



Nottinghamshire
County Council

Bridge, Castle & Winthorpe Wards Children's Centre Community Consultation - Main Report

Written for: the Sure Start Children's Centres Team
Nottinghamshire County Council

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Main Report

1 Background to the Research

Children's Centres

- In line with the government's current initiative to introduce Sure Start Children's Centres into communities which fall within the top 20% and 30% of disadvantaged wards nationally, Nottinghamshire was 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 March 2007. A further 25 have followed in Round Two, and will be completed by March 2008.
- 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. Partnership with local parents and their early involvement in planning of Children's Centres is an essential part of the ethos of the Children's Centres programme.
- 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 areas will have child care for a minimum of 48 weeks a year, 8am – 6pm, Monday to Friday offering care integrated with education delivered often by linkages with existing settings.
- Children's Centres are built on the successful practice of Sure Start Local Programmes, which have now all been integrated into the Children's Centres programme.
- 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 planning, delivery, evaluation, management and governance of the centres, as appropriate structures emerge.
- Development of the Children's Centres is for families with children 5 years and under; the centres have the potential for wider community use however, and could cover a wider age-range and incorporate, for example, after school care, holiday clubs etc in partnership with the Extending Services in and around schools programme.

Bridge, Castle & Winthorpe Children's Centre

- As part of Sure Start Children's Centres Round One programme, a Sure Start Children's Centre was set up in the area of Hawtonville on the other side of Newark. In Round Two, the wards of Bridge, Castle and Winthorpe were selected to receive funding for a Children's Centre, which is planned to become operational in Spring 2008. Bridge and Castle wards are disadvantaged parts of Newark that had formerly been targeted under the Single Regeneration Budget.
- The Bridge, Castle & Winthorpe consultation was 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.

- It should be noted, however, that almost all completed responses were from people describing themselves as White-British. During the fieldwork, we became aware of several families from Eastern Europe, with whom we were unable to engage due to the language barrier. On investigation with locally based workers, we found that there are large numbers of people from Eastern Europe employed in the local food processing industry. Consideration needs to be given as to how to engage with these families, since we were unable to capture their views in this consultation.
- As the Children's Centre develops, it may be considered necessary to consult with other specific identified groups, for example fathers, since almost all the responses received were from mothers.

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 Bridge, Castle & Winthorpe and how best their requirements can be met in the future with the development of a Children's Centre in Bridge, Castle & Winthorpe.
 - To involve community members and partners in planning together to develop the optimal Children's Centre services for the Bridge, Castle & Winthorpe 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 Bridge, Castle & Winthorpe consultation comprised three stages:
 - A self completion questionnaire distributed to partners and key stakeholders for the area and service providers in the wards of Bridge, Castle & Winthorpe
 - Face-to-face interviews with parents
 - A focus group with parents recruited via the parents' questionnaire
- Any names used have been changed to ensure confidentiality

3.1 Partners' Questionnaire

- The partners' consultation stage commenced with a meeting to inform partners, stakeholders and service providers about the new Children's Centre and the consultation process overall. This was held on Wednesday 14th February 2007 at Bridge Community Centre on Lincoln Road, Newark. Representatives from 22 partner organisations attended.
- As well as a presentation about the new Children's Centre, they were encouraged to complete a self-completion questionnaire, which took 10-15 minutes to fill in. Those unable to do this during the meeting could take a copy away, complete and return in a reply paid envelope direct to ActionPoint.
- The questionnaire comprised mainly of open-ended questions but also included a mapping exercise, which required partners to list all the activities they were aware of in Bridge, Castle & Winthorpe. This would help identify any service provision gaps or overlaps and identify likely venues for interviewing parents. Due to the proximity of the town centre, there was some overlap with services located there, rather than actually in the target wards, eg Homestart Toddler Group, Barnby Gate.
- The meeting also provided an opportunity to introduce or re-introduce the Children's Centres concept to partners, advise them of the consultation process and recruit volunteers to help with the fieldwork ie interviewing and completing the questionnaire with parents.
- Registered Childminders and other childcare providers within the area, who had been unable to attend the meeting, were also sent the questionnaire by post, along with a covering letter explaining the process.

3.2 Parents' Questionnaire

- The next phase of the consultation consisted of interviews with parents. It was planned to include as many of the following as possible:
 - Parents living in Bridge, Castle & Winthorpe with children aged 7 years and under at local schools
 - Parents/carers with babies
 - Parents/carers who are users of local pre-school activities
- Interviews were conducted with parents in Bridge, Castle & Winthorpe on Monday 5th and Tuesday 6th March 2007.
- Some questionnaires were also completed directly by parents themselves. We were fortunate in having the assistance of Hawtonville Children's Centre staff and partners who had attended the initial meeting who were very helpful in distributing the questionnaire to parents in various settings such as toddler and baby groups and also helping with interviewing on the day. This enabled us to cover many of the relevant groups, not just those held on the Tuesday when the greater part of the interviewing fieldwork took place.
- There were five primary schools in Bridge, Castle & Winthorpe all with nurseries, where the interviewing took place on Tuesday 6th March;

- Lovers Lane Primary School
 - Bishop Alexander Primary School
 - Mount Primary School
 - Christ Church C of E Infants School
 - Winthorpe Primary School
- The head teachers of these schools were very co-operative and helpful in allowing the interviewing team's access to the school playgrounds at various drop-off and pick up times during the main interviewing day.
 - There was a range of interviewing locations on the main fieldwork day in order to obtain as wide a range of views as possible from parents in all parts of the designated area.
 - As well as the above interviewing locations other sources of completed questionnaires were as follows:
 - Homestart Toddler Group, Barnby Gate
 - Homestart Children's Group, Bridge Community Centre
 - Local Health Visitors – at baby clinics and in parents' own homes
 - As an incentive to complete the questionnaire parents could participate in a prize draw for a £10 Gift Voucher. The prize draw will take place at the feedback session on April 25th 2007.
 - At the end of the questionnaire parents were asked if they would like to take part in a focus group. If they were willing to give their details, these were completed on a contact sheet at the back of the questionnaire, which was separated from the questionnaire before data processing.

3.3 Focus Group

- Parents who attended the focus group were recruited from those completing the parents' interview and who had indicated an interest to attend on the contact sheet at the back of the questionnaire.
- There were approximately 35 parents who had said they would like to come to the group (i.e. had answered 'YES' on the contact sheet), and others also stating 'POSSIBLY'. To recruit parents to the group, ActionPoint rang and confirmed the availability of those interested. It was possible to recruit sufficient parents from those answering 'YES' and so those answering 'POSSIBLY' were not contacted. The recruits were then sent an invitation with the venue and timing details of the group.
- There were 15 booked to attend the group to ensure we had 8-10 coming along; 9 parents did actually attend on the day.
- All parents who had indicated they would like to come to the group but who were not needed, were contacted separately or left a message if no one was available.
- The group was held on Thursday 22nd March 2007. A crèche was available, provided by Hawtonville Children's Centre, and all who attended were given a £10 Argos voucher as a thank you for taking part.
- The group lasted 1.5 hrs.
- There were three stages within the focus group discussion:
 - A short explanation about the Children's Centre including some background on the existing Children's Centre in the Hawtonville area of Newark
 - A mapping exercise to gather knowledge about existing services for parents with young children in Bridge, Castle & Winthorpe.
 - A discussion on the type of facilities and services parents would like and their views on the existing ones, as well as their views on the idea of the Children's Centre and any concerns about its arrival.

4 Observations on the Samples

4.1 Parents' Questionnaire

- 92 questionnaires were completed in the parents' consultation stage, which is an acceptable sample size, although where figures are analysed in sub groups they should be taken as a general indication of parents' views rather than representative of all parents with under 5s in Bridge, Castle & Winthorpe.
- Some questions were only answered by a small number of parents, so care must be taken when comparing responses. For these questions, percentages have not been used to avoid misinterpretation because of the low number of interviews completed.
- Of the 92 interviews completed with parents/carers in the various interviewing locations, the majority were female (91%).

The following outlines some of the top line figures for the parents' consultation:

- Only 51% of parents knew about Sure Start, which is a much lower percentage than in many other developing Children's Centre areas. There were 45% who did not know of Sure Start and only 4% who were not sure. To give parents information about the consultation, flyers had been sent to all schools for display or distribution to parents.
- When talking about the arrival of the proposed Children's Centre the awareness was lower. Only 23% were aware, 75% were not aware and 2% weren't sure. Communication about the new Children's Centre will be key over the next year, to ensure the community engage with the Children's Centre.
- Over half (53%) were aged 30 to 39, while a further 36% were between 20-29 years, and only 1% (one parent) were under 20. 8% of parents were over 40, with 2% of these being over 49 years.
- Nearly three-quarters of parents (71%) had at least 1 child under 5 years in the household, whilst 29% did not. Over half of these parents (59%) had two children under 5, whilst 41% had one child under 5 in the household.
- There were 64% of parents who had children aged between 5 & 16 years in the household, whilst just over one third (36%) had no children in this age group. Only 2% (2 parents) had children aged 16+ in the household
- There was an average of 2 children per family. When looking at a breakdown of number of children per household, 23% of families had one child and almost half (46%) had two children, 20% of families had three children, 7% of families had 4 children, and 1% (1 family) had 8 children.
- The total number of children aged under 5, of the parents interviewed, was 90. The number of 5-16s was 96, giving 186 children in total, aged 16 years and below. There were 3 children over 16 years of age living in the households interviewed.
- 5% of parents were expecting a baby, as has been typical of other areas.
- The majority of households (77%) had 2 adults aged over 18 in the household, while nearly one quarter, (23%) a relatively high percentage, had only one adult. Consequently, the average was 2 adults in the households aged 18+.
- The number of adults working in households was just under three-quarters at 71%. Consequently 29% of households said there was no-one working, which is a high proportion compared to other consultations. In nearly half of these households, (49%), one adult was working, while in 51% there were two adults working.
- Just over one in ten parents (11%) were themselves working full-time, while 36% were working part-time, and 2% said they were unemployed. In addition, 47% of the parents described themselves as (full time) Parents/Carers. 2% said they were grandparents and 3% other friends or relatives.

- 75% of parents said they were either married or partnered, while 23% were single; 2% described themselves as 'other', such as widowed.
- Asked about their ethnic background, 99% parents said they were white, one respondent said they were Bangladeshi.
- All home postcodes fell into NG24 code, with most in the NG24 2 area. The breakdown is seen in table 1 below

Table 1 – Home Postcode areas of parents interviewed

Post Code Area	
Total	(100%)
NG24 2	48
NG24 1	33
NG24 4	13
NG24 3	2
NG24 7	1
NG24 but no further details	3

- Parents were asked which school or nursery their children under 5 go to. Of those parents interviewed around a quarter (27%) went to Bishop Alexander Primary School, 23% went to Lovers Lane Primary School and a further 14% went to Mount Church of England School. A full breakdown is shown below.

Table 2 – School/Nursery child attends

School/Nursery	
Total	(100%)
Bishops Alexander	27
Lover Lane Primary	23
Mount C of E Primary	14
Winthorpe Primary	11
Christ Church Primary	5
Other	8
Don't Know/No response	14

Note – there were a few multi answers so number do not add to 100%

- Regarding the doctors' surgery parents were registered with, the majority were registered with Lombard Street Health Centre (42%) with a further 28% registered with Fountain Health Centre.

Table 3 – GP Practice / Health Centre Registration

GP Practice	
Total	(100%)
Lombard Street Health Centre	42
Fountain Medical Centre	28
The Surgery, Barnby Gate	24
Collingham Surgery	4
Balderton Health Centre	2

- One third of the parents live in the centre of Newark and a further 26% live in the Winthorpe road area. A full breakdown is shown in Table 4 below

Table 4 - Area where Parents live in Bridge, Castle & Winthorpe

Area of Bridge, Castle & Winthorpe where parents live	
Total	(100%)
Central Newark	33
Winthorpe Road area	26
Yorke Drive area	20
Outskirts of Newark	12
Winthorpe Village	5
Other /Don't Know/No response	4

4.2 Partners' Questionnaire

- 14 completed questionnaires were received from stakeholders, partners & service providers in the Bridge, Castle & Winthorpe area.
- The disciplines in which partners worked are shown in table 5 below and their roles in table 6:

Table 5 – Partners’ disciplines

Partners’ disciplines	No of responses
Total	(14)
	No.
Health	5
Notts County Council	2
Education	2
Church	2
Homestart Newark	1
Library	1
Job Centre Plus	1

Table 6 – Partners’ roles

Partners’ roles
Headteacher (2)
Health Visitor (2)
Pastor/Minister (2)
Speech & Language Therapist
East Group Libraries Children’s Co-ordinator
Senior Midwife
Team Leader – Health Visitor
Early Years Specialist Teacher - Inclusion Support Service
Advisory Teacher - Traveller Education Service
Lone Parent Adviser – Job Centre Plus
Senior Organiser - Homestart

- Between them, the partners have a total of 98 years experience in their current posts, ranging from 6 months - 18 years with an average of around 7 years.

4.3 Focus Group

- There was a good attendance at the focus group – 9 of the 15 recruited parents attended which was the expected ratio for recruitment and attendance.
- Between them the parents had 24 children; the majority had either two or three children in the family. There were 3 families where all children in the household were 5 years and under. Two of these families had 3 children under 5 years in the family. The number of children per household ranged between 1 and 4. The breakdown is seen in table 6 below:

Table 7 – Focus Group Attendees Bridge, Castle & Winthorpe

No. of children per family	No of parents in group
One child	1
Two children	3
Three children	3
Four children	2

- There were four families represented where there was no one working in the household.

5. Main Findings

5.1 Parents Questionnaire

- 92 questionnaires were completed.
- Sample sizes within sub groups are low and should therefore be taken as an indication of parents' views, rather than being representative as a whole.
- Percentages, which can be misleading when used with small sample sizes, have not been used in some sections of the report because of the low number of responses in some questions.
- Some questions were only answered by a small number of parents, so care must be taken when comparing responses.
- Almost all (91%) of parents were women.
- Around half of the parents (51%) knew about Sure Start, with almost all of the remaining (45%) said they did not.
- Just under a quarter of parents interviewed (23%) said that they knew about the proposed Children's Centre, but three quarters (75%) were unaware and 2% were not sure.

Services ever used

- All parents were asked which local services they had ever used, by means of a Showcard (see Appendix 2). Their responses are shown in Table 8 overleaf.
- Care must be taken where numbers responding are low, as these may not typically reflect the views of all local people.
- The most frequently used services were all universal health services: the GP practice used by 91% of parents, Health Visitors used by 84% of parents, followed closely by Midwives with 79%.

Table 8 overleaf shows services ever used by parents.

Table 8 – Services ever used by parents

% & Numbers of parents using service	Total using service	Total using service
	%	No.
Total	(100%)	(92)
GP practice	91	84
Health visitors	84	77
Midwife	79	73
Children's Library Service	57	52
Nursery in a school	57	52
Family member	50	46
Toddler group	45	41
Antenatal sessions	41	38
Friends	37	34
Pre-school playgroup	34	31
Homestart	30	28
Job Centres	30	28
After School Club	27	25
Day Nursery	27	25
Speech Therapists	26	24
Breakfast Club	21	19
Breast Feeding Group	16	15
Further Education	15	14
Home Safety Equipment	14	13
Family Centre	14	13
Home Visits	13	12
Story Time Sessions	13	12
Dietician/Nutritionist	11	10
Registered Childminder	8	7
Toy Library	8	7
Children's Information Service	4	4
Parenting advice & guidance	4	4
Independent School	3	3
Crèche	2	2

Usefulness of services

- Parents were then asked how **useful** they had found the services they had previously used for themselves and their family. Their responses are shown in Table 9 below.
- The average (mean) score indicates the level of usefulness of the service found by parents, on a scale of 1-5 where 1 is not at all useful and 5 is very useful.
- However, care must be taken with the low numbers of responses for some services, as results are not necessarily representative of the views of all. For example, Parenting advice and guidance scored 4.7 – Very useful, but this is based on only 4 parents.

Table 9 – Usefulness of services ever used

Service	No. using service	No. Very useful	No. Quite useful	No. Not useful/ not at all useful	Average score*
GP practice	84	39	19	11	4.0
Health visitors	77	34	18	11	3.9
Midwife	73	50	12	6	4.4
Children's Library Service	52	28	15	0	4.4
Nursery in a school	52	46	4	0	4.9
Family member	46	40	3	1	4.8
Toddler group	41	22	12	2	4.4
Antenatal sessions	38	14	8	5	3.8
Friends	34	26	4	0	4.6
Pre-school playgroup	31	19	8	0	4.5
Homestart	28	19	4	2	4.4
Job Centres	28	2	2	9	2.7
After School Club	25	14	6	2	4.2
Day Nursery	25	18	5	0	4.6
Speech Therapists	24	10	4	3	3.8
Breakfast Club	19	12	5	0	4.5
Breast Feeding Group	15	6	2	5	3.5
Further Education	14	7	3	0	4.2
Home Safety Equipment	13	9	2	1	4.5
Family Centre	13	5	3	3	3.7
Home Visits	12	6	1	0	4.1
Story Time Sessions	12	4	5	1	4.0
Dietician/Nutritionist	10	4	1	2	3.6
Registered Childminder	7	5	1	1	4.4
Toy Library	7	3	4	0	4.4
Children's Information Service	4	0	1	1	3.0
Parenting advice & guidance	4	2	1	0	4.7
Independent School	3	1	1	0	4.5
Crèche	2	0	1	0	3.5

*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

Reasons given for services mentioned as being not useful

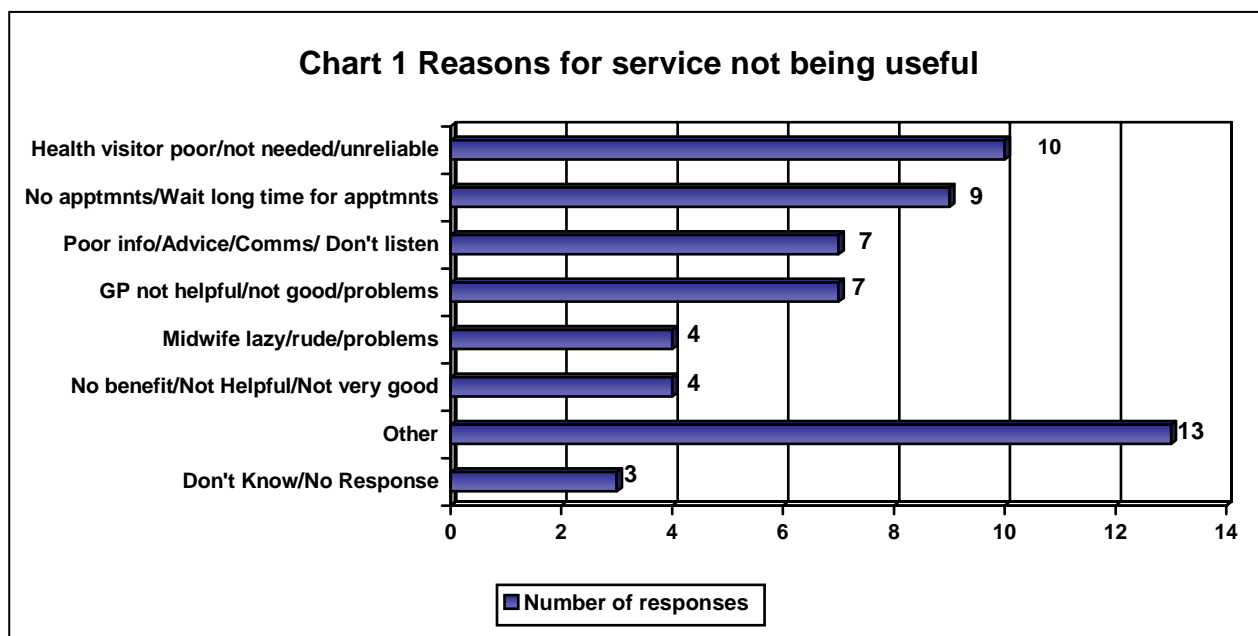
- Parents were then asked about any of the services, which they had described as being 'not useful' or 'not at all useful', and why this was so.
- Four in ten parents (38) gave reasons.

- The main problems reported were with health services.
- Responses are shown in Table 10 and Chart 1 Below.

Table 10 Reasons for service not being useful

Reasons for service not being useful	Number of responses
Total No of responses	(38)
Health visitor poor/not needed/unreliable	10
No appointments/Waiting long time for appointments	9
Poor information/Advice/Communication /Don't listen	7
GP Not helpful/Not very good/Problems with GP	7
Midwife was lazy/rude/Problems with Midwife	4
No benefit/Not Helpful/Not very good	4
Other (See Appendix 5)	13
Don't know/No response	3

Multi answers possible



Base: All parents describing services as 'not useful' or 'not at all useful' - 38

Child-friendliness of Services

- Parents were also asked how child-friendly they had found the services they had used. Responses are shown in Table 11. Again, the average score gives an indication of the level of child friendliness with 1 being not at all child friendly and 5 being very child friendly.
- The Job Centre was perceived to be markedly less child friendly than other services, whilst the nursery in a school was at the opposite end of the scale being very child friendly.
- Caution should again be shown when looking at low response numbers.

Table 11 – Child friendliness of services ever used

Service	Numbers using service	No Very child friendly	No Quite child friendly	No Not child friendly/ not at all child friendly	Average score*
GP practice	84	31	15	17	3.7
Health visitors	77	41	15	6	4.2
Midwife	73	39	14	4	4.3
Children's Library Service	52	30	10	2	4.4
Nursery in a school	52	45	3	1	4.9
Family member	46	35	7	0	4.8
Toddler group	41	30	7	0	4.7
Antenatal sessions	38	8	5	7	3.3
Friends	34	24	6	0	4.6
Pre-school playgroup	31	20	6	0	4.5
Homestart	28	15	3	1	4.3
Job Centres	28	1	1	19	1.8
After School Club	25	17	5	0	4.6
Day Nursery	25	23	1	0	4.9
Speech Therapists	24	9	8	2	4.0
Breakfast Club	19	15	3	0	4.8
Breast Feeding Group	15	6	3	1	4.2
Further Education	14	3	3	6	2.9
Home Safety Equipment	13	3	6	1	3.9
Family Centre	13	7	3	1	4.2
Home Visits	12	8	1	0	4.4
Story Time Sessions	12	8	2	1	4.4
Dietician/Nutritionist	10	6	1	2	4.0
Registered Childminder	7	5	1	0	4.6
Toy Library	7	5	1	0	4.8
Children's Information Service	4	0	1	0	3.3
Parenting advice & guidance	4	2	1	0	4.7
Independent School	3	2	0	0	5.0
Crèche	2	2	0	0	5.0

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

Reasons given for services mentioned as being not child friendly

- Parents were asked about a service they had mentioned as being not child friendly or not at all child friendly, and why this was so.
- Almost half gave reasons (41 in total) with the main reason being that there were no toys/play area.
- Full reasons can be seen in table 12 below.

Table 12 – Reasons for being not child friendly or not at all child friendly

Service	Number of responses
Total	(41)
Not child friendly/No toys/Play Area	18
Not helpful/No interest in child/no patience with child	7
No facilities for children/No childcare	6
Not appropriate/Not Suitable for children/Nothing for them to do	5
Long wait for appointment/Still waiting	1
Other	10
Don't know/No response	5

Comparisons of usefulness and child-friendliness

- Looking at both these sets of data – usefulness and child friendliness, we have compared the average scores of parents' views to show the net difference in average ratings of the two aspects.
- The closer the average score of 5, the more 'useful' or 'child-friendly' a service it 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 Further Education and Job Centres are viewed more 'useful' than 'child-friendly', while Family Centres, Breast Feeding Groups and Toy Libraries were viewed as slightly more 'child-friendly' than 'useful'.
- Parents seemed to find it slightly easier to comment on the lack of child friendliness of services for their children rather than the usefulness of services for themselves.
- Please note that the base sizes get smaller the further down the table so must be treated with caution.

See Table 13 overleaf – Comparison of parent and child average (mean) scores

Table 13 – Rating of services- comparison of mean scores ranked by difference

Service	Average score ¹ Usefulness	Average score ² Child friendliness	Difference ³
Further Education	4.2	2.9	1.3
Job Centres	2.7	1.8	0.9
Home Safety Equipment	4.5	3.9	0.6
Antenatal sessions	3.8	3.3	0.5
GP practice	4.0	3.7	0.3
Midwife	4.4	4.3	0.1
Homestart	4.4	4.3	0.1
Children's Library Service	4.4	4.4	0.0
Nursery in a school	4.9	4.9	0.0
Family member	4.8	4.8	0.0
Friends	4.6	4.6	0.0
Pre-school playgroup	4.5	4.5	0.0
Parenting advice & guidance	4.7	4.7	0.0
Registered Childminder	4.4	4.6	-0.2
Speech Therapists	3.8	4.0	-0.2
Toddler group	4.4	4.7	-0.3
Breakfast Club	4.5	4.8	-0.3
Children's Information Service	3.0	3.3	-0.3
Health Visitors	3.9	4.2	-0.3
Day Nursery	4.6	4.9	-0.3
Home Visits	4.1	4.4	-0.3
After School Club	4.2	4.6	-0.4
Toy Library	4.4	4.8	-0.4
Dietician/Nutritionist	3.6	4.0	-0.4
Story Time Sessions	4.0	4.4	-0.4
Family Centre	3.7	4.2	-0.5
Independent School	4.5	5.0	-0.5
Breast Feeding Group	3.5	4.2	-0.7
Crèche	3.5	5.0	-1.5

Service more useful than child friendly

Service equally useful and child friendly

Service more child friendly than useful

¹Of 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,

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

³The larger the figure the larger the difference in the perception of the usefulness and child friendliness of the service. A score of 0 means that the service is seen as equally child friendly and useful

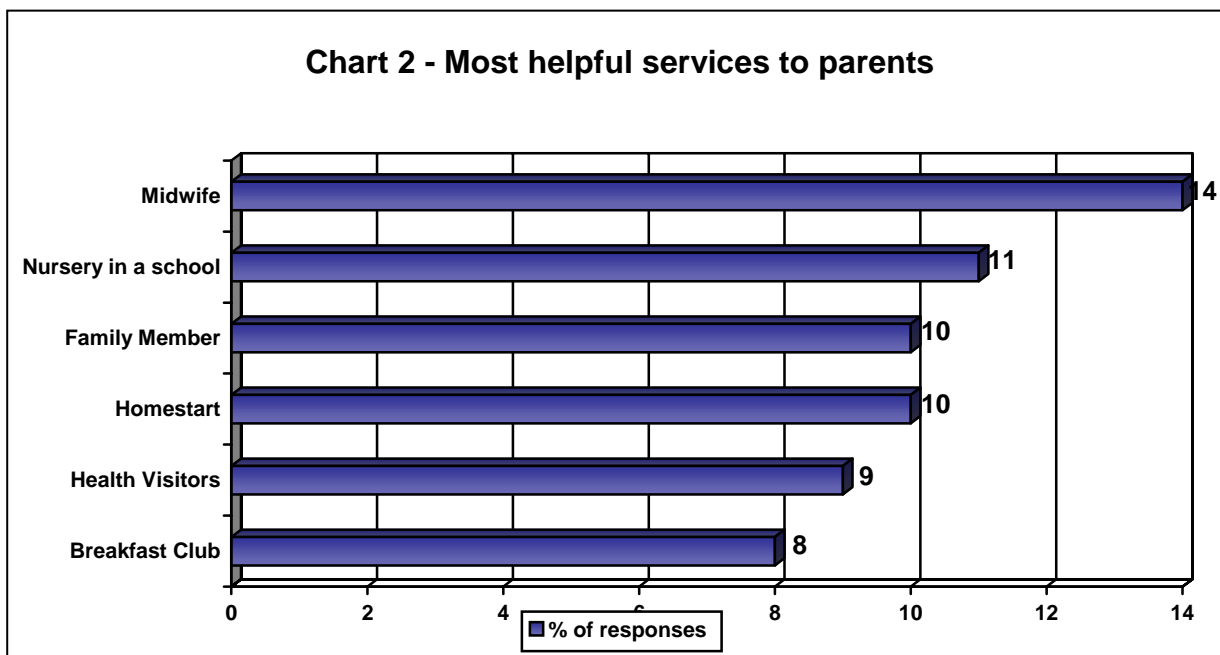
Most helpful service to parents

- Parents were asked to say which *one* of the services they had mentioned was the most helpful to them, as a parent. Table 14 and Chart 2 overleaf shows those services most frequently mentioned.
- Midwives were most often cited as the most helpful service by parents, followed by nursery in a school, family members and Homestart.
- Some parents gave more than one answer, while 9 found it hard to choose a service at all

Table 14 – Most helpful service to parents

Service most helpful to you as a parent	%	No.
Total	(100%)	(92)
Midwife	14	13
Nursery in a school	11	10
Family member	10	9
Homestart	10	9
Health visitors	9	8
Breakfast Club	8	7
GP practice	7	6
Day Nursery	5	5
Pre-school playgroup	5	5
Antenatal sessions	2	2
Breast Feeding Group	2	2
Children's Library Service	2	2
After School Club	1	1
Toddler group	1	1
Friends	1	1
Dietician/Nutritionist	1	1
Further Education	1	1
Family Centre	1	1
Don't know/No response	10	9

Multiple choices means responses add to more than the total



Base: All parents - 92

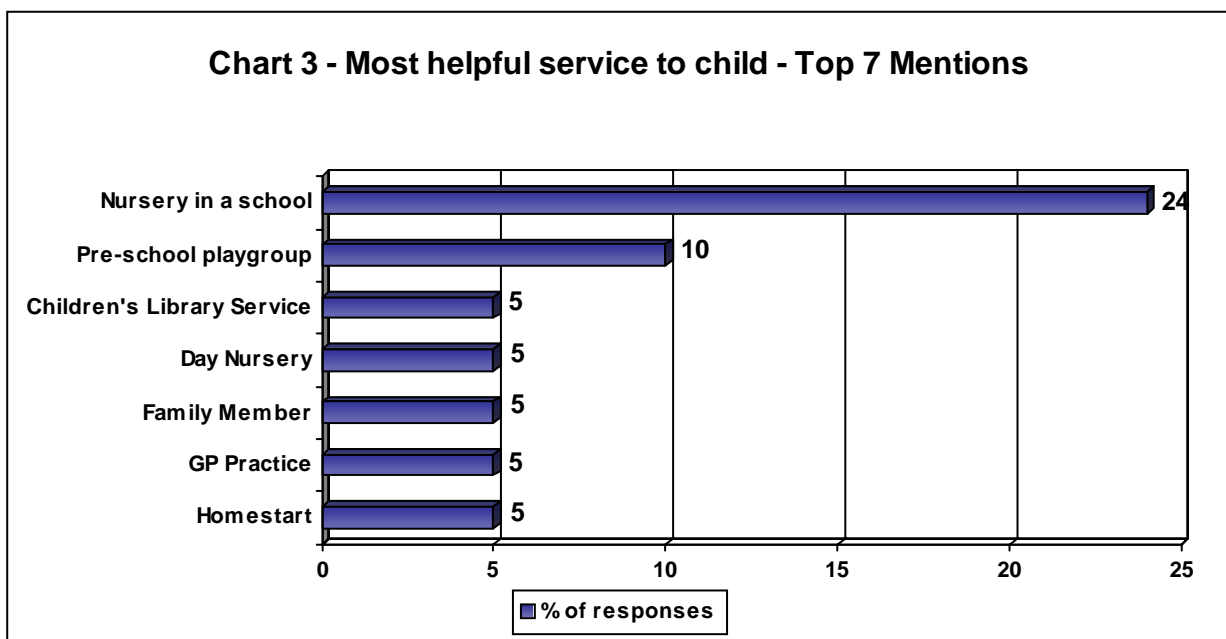
Most helpful service to your child/children

- Parents were asked to say which one of the services they had mentioned was the most helpful to their child or children.
- The services considered by parents to be the most helpful to their child were nursery in school (24%) and pre-school playgroup (10%).
- The results are shown in Table 15 and Chart 3 overleaf.

Table 15 – Most helpful services to child

Service most helpful to child	%	No.
Total	(100%)	(92)
Nursery in a School	24	22
Pre-school playgroup	10	9
Children's Library Service	5	5
Day Nursery	5	5
Family member	5	5
GP practice	5	5
Homestart	5	5
Midwife	4	4
Health Visitors	4	4
Speech Therapists	4	4
Breakfast Club	3	3
Toddler group	3	3
Registered Childminder	2	2
Dietician/Nutritionist	2	2
Independent School	1	1
Family Centre	1	1
Toy Library	1	1
Don't know/No response	12	11

Multiple choices means responses add to more than the total



Base: All parents - 92

Help to use services more often

- A list on Showcard 2 (Appendix 2) was shown to parents, and they were asked to say which of those listed might help them to use services more often.
- In Table 16, it can be seen that the main suggestion that would help was 'better public transport' which was mentioned by almost a third of parents
- 'Childcare' and 'better prices' were also mentioned, both by around a fifth of parents.
- There are indications that the type of help required may vary between age groups. 'Better public transport' appears to be more important for the parents under 30 years.
- The age differences highlighted above, regarding use of services, must be taken as indicative only, as sample sizes are so small, particularly for the over 40s.

Table 16 – Help required to use services more often

Suggestion	Total % (100%)	Total No. (92)	Aged under 29yrs (34)	Aged 30 - 39yrs (49)	Aged over 40yrs (9)
Total					
Better public transport	29	27	12	13	2
Childcare	23	21	7	12	2
Better price	21	19	8	9	2
Different times of events	17	16	5	10	1
Someone to go with	15	14	5	8	1
None	25	23	8	13	2

Multiple choices means responses add to more than the total

Note - the over 40 years category has only 9 parents responding

Preferences in receiving information

- Parents were shown a list of ways of receiving information, and asked to say which they would prefer. Results are shown in Table 17 below.
- Responses suggest that a newsletter or a flyer/information sheet is most favoured, each by around half of the parents.

Table 17 – Preferences in receiving information

	Total %	Total No.
Total	(100%)	(92)
Newsletter	51	47
Flyer/information sheet	48	44
Article in local paper	26	24
Information session at nursery/clinic/sure start	25	23
Word of mouth (Health Visitor/nursery staff/GP)	21	19
Via email/website	18	17
Word of mouth (friends/family/other parents)	16	15
None	1	1

Multiple choices means responses add to more than the total

5.1.1 Three Things Bridge, Castle & Winthorpe needs

- When asked what 3 other things the area needs to make it better for parents with young children, parents made a number of suggestions as shown in Table 18 overleaf
- The main requirements parents suggested were for better/safer/cleaner playgrounds/parks, holiday activities/care for children, mother and baby/toddler groups/playgroups/toddler activities and swimming pool/leisure facilities/sports facilities which all had the highest mentions by the parents interviewed, with parents expressing concern at the distance they had to travel to access a swimming pool.
- Most parents have a view on what the area needs to improve quality of life for young families as only 9% were unable to suggest anything.

Table 18 – Suggestions to make the area better for parents with young children

Suggestions from parents	Total %	Total No
Total	(100%)	(92)
Better/Safer/Cleaner Playground/Park	17	16
Holiday activities/care for children	15	14
Mother & Baby/Toddler Groups/Playgroups/Toddler activities	14	13
Swimming Pool/Leisure Facilities/Sports Facilities	12	11
More/Better information	8	7
Outdoor/More/better play areas/Somewhere to play/More activities	8	7
More/Better facilities for smaller children	8	7
More/Better buses/Better Transport	8	7
More/Cheap/Affordable activities/facilities	8	7
Youth club/Activities for older children/teenagers	7	6
Indoor/Safe/Soft play area	5	5
Services nearer/more local/more affordable	5	5
More child care/childminders/nurseries/Crèche	5	5
Place to meet/Groups for mums/parents to meet	4	4
Before and after school activities/clubs	4	4
Clinic/Doctor/Health Visitor	4	4
More shops/Better Shops	4	4
Road safety/speed bumps/School Crossing Patrol etc	2	2
Public toilets/Baby changing facilities	2	2
Further education courses/Advisors	2	2
More policing/Police	2	2
More support/Somewhere for support & advice	1	1
Clean up drugs/litter/dog mess/Youths hanging around	1	1
Days out/Trips/Organised Outings	1	1
Family entertainment/pub/Somewhere to eat with children	1	1
Other (see appendix 5)	25	23
Don't know/No response	9	8

5.1.2 Thoughts on the arrival of the Children's Centre

- Nearly half of the parents (48%) did not provide any further comments regarding the arrival of the Children's Centre. See Table 19 below.
- The comments from those parents who did provide feedback were very positive with one in five citing it as a great/brilliant idea.
- The need for good communications was highlighted in 15% of the responses, with people stating that they had not heard about the Sure Start Children's Centre and that more publicity and information was needed.

Table 19 – Thoughts on the arrival of the Children's Centre

Comments on Sure Start	Total %	Total No.
Total	(100%)	(92)
Good idea/Great/Brilliant/Excellent	20	18
Not heard anything/Don't know anything about it/Not sure	10	9
Glad to see it/Looking forward to it/Positive	5	5
Needs more publicity/Need more information	5	5
Other	14	13
Don't know/No response	48	44

5.2 Partners Questionnaire

- 14 questionnaires were received in total from Partners, and the anonymised responses can be viewed in full in Appendix 6.
- Question numbers shown below relate to those in the questionnaire. Q1 - 4 related to partners' contact and job details.

5.2.1 Current problems

Q5. What do you think are the current problems, or gaps in current services, for parents and young families in Newark?

- Partners' answers were varied in response regarding the current problems in the area and a wide range of issues was mentioned rather than a focus on one or two aspects.
- There were only three aspects mentioned by more than one of the partners;
 - Access to healthcare facilities - GP facilities are on the other side of the town and not perceived to be easily accessible for Bridge, Castle & Winthorpe parents.
 - Play areas/play opportunities- particularly access to safe play facilities and holiday play schemes
 - Housing issues (no further details). This was also mentioned by several parents in the fieldwork.
- The remaining ad hoc issues highlighted are listed below – all were single mentions, although several could be seen as offering support to the family or additional Healthcare services.

Support to the family:

- Need for debt and emergency crisis counselling

- Earlier Identification of young children and families with difficulties
- Parents with low self esteem
- Lack of motherhood and mental health facilities
- Lack of family support

Healthcare Services:

- Lack of Baby Clinics in the area
- More clinic facilities
- Speech and language therapy clinics are not available locally
- Drug abuse

Other issues identified

- Low take up of Book Start packs at the library (indicates parents may not be reading with their children and lack confidence in their own literacy levels)
- Poor communication skills
- Unemployment
- Lack of services and buildings apart from in Newark town centre

5.2.2 Possible Changes

Q6. In what way do you think the advent of the Children's Centre will change the way services are delivered in Newark?

- Partners were positive in their responses, suggesting a brighter future for this area of Newark with the advent of the Children's Centre.
- The overall feeling was that the new Children's Centre will result in linked and local services.
- Partners perceive it will bring the local community together and bring parents and children in touch with existing local services as well as new ones.
- This shows a good level of awareness of and receptiveness to the role of the Children's Centre Co-ordinating and integrating services.

"More joined-up thinking and greater awareness for families of what is available"

- It is thought it will also be beneficial to those families living in the more isolated villages, and those families who traditionally do not access services.

"It will help access the isolated families"

- User-friendliness of the new centre was also highlighted as important, in order to ensure uptake and usage of the Children's Centre
- Improved communication and easier access to local services is seen as one of the key benefits. Partnership working was also mentioned, particularly with reference to Health Visitors and School Nurses working/using the Children's Centre as a base.

In summary the Children's Centre will, as one partner mentioned:

"Hopefully providing the umbrella in which services can be linked and developed"

5.2.3 Biggest Challenge

Q7. *What do you think is going to be the biggest challenge locally in developing the Children's Centre in Newark?*

- Only half the partners who returned questionnaires had responded to this question
- Of those partners who expressed their views, many felt that the biggest challenge was going to be getting parents on board and engaged with the Centre facilities.

"Getting parents to engage with services ... need to get them on board from the earliest point"

- An additional challenge will be the different "areas" within the community that will be served by this Children's Centre, and their attitudes towards each other. This concern has arisen because the Centre will be based in the Yorke Drive area of the Bridge, Castle & Winthorpe wards and others living slightly further away may feel it is not for them:

"The other areas thinking that it is just for the Yorke Drive Estate"

"Making all 3 areas feel equally represented"

- The issue of trust was also mentioned, and getting people to believe that this is for them and not just to meet Government requirements.
- Facilitating access for "hard to reach" groups was also highlighted.

5.2.4 Effectiveness of Meetings

Q8. *How useful are regular meetings between workers from different settings? Are parents invited to these?*

- There was a general lack of feedback in terms of how useful workers' meetings were to everyone. Only four of the fourteen questionnaires returned had comments on this aspect.
- Several commented that they were not aware of any.
- It was highlighted that parents weren't involved on the Hawtonville Extended Services Management Board, which meets termly.
- Homestart Newark invites other agencies to their parents' groups to talk about their needs e.g. home safety and healthy eating.

"We invite other agencies to come into our family group to speak to parents about their needs"

5.2.5 Partners' Priorities

Q9. *What are your top three priorities for developing services or facilities or resources for parents and young children in Newark?*

- As in the previous question, there was a range of priorities mentioned - those mentioned by two or three partners were:
 - Housing
 - Facilities for younger people
 - Early Years' flexible play provision (under 3s)

- Drop in facilities

“drop in/access facilities”

“group care for under 3s, funded places in play groups with support”

- Other mentions included inclusion of all families, delivering a more local service to children, building awareness and flexibility of services.

Specific single mentions have been listed below:

- Consumer needs led service
- Accessible services
- Early identification and early referrals of families in need
- Flexible play provision
- Transport to support activities
- After school groups
- Positive relationships within families
- Building awareness of other services
- Inclusion for all families

“Better signposting to services available”

“Crèche facilities to support family learning”

“Activities offered at times to suit families”

Overall, the advent of the Children’s Centre is welcomed by partners who hope it will be a central point for young children’s services in the Bridge, Castle and Winthorpe area and begin greater community communication, inclusion and involvement as well as bringing in new facilities and services.

5.3 Focus Group

- The discussion guide used in the focus group is found in Appendix 4. This included areas which reflected the main sections of the parents' 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 of services in Bridge, Castle & Winthorpe
- Our group of 9 parents were initially invited to undertake a mapping exercise, to gather information about services and activities in Bridge, Castle & Winthorpe. This can be seen in Appendix 7

5.3.1 Services most helpful to them as parents

- There were a range of services mentioned which were considered to be helpful for parents including:
 - Play Support, offered by Sure Start - *can hire big items from £5 per week*
 - Mencap toddler group
 - Breast feeding clinic
 - Social Services
 - Morrison's supermarket - customer services provide baby wipes, nappies etc.
 - Homestart
 - Sure Start pre-school nursery
 - "my 2 kids went there adapted to it very well"*
 - Barnby Gate Surgery – booking appointments online
- Play Support was seen as one of the most popular because the services and facilities it provides were perceived to be of an unusually high standard – not only do they help parents to look after their children with the facilities they offer, but they help the parents themselves as well.

"They have a toy library you can hire big items from, for £5 per week ... that helps because financially it's too much to buy the items sometimes."

"They do free workshops as well".

- Mount School Nursery and Barnaby Gate Surgery were also discussed as parents find their services very helpful.

"You can book appointments online while you are in the surgery"

- The superstore Morrison's had recently become more parent friendly.

"Customer Services provide you with baby wipes, nappies etc"

5.3.2 Services most helpful to their children

- The response was limited to this question probably because most of the responses had been included in the earlier question about helpful services for parents.
- Ecap, the communication and autism partnership, were described as *“brilliant help”* by one parent whose child went to see the speech therapist there.
- Workshops for autism and help and advice provided by the paediatrician were also welcomed, but unfortunately these services are not local; travel to Mansfield, Ollerton or Grantham is necessary.

“There’s nothing in this area”

5.3.3 Services which should be more child-friendly

There was one service that was top of mind to the parents in the focus group, when considering which could be more child-friendly, namely:

- Job Centre
 - Few toys to play with
 - No lift – awkward as a lot of the services are upstairs
 - Don’t allow prams upstairs
 - Plenty of staff but often told to *“use the telephone for that”*

5.3.4 Services which could be more helpful

- The 9 parents in the Focus Group perceived the lack of nappy changing facilities to be a major issue, causing them stress.
- They reported that there are no baby changing facility in a lot of the public toilets, and the disabled toilets are locked so you cannot use them.

“On the other side of town there’s absolutely nothing whatsoever!”

- The group collectively felt that the service provided by local Health Visitors could be more helpful. They perceived there to be several reasons for this:
 - Lack of support – *“they are all working part-time, so they are always off when you want to see them”*
 - Insufficient time – *“there is not enough time for them to come round everybody in their area”*
 - Inability to empathise.
 - *“Half the health visitors’ haven’t got kids themselves, so they haven’t got the hands-on experience”*
 - *“She talks down to me”*

5.3.5 Areas for improvement in Bridge, Castle & Winthorpe area

There were several issues mentioned by the parents. These were:

- The need for toilets with nappy changing facilities.
- Better outdoor areas for children. The park aimed at children aged 0 to 14 years was highlighted as an example in support of this, as at present it is felt that it is unsuitable for children.

“The actual equipment is not safe. They have a round pole to slide on, not a slide”

- Better transport services. The times and prices of the bus services were mentioned in this context.
- Activities for mixed age groups

“There’s stuff for individual age groups but not mixed ... most parents have kids in more than one age group.”

Other ad hoc comments included;

- Support or workshop groups for special needs.
- Back to work help e.g. computer courses.
- Job Centre advice with crèche facilities

5.3.6 3 things to make the Bridge, Castle & Winthorpe a better place

The top responses given when asked what 3 things are needed to make this area of Newark a better place were:

- Education/training courses for parents. Parents in the group wanted to enhance their skills and prepare themselves for returning to employment. One parent suggested:

“Courses in confidence building, cooking, healthy lifestyles, exercise such as yoga, relaxation techniques, practical positive parenting”

- While another commented:

“Courses that are free or at minimal cost and include a crèche, to enable parents to be better equipped when returning to the workplace”

- Trips and activities. A different activity every day during the holidays and trips to places like Alton Towers were amongst the suggestions put forward.
- More groups for adults, covering specific childcare development and parenting topics, held locally instead of having to travel.
- Local accessible provision of services to support families with children who have additional needs.

“Groups for adults with problem children in Newark rather than Mansfield”

5.3.7 Good things to come from the arrival of the Children’s Centre

- The consensus was that the new Children’s Centre in Bridge, Castle & Winthorpe will make a marked improvement in services there.
- In particular it was felt that benefits would come from:
 - Physically having a place where people can come together
 - More information based locally
 - Being able to share knowledge and experiences
 - Access to professionals to help parents cope with children with additional needs, e.g. children with ADHD
 - Less worry in term time as activities will be concentrated in one place, so parents will not have to rush to get their children here and there

5.3.8 Concerns about the Children's Centre

- The key area of concern was the age range the Children's Centre will be providing for. There was concern that the age range of 0 to 5 years just wasn't wide enough, and should include older children.

"0-5years just isn't wide enough"

"I think it's a very good thing but I think the age range just isn't wide enough"

- This emphasises the need to ensure that the Extended Services and Children's Centres programmes develop in a joined-up way, enabling families to access locally the full range of supports needed, across the age range of their children.

6 Key messages for the future

- The consultation with parents and partners in Bridge, Castle & Winthorpe has provided comprehensive feedback about the needs of parents and young children in this area for the provision of the Children's Centre in 2008.
- The key needs are:
 - More facilities overall for parents and children in the local area rather than in central Newark and further afield
 - Provision of outdoor play facilities/park for young children
 - More adult education courses e.g. computer courses, confidence building, cookery, positive parenting
 - Better access to information – particularly on facilities and services for young children – e.g. a list of facilities available for under 5s
 - More activities for children across the age range particularly in holiday periods
- The consultation in Bridge, Castle & Winthorpe has been comprehensive with a good proportion of parents with children 0-5 years participating, along with input from partners from a range of organisations.
- There is the need to continue to build awareness amongst the parents in Bridge, Castle & Winthorpe as few currently know about the Centre. The Sure Start brand does not have a high level of awareness amongst parents, nearly one half (45%) of them do not know of Sure Start. Just under one quarter (23%) know about the Children's Centre and the facilities that will be available.
- Since the Centre is not due to be operational until 2008 and the consultation has taken place in early 2007 it will be important to implement a regular programme of communication to update on progress and maintain interest and awareness before the intended opening date.
- The consultation has established a good base on which to build the development of services at the Children's Centre in Bridge, Castle & Winthorpe, but involvement of all parties is crucial to 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. This should be seen in the light of a "first conversation" with the community. There is every reason to think from these responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them, and that key service providers are keen to engage with the Children's Centre as it develops.

7 Appendices

Appendix 1 – Parents' Questionnaire

Appendix 2 – Showcards

Appendix 3 – Questionnaire for Service Providers / Partners

Appendix 4 – Discussion Guide for Bridge, Castle & Winthorpe Focus Group

Appendix 5 – 'Other' Responses from Parents' Questionnaire

Appendix 6 – Responses from Partners and Service Providers

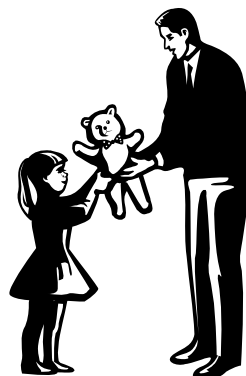
Appendix 7 – Mapping exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners

Children’s Centres Questionnaire
(Bridge, Castle and Winthorpe)

- We’re talking to local people about the new Sure Start Children’s Centre that’s coming to this area – 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.
- We really value what people say, and all the comments will be taken into consideration.
- Taking part in this survey means that you’ll be included in a prize draw for a £10 Gift Voucher - 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?	4.3.1.		4.3.1.1
2. Do you know about the proposed Children's Centre to be developed in the area?	4.3.1.		4.3.1.1



P T O

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 ONE service do you think was most helpful. ... to you, as a parent?
7. and most helpful to your child/children?

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.]

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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.]

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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
More Local Venue	6

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
Email/Website	7

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

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

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

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

14. Are you: Male 4.3 Female 4.3

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 4.3.1 Unemployed 4.3.1.1.1.3 Grandparent 4.3 4.3.1.1.1.1.1!
 Working Part-time Full time Other relative /friend
 Parent/ Carer (write in) _____

19. Are you and/or your partner expecting a baby?

Yes No
 Under 5s 5-16 16+

20. Number of children in household:

None Under 5s 5-16 16+

21. Are you: Single Married/partnered

Other

22. Ethnic origin:

White Indian Chinese
 Black Caribbean Pakistani Mixed
 Black African Bangladeshi Traveller

Please write in any other

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

Your postcode eg NG15 5JQ: -

24. Please can you tell me which school or nursery your children under 5 go to?

- 1. Christ Church C of E Infant
- 2. Lovers Lane Primary & Nursery
- 3. Holy Trinity C of E Infant
- 4. Bishop Alexander Primary & Nursery
- 5. Winthorpe Primary
- 6. Mount C of E Primary
- 7. Other

25. Please can you tell me which doctor's surgery you and your family are registered with? (See separate sheet, tick the corresponding letter)

1. Lombard Street Surgery	2. The Surgery, Barnby Gate
3. The Fountain Medical Centre, Sherwood Ave	4. Balderton Health Centre
5. Winthorpe Health Centre	6. Other

26. Which of the following best describes where you live? Circle ONE answer only

1. Central Newark	2. Outskirts of Newark	3. Winthorpe Village
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4. Yorke Drive Area	5. Winthorpe Rd Area	6. Surrounding Villages
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Contact sheet

(Will be separated from questionnaire)



Would you be interested in coming along to a focus group, to tell us more about what you think about the development of the Children's Centre. You'd get a £10 Gift Voucher as a thank you.

Date: 22 nd March 2007	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Possibly	<input type="checkbox"/>
Time: 1.15-2.45pm						
Venue: Bridge Community Centre						

Crèche required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Possibly	<input type="checkbox"/>
Number & Age/s of children for crèche	Under 2 yrs	<input type="checkbox"/>	2-3 yrs	<input type="checkbox"/>	3-5 yrs	<input type="checkbox"/>

Children in household	Under 5s	<input type="checkbox"/>	5-11s	<input type="checkbox"/>	11-16s	<input type="checkbox"/>	16+	<input type="checkbox"/>
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As we expect that lots of parents will be interested, we will contact you nearer the time to confirm.

Please confirm **School/nursery name** _____
and Doctor's surgery _____

We need to take your name, address and phone number to enter you in the prize draw*, and to contact you about the feedback session; this will be kept separate from your responses to the survey. With your agreement, can we also pass these contact details to your local Children's Centre to keep on their database, so they can contact you in the future eg newsletter, information about sessions etc?

Please tick Entry into Prize Draw Yes, details can be passed to CC No, don't give details to CC

Name _____

Address _____

Postcode _____ Phone _____

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

Please return this form to:

Action Point, Dorchester House, Station Rd, Letchworth, Herts, SG6 3AW

OR the place you were given it eg school, playgroup or nursery.

By 20th March 2007.

THANK YOU!

* Terms and conditions

1. Entry to the prize draw is free. Only one entry per person.
2. The draw will take place at Community feedback session.
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 and Childcare Services team and their families.

APPENDIX 2 – Showcards



Showcard 1 – List of Services

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

4.3.1.2 Showcard 2

Better public transport

Childcare

Someone to go with

Different times of events

Better price

More local venue

Showcard 3

4.3.1.2.1 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

Email/Website

Nottinghamshire



Early Years
Development
and Childcare
Partnership



Nottinghamshire
County Council

APPENDIX 3 – Questionnaire for Service Providers/Partners

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 Bridge, Castle and Winthorpe 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 electronically please send an email to penny.wylie@actionpointms.co.uk requesting a WORD copy. Please return surveys by **week commencing 2nd March 2007**.
 - 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 complete and post back in the attached reply paid envelope to **arrive by 2nd March 2007**.

Thank you for your input, which is very welcome.

4.3.1.2.2

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

Name: _____

Organisation: _____

Area of responsibility: _____

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 Bridge, Castle and Winthorpe? 	
<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 Bridge, Castle and Winthorpe? 	
<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 Bridge, Castle and Winthorpe? 	
<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 Bridge, Castle and Winthorpe? 	1.
	2.
	3.

<ul style="list-style-type: none"> 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 Bridge, Castle and Winthorpe. 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

4.3.1.2.2.1 Please continue over the page if necessary

APPENDIX 4 – Discussion Guide

Discussion Guide Sure Start Children’s Centres - Bridge, Castle, Winthorpe – Thursday 22nd March 07

4.3.1.2.3 Introduction	5	5	<p>Introductions - carrying out work on behalf of Sure Start Children’s Centre All views expressed are confidential – not attributable to any source No right or wrong answers – the opportunity for ALL to have their say Recording conversation for my benefit. Areas to avoid dwelling on :</p> <ul style="list-style-type: none"> ▪ 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
Initial warm up	15	20	<p>Initial warm up to get everyone talking: Name, where they live, number and age of children, which school/playgroup/nursery etc they attend and gather for mapping exercise. Family live locally? Whether they work/go to college, anything else of interest relevant to discussion eg how long lived in the area.</p>
Explanation about Sure Start Children’s Centre	5	25	<p>Explaining the concept and purpose of Children’s Centre, plans for Bridge, Castle & Winthorpe etc Show Map – explain area the centre will cover.</p>
Mapping	15	40	Mapping of current services, by day, and time of day (need flip chart & paper)
Main sections of discussion			
Issues of area	10	50	<p>Which service is most helpful to you as a parent – why, what works, what do you like? What doesn’t – why is that? What would make it better for you?</p>
	10	60	<p>Which service is most helpful to your child – why, what works, what do you like? What doesn’t – why is that? What would make it better for your children – and you?</p>
	10	1.10	<p>What services aren’t child friendly or are very poor? Why is that? What would make services more child-friendly? How could they make services even more child-friendly?</p>
	10	1.20	What about issues of disability/ access in area?

			<p>Do you have or do you know parents with children with disabilities or problems that could be improved? What are the problems locally? What could be done to improve things?</p>
	10	1.30	<p>What do you think is a good thing about having a Children's Centre locally? Do you have any concerns about it?</p>
	10	1.40	<p>Are there any issues to do with your child being at this school? Do you have any concerns about that?</p>
	10	1.50	<p>What 3 things are needed to make a better place? What gaps are there in the current provision What improvements would you like to see in the local area?</p>
Next Steps	5	1.55	<p>Feedback (report and one-page sheet) Letters to all who completed the questionnaire /came to focus groups Stakeholder meeting to which all will be invited, including the plans for April feedback event. Crèche will be provided, but need to send back the form to be sent out with letter.</p>

APPENDIX 5 – List of other suggestions for improvements - from parents' questionnaire – Bridge, Castle & Winthorpe

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
Because of age limit, because children get bored	Because children get bored		Facilities catering for children with special needs
Didn't feel support was available at breastfeeding group	GP didn't want to know, (when called out for 1 yr old) not interested/didn't really want to come out	Good value free events, Stay & play	Somewhere to go for advice as a new mum
Family member just comes around and sits and moans	Not appropriate medical care whilst pregnant. Service at family centre changed 6/12 mths ago	Buggy access (double buggies)	Wouldn't want to go alone - a bit daunting
Not focussed, trying to claim benefits and part time work (Job centres)	GPs won't push chair inside for disabled child- own child runs off	3yrs + services, eg. Football group	
Didn't like group atmosphere at place (Homestart)	Not welcoming once I had a child (Breastfeeding group) - GP Practice	Wider variety of services for children with special needs	Like some information about it sent to the house. Is really interested in the centre activities, very lonely on her own.
Equipment didn't arrive and still hasn't. Not made welcome with children, not encouraged to take them, they're scowled at (Job centres)	Limited choice of times to go. Only at weekends when we have children to look after (Antenatal)	Family Centre - child scared of it, started bed wetting again	Why a new building when already a pavilion and community centre here and not used regularly

APPENDIX 5 – List of other suggestions for improvements - from parents’ questionnaire – Bridge, Castle & Winthorpe continued

Children wouldn't sit down and listen to stories (Story time sessions)	Homestart office not easy to get pushchair in, high step and narrow doorway.	More services, better access	Make sure the building is secure and good alarm
Not as good in this area as previous one attended in Nottingham. Good job not reliant on it (antenatal)	No provision for my children available	Centre for all age groups at same event/activity	Must make sure they have safety glass in windows on new centre.
I cannot work after school hrs as can't get my children in. Way over subscribed. Starting a degree in Lincoln in Sept & after school care real problem as breakfast club (lack of)	Midwife intimidating Sometimes feel not listened to properly (Antenatal)	More local library service	Needs to be available for up to 7 years. More funding to keep some schemes going e.g. Holiday play scheme. E.g. in Devon play scheme which is likely to lose its funding
No jobs. Computerised, difficult if learning difficulties (Job centres)	Home safety equipment not in place even now-stair gate.	More things for kids to do	Give parents somewhere to go, not just sit at home
		Parenting sessions (young children)	Positive, but query whether there's alternative provision of activities for older children in family
		Internet access. Stay & Play sessions	Want it to help parents/children support different ideas – trips
		More for children to do e.g. Dancing classes	Age group not enough should be 1-16yrs
		Better parenting –Not good that children 5-6 yrs allowed out late at night around here.	For children over the age of 5yrs for school holiday care & after/before care at reasonable cost. The government claims to have made it easy for mums to return to work or study from my experience in this area it's absolute RUBBISH

APPENDIX 5 – List of other suggestions for improvements - from parents' questionnaire – Bridge, Castle & Winthorpe continued

		More clubs	
		More children in village	
		Having rung childcare services & spoken to many parents with identical needs - someone to listen, coordinate and do something about it. Childcare services could offer no advice or help at all.	
		Afternoon sessions	
		More activity centres	
		More clubs for 6yr olds	
		More feeding facilities	
		Services open for over 5yr olds	

APPENDIX 6 - Responses from Partners and Service Providers

Q1 – Org type	Q2 – Job type and employer	Q3 – Yrs in role	Q4 – main area of responsibility
Health	Health Visitor / Practice Teacher	11	Preventative work, health promotion and public health.
Sherwood Forest Hospitals NHS Trust	Senior Midwife – Newark & Sherwood Community Midwives	6	Manage community midwifery team covering Newark & Sherwood area. Antenatal and postnatal services, homebirths and breastfeeding support and parent education.
County Library Service	Children's services coordinator, East Group Libraries	2	Library services to children and their parents, library based activities, distribution of BookStart packs.
Church	Pastor	5	All aspects of life in and out of church
Job Centre Plus	Lone Parent Advisor	6	Giving financial advice about benefits, helping and supporting lone parents into work and training.
Notts CC - Children and young peoples services	Early Years Specialist Teacher, Inclusion Support Service	18	Special needs children 0-5.
Support Services – Notts CC	Advisory Teacher – Traveller Education Service	7	Promoting early education opportunities for Traveller children 1 – 5 years.
School	Head teacher	5	Education and well being of 180 children 0 – 11 yrs.
NHS	1 – Newark Team leader, Children's speech and language therapy 2 – Speech and Language therapist, Hawtonville children's centre	1.5-2 Commenced September 2006	Delivering therapy to children in Newark area. Offering training to parents, schools and nurseries.
Church	Vicar	12	Team Vicar.
Health Visiting	Health Visitor. Nottinghamshire County Teaching PCT	18 months	Health and welfare of families with children under 5.
School	Head teacher	8 months	Leadership of school.
Health	Team Leader Health Visitor – Nottinghamshire County Teaching PCT	7	Newark Child and Family Team – Manager and management of geographical caseload including Seven Hills
Voluntary agency – reg'd charity	Senior Organiser Home Start Newark	16	Managing scheme

APPENDIX 6 Responses from Partners and Service Providers cont'd

Q5 – Current Problems
Housing and local neighbourhood Resources increase breast feeding rates Access to GP facilities Baby clinics in area Access to services
N/A
I have little local knowledge, but I would guess that there is a low take up of book start packs and that many parents do not read with their children.
Play centres Crèche Clinic facilities Debt and emergency crisis counselling Safe play areas
Not sure as I don't know the area very well
Young children do not seem to get referred to our services until older – need earlier identification and referral to be able to offer early intervention
Engaging all families
N/A
Parents have to travel to Newark to attend nearest clinic able to offer speech and language therapy
Low self esteem with some parents Drug abuse Unemployment Poor communication skills
Distance to travel for health advice No services or buildings apart from town centre
Our children go on to Hawtonville Junior generally and most who need services access the Hawtonville Family/Child centre
Access to Healthcare – GP surgeries are the other side of town Motherhood and mental health drop in facilities Family support Housing issues and environment
Very little infrastructure. Most people tend to head for town. Little play opportunities for all ages / holiday play schemes

APPENDIX 6 Responses from Partners and Service Providers cont'd

Q6 – How will CC change the way services are delivered?
User Friendly and will get local people involved.
Opportunity to offer service from different venues local for parents.
I hope to see them well coordinated with good information provision about what is available fro children.
Hope to see the problems resolved
From my perspective provide information and help regarding services provided by the job centre
Hopefully connect parents and children with the service
More joined up thinking and greater awareness for families of what is available and improved awareness for children
Greater joined up thinking. Support for existing services e.g. crèche for family learning
Hopefully some opportunity to use the accommodation to offer a more local service
Help will be local and easily accessible, promoting self help
People with become more involved and it will help access the isolated families and become user friendly.
Improved communication, link up of all services, hopefully not overlapping health and education, regular meetings to pass on info
Partnership working. Basing HV's and school nurses and the children's centre allowing day to day access. Community led projects
Hopefully provided the umbrella in which services can be linked and developed

APPENDIX 6 Responses from Partners and Service Providers cont'd

Q7 – Biggest challenge
Stimulating public interest and awareness and getting people on board.
N/A
N/A
Getting people to believe this is for them and not just to meet government demands.
H/K
N/A
Facilitation access for hard to reach groups
Engaging parents with their children
N/A
The other areas thinking that it is just for the Yorke Drive estate
Involving parents and getting them on board
Making all 3 area feel equally represented and having ease of access to children's centre
Involving local community and building trust
Getting parents to engage with services. Need to get them on board from the earliest point.

Q8 – How useful are regular meetings between workers from different settings? Are parents invited to these?
Not aware of any.
N/A
N/A
N/A
H/K
N/A
N/A
N/A
Don't know
N/A
Not aware of any at the moment
I am currently part of Hawtonville extended services management board. Meet at least once termly. Not aware of parents on board.
N/A
We invite other agencies to come into our family group to speak to parents about their needs. We have a monthly visit from the Health Visitors and have looked at fire and home safety / healthy eating etc

APPENDIX 6 Responses from Partners and Service Providers cont'd

Q9 – top priorities and Q10 – what would most improve the area			
Q	No. 1	No. 2	No. 3
9	Housing	Facilities for younger people	Drop in facilities
10	User Friendly	Consumer needs led service	Drop in services
9	To be partners in offering services	Build awareness of other services activities Activities offered at times to suit families	To be able to sign post families
10	Assessable services		
9	Increase take ups of BookStart packs N/A		
10			
9	None presently- we are a small church and focus at the moment on young people		
10	Counselling	Clinic facilities	Crèche
9	H/K		
10	H/K		
9	Early identification with SEN and early referrals	Flexible services for children with SEN 52 weeks a year	Group care for under 3's, funded places in playgroups with support etc
10	Flexible play provision to meet the needs of all 0-5's with trained staff to support families and playgroups, play sessions, groups day nurseries etc		
9	Inclusion of all families	Better signposting to services available	Improve outcomes for children and families
10	N/A		
9	Language	Positive relationships within families Crèche facilities to support family learning	
10	Transport to support activities		
9	Would like to deliver a more local service to children in these wards		
10	N/A		
9	N/A		
10	People proving what they promised	After school groups	

APPENDIX 6 Responses from Partners and Service Providers cont'd

Q9 – top priorities and Q10 – what would most improve the area (continued)			
9	Housing	Drop in sessions/advice	Facilities for young children
10	Early years provision (under 3's) crèche	Family support	Drop in/access facilities
9	Greater clarity for parents of Christchurch just where they should access information between Hawtonville and this new venture	Accessing holiday time play services	
10	Quite new to area so difficult to say. I don't hear parents at school commenting on lack of any particular provision		
9	Local access to a health worker	Improving health of population	Joint training
10	Crèche facilities	Access to play, health, social and peer services	Parent support training
9	Working alongside partners to offer better services	Summer play schemes	Training opportunities for parents
10	More play opportunities	Health services/dental/doctor	Family self-esteem/friendships

APPENDIX 7 – Mapping Exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners

Bridge, Castle, Winthorpe Children’s Centre Consultation

MAPPING OF SERVICES BY PARTNERS

Baby related					
N o.	Team/service	Activity/service	Venue	Times	Contact
2	Community midwifery	Parent Education	NWK Hospital	Sat and sun 10-12 alternate w/e's	Alison Greenwood 01623 622515
2	Community midwifery	Babies breastfeeding support	Town Hall NWK	Wed 1-3	Alison Greenwood 01623 622515
2	Community midwifery	Aqua Natal sessions	The Grove NWK	Tue 11-12	Alison Greenwood 01623 622515
2	Community midwifery	A/N Clinics	Collingham HC Lombard St Surgery	Mon 12.30 – Tue and Wed pm	Alison Greenwood 01623 622515
2	Community midwifery	A/N Clinics	Fountain medical centre	1.30 – 4.30 Thurs 1.30-4.30	Alison Greenwood 01623 622515
2	Community midwifery	A/N Clinics	Balderton surgery	Fri 9-1	Alison Greenwood 01623 622515
2	Community midwifery	A/N Clinics	Barnby Gate surgery	Tue 1.30 – 4.30	Alison Greenwood 01623 622515
2	Community midwifery	Post Natal home visiting	Family homes	9 – 5.30 7 days a week	Alison Greenwood 01623 622515
2	Community midwifery	Other home births	Family homes	24 hour service 7 days a week	Alison Greenwood 01623 622515

APPENDIX 7 – Mapping Exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners cont'd

Non-baby related Services					
No.	Team/service	Activity/service	Venue	Times	Contact
1	-	During Homestart weekly session	Bridge Community Centre	10.30-11am	Julie Bagley 01636 704693
3	Newark Library	Rattle, Rhyme and Roll	Newark Library	Mondays 10-10.30am first and third of month	Molly Pollitt 01636 605935
3	Newark Library	Storytime	Newark Library	Tuesdays 2-2.30pm	Celia Unsworth 01636605256
6	Inclusion Support services, early years	Individual home teaching to children with SEN and advice to schools and settings	N/A	N/A	Gill Ladhams 01623 638800
7	Traveller Education Service	Outreach play work for traveller children aged 1-5	In own homes	As appropriate	Beverly Smeeton 01636 680380
7	Traveller Education Service	Additional support in nurseries and schools for traveller pupils	Schools and nurseries	N/A	Beverly Smeeton 01636 680380
8	Play workers	Mount session care	Mount Nursery	11.30-3.30 Mon – Fri	Sandra Bunnell 01636 688166
8	Play workers	Mount after school Club	Mount School	3.30-5.30 Mon – Fri	Sandra Bunnell 01636 688166
8	Foundation Learning Team	Nursery	Mount Nursery	9 – 11.30am Mon – Fri	Anne Handson 01636 688166
8	Foundation Learning Team	Mothers and Toddlers	Mount School	1.15 – 3.15pm Thurs	Rachel Cartledge 01636 688166
8	Family Worker	Adult learning	Mount School	Varies according to course	Sharon Dixon 01636 688166
8	Foundation Team	Nursery	Mount Tolney Lane Nursery	1-3.15pm Mon - Fri	Alice Wells 01636 688166
12	Christ Church Infants	Foundation unit – children start term after their 4 th b'day	Christ Church Victoria St	Every morning 9 – 12.20	Gill Maguire 01636 680051

APPENDIX 7 – Mapping Exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners cont'd

Non-baby related services continued					
13	Health Visiting	Universal service	Homes	Varied	Fountain Medical Centre 01636 704693/702091
13	Health Visiting	Targeted Service	Homes	Varied	Fountain Medical Centre 01636 704693/702091
13	Health visiting	Bridge group	Bridge community centre	Mondays - am	Fountain Medical Centre 01636 704693/702091
14	Home Start	Family Group	Bridge Community Centre	Mondays 10-11.30am	Elaine Rossall 01636 705011
14	Home Start volunteers	Home visiting	Home	3 hrs per week per family	Elaine Rossall 01636 705011

APPENDIX 7 – Mapping Exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners cont'd

MAPPING OF SERVICES BY PARENTS IN FOCUS GROUP

Monday	
AM	PM
Homestart toddler group 10–11:30am	
Tuesday	
Homestart Barnaby gate toddler group	Mount school toddler group 1:30pm
Wednesday	
	Breastfeeding group – Town Hall Toddler group – Town Hall Homework club
Thursday	
Homestart Barnaby gate toddler group	Mount School toddler group 1-3:30pm
Friday	
	Theatre group in evening – for all ages but younger kids can go along to it too

Activities that take place every day

- 1) Sherwood Avenue – big toddler centre called an Everyday Champion Centre. It was thought a similar centre is starting in the Bridge area.
- 2) Mount School toddler group. 1:30-3:30pm. Have to pay £7.60 for this

APPENDIX 7 – Mapping Exercise: Current Services in Bridge, Castle & Winthorpe from parents and partners cont’d

Comments made about some of the existing activities

<p>Homestart toddler group</p>	<p>This was thought to be not well advertised although feedback about the group was very positive.</p> <p>“I only heard about it through word of mouth” “I’ve lived on the Drive a year and didn’t know it existed” “Theres a sign on the (local) shop door”</p> <p>Leaflets/posters were suggested as a way to advertise “The first thing I do is chuck them in the bin” “They are not catchy enough, a lot of people think its junk mail”</p> <p>Suggestions: “Make them colourful ... put ‘kids’ on it or ‘playgroup’</p> <p>Posters at schools were also suggested: “we have a notice board on our school gate” “we have sent out a lot of flyers via the kids to give to their parents ... those who haven’t got school age kids are very difficult to catch</p>
<p>Homestart Barnbygate group</p>	<p>“It’s very cliquey” “The Homestart volunteers themselves are brilliant. It’s the parents that go to the Homestart toddler groups.” “It’s very unwelcoming there” (was bringing everyone from the different communities into the one place)</p>