

Calverton Children's Centre Community Consultation – Main Report

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

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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 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 2007. A further 25 were planned for Round 2, which is now underway.
- 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-linked' partnership, bringing together existing facilities (e.g. neighbourhood nursery, infants and junior schools, family centre, library, health centre, community centre) operational either as a 'virtual' Children's Centre or from existing community locations. Others 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, from 8am to 6pm, Monday to Friday, for a minimum of 48 weeks per year, 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.
- 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 differing 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; however the centres have the potential for wider community use, and could develop into 'community centres for children' serving a wider age-range and incorporating wrap around care, for example, breakfast clubs, after school care, holiday clubs etc.
- This document presents the findings of a community consultation exercise in the ward of Calverton. The interviews with parents, the Partners' Questionnaire and the focus group, which formed the data collection element of the consultation, 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.

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 consultations consisted of face-to-face interviews with parents, a questionnaire distributed to local service providers and key stakeholders in the area, and a focus group with parents, recruited via the questionnaire.

3.1 Parents' Questionnaire

- This phase of the consultation consisted of face-to-face interviews with parents. It was planned to include:
 - Parents/carers with children under 8 years of age at local schools
 - Parents/carers who are users of local pre-schools and other sessions for parents and young children
- During the consultations the following locations were used to help target parents and carers from the local area.
 - Manor Park Infants and Nursery School, including an open evening
 - Sir John Sherbrooke Junior School
 - St. Wilfrid's Church of England School
 - The Calverton Clinic, including the Baby Clinic, under 1's Stay and Play Session and Baby Massage
 - Oasis Parent and Toddler Group
 - The Toy Library
 - The local shopping area
- Most interviews for the Calverton Consultation were conducted on Wednesday 21st March 2007 by a team of interviewers located outside the local schools listed above and in the local shopping area. Further interviews were achieved during March at the Calverton Clinic with parents / carers attending the Baby Clinics, the Stay and Play sessions for under ones or the Baby Massage sessions. Interviews were also achieved at the Oasis Parent and Toddler Group on 21st March, at the Open Evening at Manor Park School on the 21st March and at the Toy Library on March 26th 2007.
- Parents/carers living in Calverton and/or who use children's services and activities in this ward, who have children aged 8 and below, were targeted to take part in the interview, which took about 10 minutes.
- The interviewer team included workers from the Children's Centres team, Gedling PCT including Staff at the Calverton Clinic, the Gedling Senior Co-ordinator, Sure Start Gedling, four professional interviewers, four parents including a school governor, an ex-teacher and the Consultant of this project.
- All interviewers undertook a one and a half hour training session or a personal briefing, which included specific details about the questionnaire, coaching on interviewing techniques and guidelines on the confidentiality of respondents' data.

3.2 Partners' Questionnaire

- Partners, key stakeholders and service providers from the Calverton area were invited along to an open information session held at the Calverton Community Oasis on 13th March 2007. Participants were informed about the planned consultation in Calverton to be carried out on behalf of Nottinghamshire County Council by Rowland-Green Research & Marketing.

- Attendees were given a self-completion questionnaire to complete and invitees who couldn't attend were sent a questionnaire by post with a covering letter encouraging them to return the completed questionnaire.
- Follow up letters were sent to those who had not returned the questionnaires.
- Service providers were also asked to complete a mapping exercise, giving details of the services they were aware of in the consultation area, including times and contact details.
- The mapping exercise would be used to develop a map of services available in the area to identify any service provision gaps or overlaps, for future planning, and identify locations for interviewing parents in the consultation.
- The opportunity to give contact details was provided so that the Children's Centre team could make contact in the future, and most of the respondents completed this section.
- Twenty-one completed questionnaires were returned and included in the consultation.

3.3 Focus Group

- Parents taking part in the survey were asked whether they would be interested in attending a focus group to be held on the 19th April, 1.15-2.45pm in the I.T. Suite of Manor Park Infant and Nursery School.
- Eleven respondents were recruited randomly by telephone from the list of interested candidates. Some who had initially expressed an interest in attending had to decline because of work commitments or because they were attending a Parent and Toddler Group. Follow up invitation letters were sent to those who accepted the invitation to attend and all were familiar with the location of the venue.
- On the day, seven parent respondents turned up for the focus group, as well as a Head Teacher.
- A free crèche was provided in the Family Room at Manor Park Infants and Nursery School.
- A mapping exercise was conducted as part of the focus group to gather parents' perceptions about existing services in the area for them and their children.
- As part of the introduction to the group, the Children's Centres Senior Co-ordinator gave an explanation about Children's Centres. This was seen as a good way of enabling a wider understanding of the concept by parents before the discussion started.
- All parent attendees were given a £10 shopping gift voucher as a thank you for their help.

4. Observations on the Samples

4.1 Parent's Questionnaire

- 130 interviews with parents / carers were completed in the Calverton consultation. Data for this neighbourhood shows that there are approximately 274 children under 5 living in the Calverton ward. The 130 parents /carers interviewed accounted for 126 or 46% of the under 5s in the area. The number of interviews achieved far exceeded the target of 69 required and therefore provides an excellent representative sample from the area.
- 9 out of 10 respondents were female.
- Half of the respondents were aged 30-39, with a further third (34%) being aged 20-29. 12% were aged 40-49 and a further 4% were aged 50+. Only 1% was aged under 20.
- The parents interviewed accounted for 251 children living in the area of the following ages: 126 under 5s, 120 aged 5 to 16 and 5 aged 16 plus.
- The average number of children per family was 1.93.
- On average the respondents had 1 child aged under 5 and 1 aged 5 to 16. Most people (95%) were reported as having no children over 16. There were only four households with children aged over 16. Three respondents failed to answer this question.
- Nearly 3 out of 5 respondents (59%) had one child under 5, with almost a further 1 in 5 (18%) having two children aged under 5. One parent had three under 5s. A further 1 in 5 had no children under 5, with 3 respondents giving no response (n.b. parents with children aged 8 and below were targeted for the interviews).
- 4 in 10 respondents (42%) had two children in their household with a further 3 in 10 (31%) having one child. However, 15% had three children, 6% had four, 1% had five and another 1% had seven children. 2% failed to answer the question and a further 2% claimed not to have children in their household (as these were aged over 40 they may well be grandparents).
- 5% of those who responded revealed that they were expecting a baby. The vast majority (93%) were not pregnant at this time. 2 did not provide an answer to this question.
- Three quarters of households (76%) had two adults aged 18 or more living together, whilst 16% lived in households with only one adult. The average was 1.9 adults (aged 18 years and above) per household. There were also a number of respondents who came from households with more than 2 adults; 7 households (5%) had 3 adults and 1 (1%) had 4 adults present.
- 15% of respondents were single with 78% being married or partnered. 3 respondents described themselves as 'other', such as widowed, with a further 6 respondents declining to answer the question.
- More than half of the households (57%) had two adults working with a further 23% containing one working adult. 2% had three adults working, but 17% of the households had no adults working.
- Two-thirds of respondents were in employment, with nearly half of them (47%) working part-time and a further 1 in 5 (19%) working full-time. 28% described themselves as parent/carers and 3% were grandparents. 5% described themselves as unemployed.
- Analysis of the ethnic origin of respondents revealed that 98% were white, 1% was Chinese and 1% was of mixed race.

- An analysis of postcodes showed that 98% were from NG14, with 2% not replying to this question. Nearly two-thirds (65%) of respondents described themselves as living in the centre of Calverton, with a further 29% claiming to live on the outskirts. 5% described themselves as living elsewhere. Interestingly, of 7 respondents who share the same postcode, 5 described themselves as living in the centre of Calverton with the remaining 2 saying they lived on the outskirts. This reveals how people's perceptions of the same location can differ.
- 9 out of 10 respondents (92%) in the consultation were registered with The Calverton Practice. Indeed, no alternative Medical Centre was given, although 4% claimed to be registered elsewhere. 6 respondents failed to give an answer.
- More than half (54%) of the respondents in the Calverton consultation had children under 5 attending Manor Park Infant and Nursery School, with a further fifth (19%) having children at St Wilfrid's Church of England Primary School and 7% at Sir John Sherbrooke Junior School. 3% had children attending Homestead Nursery with 6% going elsewhere.

4.2 Partners' questionnaire

- 21 questionnaires were received, all of which gave contact details, but some of which were not fully completed.
- Responses were received from Partners working in a diverse range of roles, which could be categorised into four disciplines; Community Development, Childcare, Healthcare and Education.
- Between them the service providers had accumulated around 181 years of working in this community. On average, they had each been in their current role for 9 years, with a range from 0.75 up to 40 years.

Table 1 - Partners' Disciplines

Discipline	Number of Responses
Community Development	7
Childcare	5
Healthcare	5
Education	4

Table 2 - Partners' Roles

Role	Number of Responses
Head / Deputy Head Teacher	4
Support in the Community	3
Councillor	2
Library Services	2
Parent and Toddler Group Leader	2
G.P.	1
Health visitor	1
Healthcare manager	1
School Nurse	1
Healthcare Support Worker	1
Nursery Supervisor	1
Out of School Club co-ordinator	1
Pastoral Care	1

4.3 Focus Group

- Seven parents attended the focus group out of the eleven who had agreed to come along.
- All attendees were female and mothers, with one respondent holding an NVQ level 2 qualification in Early Years, and another currently providing play opportunities for toddlers.
- Four participants had children attending Manor Park Infant and Nursery School, with the children of the remaining three respondents being toddlers and too young to attend nursery or infant school.
- Between them, respondents had twelve children in total. Six of the children were aged under 5, three were six years old, one was 8, one was 12 and one was 18.
- Two respondents had three children, one had two children, with the remaining four respondents having one child each.
- Six of the respondents cared for at least one child under 5, with two parents having two children aged 6 or less.

5. Main Findings

5.1 Parents' Questionnaire

- 130 questionnaires were completed in the Calverton consultation. This far exceeded the target of 69 interviews. Indeed, this is an 88.4% increase over the target figure and is due to the tenacity and vigilance of the interviewers, particularly those working in the local services, and the willingness of the local people to take part in the consultation. This response rate gives an excellent representation of the children aged under 5 in the area.
- Even with 130 questionnaires completed some questions were only answered by a small number of respondents, in particular those referring to services used, so care must be taken when comparing percentages - attention is brought to this throughout the report.
- 7 out of 10 (71%) respondents were aware of Sure Start. However, the remaining 3 out of 10 either did not know about Sure Start (18%) or were not sure (12%). Results suggest that there is lower awareness amongst respondents aged 40 and above with only 4 in 10 being aware of Sure Start versus those aged under 29 where 8 in 10 were aware.
- Slightly more than one-third (35%) of respondents knew about the Children's Centre planned for the area.
- Slightly more than half (53%) of those who knew about Sure Start were unaware of the local development plans for a Children's Centre, while 4% were not sure if they had heard anything regarding these local developments. 42% who were aware of Sure Start were also aware of the plans for a local Children's Centre.

5.1.1. Services Ever Used Locally

- Respondents were asked which local services they or their family had ever used in the area, by means of a Showcard (Appendix 2). Care should be taken in interpreting the data when numbers using the services are low, these may not reflect the views of all local people.
- As might be expected those services which are seen as a necessity i.e. GP (93%), Health Visitor (82%) and midwife (77%) were used locally by over three quarters of respondents.
- 6 out of 10 respondents had used the Children's Library Services (62%), and just over half of the parents had used a Parent and Toddler Group (55%), antenatal sessions (54%) and/or a nursery in a school (54%).
- 4 in 10 used a Family Member for Childcare (41%), whilst 3 in 10 used Friends for this service (32%).
- Services that entertained children, such as the Toy Library and Story Time Sessions, were used by 4 out of 10 parents (38%) and 3 out of 10 parents (28%) respectively.
- Childcare in the form of pre-school playgroups had been used by a quarter of parents (25%), with slightly less using a Day Nursery (23%), or a Registered Childminder (16%) or an After School Club (15%).
- 1 in 5 had received Home Visits (22%) whereas 1 in 7 had utilised the services of a Job Centre (14%) and / or Speech Therapists (13%).
- 12 of the services listed had been used by 8% of parents or less, but all had been used by at least 3 respondents. The least used services, used by less than 10% of parents, were Independent School (8%), Parenting Advice and Guidance (8%), Children's Information Service (7%), Further Education (7%), Breakfast Club (6%), Crèche (6%), Home Safety Equipment (6%), Dietician/Nutritionist (4%), Breast

Feeding Group (3%), Family Centre (3%), Welfare Rights sessions (3%) and Homestart (2%).

- The Children's Library Service was more popular with maturer respondents, with more than 70% of the over 30's using this facility compared to 44% of the under 29's. A similar pattern was evident for Parent and Toddler Group usage – with the under 29's less likely to be using this service (44%) than the 30-39's (60%) and the over 40's (65%).
- Antenatal sessions were also used more by the 30-39's than the under 30's – 6 in 10 compared to 4 in 10.
- Respondents aged over 30 were also more likely to have used a nursery in a school or a day nursery than their younger counterparts, with nearly 4 in 10 under 29's, 6 in 10 aged 30-39 and 8 in 10 of the over 40's using the former, and 1 in 10 under 29's compared to 3 in 10 over 30's using the latter. However, the over 40's were least likely to use a family member as an informal source of childcare (3 in 10, compared to over 4 in 10 of those aged 39 and under).
- Children's entertainment, in the form of the Toy Library and Story Time Sessions, was also utilised more by the maturer respondents. Whilst the Toy Library was used by a third of those aged 39 or less, its services were used by 60% of the over 40's. Similarly the under 29's, and those who were single, were least likely to have attended Story Time Sessions (16% of under 29's compared to 35% of those aged 30 plus).
- Pre-school Playgroups were most popular with the 30-39's (38% had used one) and least popular with the under 29's where only 7% had used such a service. Interestingly, those living on the outskirts of Calverton were more likely to have used a Pre-school Playgroup (42%) than those living in the centre of Calverton (18%).
- Less than 1 in 10 of those aged 30-39 had used a Registered Childminder compared to 4 in 10 of the over 40's. However, 2 in 10 in each of these age categories had used an After School Club as a form of childcare, compared to less than 1 in 10 aged under 29. Eight respondents had used a Breakfast Club, 7 of whom were aged 30-39.
- Respondents who were single were more likely to have used the Job Centre than those who were married/partnered (4 in 10 versus less than 1 in 10).
- See table 5.1.1 overleaf for an analysis of usage.

TABLE 5.1.1. Services Ever Used (Base=130)	Numbers using service	Percent who have ever used
GP practice	121	93%
Health Visitor	106	82%
Midwife	100	77%
Children's Library Service	81	62%
Parent and Toddler Group	72	55%
Antenatal Sessions	70	54%
Nursery in a school	70	54%
Family member	53	41%
Toy Library	50	38%
Friends	42	32%
Story Time Sessions	37	28%
Pre-school playgroup	32	25%
Day nursery	30	23%
Home Visits	29	22%
Registered Childminder	21	16%
After School Club	20	15%
Job Centres	18	14%
Speech Therapists	17	13%
Independent School	11	8%
Parenting Advice & Guidance	11	8%
Children's Information Service	9	7%
Further Education	9	7%
Breakfast Club	8	6%
Crèche	8	6%
Home safety equipment	8	6%
Dietician / Nutritionist	5	4%
Breast Feeding Group	4	3%
Family Centre	4	3%
Welfare Rights Session	4	3%
Homestart	3	2%

5.1.2. Usefulness of Services

- Respondents were then asked how useful they had found those services that they'd mentioned, for both themselves and their family. They scored the usefulness of the services on a 5 point scale ranging from 1 = not very useful to 5 = very useful. Responses are shown in Table 5.1.2.
- The average (mean) score indicates the level of usefulness found by respondents, and the closeness to 5.0 indicates the level of satisfaction.

Table 5.1.2 Usefulness of Services	Numbers using service	Percent Scoring Very (5) or Quite Useful (4)	Percent Scoring Not Very (2) or Not Useful (1)	Average Score
GP practice	121	74%	5%	4.3
Health Visitor	106	76%	3%	4.3
Midwife	100	91%	3%	4.6
Children's Library Service	81	89%	0%	4.6
Parent and Toddler Group	72	83%	4%	4.3
Antenatal Sessions	70	86%	6%	4.5
Nursery in a school	70	94%	0%	4.8
Family member	53	98%	0%	4.9
Toy Library	50	78%	4%	4.3
Friends	42	93%	0%	4.8
Story Time Sessions	37	79%	0%	4.3
Pre-school playgroup	32	75%	0%	4.4
Day nursery	30	85%	7%	4.5
Home Visits	29	76%	3%	4.3
Registered Childminder	21	95%	0%	4.8
After School Club	20	95%	0%	4.8
Job Centres	18	45%	28%	3.3
Speech Therapists	17	71%	12%	4.0
Independent School	11	73%	0%	4.5
Parenting Advice & Guidance	11	73%	0%	4.3
Children's Information Service	9	56%	0%	4.1
Further Education	9	55%	11%	3.8
Breakfast Club	8	88%	0%	4.9
Crèche	8	63%	25%	3.3
Home safety equipment	8	76%	0%	4.3
Dietician / Nutritionist	5	80%	0%	4.2
Breast Feeding Group	4	88%	0%	4.8
Family Centre	4	100%	0%	4.5
Welfare Rights Session	4	75%	0%	4.5
Homestart	3	100%	0%	5.0

Table Note: i) An average score for usefulness was calculated by assigning a score of 5 for very useful, 4 to quite useful, 3 to neither/nor, 2 to not useful and 1 to not very useful at all. 'Don't know' or no responses were excluded from this analysis.

ii) Care should be taken in interpreting the data when numbers using the services are low, as these may not typically reflect the views of all local people.

- All services scored well with at least two thirds of the users scoring all but four of the services as quite (4) or very useful (5). The Crèche (63%), Children's Information

Service (56%) and Further Education (55%) scored less highly, however these services had been used by 9 or less respondents. The lowest 'usefulness' score was given to the Job Centres (45%), used by 18 respondents.

- The top five services with a reasonable number of responses and the highest mean scores for usefulness were Family Member for childcare (4.9), Nursery in a School (4.8), Friends for childcare (4.8), Registered Childminder (4.8) and After School Club (4.8). At least 9 out of 10 users of these services scored them as either quite or very useful.
- Some of the lesser used services were rated very highly by the respondents that had actually used them including: The Breakfast Club (4.9), Homestart (5.0) and the Breast Feeding Group (4.8). However, care should be taken in interpreting these results as they have been scored by less than ten users and may not reflect the satisfaction level of all users of these services.
- Some services had depressed mean usefulness scores because at least 1 in 10 users had rated them as being either not very or not at all useful. These services included: Job Centre (3.3) and Speech Therapists (4.0). Further Education (3.8) and Crèche (3.3) were also given low usefulness scores but these services had been scored by less than 10 respondents.

5.1.3. Reasons given for services mentioned as being not useful

- Respondents were then asked about any services they had mentioned, which they had scored as being 1 = not very useful or 2 = not useful, and why this was. Results are shown in Table 5.1.3. The numbers of users of some of these services i.e. the Crèche, the Breast Feeding Group and Further Education is low and this should be borne in mind when reviewing the percentages.
- 35 ratings were given to services as being not very or not useful. This is a relatively low level of dissatisfaction overall representing 3.3% of all the possible scores (1053 total number of users of services as listed above) allocated for service use.

Table 5.1.3 Usefulness of Services	Numbers using service	Numbers scoring as Not Very (2) or Not Useful (1)	Percent Scoring as Not Very (2) or Not Useful (1)
Job Centres	18	5	28%
Crèche	8	2	25%
Breast feeding Group	4	1	25%
Speech Therapists	17	2	12%
Further Education	9	1	11%
Day Nursery	30	2	7%
Antenatal Sessions	70	4	6%
GP Practice	121	6	5%
Parent and Toddler Group	72	3	4%
Toy Library	50	2	4%
Health Visitors	106	3	3%
Midwife	100	3	3%
Home Visits	29	1	3%

- 31 reasons were given for scoring services as not being useful. They were as follows:
 - 4 responses related to problems with their midwife.
 - 4 responses related to health visitors, and while most respondent's replies showed strong satisfaction with the Health Visiting and Midwife services,

this minority felt that they were either not wanted or not needed or were perceived as being unreliable.

- 1 claimed that their GP was not helpful, and a further 1 found the receptionist to be rude / unhelpful. There were 2 mentions of waiting a long time for appointments and there was 1 disagreeing with the out of hours GP service.
 - 3 felt that the service was of no benefit to them and 2 complained of poor information / problems with communication.
 - 12 other comments were made, all of which were diverse in nature.
- 1 was unwilling or unable to provide a reason as to why they had given low scores.

5.1.4. Child-Friendliness of Services

- Respondents were then asked how child-friendly they had found the services that they had used.
- They scored child-friendliness of the services on a 5 point scale ranging from 1 = not at all child-friendly to 5 = very child-friendly. Responses are shown in Table 5.1.4.
- All but three services were scored as very or quite child-friendly by at least half of their users.
- The top three services with a reasonable number of users and the highest child-friendliness scores were Nursery in a School (4.9), Family Member for childcare (4.9), and Friends for childcare (4.9). Other services scoring highly but with fewer users included Registered Childminder (5.0) and After School Club (4.9).
- Other services with a reasonable number of users and high child-friendliness scores included the Pre-school Playgroup (4.8), the Toy Library (4.7) and the Day Nursery (4.7).
- Top marks for child-friendliness were also given to The Children's Information Service, The Breakfast Club, the Breast Feeding Group and Homestart, all of which scored 5 but each had less than 10 users. Thus, this view may not reflect that of all users of this service.
- Two of the services which are most used scored comparatively low on child-friendliness. These included: GP Practice (4.2) and Antenatal Sessions (4.0). The score for the latter service was depressed by more than 1 in 10 users rating it as either not very or not at all child-friendly.
- Three services were scored highly by less than half of their users. These were Job Centres (2.5), Further Education (3.5) and the Children's Information Service (5.0), however, services scored by less than 10 users could show unreliable results.

Table 5.1.4. Child-friendliness of services	Numbers using service	Percent Very (5) or Quite (4) Child Friendly	Percent Not Very (2) or Not (1) Child Friendly	Average Score
GP practice	121	73%	4%	4.2
Health Visitor	106	88%	3%	4.5
Midwife	100	73%	5%	4.4
Children's Library Service	81	90%	1%	4.6
Parent and Toddler Group	72	89%	3%	4.6
Antenatal Sessions	70	59%	14%	4.0
Nursery in a school	70	97%	0%	4.9
Family member	53	98%	0%	4.9
Toy Library	50	90%	0%	4.7
Friends	42	95%	0%	4.9
Story Time Sessions	37	89%	0%	4.6

Pre-school playgroup	32	90%	0%	4.8
Day nursery	30	90%	0%	4.7
Home Visits	29	72%	7%	4.3
Registered Childminder	21	95%	0%	5.0
After School Club	20	100%	0%	4.9
Job Centres	18	17%	39%	2.5
Speech Therapists	17	76%	6%	4.1
Independent School	11	82%	0%	4.5
Parenting Advice & Guidance	11	73%	9%	4.3
Children's Information Service	9	33%	0%	5.0
Further Education	9	44%	22%	3.5
Breakfast Club	8	100%	0%	5.0
Crèche	8	63%	25%	3.9
Home safety equipment	8	63%	0%	4.5
Dietician / Nutritionist	5	60%	0%	4.0
Breast Feeding Group	4	75%	0%	5.0
Family Centre	4	75%	0%	4.3
Welfare Rights Session	4	75%	0%	4.5
Homestart	3	100%	0%	5.0

Table Note:

i) An average score for child-friendliness was calculated by assigning a score of 5 for very child-friendly, 4 to quite child-friendly, 3 to neither/nor, 2 to not very child-friendly and 1 to not at all child-friendly. "Don't know" or no responses were excluded from this analysis.

ii) Care should be taken in interpreting the data when numbers using the services are low, as these may not typically reflect the views of all local people.

5.1.5. Reasons Given for Services Mentioned as Being Not Child-Friendly

- Respondents were then asked about any services they had mentioned which they had scored as being 1 = not at all child-friendly or 2 = not very child-friendly and why this was. Twelve services fell into this category.
- 41 low scores for child friendliness were given out of the total of 1053 possible scores for all users. This represents a total of 3.9% of total scores given. This is a similar level of dissatisfaction to that achieved for usefulness of services in the area (3.3%).
- Job centres in particular were regarded as potentially unchild-friendly places, with 39% of users in this survey regarding them as being either not very or not at all child-friendly.
- 2 out of 8 users of a crèche (25%) found this service to be not very or not at all child friendly, which is surprising given that it is a child oriented service. These are very low numbers though.

Table 5.1.5 Services Scored as not being Child-friendly	Numbers using service	Numbers scoring as Not Very (2) or Not at all Child- friendly (1)	Percent Not Very (2) or Not at all Child- friendly (1)
Job Centres	18	7	39%
Crèche	8	2	25%
Further Education	9	2	22%
Antenatal sessions	70	10	14%
Parenting Advice & Guidance	11	1	9%
Home Visits	29	2	7%
Speech Therapists	17	1	6%

Midwife	100	5	5%
GP	121	5	4%
Health Visitors	106	3	3%
Parent and Toddler Group	72	2	3%
Children's Library Service	81	1	1%

- 28 responses were made as to why they had given lower scores for child-friendliness and these were:
 - 6 responses were that there was no play area and/or no toys and not child friendly
 - 6 claimed there were no facilities for children or no childcare
 - 2 felt that there was nothing for older siblings to do when taking younger children
 - 2 commented on the poor venue and lack of structured play / poor supervision of a Parent and Toddler Group
 - 2 felt that the health visitor did not come across as confident including one who claimed to have received incorrect advice
 - 1 perceived the out of hours GP service to put children's health at risk.
 - 1 claimed to have no confidence in the crèche
 - 1 regarded the Antenatal Sessions as having a parent focus
 - 1 thought the Job Centre had displayed a false advert
 - 6 chose not to or were unable to complete this question

5.1.6. Comparisons of Usefulness and Child-Friendliness

- Looking at both sets of data - usefulness and child-friendliness - and comparing the average scores of the respondents' views of parents' and children's needs, Table 5.1.6 shows the difference in views held.
- The closer to an average score of 5, the more useful or child-friendly the service is perceived to be. The gap is shown in bold when the service is more child-friendly than useful.

Table 5.1.6 Score Comparisons	Numbers using Services	Usefulness Score*	Child Friendliness Score*	Gap
Children's Information Service	9	4.1	5.0	0.9
Crèche	8	3.3	3.9	0.6
Toy Library	50	4.3	4.7	0.4
Pre-school playgroup	32	4.4	4.8	0.4
Parent and Toddler Group	72	4.3	4.6	0.3
Story Time Sessions	37	4.3	4.6	0.3
Health Visitor	106	4.3	4.5	0.2
Day nursery	30	4.5	4.7	0.2
Registered Childminder	21	4.8	5.0	0.2
Home safety equipment	8	4.3	4.5	0.2
Breast Feeding Group	4	4.8	5.0	0.2
Nursery in a school	70	4.8	4.9	0.1
Friends	42	4.8	4.9	0.1
After School Club	20	4.8	4.9	0.1
Speech Therapists	17	4.0	4.1	0.1

Breakfast Club	8	4.9	5.0	0.1
Children's Library Service	81	4.6	4.6	0
Family member	53	4.9	4.9	0
Home Visits	29	4.3	4.3	0
Independent School	11	4.5	4.5	0
Parenting Advice & Guidance	11	4.3	4.3	0
Welfare Rights Session	4	4.5	4.5	0
Homestart	3	5.0	5.0	0
GP practice	121	4.3	4.2	-0.1
Midwife	100	4.6	4.4	-0.2
Dietician / Nutritionist	5	4.2	4.0	-0.2
Family Centre	4	4.5	4.3	-0.2
Further Education	9	3.8	3.5	-0.3
Antenatal Sessions	70	4.5	4.0	-0.5
Job Centres	18	3.3	2.5	-0.8

**An average score was calculated by assigning a score of 5 for very useful/child friendly, 4 to quite useful/child friendly, 3 to neither/nor, 2 to useful/child friendly and 1 to not at all useful/child friendly. "Don't know" or no responses were excluded from this analysis.*

- Overall, 16 services are seen as being more child-friendly than useful and 7 services as more useful than child-friendly. 7 services are equally balanced on usefulness and child-friendliness.
- The scores for child-friendliness for the Children's Information Service and the Crèche show the biggest differential between usefulness, from the parents' view; however, both of these services had less than 10 users. The Toy Library, the pre-school playgroup, Parent and Toddler Groups and Story Time show a similar trend.
- Antenatal Sessions is one of the most useful services from the parents' viewpoint. However it has one of the biggest gaps between usefulness and child-friendliness.
- The Job Centre scores lowest on both usefulness and child-friendliness and also shows the biggest difference between usefulness and child-friendliness.

5.1.7. Most Helpful Service to Parents

- Respondents were asked to say which one out of the services they had used was the most helpful to them, as a parent. The following table 5.1.7a shows the services that were mentioned.
- Overall the top four helpful services for parents mentioned by at least 10% of respondents were Nursery in a School (17%), Health Visitors (13%), Midwife (11%) and Parent and Toddler Group. Two of these services provide healthcare support and two provide early years play and learning opportunities.

Table 5.1.7a Service most helpful to you as a parent	Number of Mentions	Percent Mentions All Respondents (Base=130)
Nursery in a school	22	17%
Health Visitors	17	13%
Midwife	14	11%
Parent and Toddler Group	13	10%
GP Practice	10	8%
Day Nursery	8	6%
Family Member	8	6%
Registered Childminder	7	5%
Pre-school Playgroup	6	5%

Antenatal Sessions	3	2%
Home Visits	3	2%
Speech Therapists	3	2%
Children's Library Service	2	2%
Friends	2	2%
Toy Library	2	2%
Story Time Sessions	2	2%
After School Club	1	1%
Breakfast Club	1	1%
Independent School	1	1%
Dietician/nutritionist	1	1%
Homestart	1	1%
Family Centre	1	1%
Don't know / no reply	3	2%

- The analysis illustrated in table 5.1.7a shows the overall level of helpfulness across all respondents - it is therefore biased towards services that are used by a greater number of respondents i.e. they had a greater chance to be chosen as the best service by more respondents. Another analysis was undertaken to reduce this bias by calculating the percentage of users of the given service who saw this service as being most helpful to them. The results of this analysis are shown in table 5.1.7b, but care must be taken where numbers of mentions are low, as this may not be representative of all users of a service.
- The top four most helpful services in the ALL respondent analysis are:
 - Nursery in a school
 - Health Visitors
 - Midwife
 - Parent and Toddler Groups
- The top four most helpful services in the USER analysis are:
 - Registered Childminder
 - Homestart
 - Nursery in school
 - Day Nursery

Table 5.1.7b Service most helpful to you as a parent for users only	Number of Mentions	Number of Users	Percent Users
Registered Childminder	7	21	33%
Homestart	1	3	33%
Nursery in a school	22	70	31%
Day Nursery	8	30	27%
Family Centre	1	4	25%
Dietician / nutritionist	1	5	20%
Pre school play group	6	32	19%
Parent and Toddler Group	13	72	18%
Speech Therapists	3	17	18%
Health Visitors	17	106	16%
Family Member	8	53	15%
Midwife	14	100	14%
Breakfast Club	1	8	13%

Home Visits	3	29	10%
Independent School	1	11	9%
GP Practice	10	121	8%
Friends	2	42	5%
Story Time	2	37	5%
After School Club	1	20	5%
Antenatal Sessions	3	70	4%
Toy Library	2	50	4%
Children's Library Service	2	81	2%

- In this case Registered Childminder and Homestart move to the top position on helpfulness because one out of three users of these services chose them as the most helpful service that they use.
- 3 in 10 users of School Nurseries and just slightly less than this (27%), of users of Day nurseries, found these services to be most useful.

5.1.8. Most Helpful Service to Children

- Respondents were asked to say which one out of the services they had used was the most helpful to their child/children. The following table 5.1.8a shows the services that were mentioned.
- Overall the top six most helpful services for children were Nursery in a school (23%), Parent and Toddler Group (15%), GP Practice (8%), Health Visitors (8%), Day Nursery (6%) and Pre-school Playgroup (6%).
- All of these activities are largely concerned with the child's social and educational development and well being.
- The analysis shown in table 5.1.8a shows the overall level of the services' helpfulness to children across all respondents - it is therefore biased towards services that are used by a greater number of respondents i.e. they had a greater chance to be chosen as the best service by more respondents.
- As before, another analysis was undertaken to reduce this bias, by calculating the percentage of users who saw this service as their most child-helpful service. The results of this analysis are shown in table 5.1.8b, but care must be taken where number of mentions are low, as this may not be representative of all users of a service.

Table 5.1.8a Service most helpful to your child across all respondents	Number of Mentions	Percent Mentions All Respondents (Base=130)
Nursery in a school	30	23%
Parent and Toddler Group	19	15%
GP Practice	11	8%
Health Visitors	11	8%
Day Nursery	8	6%
Pre-school playgroup	8	6%
Midwife	6	5%
Children's Library Service	6	5%
Story Time Sessions	5	4%
Family Member	4	3%
Speech Therapists	4	3%
Registered Childminder	3	2%
Breakfast Club	2	2%
Home Visits	2	2%

Toy Library	2	2%
Antenatal Sessions	1	1%
Independent School	1	1%
Friends	1	1%
Home Safety Equipment	1	1%
Welfare Rights Sessions	1	1%
Don't know/ no response	6	5%

- The top 6 most child-helpful services in the ALL respondent analysis are:
 - Nursery in a school
 - Parent and Toddler Group
 - GP Practice
 - Health Visitors
 - Day Nursery
 - Pre-school Playgroup

- The top 6 child-helpful services in the USER analysis are:
 - Nursery in a school
 - Day Nursery
 - Parent and Toddler Group
 - Pre-School Playgroup
 - Breakfast Club
 - Welfare Rights Sessions

- In this case, Nursery in a School remains the top choice for child friendliness, but Day Nursery, Pre-school Playgroup and Breakfast Club move to a higher position on child-helpfulness. All these services are concerned with the care of children in a social environment where they will be mixing with other children, thus aiding their own social development.

Table 5.1.8b Service most helpful to your child by users only	Number of Mentions	Number of Users	Percent Users
Nursery in a school	30	70	43%
Day Nursery	8	30	27%
Parent and Toddler Group	19	72	26%
Pre-School Playgroup	8	32	25%
Breakfast Club	2	8	25%
Welfare Rights Sessions	1	4	25%
Speech Therapists	4	17	24%
Story Time Sessions	5	37	14%
Registered Childminder	3	21	14%
Health Visitors	11	106	10%
GP Practice	11	121	9%
Independent School	1	11	9%
Family Member	4	53	8%
Children's Library Service	6	81	7%
Home Visits	2	29	7%
Midwife	6	100	6%
Toy Library	2	50	4%
Friends	1	42	2%
Antenatal Sessions	1	70	1%

Home Safety Equipment	1	8	0%
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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 5.1.9 below, it can be seen that 'different times of events' was mentioned by just over a third of respondents (35%), with someone to go with and childcare being mentioned by slightly less than 1 in 5 respondents (18% and 17% respectively).
- Different times of events was more of an issue for those aged over 40 (45%) and those living on the outskirts of Calverton (47%), than their younger counterparts (34% aged under 40) and those living in the centre of Calverton.
- However, having someone to go with was more important for those aged under 29 (27%) than for the respondents aged over 30 (13%).
- Childcare was only slightly more of an issue to single respondents than partnered respondents, with 21% of singles scoring this compared to 18% of partnered respondents. However, over a quarter of single respondents requested a more local venue for events.

Table 5.1.9 Help to use services more often (Base=130)	Numbers	Percent Agreeing
Different times of events	46	35%
Someone to go with	23	18%
Childcare	22	17%
More Local Venue	20	15%
Better public transport	10	8%
Better Price	7	5%
None of these	46	35%

5.1.10. Preferences in Receiving Information

- Respondents were shown a list of possible ways of receiving information about activities and services for children. Respondents were asked to say which they would prefer. Results are shown in table 5.1.10 below.
- The most popular way was clearly a newsletter which nearly two thirds (65%) of parents preferred. This was particularly favoured by those under 29, with nearly three quarters in this age category stating this as their preference. This was also the preferred option for just over 7 out of 10 of respondents who lived on the outskirts of Calverton, compared to 6 in 10 of those living in the centre of Calverton.
- The second most preferred communication route is flyer/information sheet (35%), closely followed by article in a local paper and information session at a nursery / clinic/ Sure Start.
- Interestingly, more than 2 in 10 preferred to be informed via e-mail, with singles preferring this method to partnered respondents (3 in 10 compared to 2 in 10). However, there were no differences across the age categories.
- The least (prompted) preferred method of communication, with only 19% of respondents opting for this option, was by word of mouth.

Table 5.1.10 Preferences in Receiving Information (Base=130)	Numbers	Percent Preferring
Newsletter	85	65%
Flyer/information sheet	46	35%
Article in local paper	41	32%
Information session at nursery/clinic/Sure Start	40	31%
Word of mouth (health visitor / nursery staff/ GP)	34	26%
Via e-mail	28	22%
Word of mouth (friends/ family/ other parents)	25	19%

5.1.11. Three Things Calverton needs

- When asked what 3 things the local area needs to make it better for parents with young children, respondents came up with a list of suggestions as shown in Table 5.1.11 below.
- The top five suggestions requested were more:
 - Parent & Baby groups, Parent and Toddler Groups, Playgroups, Toddler activities (23%)
 - Better / Safer / Cleaner Playground / Park (13%)
 - More childcare / childminders/nurseries / crèches (12%)
 - Before and after school activities / clubs (8%)
 - More / better information (5%)
- The top three items accounted for the views of nearly half of the respondents.
- The five most frequently suggested ideas focus on play/leisure activities, while one relates to improving childcare facilities locally and another relates to improving information channels.
- Requests for more Parent & Baby / Parent and Toddler Groups decreased with the age of the respondent, with 27% of the under 29's requesting these facilities compared to 23% of the 30-39's and 15% of the over 40's. However this pattern was inverted with regard to better / safer / cleaner playgrounds and parks. 7% of the under 29's requested this facility compared to 14% of the 30-39's and 25% of the over 40's.
- Respondents made a diverse range of 'Other' mentions which they felt would make the area better for parents with young children, including:
 - 2 requests were made for parenting classes / advice
 - 2 requests for a breast feeding group were made
 - 2 requests were made for a safer play environment
- One mention was made of each of the following subjects:
 - Easier appointments at the GP's
 - An adventure walk in woodlands
 - Company to go with
 - A pre-school playgroup in the village
 - More clubs for children to attend
 - A free place for children to go to
 - Improved maintenance of buildings
 - Home visits to improve confidence
 - Cover for Parent and Toddler Group leaders when ill
 - A family centre
 - More antenatal care
 - Help for parents to give them a break
 - More varied times of events
 - More variety of sessions / groups
 - Post natal depression group / support

- Buddy system for picking up children for parents with appointments
- More things for older children to do
- Access to Brownies
- Wider spread of venues for activities, & easier access to them
- Appointment times that fit in with working parents
- More help for single mums
- One central venue for all services
- Better play facilities

Table 5.1.11 Suggestions from Respondents	Number of Mentions	Percent of Respondents (Base=130)
More Parent & Baby/Parent and Toddler Groups/Playgroups/Toddler activities	30	23%
Better safer / cleaner playgrounds & parks	17	13%
More childcare / nurseries / crèche	13	10%
Before and after school activities / clubs	11	8%
More affordable activities / facilities	10	8%
More/ better information	7	5%
Clean up drugs/litter/ dog mess / youths hanging about	7	5%
Indoor safe / soft play area	6	5%
Better out door areas to play in	6	5%
Better facilities / activities for smaller children	6	5%
Holiday activities / care for children	6	5%
Leisure / sports facilities	5	4%
Better building / venue for Parent and Toddler Group	5	4%
Youth Club / activities for older children / teenagers	3	2%
Somewhere to go for support & advice	3	2%
More police / policing	3	2%
Place for parents to meet	2	2%
Clinic / doctor / Health Visitor	2	2%
More / better parking	1	1%
Road safety bumps/ school crossing patrol	1	1%
More / better shops	1	1%
Other	26	20%
Don't Know	28	22%

5.1.12. Thoughts on the Arrival of the Children's Centre

- Respondents were asked whether they had anything to say about the arrival of the Children's Centre in the area
 - 53 comments representing 38% of the respondents were made. 36 (or 68%) of these respondents had already been aware of Sure Start prior to taking part in the interview.
 - Overall, 18% of parents spontaneously mentioned that they thought it was 'a good idea', 'great', 'brilliant' or 'excellent', and were looking forward to it.
 - 4% mentioned that they had not heard anything about the proposed Children's Centre.
 - 3% thought that the Children's Centre needed more publicity.
 - 1% were concerned with potential traffic and parking congestion.
 - 15% cited other reasons.
- 2 people expressed concern that Children Centre's are currently only for children aged 0-5 years.

'Why is it only for 0-5? There is a big gap on 8-10's.'

'They need to do more for teenagers.'

- Three comments were made regarding the status of Children's Centres and the locations they are built in.

'I think it is needed in the area but there is a stigma associated with the Sure Start name.'

'There's the reputation that they are put in areas of deprivation – you don't want to think of yourself like that.'

'Only people on benefits will gain, not those who work.'

- Two comments concerned the viability of the proposed Children's Centre.

'It will be good if it works but it's an unknown quantity.'

'All the other Sure Starts I've known have failed.'

- Two comments referred to the proposed location of the new Children's Centre.

'Why is it a new build and not utilising an existing building?'

'We need more discussions on the location given the possible amalgamation of Manor Park and Sir John Sherbrooke schools.'

- Three comments referred to perceptions of who would benefit from the new Children's Centre.

'Because I work I'm not entitled to free milk and it will be the same with the centre.'

'Only people on benefit will gain not those who work.'

'I do not see that it is going to make much difference as most of what we need is already here.'

5.2 Partners' questionnaire

- Partner's responses varied depending on their role and experience in the area. A summary of responses to each question is given below.
- For each of the questions asked responses were very much focused on partners' own personal involvement in the community although some clear community wide issues were also raised. It should be noted that not all questionnaires were fully completed.
- Responses were focused on improving problems in the community and tailoring current support services to help. Some specific gaps in service provision were identified for the area including pre-school childcare provision, affordable childcare, lack of awareness of available services amongst parents, and training for parents. It was acknowledged that the area already benefited from good service provision, but the advent of a Children's Centre would help to consolidate and support these.

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 Calverton?

- The Partners responded with a variety of answers, but the main challenge that was identified was the **bringing together of a divided community**, so that all families could benefit from the Children's Centre services.

'Engaging with parents who may not be confident enough to approach the Children's Centre might be tricky.'

'There is a division in the community in Calverton and bridging that will be a task.'

'Some people have an "us and them" mentality here and it is not very helpful.'

- It was acknowledged that the area benefited from a wide array of services, and generally service provision, per se, was not a problem. However, certain gaps in provision were identified and it was felt that the community would benefit from (affordable) pre-school childcare, and an education and advice centre / service for adults, particularly providing advice on parenting issues and skills. The lack of facilities for teenagers was also raised. Services are currently offered from a diverse range of venues and it was suggested that a 'one stop shop' would be more convenient.

'I think we've got it mostly covered here.'

'We have all the services already – there is something on every day of the week.'

'We are very fortunate here to have most things – apart from a pre-school playgroup for the little ones and something for the teens to do.'

'There is lots on for the really young ones but nothing for those a bit older. We could really do with a pre-school playgroup to get the children used to being left before they go to school.'

'There needs to be some provision for younger kids that is affordable.'

'Parents need a place to go, like a drop in centre, to answer healthcare questions and deal with minor ailments.'

'There is a need for a place for people to go for adult education classes in parenting and life skills, or for counselling or mentoring.'

'The teenagers here have nothing to do hence all the vandalism and drugs abuse.'

'A sort of focal point which acted as a one stop shop for services, which harnessed everything together, might make it easier for people to access what they need.'

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 Calverton?

- Most of the views held by the respondents showed that they felt the Children's Centre would start to address some of the concerns and issues that they had outlined in Q1.

In particular they felt the Children's Centre would **improve co-ordination and delivery of current services.**

'It will bring about more local services on our doorstep.'

'It has the potential to unify all services and provide one stop shop facilities.'

.'....it will be quicker to respond to needs...'

'Everything will become more co-ordinated with all services delivered under one roof.'

'It will support families and improve the education of children aged 0-5.'

- The **importance of partnership working** on the ground was highlighted.

'Any opportunity to increase communications between health and social care professionals can only be of benefit to the community.'

'It's a great opportunity for people to work as a team, be more people friendly and approachable.'

- Some of the partners mentioned the words '**meeting place or base**'. They used these terms both in the context of a co-ordinating body and also in the physical presence of a new Children's Centre building.

'People will have a base to go to from which they can access all sorts of services.'

'Parents will only have to go to one building for many services - it will be a base.'

'I see it operating as a meeting place, where all services for youngsters meet together to be delivered from one point.'

The Children's Centre will offer parents the opportunity to meet people in the same situations as themselves, it will be a meeting place for them.'

- Some of the service providers/partners felt that the Children's Centre would help to **engage with parents and target support and services to local families.**

'It will help to promote what is already available',

'Having it all together will mean that parents will get a better service as they will be able to deal with multiple agencies from one place.'

'As long as it is central and reasonably priced it will benefit the area.'

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 Calverton?

- Half of all the partners/service providers who answered this question mentioned that **getting parents/ carers from the whole area to use the facilities and to continue their involvement** with the Children’s Centre would be the biggest challenge. .

‘Getting the parents involved is the number one thing.’

‘Acceptance by many parents might prove difficult – they may see it as interference.’

‘It needs to get all aspects of the community to work together so that the Children’s Centre is fully utilised’.

‘Getting people to access what is on offer in the first place..’

‘They need to make sure every family knows what services are on offer – and not just families in certain parts of the village.’

‘Bringing all the community together. There is a division in the community in Calverton and that needs addressing.’

‘Keeping everyone motivated and on board and committed to the provision for Children aged 0-5 years.’

‘Parent engagement is key.’

- Others addressed this from the Service Provider perspective and regarded **‘developing an integrated strategy’** and **‘co-ordinating the services’** to be the major task.

‘Co-ordinating the services and keeping the parents informed will be a big task.’

‘The PCT is in disarray and there is a lack of support for local workers, so turning it around is the challenge.’

‘Getting the different teams to work together could be difficult.’

- **The venue** was also regarded as being one of the major challenges – siting it, funding it and developing it.

‘The siting of the centre is cause for some concern – it needs more discussion.’

‘Finding the money for this enterprise will be a challenge.’

‘Maintaining the momentum and developing the offering could prove problematic unless it has the backing of all the community.’

‘Getting the building completed will be a major issue.’

It will be important to find the appropriate staff.’

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].

- Two regular meetings were listed, neither of which involved parents.
 - The Calverton Forum meets monthly on a Wednesday from 1-2pm, involving representatives from the education and health professions.

'We meet to discuss anxieties, share ideas and pass on information.'

- The Calverton Practice holds regular meetings with Health Visitors and the School Nurse regarding child protection issues.

5.2.5. Partners' Priorities and improvements to the local area

Partners were asked the following two questions:

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

And

Q6. What 3 things in your opinion would most improve the area for families with children under 5?

- Their responses to these two questions tended to be the same and so the responses have been amalgamated. The following priorities, in order of number of comments, were identified:
 - a. More childcare facilities
 - b. Building and developing the Children's Centre
 - c. Partnership working
 - d. Specific care & support for families
 - e. Skill acquisition for parents
 - f. Finance
- The comments categorised according to each of these headings are shown below.

i) More Childcare facilities

- Need a Pre-school playgroup in Calverton (9 comments to this affect)
- Access to good, affordable childcare
- The provision of quality childcare with trained staff / nursery nurses
- Low cost/free pre-school activities
- Crèche facilities, particularly when parents are attending meetings
- Secure care
- Good childcare at an affordable rate with educational value
- Provision of teen care via interest groups

ii) Building and developing the Children's Centre

- A designated and well supported meeting place
- A purpose built centre with good accommodation
- A drop in centre for advice and treatment of minor health problems
- In a central location such as the middle of the village
- Having all children's services under one roof
- For parents as well as children

- Offering a soft play area
 - A base for a pre school playgroup
 - Provides crèche facilities whilst parents attending courses / meeting there
 - Giving speed of access to help
 - Having trained, quality staff who can relate to parents
- iii) Partnership working
- Health and social professionals working together
 - Developing an integrated link between school nursing, the early years foundation and parents/ families
 - Co-ordinate extended services in and around schools
 - Agencies working together rather than in isolation offering a joined up service
 - Better links all around between agencies and families
 - A united service offering
- iv) Specific Care & Support for Families
- A support network
 - Positive parenting guidance and skills
 - Improving families self esteem
 - Giving parents the knowledge, understanding and confidence to communicate with their children
 - Support for those in need (practical & emotional through support groups)
 - Support for young mothers
 - Support for lone parents
 - Safety net for children at risk
 - Counselling services
 - Health visitors / social workers / family support workers on hand to give advice
 - How to deal with teenagers
 - Providing practical advice and help
 - Dealing with childcare problems
- vi) Skill Acquisition for Parents
- Training for parents
 - Provision of parent education
 - Parenting skills and guidance
 - Positive health maintenance - through exercise and eating
- vii) Finance
- *'Does the community need this – and can we afford it?'*
 - Finding adequate funding for all the services might prove problematic
 - Offering needs to be affordable
 - A new build is expensive – resources would be better spent on providing the 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 parent's questionnaire:
 - Knowledge of services in the area

- Strengths and weaknesses of current services
- Gaps in current provision
- Issues of disability/access in the area
- Good things to come from the arrival of the Children's Centre
- Areas for improvement in the local area

- Respondents were initially invited to undertake a mapping exercise, to inform us of all services and activities in the area that they knew about. This can be seen in Appendix 6. This was similar to the exercise undertaken by the service providers. In the case of parents however this was to help gain an understanding of their level of awareness of local services so that this could be compared with the map of actual services offered in the area from the service provider responses. However, it became apparent that parents were just as aware of the services and activities in their area as the Partners and Service Providers.

5.3.1. Knowledge of Services in the Areas

- The parents were asked to think of and name services and activities that they were aware of for the under 5s and parents of young children, available in their local area. The results from this can be seen in Appendix 5.
- It became apparent that parents were aware of a number of varied activities within their local area and its surroundings, and also outside of the area. Not all respondents knew about every event, but the mapping exercise served to inform individuals of the events that they were unaware of. They felt that generally they were well serviced for activities and events, as there was something to do almost every day. However, the glaring omission from the village was a Pre-school Playgroup.
- Services and activities were taking place in a number of different locations. Indeed, there was not one particular 'lead' venue. The Memorial Hall in the William Lee Memorial Park was used for Parent and Toddler Group meetings, but parents were dismayed that it was frequently being vandalised. At the time of the focus group, the windows in the Hall had been smashed, (not for the first time apparently), and were boarded up, which meant that the Parent and Toddler Group meetings took place in a room with no natural light. Parents who had attended these sessions felt despair at the state of the building and angry that this had occurred again. They didn't like taking their little one's to a location where vandals were known to gather.

'The Yobs in the village have put the windows out at the Memorial Hall. It's all boarded up. It's a bit scary to go to Parent and Toddler Group whilst it's like that. The vandals keep doing it.'

'I don't like going there, it's depressing. The yobs have smashed the windows again and it's all boarded up. It's really dark inside, and very depressing, but they are still running the Parent and Toddler Group with the windows boarded up. I've stopped going to Parent and Toddler Group there because of that.'

'The man who lives opposite heard what was happening and called the police but they took an hour to come and those who'd done it had vanished. He's rung the police 3 times before when it's happened but they (Police) don't do anything so it's pointless.'

- Parents were aware of the Story Time sessions held at the library on a Monday between 9.30-10.00am and also of the Sure Start PEEPS sessions for children aged 2

years plus at the Methodist Church, which also started at 9.30am but continued to 11.30am. It was known that the PEEPS sessions would be moving to The Manor Park Family Suite in the Autumn and it was hoped that the time of the event would change to avoid clashing with the Story Time sessions.

- The Toy Library took place on Monday afternoons between 1.30-3pm at the Baptist Church Hall, as well as on a Thursday morning. Here, children could play with the toys and parents could hire them out. It was also known that Baby Yoga for the under 1's occurred on a Monday afternoon, but no-one was quite sure of the time. In reality, the Baby Yoga session clashed with the Toy Library as it is held between 1.15-3.15pm at the Calverton Clinic.

- The mums were aware of four Parent and Toddler Group sessions being held in their vicinity:
 - On a Tuesday between 1.30-3.00pm in the Play Centre at the Memorial Hall. It was thought that this would have to move though, as planning permission had been granted to turn their venue into an O.A.P.'s Daycare Centre.
 - On a Wednesday morning between 9.30-11.00am at the Oasis Community Centre.
 - Alternate Thursday afternoons 1.30-3.00pm at the Methodist Church Hall, run by Sure Start and costing 50p including a drink.
 - On a Friday morning between 9.30-11.00am at the Memorial Hall.

- As well as the Parent and Toddler Group on Tuesdays, the parents were aware of a singing and dancing session for little ones at the Village Hall, between 10-10.30am. It was thought that this cost £2.50 to attend.
- The Toddler Group was the only session that the mums could think of happening on a Wednesday, with the afternoon being completely free of relevant events. The Leisure Centre used to host Gymnastics but this no longer takes place. Indeed, it was commented upon that the Leisure Centre *'Does nothing for kids now.'*
- Thursdays, however, was busier, with the Toy Library held at the Baptist Church Hall, and the Child Health Clinic held at the Calverton Clinic (9.15-11.00am) being held in the morning, and the Sure Start Parent and Toddler Group / Stay and Play session (1.30-3.00pm) in the afternoon at a similar time to the Baby Play Session at the Calverton Clinic (1.30-3.30pm).
- The only event on a Friday was the previously mentioned Parent and Toddler Group held at the Memorial Hall between 9.30-11.00am. As far as the parents were aware, Friday afternoons were free of organised activities for the under 5's.

'We have quite a choice of Toddler Groups to go to which is really good for mums like me who work part – time.'

'Some activities take place at the same time, like the Story Time and PEEPS sessions on a Monday, which is frustrating.'

'It can get expensive if you go to all of these things. I think £2.50 for a half an hour of dancing and singing is too much.'

'The babies and toddlers have lots on but there's nothing for the in-between age before starting school.'

'There are no activity sessions for school aged children to go to after school – which is why you see so many of them hanging around the square and the park, being tempted to get into mischief.'

- The Homestead was the only private nursery known about in Calverton. However, these respondents tended to rely on relatives and friends for informal childcare for their children who were too young to go to the school nursery. The School Nursery was preferred to a private nursery because, as well as there being no cost, the children were mixing with children of their own age who they were likely to spend their school years with. Thus friendships could be made and the children became familiar with the practices and procedures of school life.

'I work part-time and my child is looked after by my mum as I can't afford a private nursery. I see the Toddler Group as being very important otherwise my daughter wouldn't get to mix with children of her own age.'

- All respondents were aware of the free 2.5 hour x 5 educare sessions per week, which each child of three years is entitled to.
- The parents were also aware of the After School Club (SClub3) run in the village, although they were concerned that it had limited places available (thought to be 30). They requested that this number be increased as the Club was taking in children from three different schools and demand for the places was expected to be high.
- Reference was made to a Breakfast Club that had been run at Manor Park School. This was thought to be an excellent idea and the parents wanted to know why it had ceased. Apparently, it had received insufficient support which had necessitated its closure.
- The parents commented upon the fact that the Leisure Centre no longer offers specific services for the under 5's, such as swimming sessions and gymnastics, which it used to do. Parents have to go to Arnold Leisure Centre in order to access such services.

5.3.2. Strengths and Weakness of Current Services

- Parents felt that, compared to some villages, they were quite lucky in the amount of activities and events happening in Calverton. They particularly appreciated the Parent and Toddler Groups as they felt that these sessions benefited both the child and the mother. These sessions provided the mother with the opportunity of chatting with other women in similar circumstances to herself whilst the child gets to learn to socialise and play with other children.

'It's somewhere for the mums to go and have a chat and make friends. If you have a problem you can talk about it – someone there might be experiencing it too.'

'The children get to learn how to play with others and make friends before they go to school, so school isn't so daunting.'

- The Health Visitor was also regarded as being very helpful, both in practical terms and also in the advice she gave.

'I couldn't have asked for more from my health visitor. She visited me at home and gave me great advice and even took me to a Toddler Group to meet other mums.'

'My health visitor is a godsend. If ever I have a problem with him or he's a bit poorly and I don't know whether I should take him to see the doctor, I go down the clinic and

see her. She always gives good advice when I'm in a panic. She's always there and doesn't think I'm a nuisance.'

- The swimming lessons that Manor Park Infant and Nursery School offered its pupils were greatly appreciated, as, according to parents, no children's swimming course was available at the Leisure Centre. Parents would have liked to see this facility available for all three terms of the academic year rather than the two currently on offer, but they appreciated that it was an expensive service for the school to offer. The school asks for a voluntary parental contribution of £1 per lesson but not all parents are forthcoming in paying this.

'The swimming lessons at Manor Park are a great idea – I just wish they were for all three terms rather than two.'

The Leisure Centre used to offer a mum and a toddler swim on a Tuesday and a Friday lunchtimes but they don't do it anymore. It would be great if they did.'

- The nursery at school was regarded as a very helpful service as it introduced the children to an educational environment and offered the children the opportunity to learn through play.

'The nursery at school is wonderful, the children are learning and playing with kids of their own age. They are away from mum so they are doing different things to what they would have done at home. And it's more structured than at Toddler Group.'

- Parents felt that there were a number of barriers which could put them off attending local activities. Cost was the primary one, although the suitability of the location and how easy it was to access was also very important. Parents did not consider themselves uninformed as news of a new event or activity spread fast by word of mouth, either from a friend, a Health Visitor or from a group the parent was already attending. The library was also regarded as a good source of information and was successfully used for this purpose by two of the respondents when they came to live in Calverton from outside the area.

'If you're a single parent, going to all these things can be expensive.'

'I want to take my baby to these groups, but sometimes I just can't afford it.'

'I would say that the Memorial Hall, with its broken windows, is no longer a suitable place from which to run a toddler group.'

'I find it scary going into the park to the Memorial Hall, these gangs of youths are hanging around, and the groundsman locks himself in his shed.'

I don't have access to a car so I have to walk to everything.'

'I moved from Spain to England and I didn't know where anything was in Calverton. So I went to the library. There is lots of information there about local groups.'

I usually hear about what's going on from my friends, or the Health Visitor tells me.'

'I was new to the village but my Health Visitor put me in touch with the Toddler Group and gave me some great advice. She took me to the Oasis and introduced me to some other mums.'

- As has been mentioned previously, one of the venues for the Parent and Toddler Groups had been vandalised. The parents claimed that vandalism in the village was a general problem and they were tired of it. Similarly, trips to the (William Lee Memorial) Park were no longer pleasurable because of the ever present vandalism and the fear of intimidation from the gangs of youths who congregate there. The parents wanted to see the Borough Council and the Parish Council working together to rid the park of this perceived threat and turn it into an area where they could once again take their children.

'My mum took Cameron out for a walk in the park and she had logs and sticks thrown at her by these yobs. They were a gang of school kids who should have been at school. It was very frightening for her – what if a log had hit the pram?'

'Going to the park is no longer a nice experience. As well as the dog mess and the syringes you also have to avoid the groups of teenagers who can be quite intimidating.'

- Parents also requested new toys and facilities in the parks.

'The playgrounds and parks could all do with a spruce up.'

'The park needs some new toys. It's had a new climbing frame but nothing for youngsters.'

'The park could do with a separate area for little ones like at Arnold Park where there's two separate areas for different age groups.'

- The mapping exercise highlighted the fact that activities are sometimes held at the same time as each other, which presents parents with a dilemma as to which to attend. Requests were made for the planning of activities to take into account other events being held at the same time and day, with a view to avoiding any clash or duplication. Currently it was thought that Wednesday and Friday afternoons were both free from organised events.

'Maybe once the Centre's working it will make sure things aren't on at the same time.'

- Some respondents commented on their perception that the midwifery service is not as thorough or as helpful as it used to be. This was particularly noticed by the mothers who had significant age gaps between the births of their children. Whereas in the past the same midwife would service the expectant mother throughout her pregnancy and the birth, nowadays the mums-to-be see a variety of midwives. The respondents did not see this as a fault with the individual midwives themselves, rather they blamed the 'system' for cutting down the service and putting more pressure on the midwives.

'The midwives are not as helpful now as they used to be. Now it's just a quick 10 minute consultation every month, and sometimes the appointments are full up so you have to wait 6 weeks. That's not very good when you want some reassurance.'

'It's not the midwife herself, it's the system. She's not given enough time to cope with everyone.'

'I've got an 18 year old, a 12 year old and a 3 year old and the service I got between my first two and my youngest was huge. I got no help with him and yet I was like a new mum. The only person who helped me was the Health Visitor.'

5.3.3. Gaps in Current Provision

- Despite having a number of activities and services available for their families in Calverton, the parents in the focus group felt strongly that the area lacked a Pre-school Play Group. They perceived that many of the services on offer were aimed at children aged 0-2 but there was nothing for the 2-3 year old. This sentiment was echoed in the Partner's questionnaire. Parents still requested such a facility despite being told that such a session would be in direct competition with the school nursery. Indeed, they didn't see this to be the case, given that children do not start the nursery until the term after their third birthday.
- Pre-school playgroups were perceived to be the step between Toddler Group and Nursery School for the children. They introduced children to the idea of being left, so that they are used to this when they start nursery.

'If the kids go straight from Toddler Group to nursery they expect the parent to stay with them whereas at Playgroup they learn to be a little bit more independent from Mum.'

'Going to Playgroup is an important stage for a child. They learn that it's OK for mum to go away as she will come back and they are safe whilst she is not there.'

'We have to take our kids to Epperstone Playgoup if we want to go to one but it's not possible if you don't have transport.'

'The play group here closed down about four years ago and we really miss it.'

- The Sure Start Ready for School Scheme was explained to parents and all warmed to this idea, seeing it as a good and gentle induction into the school system.
- As mentioned previously, the parents would like to see affordable swimming sessions and swimming lessons available at their local pool.

'A Waterbabies session would be great – they do it at Portland Leisure Centre for about £10 a term. It gets the baby used to water – they have no fear.'

- Another gap in service provision that the respondents identified involved the lack of services aimed at school-aged children, particularly teenagers. It was felt that if more after school activities were on offer children would be less likely to turn to vandalism and drugs. Similarly, holiday clubs to keep children occupied during the school holidays were requested. However, when the Service Providers and Partners did their mapping exercise, they identified a number of activities specifically for older children e.g. Brownies, Guides, Cubs, Scouts, Youth Theatre, Football Teams, and a holiday club run by the Leisure Centre and SClub3. This highlights that there is a gap in awareness amongst parents and more robust advertising / communications regarding these facilities should be considered.

- It was suggested that young children would benefit from a bicycle club where they could be taught to learn a bike and learn all about road safety and bicycle maintenance.
- As mentioned previously, the mums felt that the midwifery service on offer currently was inferior to that experienced in the past. Requests were made for it to return to its previous practice and level of care provision.

5.3.4. Issues of Disability/Access in the area

- The children in the nursery at Manor Park Infant and Nursery School were being taught Sign Language to enable them to communicate with a child whose ability to hear was challenged. The parents thought this to be an excellent initiative and fully endorsed it.
- The parents were concerned about having to leave their buggies outside the Clinic. They acknowledged that there was not sufficient space inside the building to park their prams, but they felt very uneasy about leaving what was an expensive purchase outside and open to theft. Furthermore, it was a struggle for a new mum to carry her new baby and bags into the clinic, particularly if she had had a caesarian section.

5.3.5. Good Things to Come from the Arrival of the Children's Centre

- The group was positive about the Children's Centre plans for Calverton and anxious to know where the Children's Centre building will be situated. When it's proposed siting was explained, some concerns were raised over parking and traffic access as Colliers Road is a very busy road, particularly at the end of the school day.
- They welcomed the fact that they were getting a purpose built new building that they perceived would turn into the focal point and meeting point of the village for parents with young children. It would become the central point of information to find out what's available as well as for advice.

'We're in need of something fresh and clean and new and dynamic. Calverton had expanded but they haven't given us any new facilities. This will be a nice new building.'

'It will become a meeting place, having somewhere to go to find out information. It will also be somewhere safe for the kids to go.'

'I hope it's going to be big enough for everything that's needed - and offer things on different days for different aged children.'

'I know you're saying it's just for the under 5's but the over 5's need these sessions too. It needs to include children of all ages.'

- They saw it as a positive move offering opportunities for both children and parents to learn and acquire new skills.
- Parents wanted the new Children's Centre to be more of a 'Family Centre' operating on a 'Drop in' policy.
- The following services were requested:
 - Out of school clubs – to get children interested in a hobby
 - Holiday clubs for children of all ages
 - Organised activities for children aged 8-11
 - Interest groups for teenagers

- Pre-school play group
- Learning opportunities for parents e.g first aid courses
- Breast Feeding Group
- Parents Networking and Support Group
- Info. & Advice sessions with a crèche e.g. difficulty getting a child to sleep, eating problems, behaviour problems
- A central Information point
- A walk in centre to discuss minor health issues that you don't want to bother the doctor with.

'There's plenty for the really young ones to do around here apart from a playgroup, but it's the teenagers who need somewhere to go.'

'I see it as somewhere safe for the kids to go.'

'At the moment everything stops during the school holidays including toddler groups, so it will be good to have some activities during the school holidays.'

'I see it more as offering something for all members of the family, not just the young kids.'

'It will become the focal meeting point for all parents in Calverton.'

'As long as it works with the parents and the services that are already here then I think it will be accepted.'

5.3.6. Ideas for Improvement in the Local Area

- At this stage in the focus group discussion, respondents were encouraged to "think outside the box" about new ideas for services and activities in the area that they felt would help them and also their under 5s. The following ideas were generated:
 - Help / support groups e.g. new mums, post-natal depression, antenatal
 - Breast Feeding Group
 - First Aid for Families course
 - Better communications about services available
 - Community provision for 0-18's
 - Wrap around care – to include evenings and school holidays
 - Indoor soft play area
 - Cleaner, better parks with facilities eg toilets, benches, safe play area
 - Pre-school Playgroup for 2-3 year olds
 - Better / newer toys in the toddler groups / toy library
 - A Children's Centre linked with the school
 - Facilities and services for parents of children with SEN
 - Parents networking and support group
 - More free groups
 - Cheerful, bright, clean, new community building
 - A friendly community with positive attitudes towards one another
 - After school clubs / activities
 - Drop in centre for advice and support
 - A bicycle club

- More help and advice for single parents e.g. childcare support, help at home, starting work again.
 - Swimming club for young children
 - A focal point where parents can go to for advice
 - Bigger, better baby clinic space
 - Better facilities for toddler groups
 - A kitchen to help teach cooking skills and hygiene
 - Facilities to help young parents learn about housekeeping and budgeting
- Some of these facilities they envisaged being part of the new Children's Centre.

6. Key Messages for the Future

- The interviews with parents, the focus group and input from the partners show a high level of agreement about the needs of parents and young children in Calverton for the future.
- This is an area that has experienced population growth which has extended the village, whilst the facilities that service the area have not grown accordingly.
- There are currently a fair amount of services for under 5s available to Calverton, although, as many of the respondents have indicated, there are no Pre-school Playgroup facilities available in the village. Parents need to have their own means of transport in order to access such facilities in a neighbouring village.
- The advent of school nurseries has seen the demise of such playgroups in many areas as their market diminishes and they no longer become viable. A potential response to the many requests for such a facility could be to encourage parents to set up their own playgroup with help and guidance provided by the Children's Centre. Alternatively, promoting the Sure Start 'Ready For School' initiative, in which pre-school children are gently introduced to the facets of school life, could answer some demands. Consideration could also be given to extending the remit of Toddler Groups and extending the maximum age of attendance.
- One of the key benefits of the Children's Centre is that it is a new, purpose built building with the potential to become the focal point of the village. Parents are likely to view it as **the** source of information and services in the neighbourhood, and it will need to meet or manage these high expectations. Currently there is no overall ownership or co-ordination of available services - no focal point and no unified team to deliver the services. There is an urgent need to co-ordinate these activities by facilitating a close partnership working with those organisations that are delivering services in the area.
- Calverton has been described by its inhabitants as a divided community. The challenge to the Children's Centre is to unite the village and provide inclusive services for the under 5s and their parents which will bring about an improvement for all the population.
- The venue for the Children's Centre is regarded as key, and a location, which is central to the village, has been muted as the preferred option. A separate consultation exercise has been conducted with Partners to share views on the optimum siting of the facility.
- Current gaps in services offered include play/leisure activities, affordable and flexible childcare facilities and access to advice and support in the locality. Although beyond the remit of the Children's Centre, a need for after school activities for the over fives, particularly teenagers, was highlighted. Indeed, some in the community would prefer to see the Children's Centre as more of a Family Centre – offering services for all members of the family unit. Some activities for older children were identified by Partners, but the parents did not appear to be aware of them, highlighting the need for improved advertising / communication links.
- The following needs of parents with young children were highlighted in this consultation:
 - A more even spread of activities for Parent and Parent and Toddler Groups throughout the week – the timing of some current activities clash, in particular on Mondays (am and pm) and Thursdays (am and pm).
 - A safe and non-oppressive venue for Parent and Child activities, where they can go without the fear of intimidation.
 - The introduction of a New Parents session, to offer advice and support and act as an outlet for new parents with worries and concerns.

- A drop-in centre for parents with access to advice on health, child development and related issues, as well as practical matters e.g. accessing childcare, immunisation .
 - Adult learning opportunities should also be integrated with the drop-in centre.
 - Playground / park facilities for under 5s, available 7 days a week and usable in all weather conditions, complete with suitable play equipment and furniture.
- One in three of the parents consulted knew about the new Children's Centre to be developed in the area. This low level of awareness should be addressed through specific communications covering the services that the Children's Centre will deliver within the community and how it plans to deliver them. The parents' preferred approach to receiving information is through a newsletter.
 - Parents were positive about the Children's Centre plans for Calverton, , expecting it to be a conduit of information and a central place to find out what is happening in the area. Many parents had some experience of SureStart, either from the Sure Start organised activities in the village or from Children's Centres in nearby locations.
 - There is a need for the new Children's Centre to form a strong engagement with service providers and partners in the area, in particular the schools and the local GP Practice and Clinic. A good response to the Partners questionnaire was received from the local service providers, indicating a willingness to work alongside and in partnership with the Children's Centre.
 - 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 Calverton.
 - 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 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. 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.
 - The feedback session for all interested parties including all parents and partners/service providers involved in the consultation will be held on the afternoon of the 21st June 2007 at the Manor Park Infant and Nursery School in Calverton.

7. Appendices

Appendix 1 – Parents' Questionnaire

Appendix 2 – Showcards

Appendix 3 – Questionnaire for Service Providers / Partners

Appendix 4 – Discussion Guide for Sure Start Children's Centres Focus Groups

Appendix 5 – 'Other' Responses from Parents' Questionnaire

Appendix 6 - Mapping Exercise: Current Services in Calverton