings inconsistent with school, unavailability of the correct software in the library, lack of a crèche at the Centre and the requirement to pay to undertake the course in Ollerton. So she found it cheaper to pay to have broadband installed, and her PC upgraded at home in order to take advantage of the Mansfield course, in her own home, which was not her original intention.

“I was getting all excited about what I would do, but the logistics of it, when you sit there and work it out – it’s a nightmare. It’s not only not child-friendly; it’s not parent friendly. Or you end up doing an evening course when you should be at home with the kids, and you’re at home doing nothing all day when they’re at school. This get-the-mums-back-to-work thing could have been done an awful lot easier.”

- Suggestions included a crèche at the Open Learning Centre, or at the library and the compatible software at all Open learning centre or public access PCs.
- The Dukeries library complex has two PCs for public access but they do not have the Open Learning course material available.
- None of the other respondents knew about the courses, although there was agreement that greater familiarity with the Internet would be useful. One women’s husband had tried to get help at the library, but this was only available in the children’s section and the PCs there did not have access to the websites he was interested in, those of estate agents, as they were planning to move.
- There was a call for more help for adults with the Internet and computing in public places; help on offer at the Dukeries Complex was said to be variable in standard, and possibly intimidating for non-users.
- It was mentioned that paid-for childcare at the Hand in Hand nursery may be reclaimed, when used in conjunction with courses at the Dukeries, but this was not known by most of this group.
- The Hand in Hand nursery was said to be the overflow childcare provider for the Dukeries if the Family Centre crèche was full, but if there is no space available, then it is not possible to access the course – it was not known if this facility was available at the Toy Box.
- It was suggested that this might mean parents would be forced to take courses for which there was child-care provision, rather than a course in which they had an interest, and that the time taken to travel from the child-care facility to the course might be prohibitive for some parents.

“It doesn’t help to get mums back out working - it needs to be more thought through. It’s all very well saying there’s childcare available, yes, but there’s only

limited places and only on certain days, if it's not already taken up. If the course is 2 hours, you get 2 hours childcare, but if it takes ½ hour to travel from the nursery to the course location, the parent pays, which if you're on benefits, can be hard."

- A couple had seen the poster advertising cheap scooter provision at the Job Centre, but this was not seen as a solution to travel problems by this group, with young children.

"You can lease a scooter cheap – but I can't really see me going into Mansfield every day on a scooter, with my child on the back!"

- It was recognised that without a car, getting a job outside of Ollerton is more difficult.

"Unless you want to work at Etam or Tesco, or unless you drive, you don't have much choice, especially with pre-school children. To get to Mansfield on the bus, it's an hour there and an hour back, so that's 2 extra hours of childcare and with what you're earning, it's not worth it."

- Most respondents in this group did seem to know about Working Tax Credits, and had accessed the Job Centre in Ollerton.
- However, they reported that this can be difficult with young children, as the stairs are very steep, so is not child-friendly. However, it was also thought that the Job Centre in Ollerton is closing down in the near future.

"If you have a young child, it's very difficult to go there to sign on, because of the stairs, so you still have to go to Mansfield."

- Access to Mansfield on public transport is difficult – the buses are not child-friendly, are perceived as old and liable to breakdowns, and the route is not direct, so is not convenient.

"It's broken down 3 times in recent months. We only get the ancient things in Ollerton."

5.3.5. Other issues arising from the Focus Group

- Some of the group had heard of the development of the adventure playground next to the nursery and that CCTV cameras were to be installed but were concerned that this might not happen until after the completion of the playground, which was not felt to be very sensible.
- Other areas of the country were cited as being better set-up with separate facilities in parks for all age groups, which tended to lessen the chance of vandalism.

"When they get to 5, they don't want to go on the baby park; when they're teenagers, they want basketball or to kick a football about, which is fine if there's a high fence. They wouldn't dream of going in with the little kids."

- One respondent spoke about a Youth Shelter that had been paid for through funding, but that no monies were available to pay for professional erection, and

the community group couldn't do so because of Health & Safety issues. It was felt that this needs resolving.

- The Youth Project on Woolley Lane was said to exclude young people from the Retford Road estate, but that anyway once at the Dukeries, they tend to not mix with those from other estates in Ollerton.
- It was also speculated that the people who had agreed to come along to the Focus Group, but had failed to do so, may have decided against it once they realised it was to be held at the Toy Box, so that the stigma against the nursery had to be dealt with.
- The respondents suggested that although there is a known drug culture in the area, it tends to be kept in-house, but that this could become a problem once the new playground is established, if it becomes a focal point for young people; however, there was also the suggestion that the local young people do no more than hang around together, and that any problem with hard drugs was not known about.
- Some respondents spoke of the greater problems in the area, which they feel need addressing if the Children's Centre is to be successful e.g. petrol bombing, no authority of the new community wardens, no back-up for the newly recruited policeman.

"If you want to deal with the under 5s, you need to deal with the over 5s too. Give it 5 or 10 years and I wouldn't want to live here, but if you can educate the mums and get kids on the right road, it should be fine."

- The programme of improvements currently underway on the Retford Road estate was viewed with mixed feelings by those who live there, in that the walls being built tend to emphasise the feeling of isolation and they suggested that it may also seem divisive, as it tends to point towards those apparently without the funds to buy into the scheme.

5.3.6. Good things to come out of having the Children's Centre

- Respondents made suggestions about the things they thought would arise as a result of having the Children's Centre in the community.
- These included:
 - That their children would be better adjusted, would learn to mix better with other children and would gain in confidence
 - That any potential developmental problems would come to light earlier, so if the children needed extra support, it would be picked up earlier than previously which would lead to earlier referrals.
- A parent gave an example of existing good practise, telling how the Head Teacher from Maun School had pushed for extra support for a child with learning difficulties, for which the mother was grateful. It was hoped that this type of support would become more widespread.
- They suggested that a central point of contact for information on what is available in the area would be a useful service.

"The Library tells you what's going on there, the Family Centre will tell you what's going on there – you need someone who will tell you what's available everywhere."

- They agreed that knowing what activities were available would be good for those who feel isolated, at home with young children, as this would help to get them out of the home to meet with other mums.

"I've sat indoors, day after day after day, thinking 'Oh, my God'...the Family Centre was a life-saver. Nobody wants to admit that they can't cope, nobody wants to admit that their child is a little sod, but when you get out there you realise yours is no different - it's recognising that a little bit of support wouldn't be a bad thing."

- One respondent who currently sends her child to the Toy Box for one session a week to develop his socialisation skills, but couldn't afford any more days, had not been aware of the Family Centre free offering, and said she would be finding out more about it.
- A mum who had used Sure Start elsewhere in the county spoke of other good things she had experienced. These included Baby Massage, Baby Yoga and support groups for mums.
- She commented that the Family Centre appeared to offer some of the same type of services as the Sure Start she had used, which she was pleased to hear about, having not known before. She had particularly liked the type of event where parents stay with their children, so that the children can play together and the mums can talk.

"I jut really enjoyed it. I does help when you can talk to other mums with kids the same age as yours – you don't feel so isolated."

- Other activities such as treats for mums like nail-art, were seen as beneficial for the child as it was good for getting them used to being independent, and it gave the mums a bit of a breather from their children, so both would benefit.

5.3.7. Ideas for Improvements

- Other ideas for improvements or additional services to the area from this group of parents were:
 - Soft-play or tumble-tots activity
 - Activities for 6-10 year olds
 - Play schemes for the school holidays especially for those without access to transport
 - Promotion either of the Family Centre or the type of activity which they currently offer
 - More help and support for working parents
 - Path to link the Dukeries Complex, to provide a link between the two areas and give easier mud-free access from the estate to the school
 - Youth club or similar to cater for older children, as it was believed that the existing youth club in the Dukeries was closing down
 - Weekend activities were also felt to be important to this group.

"There's nowhere to take children out of school hours, at the weekend"

"You can use the woods at the Pumping station, but there's only so many days you can go to the woods – it's not very exciting to do it everyday"

- They acknowledged that the swimming pool at the Dukeries Complex is open out of school hours, but that it is only suitable for older children, as there is no shallow end accessible for toddlers, and the swimming pool in Mansfield although accessible on the bus can be difficult for a mum along with toddler/baby/buggy/towels etc. More formalised swimming outings for mums and their young children would be welcomed.

5.3.8. Concerns about the arrival of the Children's Centre

- Respondents were concerned that people would feel the Children's Centre was the same as Social Services, and that there was a stigma attached to this, so that local parents need to be reassured that it will be beneficial, not the opposite.
- They also suggested that the Toy Box might have a problem of being associated with the Retford Road Estate, which was held in bad repute by many from other estates in the area.
- They suggested that this went back to the time of the Miners' Strike in 1984, when the estate was known as Geordie Estate, named for the miners from the north-east who were brought in to continue working in the pits, while local miners were on strike. Since the closure of the local mine, the estate has become known as Giro City, according to these respondents.
- One respondent said that the nursery and Children's Centre, would suffer from this stigma, unless the issue was addressed.

"Anything that goes on in this building will be thought of as being part of 'that' estate, so a lot of people from over that side of Ollerton won't come here."

- Some spoke of concerns about vandalism and problems with teenagers, but these were felt to have improved more recently, but respondents who lived on the estate still agreed that they wouldn't walk around alone at night. Respondents who didn't live on the estate agreed about the stigma but claimed they are not influenced by it.
- There was also concern that those with older children would not be able to access the Children's Centre as much as those with younger ones, so that provision for older ones, especially in the school holidays was important.

"If you've got mums with children in both age groups, they probably won't use it as they want services for their older children more than for their younger ones."

5.4 Issues arising from the Focus Group

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

These included:

1. Lack of information available about playgroups and other activities amongst most of the mums in the group.

2. Lack of pre-school play provision, so that some parents felt their children were not ready for the transition from home to school, often having not mixed much with other children.
3. Those who had used the nurseries felt they had not received enough information about the choices available to them for their children in the year before compulsory education. This meant that a couple felt they had moved their child from neighbourhood nursery to school nursery too early.
4. The Family Centre was highly regarded by those who were aware of what it could offer, but to several in the group, it was seen as Social Services and therefore had an image with which they did not wish to be associated. In fact it was also thought that they could not use the Family Centre unless Social Services referred them.
5. Some of the group were disappointed that the working practice amongst Health Visitors has changed such that it is up to the parent to make contact, which they suggest could mean some children could slip through the net. However they were pleased that the Health Visitors were now attending clinics at the day nursery.
6. They also felt that refresher courses should be available for expectant mums.
7. The group felt that child-friendly facilities were lacking, in that neither toilets, nappy-changing or breast-feeding provision was easily available, although the GP practice did make some provision, if possible.
8. The GP practice was not thought to be particularly child-friendly in its provision of playthings for children.
9. One mother's attempt to undertake Open Learning demonstrates the difficulty of doing so, although finally, through perseverance, she has succeeded in studying at home. This did not satisfy her requirement of mixing with other adults during the day, but continues her sense of isolation at home.
10. Others spoke of the difficulty of accessing the Internet locally, and the problems in trying to organise child-care to attend courses. Access to the Job Centre and Library was also said to be difficult with young children.

5.5 Key messages for the future

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

These include:

- More up-to-date information about services and activities to be available to parents in a format and location/s to be agreed, but somewhere accessible to the majority.
 - Raised awareness of existing services across the area.
 - Increased provision of relevant services for families with young children in the area.
 - The need for more play and leisure activities, for young children, throughout the year, with their families, and 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; it was

always seen as a first conversation to provide a basis with which to build the future Children's Centre in Boughton Ollerton.

- 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.

6. Appendices

Appendix 1 – Questionnaires – parents and partners

Appendix 2 – Showcards

Appendix 3 – Focus Group discussion guide

Appendix 4 – 'Other' comments from parent questionnaires

Appendix 5 – Responses from partners

Appendix 6 – Mapping exercise from focus group & partners

Children's Centres Questionnaire

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

1. -----
2. -----
3. -----

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

Black Caribbean

Black African

Please write in any other _____

Indian

Pakistani

Bangladeshi

Chinese

Mixed

Traveller

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: 14th April 2005 Time: 1pm - 3pm Venue: Toy Box Nursery

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 Boughton Ollerton Children's Centre. Look out for more information and feedback on the survey.

Please return this form to:

Janet Lang

playgroup

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

OR the place you were given it eg school,

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 29th April 2005.
3. The winner will be notified by post or telephone.
4. No alternative to the prize stated will be offered.
5. The competition is open to all participants of this survey, excluding employees of Nottinghamshire County Council Early Years & Childcare team and their families.

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

1. Introduction: The main purpose of this consultation is to gather the views of partners and service providers on existing services for parents and young children under 5 in **Boughton Ollerton** and on what you consider to be the priorities for the development of the Children's Centre in the area to serve these families.
 - Please be open and honest, and answer all relevant questions; your responses will help with the **planning** of future services.
 - All responses will be treated in confidence, and nothing attributed to any individual. However, if you wish to give your contact details for any follow up questions we may have, or for future research purposes, please complete the box below. Again, none of your responses will be identifiable in the final report.
 - Parents and carers will be completing another questionnaire, which will gather their views on the Children's Centre plans.
 2. **How to complete this questionnaire:** If you prefer to complete this questionnaire by email, please send an email to janet.lang@ntlworld.com requesting a copy. You will then be able to type your responses in the boxes (which will expand) and email back to janet.lang@ntlworld.com. Please complete and return the questionnaire by **8th April 2005**.
 3. 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 **Boughton Ollerton**, to **Janet Lang** at:

Lang Research Associates
45 Caledon Road
Nottingham
NG5 2NF

Thank you for your input, which is very welcome.

PTO

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

Name: _____

Organisation: _____

Phone: _____

Email: _____

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

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

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

Example

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

Please continue over the page if necessary

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

Nottinghamshire



Early Years
Development
and Childcare
Partnership

Showcard 3

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



**Nottinghamshire
County Council**

Appendix 3 – Focus Group discussion guide

Introduction: 5 minutes

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

Initial warm up: 15-20 minutes

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

Areas to avoid dwelling on

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

Explanation about Sure Start Children's Centre: 10 minutes

- Member of Children's Centre to lead, explaining the concept and purpose, plans etc

Main sections of discussion: 60 minutes

- Mapping of current services, by day, and time of day (20 minutes) on flip chart
- 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 poor or very poor:**
- **Services thought not child-friendly or not at all child-friendly:**

Which were not useful or child-friendly?

When things aren't childfriendly, why is that?

What would make services more child-friendly?

- **Good thing about having Children's Centre:**
- **3 other things needed to make Boughton Ollerton 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)
- Letter of invitation to be sent to all who completed the questionnaire
- Stakeholder meeting to which all will be invited, including the plans for Boughton Ollerton

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

Why not useful	Why not child-friendly	Other 3 things the area needs	Any concerns or comments about the Children's Centre
Q8	Q9	Q12	Q13
Women’s centre. Have to pay for everything now.	<u>Some</u> health visitors a bit po-faced and stuck up	Services under one roof	Would like nice area and surroundings
U's centre mixed social service renewals with regular crèche children-not enough staff	Equipment not child proof	Places to go, things to do	Would like a local breastfeeding group
Speech therapist - don't have one, only go for 3 months, keeps changing	Didn't fulfil my children's needs (CIS)	Local shops more buggy friendly	Will school nurseries be affected?
Not very friendly, not many toys for children (GP)		Library - more child friendly	The effect on school nurseries
Not keen on leaving child - couldn't see the point (family centre)		Bike riding area - safe	Parenting skills in the area not Newark
Job Centre - public service provider should be more child friendly		Better/more accessible venue for crèche's	Only posh families go there
Home safety equipment - safety gate fell off, video clip too big, cupboard does not secure		Activity centre (days)	Needs to be free service
Health & safety issues at day nursery		A confidential place to go and talk without other mums knowing and hearing	Looking forward to more services in Ollerton
Full time speech therapist			I don't understand why they don't have it at the Toy Box nursery and turn it into a child centre as well as a nursery.
Didn't fulfil my needs (CIS)			
Didn't find it much kop, only went once & didn't find it very good (ante natal sessions)			

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 Boughton Ollerton?

1. Pre-school Playgroup needed here. Better communications/forums.
2. No response
3. Lack of pre-schools in the area offering parental involvement and sessional care.
4. Accessing parent education antenatally; extra support for breast-feeding mums; smoking cessation for parents to be on a one to one basis; access to support for post-natal depression.
5. Parent's accessing availability of services etc; lack of parental expectation
6. Crèche facilities; childcare; access to information about services; advice
7. There are good services, but they are not sufficiently 'joined up' for parents to be fully aware of what's available. The communication is widely spread, with 2 centres.
8. Lack of provision of services at venues that parents are comfortable and happy to access; parents often see current provision as dictated by professionals/agencies
9. No Sure Start facilities – Boughton very deprived.
10. I think we need more local facilities that are easy to reach for parents and young families, with little or no transport.
11. Gaps: locally based (ie community based) accessible Speech and Language therapy services. Ideally services should be offered in schools, nurseries and all under 5s settings.
12. Not enough sharing of information

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

1. More collaborative ways of working
2. I think it will give more opportunity to draw services together through funding and coordination offering more availability and accessibility to parents and children
3. Co-ordinated approach is needed and additional funding.
4. Crèche facility for groups/sessions offered to parents to use; give opportunities to offer sessions to first time mums/young parents/ refreshers to 2nd time parents
5. Centralised and hopefully integrated
6. I hope so.
7. I hope it means two things – that services will be more coherent and professionals will work more closely together. Secondly, that parents will gain the confidence to demand what their children are entitled to.
8. Cohesiveness between services/agencies involved, to avoid duplication so resources (including staff and time) are used effectively.
9. More partnership working.
10. Will make services easily accessible and will promote good community spirit.
11. The Children's Centre should provide and co-ordinate increased play and social opportunities for children. Services such as Speech & Language should then offer their services/support at these events/groups etc.
12. Help working families to provide continuity of care for their children

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

1. Intakes to Nursery – 12½ /15/20 hours
2. No response
3. No response
4. Parent's confidence – enough to access the services; convincing parents of longevity (of Children's Centre - funding comes and goes)
5. Reaching out to every parent because there are 3 schools, family centre and day nurseries
6. Availability of information, from a central source, as to services that are available.
7. Persuading parents to take advantage of everything on offer for them.
8. Getting parents on board.
9. Getting families interested in accessing services.
10. To make people aware of the facilities and to encourage parents to participate.
11. Ensuring 'joined up' planning, then working together for all agencies, community groups and parents.
12. Time to liaise with all the different services

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. Should happen more often. Co-ordinator could do this.
2. Would be well attended as today's consultation meeting proved, and provides an opportunity to hear different points of view. Parents are not invited yet, but hopefully will be But would they attend?
3. More meetings are needed with parental input.
4. ?
5. Good – if they are not a waste of time – would have to be focussed; someone to lead the meetings
6. No response
7. No response
8. Retford Road Estate Tenants Meeting – useful for local discussion of local issues. Tenants invited but few attend.
9. Retford Road Tenants Meetings – very useful for local people to discuss developments / needs in the area.
10. As midwives, we have not been invited to such meetings so we cannot comment.
11. 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.
12. At present, we do not have this

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

Priority 1.

1. No response
2. Playgroups/pre-schools
3. Pre-schools
4. Offering parent's education in a variety of formats to meet the needs of local population.
5. Co-ordinated approach
6. Crèche
7. Re-arrangement of provision at Ollerton Library to make the children's library more accessible for under-fives and their parents (in the pipeline)
8. Increase self-esteem for young people/parents – will then empower [them] to take responsibility for children.
9. Teenage pregnancy /STI prevention.
10. To be easily accessible.
11. To develop a service that promotes good speech/language/communication skills and prevents the development of problems.
12. Childcare for working parents

Priority 2.

1. No response
2. Time to extend services that already exist and improve links
3. Parent & toddler sessions (currently only one session per week)
4. Offering antenatal care that is accessible to local population
5. Services for parents and children under 3
6. Information/Communication
7. Implementation of Book Start – the successor to Boots Books for Babies – from Sept 05. This includes contact with under 5s on 4 separate occasions.
8. Accessible learning provision for parents – wide range of learning.
9. Accessible courses for young parents.
10. Well published – so everyone is aware of what is happening on their own doorstep.
11. To offer training and development to all working with children in the community in speech and language development.
12. Sharing best practice with parents

Priority 3.

1. No response
2. No response
3. No response
4. Support for new parents re feeding etc in early days
5. No response
6. Advice
7. Implementation and promotion of a more attractive programme of special events and activities for the under 5s.
8. Better appropriate support for families, with all agencies pulling in the same direction/singing from the same hymn sheet rather than going it alone in the way they feel best – use of compromise if/as necessary.
9. Baby massage -> reduction of maternal mental health problems.
10. No response
11. 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.
12. Raising the standards of care for children in the community.

Appendix 6 – Mapping exercise from focus group & partners

Current Services in Boughton Ollerton (from parents)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	Family Centre (contact sessions, respite crèche, crèche for Dukeries Complex)				
	Toy Box Neighbourhood Nursery				
	Hand in Hand Neighbourhood Nursery (crèche for Dukeries Complex)				
		Methodist Toddler Group	Swim sessions @ Family Centre		
		Baby Clinic at Toy Box (HVs)	Toy Library @ Family Centre		
			Family Centre Drop in		
			Baby Clinic @ Church Circle Health Centre		
		Sherwood Drive Community Church Toddler Group			
P.M.	Toy Box Neighbourhood Nursery				
	Hand in Hand Neighbourhood Nursery				
	Family Centre Drop in		PEEPs (split 0-2, 2-4 yrs)		Family Centre Drop in
			Library Story-time (once every 3 months)		Toy Library @ Family Centre

Current Services in Boughton Ollerton (input from partners) (am)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	Mother & Toddler Group @ Walesby Village Hall 9.30 – 11.00				
	Bumps and Babies @ Dukeries Family Centre 9.30 – 11.30	Mother & Toddler Group @ Ollerton Methodist Church 9.00 – 11.00	Community Drop-in @ Dukeries Family Centre 9.00 – 11.30	Tums 2 Twos @ Ollerton Clinic 10 – 11.30	Two's group @ Dukeries Family Centre 9.15 – 11.15
		Health Visitor drop-in, Unity Centre, Stepnall Heights, Boughton 10.00 – 11.30	Health Visitor drop-in, Ollerton Health Clinic 9.00 – 12.00	Childminders Group – @ Dukeries Family Centre, 1 st Thursday in month, 9.00 - 11.30	Community Drop-in @ Dukeries Family Centre 11.30 – 3.15 pm
			Free swimming session @ Dukeries Complex 9.30 – 10.30	Parent & Toddler group, Dukeries Christian Fellowship, Sherwood Drive 10.00 – 1.00 (term-time only)	Breast feeding group – Ollerton Clinic 10.00 - 11.30
			Toy Library @ Dukeries Complex 10.00 – 12.00 (term-time only)		Toy Library @ Dukeries Complex 10.00 – 12.00 (term-time only)
			Story time for under 5s @ Dukeries Library - 2 nd & 4 th of every month @ 10.15		

Current Services in Boughton Ollerton (input from partners) (pm)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
P.M.		Antenatal clinic – 13.00 – 16.30, Middleton Lodge, Ollerton			
	Community Drop-in @ Dukeries Family Centre, Ollerton 1.00 – 3.30	Soft Play for under 4s @ Walesby Village Hall 1.00 – 2.30	Toy Library @ Dukeries Complex 12.30 – 1.30 (term-time only)		Toy Library @ Dukeries Complex 12.30 – 1.30 (term-time only)
	Twins & Multiple births group @ Dukeries Family Centre – 1 st Monday of month 1.00 – 3.30	Mums Slimming Group (healthy eating & exercise) Maun Infants School 3.00- 4.30	One's group @ Dukeries Family Centre 1.00 – 3.00		
	Baby Talk @ Ollerton Health Clinic 1.30 – 3.00				

Other Activities (Variable Times)

Health visitor visits – at home or Hand in Hand nursery as required, arranged by nursery in conjunction with Health Visitors.
Accessing childcare funding @ Hand in Hand nursery, times as required.
Completion of Family tax credit forms @ Hand in Hand nursery, times as required.
Accessing Education, training and childcare @ Hand in Hand nursery by appointment
Practical advice on childcare issues @ Hand in Hand nursery, times as required.
Parent Education from Community Midwifery – Ollerton Clinic – evenings (occasionally changes)
Early pregnancy parent education from Community Midwifery – Ollerton Clinic – evenings (occasionally changes)
Preparation for Parenthood – Ollerton clinic – 5 week course, Monday 6.30 – 8.30 pm; 3 x per year
Behaviour management in family home – 6 week course as required by family
Fun 4 Fours @ Ollerton Clinic – Summer holidays
Vision / Hearing Growth – weekly sessions in Infant Schools
Health Promotion Talks eg hygiene, healthy eating, exercise – in Infant schools in conjunction with Healthy Schools Programme
Block loan of books to playgroups – Dukeries Library during library opening times
Story time @ Ollerton Library in planning stage
Rattle Rhyme & Roll at planning stage