



Nottinghamshire
County Council

Carlton & Conway, Cavendish & Phoenix Children's Centre Community Consultation – Main Report

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

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February 2007

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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 link' 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 areas 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 combined findings of two community consultation exercises in the wards of Carlton & Conway, and Cavendish & Phoenix. The consultations were originally intended to be discrete exercises, but it soon became apparent that people living in these wards were accessing services in other wards. Similarly, users of services in these wards did not necessarily live in the area where they were accessing the service. Indeed, people were accessing services in a location they perceived to be most convenient for themselves, unaware of ward boundaries. The ward definitions, so useful as an aid for defining rural communities, did not relate to these communities living in an urban landscape. Any differences in responses between the two consultation areas have been highlighted in the report.
- The interviews and the focus groups 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 two focus groups with parents (one per consultation area) 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.

Carlton & Conway

- Parkdale Primary School
- Carlton Central Infant and Nursery School
- Standhill Infants School
- Sacred Heart Roman Catholic Primary School
- Haddon Primary and Nursery School
- Foxy Creek Playgroup, Richard Herrod Centre
- Carlton Library Storytime
- Carlton Central Infant and Nursery School PTA coffee afternoon

Cavendish & Phoenix

- All Hallows Church of England Primary School
 - Willow Farm Primary School
 - Phoenix Infant and Nursery School
 - Stanhope Primary and Nursery School
 - Baby Weigh and Crèche, Park House
 - All Hallows Toddler Group
- Most interviews for the Cavendish & Phoenix Consultation were conducted on Wednesday 22nd November 2006 by a team of interviewers located outside the local schools listed above. Similarly, most interviews for the Carlton & Conway consultation were conducted on Thursday 23rd November 2006 outside the local schools. Further interviews were achieved with parents / carers at the Carlton Library Storytime session on December 5th, and in the Cavendish & Phoenix locale at the Baby Weigh and Crèche at Park House on 27th November and All Hallows Toddler group on the 9th January 2007.
 - Parents/carers living in these designated wards and/or who use children's services and activities in Carlton & Conway and Cavendish & Phoenix, 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, the Gedling Senior Co-ordinator, Sure Start Gedling, a parent 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 Carlton and Gedling areas were invited along to an open information session held at the Richard Herrod Centre on 3rd November 2006. Participants were informed about the planned consultations in Carlton & Conway and Cavendish & Phoenix 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 or e-mail with a covering letter encouraging them to return this.
- Partners and service providers including all registered childminders within the area were also sent the questionnaire, with a covering letter and leaflet about Children's Centres and a reply paid envelope.
- Follow up letters and emails were made 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.
- 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-six completed questionnaires were returned and included in the consultation.

3.3 Focus Groups

- Parents taking part in the survey were asked whether they would be interested in attending a focus group to be held on the 8th December. The Carlton & Conway focus group was to take place between 9.30 and 11.00am at the Richard Herrod Centre, and the Cavendish & Phoenix focus group was to be held between 1.15pm and 2.45pm at Gedling View Family Centre. Sixteen Cavendish & Phoenix respondents expressed an interest in coming along to the focus group, with twice as many Carlton & Conway respondents wishing to take part in their focus group.
- Thirteen Carlton & Conway respondents, and ten Cavendish & Phoenix respondents were recruited randomly by telephone from the list of interested candidates. Many who had expressed an interest in attending had to decline because of a spate of chicken pox and bronchitis going through the community. Follow up invitation letters were sent to those who accepted the invitation to attend, and a map showing the location of the Cavendish & Phoenix focus group venue was included as seven of those coming to the focus group did not know where it was.
- On the day, eleven respondents turned up for the Carlton & Conway focus group and two came to the Cavendish and Phoenix group. It was thought that a combination of factors contributed to the low turn out at latter group; namely the spate of illness in the local area, the time of year and the fact that the venue was unfamiliar to many of those recruited even though it is adjacent to All Hallows Primary School. Interestingly, the two respondents who did attend were both familiar with the location.
- A free crèche was provided in both focus group locations.

- A mapping exercise was conducted as part of the focus groups 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 Support Officer 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 attendees were given a £10 Argos gift voucher as a thank you gift for their help.

4. Observations on the Samples

4.1 Parent's Questionnaire

- 105 interviews were completed in the Carlton & Conway consultation and 87 in the Cavendish & Phoenix consultation, giving a total for the area of 192. Adverse weather conditions on the Cavendish & Phoenix fieldwork day, made it difficult to persuade people to be interviewed. Data for these neighbourhoods shows that there are 400 children under 5 living in the Carlton & Conway wards and 442 in Cavendish & Phoenix. The 192 parents /carers interviewed accounted for 192 or 23% of the under 5s in the area. The number of interviews achieved was very close to the target of 100 per location required and therefore provides a good representative sample from the area.

Of the combined consultation:

- 96% of the respondents were female, while only 4% were male.
- Slightly more than half (54%) of the respondents were aged 30-39, with a further quarter being aged 20-29. 15% were aged 40-49 and a further 5% were aged 50+. Only 1% was aged under 20, and 1 respondent did not provide an age.
- The parents interviewed accounted for 377 children living in the area of the following ages: 192 under 5s, 176 aged 5 to 16 and 9 aged 16 plus.
- The average number of children per family was 1.96.
- On average the respondents had 1 child aged under 5 and 1 aged 5 to 16. Most people (91%) were reported as having no children over 16. There were only eight households with children aged over 16.
- Close to half (48%) of the respondents had one child under 5, with almost a further quarter (22%) having two children aged under 5. Three parents (2%) had three under 5s, with one having four children of this age. Around one in five (22%) had no children under 5, with 5% giving no response (n.b. parents with children aged 8 and below were targeted for the interviews).
- Three (2%) of those who responded revealed that they were expecting a baby. The vast majority (98%) were not pregnant at this time. 1 did not provide an answer to this question.
- Most households (82%) had two adults aged 18 or more living together, whilst 11% lived in households with only one adult. The average was 2.0 adults (18 and above) per household. There were also a number of respondents who came from households with more than 2 adults; 6 households (3%) had 3 adults and 4 (2%) had 4 adults present.
- 1 in 10 (10%) respondents were single with 86% being married or partnered. 3 respondents described themselves as 'other', such as widowed, with a further 4 respondents declining to answer the question.
- Half of the households (50%) had two adults working with a further 38% containing one working adult. 4% had three adults working and 1% had four adults working. 7% of the households had no adults working.
- Nearly a quarter of respondents (24%) were working full time with a further two in five (38%) working part-time. One third (34%) described themselves as parent/carers and 4% were grandparents. 4 respondents (2%) described themselves as unemployed.
- Analysis of the ethnic origin of respondents revealed that 96% were white, 3% were mixed, with the Black Caribbean, Black African and Indian classifications each containing one respondent.

- An analysis of postcodes showed that 90% were from NG4, 8% from NG3 and 2% from NG5. One third (32%) of respondents described themselves as living in the centre of Carlton, with a further 20% claiming to live on the outskirts. A further third (34%) described themselves as living in Gedling, and 4% lived in Netherfield. 6 respondents (3%) claimed to live in Mapperley and 2 (1%) in Arnold. 5% described themselves as living elsewhere.
- On closer inspection, it was revealed that nearly three quarters (73%) of respondents in the Carlton & Conway consultation described themselves as either living in the centre or on the outskirts of Carlton, whereas just over one quarter (28%) of those in the Cavendish & Phoenix consultation used this descriptor. Indeed, 61% of those in the latter consultation described themselves as living in Gedling.
- Three out of ten respondents in the Carlton & Conway consultation were actually living in these wards. A further 1 in 10 (11%) were living in Cavendish with 1 person living in Phoenix. The remaining 55% of respondents were living elsewhere. However, all those interviewed were using the services of the designated wards.
- One in five respondents in the Cavendish & Phoenix consultation were living in these wards with a further one in five (19%) living in Carlton or Conway. However, the remaining six out of ten were living elsewhere. All respondents, though, were utilising the services of Cavendish & Phoenix.
- The last two points highlight the level of mobility and movement throughout the area.
- Two in ten respondents in the combined consultation were registered with Park House Medical Centre, and similar figures (both 18%) were registered with Dr Cross & Partners of Westdale Lane and the Netherfield Medical Centre. A further one in ten were registered with Drs. Cox & Parsons of Westdale Lane. 6% of respondents were using Bakersfield Medical Centre with a further 5% attending the Willows Medical Centre. Other surgeries that received mentions were Sneinton Medical Centre, the Peacock Surgery and Burton Joyce Medical Centre, (3% each respectively), and Dr Pillai of Beech Avenue, Oakdale Rd Medical Centre and Carlton Road Medical Centre, each used by 1% of respondents. 5% of respondents were using other surgeries and 2% failed to answer the question.
- 22% of the respondents in the Carlton & Conway consultation had children under 5 attending Carlton Central Infant and Nursery School, with the same figure attending Haddon Primary and Nursery. 12% had children in this age category going to Parkdale Primary School and a further 12% were attending Standhill Infants School. 5% were going to the Sacred Heart Roman Catholic Primary School, and 8% were using another day care / nursery provider. 19% did not currently use a pre-school establishment.
- In the Cavendish & Phoenix consultation nearly a quarter of respondents (24%) had children under 5 attending Stanhope Primary and Infant School with a further two in ten (20%) having under 5's at Willow Farm Primary. Slightly less (17%) had under 5's at Phoenix Infant and Nursery School and 9% had children in this age category at All Hallows Church Of England School. 8% of respondents had their young children attending other establishments with a further 22% not currently using a school or nursery.

4.2 Partners' questionnaire

- 26 completed questionnaires were received, the majority of which gave contact details.
- A relatively high proportion of responses (31%) came from Registered Childminders.

- Between them the service providers had accumulated around 170 years of working in this community. On average, they had each been in their current role for 6.5 years, with a range from 0.5 up to 21 years.
- The Partners' questionnaires were not specific to a particular ward and services were provided across wards in the general Carlton and Gedling areas.

Table 1 - Partners' Disciplines

Discipline	Number of Responses
Childcare	8
Community Development	6
Nursery provision	5
Healthcare	3
Out of School Care	3
Early Years Education	1

Table 2 - Partners' Roles

Role	Number of Responses
Registered Childminder	8
Nursery Manager / owner	5
Support in the community	5
Out of School Club Manager	3
Library Services	2
Health visitor	1
Healthcare manager	1
Head teacher	1

4.3 Focus Groups

Carlton and Conway

- Eleven parents attended the focus group out of the thirteen who had agreed to come along.
- All attendees were female and mothers, with one respondent also being a registered childminder.
- Six participants had children attending Carlton Central Infant and Nursery School, three had children at Haddon Primary and Nursery School and two parents had a child at Standhill Infants School.
- Between them, respondents had 27 children in total. Thirteen of the children were under 5, the remaining fourteen being aged between six and ten.
- One respondent had four children, four had three children, five had two and one had one child.
- Nine of the respondents currently cared for at least one child under 5, including two parents who had two children aged under 5.

Cavendish and Phoenix

- Two parents attended the focus group out of the ten that had been recruited. Although this was a somewhat disappointing level of attendance, the group was still a rich source of detailed information.

- Both respondents had two children, with one having one child under five whilst the other respondent had two children under 5 years old.
- One respondent's eldest child, aged 6, attended All Hallows C. of E. Primary School, whilst the other respondent's eldest child, aged 3, attended Phoenix Infant and Nursery School.

5. Main Findings

5.1 Parents' Questionnaire

- 105 questionnaires were completed in the Carlton & Conway consultation and 87 in the Cavendish and Phoenix consultation. Although slightly under the target of 100 interviews were achieved for Cavendish & Phoenix, the same target for Carlton & Conway was exceeded. However, both were felt to give a good representation of the children aged under 5 in the area. It was decided that, because of the transient way in which services are used i.e. across areas / wards, the results of the consultations would be combined. However, any significant differences in the responses between the two consultation areas have been highlighted in this document.
- Even with 192 surveys 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.
- Some 78% of respondents were aware of Sure Start. 18% had not heard anything about Sure Start and 4% were not sure. Results suggest that there is lower awareness amongst respondents aged 40 and above with only 6 in 10 being aware of Sure Start versus those aged under 40 where 8 in 10 were aware.
- Overall, 17% of all respondents knew about the Children's Centre planned for the area. However, those in Carlton & Conway appeared to be better informed than respondents in the Cavendish & Phoenix consultation, with 21% of the former claiming to be aware of the proposed Children's Centre and only 11% of the latter.
- Three quarters of those who knew about Sure Start were unaware of the local development plans for a Children's Centre, while 3% were not sure if they had heard anything regarding these local developments.

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). Responses in Table 5.1.1 are shown for all respondents. 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 (88%), Health Visitor (84%) and midwife (77%) were used locally by over three quarters of respondents.
- Just over half of the parents had used antenatal sessions (56%) and/or the Children's Library Service (55%), with fractionally less respondents using a toddler group (49%).
- Childcare and early years services used by around 2 in 5 respondents included Family Member (41%) and Nursery in a school (42%). However, nearly half of the parents in the Carlton & Conway consultation had used a family member (47%), compared to one-third (33%) of the Cavendish & Phoenix parents interviewed. One third of all respondents had used friends (33%), with a quarter using Day Nursery facilities (26%).
- Approximately 1 in 6 had used a Job Centre (17%), After School Club (16%) or Speech Therapist (15%).
- 1 in 7 had used a childminder (14%), the Children's Information Service (14%), Story Time sessions (14%), the Toy Library (13%), with just over 1 in 10 having used Further Education (12%) and/ or Home Visits (11%).

- All of the services on the questionnaire list had been used by at least four of the parents/carers. The least used services used by less than 10% of parents were crèche (8%), Dietician/Nutritionist (8%), parenting advice and guidance (7%), Breast Feeding Group (6%), Home Safety Equipment (6%), Family Centre (5%), Breakfast Club (4%), Independent School (2%), Homestart (2%) and Welfare Rights Sessions (2%).
- Antenatal sessions proved to be more popular with respondents in the Cavendish & Phoenix area than those in Carlton & Conway, with over 6 in 10 having used this service in the former wards compared to 5 in 10 in the latter mentioned area.
- Antenatal sessions were also used more by the over 30's than the under 30's – 6 in 10 compared to 3 in 10.
- Respondents who were aged 30-39 were more likely to have used Friends for childcare than the other age groups (4 in 10 for 30-39's versus 2 in 10 for those aged under 29 and over 40).
- Similarly, nearly half (47%) of 30-39's were using family members for childcare, compared to 38% of under 29's and 29% of the over 40's.
- The over 40's were more predisposed to use nurseries in a school, with over 5 in 10 using them compared to 3 in 10 of the under 29's and 4 in 10 of the 30-39's.
- Pre school playgroups and day nurseries were used less by the under 29's than the over 30's. 3 in 10 under 29's used a pre-school playgroup compared to over 4 in 10 aged over 30, and slightly less than 2 in 10 in the younger age group used day nurseries, compared to 3 in 10 in the older age category.
- Of the 12 people who had used a breast-feeding group, 10 of them belonged to the 30-39 age group.
- Respondents who are single were more likely to have used the Job Centre than those who are married/partnered (5 in 10 versus 1 in 10).
- See table 5.1.1 overleaf

TABLE 5.1.1. Services Ever Used (Base=192)	Numbers using service	Percent who have ever used
GP practice	169	88%
Health Visitor	162	84%
Midwife	148	77%
Antenatal sessions	108	56%
Children's Library Service	106	55%
Toddler Group	94	49%
Nursery in a school	80	42%
Family member	78	41%
Pre-school playgroup	77	40%
Friends	63	33%
Day Nursery	49	26%
Job Centres	33	17%
After school club	30	16%
Speech Therapists	28	15%
Registered Childminder	27	14%
Children's Info. Service	26	14%
Story time sessions	26	14%
Toy Library	25	13%
Further Education	23	12%
Home Visits	21	11%
Crèche	15	8%
Dietician/nutritionist	15	8%
Parenting advice & guidance	13	7%
Breast feeding group	12	6%
Home safety equipment	11	6%
Family centre	10	5%
Breakfast club	8	4%
Independent School	4	2%
Homestart	4	2%
Welfare rights sessions	4	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	169	83%	4%	4.4
Health Visitor	162	85%	4%	4.4
Midwife	148	90%	4%	4.6
Antenatal Sessions	108	83%	6%	4.3
Children's Library Service	106	89%	1%	4.5
Toddler Group	94	89%	3%	4.5
Nursery in a School	80	99%	1%	4.9
Family Member	78	95%	0%	4.9
Pre school play group	77	97%	0%	4.7
Friends	63	94%	2%	4.8
Day Nursery	49	85%	6%	4.4
Job Centre	33	66%	6%	4.0
After School Club	30	90%	3%	4.5
Speech Therapist	28	71%	15%	4.0
Childminder	27	100%	0%	4.9
Children's Info. Service	26	96%	0%	4.8
Story Time Sessions	26	73%	12%	4.1
Toy Library	25	80%	4%	4.4
Further education	23	87%	0%	4.4
Home Visits	21	81%	0%	4.4
Crèche	15	67%	7%	4.1
Dietician / Nutritionist	15	67%	13%	4.1
Parenting Advice & Guidance	13	69%	8%	4.0
Breast Feeding Group	12	92%	8%	4.4
Home Safety Equipment	11	82%	0%	4.6
Family Centre	10	80%	10%	4.0
Breakfast Club	8	88%	0%	4.8
Independent School	4	100%	0%	4.8
Homestart	4	100%	0%	4.8
Welfare Rights Sessions	4	50%	0%	4.0

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 useful. '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 one service as quite (4) or very useful (5). The Welfare Rights Session scored less highly, however this service had been used by only 4 of the respondents.
- The top four 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 (4.9), Friends for childcare (4.8), and Pre School Playgroup (4.7). At least 9 out of 10 users of these services scored them as either quite or very useful.
- Many of the lesser used services were rated very highly by the respondents that had actually used them including: Registered Childminder (4.9) and the Children's Information Service (4.8). The few people who had used a Breakfast Club, an Independent School or Homestart also rated them highly, giving them an average score of 4.8. However, care should be taken in interpreting these latter 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 with a reasonable number of users 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: Speech Therapist (4), Story Time (4.1) and the Dietician / Nutritionist (4.1)

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.
- 52 ratings were given to services as being not very or not useful. This is a relatively low level of dissatisfaction overall representing 4% of all the possible scores (1469 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 Not very (2) or Not Useful (1)
Speech Therapist	28	4	15%
Story Time	26	3	12%
Dietician / Nutritionist	15	2	13%
Family Centre	10	1	10%
Parenting Advice	13	1	8%
Breast Feeding Group	12	1	8%
Crèche	15	1	7%
Antenatal Sessions	108	6	6%
Day Nursery	49	3	6%
Job Centre	33	2	6%
GP Practice	169	7	4%
Health Visitor	162	7	4%
Midwife	148	6	4%
Toy Library	25	1	4%
Toddler Group	94	3	3%
After School Club	30	1	3%
Friends	63	1	2%
Children's Library Service	106	1	1%
Nursery in School	80	1	1%

- 45 reasons were given for scoring services as not being useful.
 - 7 responses described their GP practice as not being very helpful, particularly the receptionist, with a further 2 having problems with the GP.
 - 6 responses related to health visitors, particularly that they were perceived not to be flexible in their approach or that they were not wanted or not needed or were perceived as being unreliable.
 - 6 claimed to have experienced problems with their midwife.
 - 2 felt that the antenatal sessions had not prepared them enough, with 3 others perceiving the antenatal sessions as not being aimed at younger mums to be. 1 other response found the timings of the antenatal sessions to be inconvenient.
 - 5 had found the speech therapist to be ineffective.
 - 5 responses were concerned with the difficulty of booking appointments or having to wait a long time for appointments.
 - 5 claimed they had to wait too long for appointments.
 - 1 found that disruptive children marred the Story Time session, whilst another wanted these sessions to occur more frequently.
 - 1 found the Job Centre to be lacking in toys / activities to keep children occupied.
 - 1 found a day nursery chronically understaffed.
 - 1 did not like the equipment at a toddler group or the way that it was run.
 - 1 considered the toy library to be not child-friendly i.e. they are required to be quiet and the leader was perceived to be strict.
- 6 were 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 four services with a reasonable number of users and the highest child-friendliness scores were registered childminder (5.0), Nursery in a School (4.9), Family Member (4.9), Pre-school playgroup (4.9), Friends (4.9) and Story Time Sessions (4.9).
- Other services with a reasonable number of users and high child-friendliness scores included: Toddler Group (4.8), Day Nursery (4.7), After School Club (4.7), Toy Library (4.7) and crèche (4.7).
- Top marks for child-friendliness were also given to Independent Schools, which scored 5. However only 4 respondents were users of this facility, and 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 (4.3) and Antenatal Sessions (4.0). The score for the latter service was depressed by over 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 (2.7), Further Education (3.8), and Welfare Rights Sessions (3.0). However, the latter service was scored by less than 10 users and these results could therefore be unreliable.

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	169	75%	6%	4.3
Health Visitor	162	84%	5%	4.5
Midwife	148	79%	4%	4.4
Antenatal sessions	108	56%	13%	4.0
Children's Library Service	106	86%	5%	4.5
Toddler Group	94	97%	0%	4.8
Nursery in a school	80	98%	1%	4.9
Family member	78	96%	0%	4.9
Pre-school playgroup	77	99%	0%	4.9
Friends	63	97%	0%	4.9
Day Nursery	49	90%	2%	4.7
After school club	30	90%	3%	4.7
Job Centres	33	27%	42%	2.7
Speech Therapists	28	71%	4%	4.2
Registered Childminder	27	97%	0%	5.0
Children's Info. Service	26	73%	4%	4.5
Story time sessions	26	93%	0%	4.9
Toy Library	25	80%	0%	4.7
Further Education	23	48%	13%	3.8
Home Visits	21	81%	5%	4.7
Crèche	15	100%	0%	4.7
Dietician/nutritionist	15	80%	7%	4.4
Parenting advice & guidance	13	69%	8%	4.1
Breast feeding group	12	83%	0%	4.5
Home safety equipment	11	63%	0%	4.7
Family centre	10	80%	10%	4.2
Breakfast club	8	100%	0%	4.8
Independent School	4	100%	0%	5.0
Homestart	4	75%	25%	4.3
Welfare rights sessions	4	25%	25%	3.0

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 child-friendly and why this was.
- 74 low scores for child friendliness were given out of the total of 1469 possible scores for all users. This represents a total of 5% of total scores given. This is a similar level of dissatisfaction to that achieved for usefulness of services in the area (4%).
- Job centres in particular were regarded as potentially unchild-friendly places, with 42% of users in this survey regarding them as being either very or not at all child-friendly.

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	33	14	42%
Welfare Rights Sessions	4	1	25%
Homestart	4	1	25%
Antenatal sessions	108	14	13%
Further Education	23	3	13%
Family Centre	10	1	10%
Parenting Advice	13	1	8%
Dietician / Nutritionist	15	1	7%
GP	169	11	6%
Health Visitor	162	8	5%
Children's Library Service	106	5	5%
Home Visits	21	2	5%
Midwife	148	7	4%
Speech Therapist	28	1	4%
Children's Info. Service	26	1	4%
After School Club	30	1	3%
Day Nursery	49	1	2%
Nursery in a School	80	1	1%

- 52 responses were made as to why they had given lower scores for child-friendliness and these were:
 - 23 responses were that there was no play area and/or no toys
 - 9 claimed there were no facilities for children or no childcare
 - 5 felt that there was no interest in/patience with children
 - 4 felt that it was not appropriate or suitable for children
 - 2 thought they had to wait a long time for an appointment
 - 2 did not like a change in the health visitor's system and times available
 - 1 regarded the children's area in the library as being too small, and another found the staff reluctant to allow children to use the toilet
 - 1 did not like having to leave her 2 year old in a crèche with unfamiliar people whilst her baby was weighed
 - 4 people felt that it was irrelevant as 2 has no child present (antenatal) and 2 dealt with the C.I.S. on the phone
 - 8 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
Story Time Sessions	26	4.1	4.7	0.6
Crèche	15	4.1	4.7	0.6
Toddler Group	94	4.5	4.8	0.3
Day Nursery	49	4.4	4.7	0.3
Toy library	25	4.4	4.7	0.3
Home Visits	21	4.4	4.7	0.3
Dietician /Nutritionist	15	4.1	4.4	0.3
Pre-school playgroup	77	4.7	4.9	0.2
After school club	30	4.5	4.7	0.2
Family Centre	10	4.0	4.2	0.2
Independent School	4	4.8	5.0	0.2
Speech Therapists	28	4.0	4.2	0.2
Health Visitor	162	4.4	4.5	0.1
Friends	63	4.8	4.9	0.1
Registered Child minder	27	4.9	5.0	0.1
Parenting advice & guidance	13	4.0	4.1	0.1
Breast Feeding Group	12	4.4	4.5	0.1
Home Safety equipment Scheme	11	4.6	4.7	0.1
Children's Library Service	106	4.5	4.5	0.0
Family	78	4.9	4.9	0.0
Nursery in a school	80	4.9	4.9	0.0
Breakfast Club	8	4.8	4.8	0.0
GP Practice	169	4.4	4.3	-0.1
Midwife	148	4.6	4.4	-0.2
Antenatal Sessions	108	4.3	4.0	-0.3
Children's Information Service	26	4.8	4.5	-0.3
Homestart	4	4.8	4.3	-0.5
Further Education	23	4.4	3.8	-0.6
Welfare Rights Sessions	4	4.0	3.0	-1.0
Job Centres	33	4.0	2.7	-1.3

**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, 18 services are seen as being more child-friendly than useful and 8 services as more useful than child-friendly. 4 services are equally balanced on usefulness and child-friendliness.
- The scores for child-friendliness for the Story Time Sessions and the Crèche show the biggest differential between usefulness, from the parents' view. Toddler groups, day nurseries, the Toy Library, home visits and the Dietician / Nutritionist show a similar trend.
- Further Education is one of the most useful services from the parents' viewpoint. However it shows 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 GP Practice (15%), Nursery in a School (11%) Midwife (11%) and Health Visitors (11%). Three of these services provide healthcare support and one provides early years education.

Table 5.1.7a Service most helpful to you as a parent	Number of Mentions	Percent Mentions All Respondents
GP Practice	28	15%
Nursery in a school	22	11%
Midwife	21	11%
Health Visitors	21	11%
Toddler Group	17	9%
Pre-school playgroup	15	8%
Family Member	15	8%
Antenatal Sessions	10	5%
Registered Childminder	9	5%
Day Nursery	9	5%
Breast Feeding Group	4	2%
Children's Library Services	3	2%
After School Club	3	2%
Speech Therapists	2	1%
Toy Library	2	1%
Children's Information Service	1	1%
Homestart	1	1%
Job Centres	1	1%
Parenting Advice & Guidance	1	1%
Family Centre	1	1%
Don't Know	9	5%

- The analysis shown 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 who saw this service as their most helpful

service. 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:
 - GP Practice
 - Nursery in a school
 - Midwife
 - Health Visitors

- The top four most helpful services in the USER analysis are:
 - Registered Childminder
 - Breast Feeding Group
 - Nursery in school
 - Homestart

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	9	27	33%
Breast Feeding Group	4	12	33%
Nursery in a school	22	80	28%
Homestart	1	4	25%
Family	15	78	19%
Pre school play group	15	77	19%
Toddler Group	17	94	18%
Day Nursery	9	49	18%
GP Practice	28	169	17%
Midwife	21	148	14%
Health Visitors	21	162	13%
After School Club	3	30	10%
Family Centre	1	10	10%
Antenatal Sessions	10	108	9%
Toy Library	2	25	8%
Parenting Advice & Guidance	1	13	8%
Speech Therapists	2	28	7%
Children's Information Service	1	26	4%
Children's Library Services	3	106	3%
Job Centre	1	33	3%

- In this case registered childminder and breast-feeding group 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.
- Just over one quarter of users of school nurseries and a similar proportion of Homestart users 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 helpful services for children were Nursery in a school (21%), Pre-school playgroup (15%), GP Practice (9%), Toddler Group (9%), Health Visitors (7%) and Day Nursery (7%).
- 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
Nursery in a school	41	21%
Pre-school playgroup	28	15%
GP Practice	18	9%
Toddler Group	17	9%
Health visitors	14	7%
Day Nursery	13	7%
Family member	12	6%
Children's Library Service	8	4%
Midwife	7	4%
After School Club	7	4%
Speech Therapists	6	3%
Registered Childminder	6	3%
Speech Therapist	6	3%
Antenatal sessions	2	1%
Family Centre	2	1%
Toy Library	2	1%
Breast Feeding Group	1	1%
Independent School	1	1%
Dietician / Nutritionist	1	1%
Story Time Sessions	1	1%
Don't know/ no response	7	4%

- The top 6 most child-helpful services in the ALL respondent analysis are:
 - Nursery in a school
 - Pre-school playgroup
 - GP Practice
 - Toddler Group
 - Health visitors
 - Day nursery
- The top 6 child-helpful services in the USER analysis are:
 - Nursery in a school
 - Pre- school playgroup

- Day nursery
- After school club
- Registered Childminder
- Speech Therapist

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	41	80	50%
Pre-school playgroup	28	77	36%
Day Nursery	13	49	27%
After School Club	7	30	23%
Registered Childminder	6	27	22%
Speech Therapists	6	28	21%
Family Centre	2	10	20%
Toddler Group	17	94	18%
Family Members	12	78	15%
GP Practice	18	169	11%
Health Visitors	14	162	9%
Toy Library	2	25	8%
Breast Feeding Group	1	12	8%
Children's Library Services	8	106	7%
Dietician /Nutritionist	1	15	7%
Midwife	7	148	5%
Storytime sessions	1	26	4%

- In this case Day Nursery, After School Club and Registered Childminder 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.

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 one item 'different times of events' was mentioned by just over a third of respondents (36%), with childcare and someone to go with being mentioned by just over 1 in 5 respondents (22% and 21% respectively).
- Childcare was more of an issue for those in Cavendish & Phoenix (28%) than those in Carlton (18%). However, respondents in Carlton and Conway were more concerned with having a better price (19%) than those in Cavendish & Phoenix (11%).
- Childcare was considered more important for single respondents than partnered respondents (3 in 10 singles scored this compared with only 2 in 10 partnered).
- There were no other differences in views across different groups such as where they lived or working status.

Table 5.1.9 Help to use services more often	Numbers	Percent Agreeing
Different times of events	69	36%
Childcare	43	22%
Someone to go with	40	21%
Better price	30	16%
Better public transport	29	15%
None of these	50	26%

5.1.9. 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 over two thirds (69%) of parents prefer. This was particularly favoured by those under 29, with 8 out of 10 in this age category stating this as their preference.
- The second most preferred communication route (with half the preference rating compared to the newsletter in first position) is flyer/information sheet (35%).
- The least (prompted) preferred method of communication, with only 14% of respondents opting for this option, was an article in a local paper.
- 5 respondents (all aged 30 plus) spontaneously requested receiving news via their email address. This could be a potential new way of communicating with the Children's Centres customers and target market in the future. This option has now been added to the standard list of choices for future consultations.

Table 5.1.10 Preferences in Receiving Information	Numbers	Percent Preferring
Newsletter	133	69%
Flyer/information sheet	67	35%
Information session at nursery/clinic/sure start	53	28%
Word of mouth (friends/family/other parents)	48	25%
Word of mouth (health visitor / nursery staff/ GP)	46	24%
Article in local paper	27	14%
Via e-mail	5	3%
None of these	4	2%

5.1.10. Three Things Carlton & Conway and Cavendish & Phoenix need

- When asked what 3 other 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
 - Toddler groups
 - Playgroups
 - Toddler activities (23%),
 - Better / Safer / Cleaner Playground / Park (20%),
 - More childcare / nurseries / crèches (12%),
 - More / better information (10%)
 - An indoor / safe / soft play area (8%).

- The top two items accounted for the views of more than 4 in 10 respondents.
- The issue of having better /safer/cleaner playgrounds and parks was more strongly championed in Cavendish & Phoenix than Carlton & Conway, with a quarter of respondents in the former area mentioning it (making it their top priority), compared to 16% of respondents interviewed in Carlton & Conway.
- The priority for Carlton & Conway was to have more Parent & Baby/ Toddler Groups/ activities with over a quarter (27%) requesting this, compared to 1 in 5 (20%) in Cavendish & Phoenix. There was no difference between the other responses of these areas.
- The four most frequently suggested ideas focus on play/leisure activities, while one relates to improving childcare facilities locally and another relates to improving information channels.
- The under 29's felt most strongly about Parent & Baby /Toddler Groups/ Playgroups with nearly 4 in 10 in this age category making this request, compared to 2 in 10 aged 30-39 and 1 in 10 aged 40 plus.
- 'Other' mentions which respondents felt would make the area better for parents with young children included:
 - 6 requests for an extension of the areas covered by Sure Start for access to free children's medicines and sundries e.g. Calpol
 - 4 mentioned improved advertising of what's on in the area/ an information board or point
 - Three mentioned more community events / coffee mornings
 - 2 mentioned better-coordinated timings of events, and a further 2 requested events in the afternoon, after school and at weekends
 - 2 mentioned more activity sessions for all ages, so that older children could be catered for as well as younger ones
 - 2 mentioned improved security / safer parking areas
 - 3 mentioned more training / classes to be made available for parents
 - 1 requested more services in the bottom end of Gedling

Table 5.1.11 Suggestions from Respondents	Number of Mentions	Percent of Respondents
More Parent & Baby/Toddler Groups/Playgroups/Toddler activities	45	23%
Better safer / cleaner playgrounds & parks	39	20%
More childcare / nurseries / crèche	23	12%
More/ better information	20	10%
An indoor soft play area	16	8%
More cheap/ affordable activities	10	5%
Better transport	9	5%
Better out door areas to play in	7	4%
Youth club / activities for older children	6	3%
Holiday activities / care for children	5	3%
Before and after school activities	5	3%
Place for parents to meet	4	2%
Leisure / sport facilities	4	2%
Drop in centre	3	2%
More policing / police	3	2%
Road safety bumps/ school crossing patrol	3	2%
Clean up drugs/ litter/ dog mess	3	2%
A clinic/ doctor/ health visitor	3	2%

More / better facilities for smaller children	2	1%
More support/ somewhere for support & advice	1	1%
Further education courses/ Advisors	1	1%
Other	38	20%
Don't Know	39	20%

5.1.11. 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
- 85 people or 42% of the respondents commented. 77 (or 91%) of these respondents had already been aware of Sure Start prior to taking part in the interview
- Overall, 24% of parents thought it was 'a good idea', 'great', 'brilliant' or 'excellent'. However, those in Cavendish & Phoenix were more positive about the idea of a Children's Centre (31%) compared to respondents in Carlton & Conway (18%)
- 8% mentioned that they had not heard anything about the proposed Children's Centre.
- 5% made other positive comments about its planned arrival, with another 2% suggesting that the Children's Centre needs more publicity.

'They need to tell us more about it – put it in Buzz.'

- 8 people expressed concern that not everyone can access Sure Start facilities, which is perceived as unfair. This issue was also raised in both focus groups.

'It's a lottery as to where you live and what you get. I'm allowed to attend Netherfield Sure Start but not allowed to go on the trips, get free Calpol, milk etc.'

'The idea of Children's Centres is it's only for people in a certain area.'

'You can't always access Sure Start services, it depends on where you live, which seems unfair.'

'We want something up here (Gedling) – do you have to be on benefits?'

- Three requests were made for a drop in centre facility with a crèche.

'A drop in centre is required, a place to network and talk to other mums.'

- Three comments concerned the accessibility of the proposed Children's Centre.

'It needs to be easily accessed, on a bus route for non driving parents.'

'More easy to access, on a bus route but also with parking for those that drive.'

'Back of Jessie Boot – there's loads of space for activities, and OK to get to.'

- 2 comments referred to events and facilities they would like to see incorporated.

'Have cheaper activities like trampolining and karate.'

'Incorporate a toy library.'

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 16 of the 26 questionnaires returned were from partners providing some form of childcare. Furthermore, 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 affordable childcare, extended hours/ evening / weekends childcare, lack of awareness of available services amongst parents, and training for parents. However it was also noted by some respondents that the lack of cohesion in the service provision meant that potential users were either unaware of the services available or not attracted to them. It was hypothesised (and hoped) that the advent of a Children's Centre would resolve this.

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 Carlton & Conway, Cavendish & Phoenix?

- The biggest strategic issue that service providers see is the **overall current lack of ownership and co-ordination** of available services, with no focal point from which they can be accessed. This in turn leads to a lack of awareness and information about local services.

'There are very few services and little or no cohesion between existing services.'

'They should plan things better – all the toddler groups are in the morning.'

'There's a lack of services and no Sure Start in the area to base them from.'

'There's a lack of understanding of services because there's no cohesion between them.'

'Parents don't know where to go to, to get advice.'

'People need access to local service provision to meet their needs at a time and place to suit within walking distance.'

- Service providers are aware of some **gaps in the service provision**, in particular affordable and flexible childcare, children's play areas, and parenting classes/ counselling for young parents.

'There is no weekend childcare, or free childcare with training courses. A weekend parent/ toddler group would be great.'

'There is not enough wrap around care between the times of the nursery finishing and the After School Club starting.'

'There's a need for affordable childcare with flexible hours.'

'There's no large play area where children of all ages can play.'

'Organised activities for children are required.'

'There is a need for a counselling service for young parents to offer them support and help.'

- One barrier to service provision is the **lack of funding** to support services. However, it is acknowledged that personal lack of funds is also a barrier to parents taking part in activities, and there is a need for good, affordable facilities in the area.

'Funding is always a problem. What can you do without it?'

'There are lots of unemployed in the area and there's nowhere for children to go that doesn't cost. All the facilities at the leisure centre are expensive and people can't afford it.'

'Money, or not enough to go around, is always an issue.'

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 Carlton, Conway, Cavendish & Phoenix?

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 ownership, co-ordination and delivery of current services.**

'It will bring the community together and help people access a variety of services.'

'It will lead to the development of new services, coordination and promotion of existing services, and multi agency service delivery.'

'...a cohesion of service delivery tailored to meet local demands and needs.'

'The Children's Centre will provide a joined up professional service for parents.'

'Hopefully services will improve to offer more variety and child friendly services.'

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

'It will offer multi agency service delivery, offering inclusive services.'

- Many of the partners mentioned the words '**meeting or focal point**'. They used this term both in terms of a co-ordinating body and also in the physical presence of a new Children's Centre building.

'It will be a good service for Carlton & Gedling as there is no meeting point for parents.'

'It will be somewhere for families to go if they feel in need of advice or information.'

'There will be a central meeting point for anyone concerned with or working with children to go to.'

- Many 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 give a professional service to all parents. As a Childminder we already do this but we would like to be part of the Centre.'

'Make it more viable for parents and carers to work or to achieve what their needs are.'

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 Carlton & Conway and Cavendish & Phoenix?

- Half of the partners/service providers (13 out of 26) mentioned that **getting parents/carers from the whole area to use the facilities and to continue their involvement** would be the biggest challenge. Part of this would be to "build up a good relationship and trust" and to "overcome people's suspicions around services and agencies".

'Community engagement.'

'Getting people to come in the first place.'

'Convincing people to use it.'

'Making people aware what the provision is used for and that it is open to all.'

'Targeting the hard to reach families and encouraging them to attend local sessions.'

'Encouraging parents to use the facility and to ensure it appeals to all – in regard to opening hours and locality.'

- 5 of the partners/service providers mentioned **the venue** as being one of the major challenges - identifying it, building it and developing it.

'Position, building and ££££'s.'

*'The geography of the area means that there isn't one obvious centre – it makes integrating services a challenge. We need to ensure that those in most need of services can access them and are **aware** of them.'*

'Ensure the venue is fit for purpose to enable services to be delivered in an appropriate way.'

- 2 respondents felt that **creating an awareness of the services offered** would be a major challenge.

'Getting people aware of what's on offer is important, otherwise they won't use it.'

'It needs to be advertised well in the local community.'

- 2 providers felt that getting professionals to **change their working practices** and work together could prove challenging.

'Professionals changing the way they are used to working could be tricky.'

'Staffing – getting joint working professionals to change their practice and move forward.'

Effectiveness of Meetings

Q4. If workers from different settings / services have regular meetings to discuss local issues, how useful are these? Are parents invited to these? [Please indicate how often these are held, if at all].

- The following meeting forums were mentioned:

Registered Childminders' Group meeting every Monday and Wednesday morning, 9.30-11.15, meeting at the Baptist Church, Westdale Lane. 7 out of the 8 childminders who responded to this questionnaire knew of this and attended.

'There is a local childminders group meeting every Monday and Wednesday, which gives us all a bit of support.'

'We have a lot of visitors to our childminding group – County NCMA Support Workers, city EYDCP support workers, the local MP and councillors.'

Carlton Community Forum – open meetings four times a year. No special meetings with parents

Local PCT Management Group - meets six times a year.

Reference Groups (5 Outcomes of Every Child Matters

5.2.4. Partners' Priorities and improvements to the local area

Q5. What are your top three priorities for developing services or facilities or resources for parents and young children in Carlton & Conway and Cavendish & Phoenix?

- Respondents were asked to list three things they thought would be beneficial for the area for parents and young children, which when grouped suggested the following priorities, in order of number of comments:
 - i) Building and developing the Children's Centre
 - ii) Specific care & support for families
 - iii) Partnership working
 - iv) More childcare facilities
 - v) Engaging and targeting parents and carers
 - vi) Skill acquisition for parents
 - vii) Finance

- The comments categorised according to each of these headings are shown below.
 - i) Building and developing the Children's Centre
 - Need a Sure Start nursery in Gedling / Carlton
 - A venue easily accessed by families (emotionally and physically)
 - A one stop service shop for help & advice
 - A drop-in centre
 - Offer a general info and help phone line
 - A place for parents to meet
 - Having a dedicated community development worker
 - Engendering trust in the community
 - Provide reassurance – make it welcoming
 - Communicating clearly to parents
 - Provide help to vulnerable families – counselling & advice
 - Open evenings and weekends and school holidays
 - For all – not just those with problems
 - For all ages of children
 - Crèche facilities
 - Flexibility - ensure it gives people what they want / meeting the needs of the community

 - ii) Specific Care & Support for Families
 - Health and social services
 - Child development & wellbeing advice
 - Support for parents who are working
 - Family support - groups and support, parenting
 - Health issues - Diet, nutrition, mental health
 - Promoting 'best practices'

 - iii) Partnership Working
 - Inclusion of all parties
 - Sharing information with parents
 - Working together
 - Offering joined up services
 - Involving parents every step of the way
 - Support workers, i.e. health visitor, community development worker

 - iv) More Child Care Facilities
 - Improved quality of play activities

- Local affordable day care
 - 'Out of hours' childcare
 - Better park facilities
 - More local groups for parents with young children.
- v) Engaging and Targeting Parents and Carers
- More parents/families accessing what is offered in the area
 - Involving parents from the outset - ownership
 - Developing a Parents' Forum
- vi) Skill Acquisition for Parents
- Back to work help
 - Training for parents
 - Provision of parent education
- vii) Finance
- Funding for local initiatives

5.2.5. Improvements to the local area

Q.6 What 3 things in your opinion would **most improve** the area for families with children under 5?

- The responses to this question are very similar to the last question regarding Partners priorities, and are listed below under the same headings.
 - i) Building and developing the Children's Centre
 - ii) Specific care & support for families
 - iii) Partnership working
 - iv) More childcare facilities
 - v) Engaging and targeting parents and carers

- i) Building and developing the Children's Centre
 - *'Ensure the parents realise the Centre is there to help, not interfere.'*
 - A Children's Centre offering easy access to many services
 - A nursery and crèche
 - On a main bus route
 - A child friendly location
 - Open evenings and weekends
 - A one stop place for all family services

- ii) Specific Care & Support for Families
 - Financial and bereavement counselling
 - Provide emotional as well as practical support for families
 - A drop in advice centre
 - Clinics
 - Early years education
 - Healthcare advice / info
 - Advice centre for young parents
 - No one allowed to slip through the net
 - Support and networking sessions

iii) Partnership working

- Inclusion of staff and parents
- Staff working together to meet the needs of parents
- Clear communication between all parties
- Parent participation and consultation
- Develop a sense of community spirit and ownership
- Support for each other

iv) More childcare facilities

- More play groups / arranged activity sessions for pre-schoolers
- Inexpensive play area open all day and at weekends
- Focussed stay and play family sessions
- Promotion of childminder facilities
- More parks, and with a specific under 5's play area
- Social events and activities for children and parents

v) Engaging and targeting parents and carers

- Advertise and promote the services on offer more rigorously
- Target hard to reach families not using the services
- Provide services tailored to the communities needs – be flexible
- Provide reassurance / a non-threatening environment

5.3 Focus Groups

- The discussion guide used in the focus groups is found in Appendix 3. This included areas which reflected the main sections of the parent's questionnaire:
 - Knowledge of services in the area
 - Strengths and weaknesses of current services
 - Gaps in current provision
 - 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
- In both focus groups 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 had a fuller knowledge of the services and activities in the area than that given by 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 6.
- 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. In fact, the Carlton & Conway respondents seemed surprised that there was actually so much going on in their part of the community. The Cavendish & Phoenix respondents, who were also aware of activities in Carlton, thought that there were far fewer events in their part of the community (Gedling) than in Carlton. However, they were a much smaller group, so could have had a lower level of awareness to the large group at Carlton.
- Services and activities were taking place in a number of different locations. Indeed, there was not one particular 'lead' venue, and this could account for the disparate levels of awareness of activities. It was noted by both groups though, that Parent and Toddler Groups are mostly held on church premises, something which some respondents felt uneasy with. Indeed, there were requests for the introduction of a Parent and Toddler Group in a secular venue.

'I was put off going to Mother and Toddler Groups because a lot are attached to churches and I was worried they'd be a bit clique.'

'The fact that it was at a church hall put me off at first because we're not religious and I didn't want them trying to get the kids to go to Sunday School.'

- Both groups were aware of the Bumps 2 Babies session on a Monday 1-3pm at Park House (although they didn't call it that, rather it was referred to as the Baby Weigh and Crèche), and also the Stay and Play session (referred to as the Weigh and Play) for under 5's on a Thursday morning 9.30-11.30am. However, respondents questioned why Park House, a recently refurbished health centre building, was not utilised more for children's activities when it appeared to have the space and facilities.

'Park House is a multi million pound health centre with all these state of the art things. It's a huge building absolutely ideal for a good toddler group. It's got lifts in it, it's spot on, so why not use it more?'

'Having a Toddler Group at Park House would be good because there are professionals there you could go to if you did have any worries. You don't need to see a doctor for everything, just someone who you could ask if you felt anxious, to give you reassurance.'

- Apart from the previously mentioned activities at Park House, which both groups were familiar with, the two focus groups reported different activities in their areas.
- The Cavendish and Phoenix mums were aware of five Toddler Groups being held in their vicinity:
 - On a Monday between 10-11.30am in St John's Church Hall, Standhill Rd (this cost 70p and was thought to be good value as it included a drink and a snack);
 - on a Monday afternoon and a Friday afternoon at the Family View Centre (although the respondents were unaware of these groups until they arrived at the said venue for the focus group, despite being local to the area).
 - At The Memorial Hall, All Hallows Church on a Tuesday morning, 9.30-11.30, which proved to be very popular, attracting 25-30 people per session, which cost £1.50.
 - At Good Foundations Nursery on a Tuesday morning.
- The Cavendish & Phoenix respondents were also aware of a playgroup in their area, namely The Railway Children Play Group, meeting at the Cricket Pavilion at the bottom of Shearing Hill, for children aged 2.5 – 5yrs, on Monday afternoon 12.30-3pm and Tuesday to Friday mornings 9.30-12.00, cost £4 per session (which was thought to be on the expensive side, but worth it as it was such a good and well run playgroup). Parents were aware however of the free entitlement for nursery education which offsets some of the cost for children who are over 3.5 years old.
- They also mentioned the following:
 - Phoenix School Nursery, mornings or afternoons all week.
 - All Hallows Pre School, mornings or afternoons all week
 - Good Foundations Nursery
 - Little Bears Day Nursery on Carlton Hill
 - Carlton & Gedling Day Nursery
 - Duncroft Nursery
- The Day Nurseries were thought by parents to cost in the region of £27-£28 per day per child. This is an accurate reflection of the top end of current costs for childcare in this area, which range from £23.50 to £28.00.
- Carlton Library was thought to host an activity on a Monday afternoon and hold a Storytime and singing session once a month on a Tuesday. Carlton Hill Library was

said to have a Storytime session on a Friday morning once a month, and also host events during the school holidays.

- They were also aware that Carlton Forum held Baby Swimming Sessions, and Penguin Group Swims (for toddlers), but it was not known when these occurred. The respondent had to stop attending these sessions on the advent of her second child, as it is impossible to look after two small children on your own in the swimming pool and it was thought that no help from workers was available.
- These respondents were not aware of any ad hoc activities occurring on a Wednesday.
- The Carlton & Conway Focus Group were aware that the Registered Childminders Group met on a Monday and Wednesday mornings, 9.15- 11.15am at the Baptist Church on Westdale Lane. The Registered Childminder in this group (who was also a parent of a child under 5) found this session to be a valuable source of support, a view echoed by the Childminders who had completed the Partners questionnaire. This group, however, is only for Registered Childminders.
- The Carlton & Conway group were aware of eight parent and toddler sessions per week held in their locality, namely:
 - Toddler Group held at Station Rd Church Hall on a Monday and Thursday 9.15-11.15am
 - Foxhill Evangelical Church Toddler Group, Tuesdays 9.30-11.30am
 - Netherfield Toddler Group, Tuesday to Fridays 9.30-11.30am, Church Hall George St
 - Pentecostal Mother and Toddler Group, Tuesdays 9.15-11.15am
 - Westdale Lane Community Centre Toddler group (for aged 0-5years), Fridays 9-11.10am (very busy)
 - Mums & Toddlers at the Richard Herrod Centre on a Friday 1-3pm
 - Father and Toddlers group at Netherfield
- These parents were also aware of a number of playgroups, some of which their children attended.
 - Phoenix Farm Playgroup, open every morning 9am-11.50 am and also a lunch club until 1.30pm.
 - Foxy Creek Playgroup, every morning 9.30am-12.00 at the Richard Herrod Centre.
 - Low Water Street Playgroup and pre-school, every morning and Monday to Wednesday afternoons.
 - Tuesday 1.30-3pm, Digby School Playgroup.
- Like the Cavendish & Phoenix respondents, these parents thought that Carlton Library held a Storytime session on Monday afternoon at 2.15 and also did the same on the first Tuesday of every month. Carlton Hill Library had a Storytime on the first Friday of every month.
- Carlton Forum was said to have a Mother and Toddler Swim on a Wednesday morning, and a Rhyme and Sing Time In the Pool at 1.30pm on a Friday. However, the latter session was under review and may cease. These sessions were said to cost £23 every six weeks, which was considered expensive.
- Other known activities for the under 5's included Enjoy-a-ball held at Shearing Hill Community Centre on a Wednesday 2-3pm, costing £3.75; Shake, Rattle & Rhyme on a Thursday morning between 10-11am at Westdale Lane Community Centre

costing £2.50 and Notts Tots held at the Victoria Leisure Centre on a Thursday afternoon, 1.15-2pm, costing £3.60.

- Respondents in both groups were aware of Netherfield Sure Start and the services it provided, albeit they couldn't access them because they didn't live in its catchment area (a cause of great frustration).

5.3.2. Strengths and Weakness of Current Services

- Parents felt that the biggest barrier to their attending local activities was their lack of awareness as to what was taking place. Parents in Carlton & Conway, whose children attended school, would periodically receive a copy of 'The Buzz', or Primary Times, which would list events happening in the local community. However, those without children at school did not receive these magazines.

'The main problem is finding out where these things are held and when.'

- There appeared to be no focal notice point in Carlton, and a request was made for a notice board to be placed in Carlton Square. In Cavendish & Phoenix a similar problem existed, although some notices were posted on All Hallows church notice board.
- The timings of some events and the days of the week on which they were held made it difficult for some parents to attend, and there was a feeling that most activities were taking place during mornings, and this was confirmed by the mapping exercise. Indeed, three toddler groups in Carlton were occurring at the same time on Tuesday mornings. More afternoon activities were requested.
- Value for money was perceived to be very important. Parents felt that they were getting more value for money from a playgroup/toddlers group if it included toys and structured play sessions. Also, to attend more than a couple of sessions a week could prove expensive.

'It's better for the children if there is some structure to the session. The one at All Hallows lets them play and paint and then has a singing time towards the end.'

'I prefer it when there's something for the children to actually do, like when the leader plays games with them.'

'A drink and a biscuit and a play session all for 70p is a bargain.'

'Now I know why I don't go to these places. It's alright giving £1.50 for juice and a biscuit but paying £3.50 a session, you could easily end up spending a tenner a week.'

- Location also determined how likely parents were to attend a session. Venues within walking distance of home or close to bus stops were obviously preferred.
- The Parent and Toddler Group at Westdale Lane was noted as being particularly good, as was the Netherfield Toddler Group. Both offered trips and days out, and both were considered to be well run with good facilities. Consequently they were popular events.
- Toddler groups were considered to be a good way of introducing your child to other children, so that they could develop their social skills. Furthermore, they offered

parents the opportunity to meet others in a similar situation to their own, and the chance to have some adult conversation. However, the thought of attending a toddler group for the first time could be quite nerve racking, particularly if the parent had no-one to go with or didn't know anyone there.

'It's nice to talk about silly little things that you get out of all proportion on your own.'

'The first time I went to a toddler group it was nerve wracking. I needed to pluck up all my courage to go.'

'The health visitor pushed a leaflet at me and I made excuses not to go because I was scarred. But when I did go, it was the best thing I ever did. Everyone was the same as me. I was able to talk about babies there, which I couldn't do with my friends because they don't have kids.'

- Toddler groups were seen as the step before going to Playgroup, where children were left for a few hours. It was thought that Playgroups were useful for getting children used to being left, which would make starting school much easier.

'I had a clingy child, but I took him to playgroup and had to leave him there, so he got used to it by the time he went to nursery.'

'A playgroup is a good way of introducing kids to other children and letting Mum have some time off.'

- Sure Start Netherfield was thought to offer some very good activities and services. The service that particularly appealed to the Carlton & Conway parents was the free children's medicines e.g. Calpol, and healthcare items e.g. nit kits, which could be obtained from there. However, there was much confusion and frustration because they were not entitled to these free items as they lived outside the catchments area. The situation was further exacerbated by a local chemist on Carlton Hill displaying the Sure Start logo, which suggested to the parents they could get free items at the shop. But they had to fill in a form and prove where they lived and only those living in certain roads in Carlton and Netherfield were eligible.

'It's a postcode lottery. Why should some get the free things and not others, it seems very unfair.'

'If, as the Government says, children's medicines are free, why do I have to pay for them? The doctor gets narked when I go and ask for Calpol – it would be better if I didn't have to bother him and get it from Sure Start instead.'

- Another grievance was the attitude of some GP practice receptionists. Parents felt that their judgement was being questioned when they rang for an appointment, and also that the receptionists objected to the children getting the surgery toys out to play with. (The poor selection of sometimes broken toys was another area of complaint).

'It's really difficult to get an appointment so I ask for an emergency appointment and she gives me the third degree. When I go she gives me a snotty letter'

saying emergency appointments are for emergencies. But if a child has a high temperature and is drowsy, what do you do? It's an emergency to me.'

'The receptionist gives them (children) the evil eye – she doesn't want them to get the toys out. But none of the toys work, and they are all dirty. There's a train track there and no train. They need some new, clean toys and a bigger area for the children to play in.'

- The locations of some doctor's surgeries were also criticised for being upstairs, which proved difficult to access when attending with a babe in arms and a toddler. Similarly the requirement to leave buggies outside was a cause of grave concern.
- One respondent described how her husband had to carry her into the surgery at Park House because they were not allowed to bring her wheel chair onto the premises. She thought this ironic as she was attending what she thought was a state of the art health centre.

'When I had a broken leg, my husband had to carry me into Park House, the receptionist wouldn't let us bring the wheelchair in in case it damaged the carpets! It's ridiculous, disgraceful!'

- The parks in Cavendish and Phoenix were felt to be unsuitable for youngsters to run around and play in. There was a lack of facilities and play furniture, and what was there was frequently soiled or had broken glass / syringes surrounding it. The parents agreed that the best park in the vicinity was in Burton Joyce, but a car journey was needed in order to get there.

5.3.3. Gaps in Current Provision

- It was felt that a New Mother's Group would be beneficial to those in this situation and help to reassure them, provide support and build up their confidence. It would also make the task of attending a toddler group less daunting, as they would be familiar with attending groups and mixing with mums.
- Parents in Cavendish & Phoenix were confused as to the procedure to follow for applying to schools e.g. what to do when. Advice on this very important issue was sought.
- A strategically positioned information board / outlet was required in Carlton. Alternatively, a more holistic and focussed approach to marketing the activities in the area could be considered.
- The mapping of the activities available highlights that many activities take place on weekday mornings, in particular on Tuesday mornings. Parents requested that more activities be available on afternoons, as mentioned previously.
- A place where mothers could go to breast-feed their babies when out and about in the local area would be appreciated.

5.3.4. Issues of Disability/Access in the area

- The main difficulty highlighted was getting through (shop) doors with a double buggy, similarly getting into small lifts like the one in Debenhams in Nottingham City Centre to access the baby changing / feeding room on a higher level.
- The parents objected to having to leave their expensive buggies outside of doctors' practices.
- The respondents in Cavendish & Phoenix were pleased to note that a local Manor chemist had had a ramp fitted and a button to press to open the doors automatically.

- As mentioned previously, accessing doctors surgeries located upstairs with small children in tow proves difficult.

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 Carlton & Conway and Cavendish & Phoenix, and anxious to know where any Children's Centre/building will be situated as these wards cover a relatively large area. This shows that the concept of the Children's Centre hinges around people perceiving there to be a central building as the hub of the Children's Centre.
- They were basing their expectations on their knowledge of the Netherfield Sure Start Centre, and were looking forward to receiving some free supplies, e.g. children's medicine, as well as advice and family friendly services.
- Many of the parents were looking for affordable childcare to help them return to work. They were hoping that the Children's Centre will provide this. Currently they look forward to their children starting school so that they then have a chance to start work again.

'You have to work 16 hours before you qualify for the reimbursement of nursery fees – that's actually more than 2 days, so I didn't qualify. It seems you have to work a lot, or not at all, there's no in between.'

- Parents in both groups wanted the new Children's Centre to be a 'Drop in ' centre.
- The following services were requested:
 - A new mum's Q&A session
 - Post Natal support Group
 - Breast Feeding group
 - Parents Networking and Support Group – where kids can engage in organised activities and 'let off steam' while parents socialize
 - Toy Library
 - Info. & Advice sessions with a crèche e.g. difficulty getting a child to sleep, eating problems, behaviour problems
 - A central Information point
 - Advice on nurseries in the area and information on education processes
 - Classes for the parents, like jewellery making or yoga – with free childcare
 - A walk in centre to discuss minor health issues that you don't want to bother the doctor with.
 - After school and holiday club

'If you're at the end of your tether you don't want to go to the doctors but just to see women in a similar situation to yourself and a professional, you can swap stories and learn from each other.'

'It's about sharing and support and learning.'

'Like what the women off Coronation Street went to, a bit like parenting classes, but supportive. Kids don't come with a handbook!!'

'Me Time is important. I go to yoga once a week now that my husband can handle looking after the two children for an hour, and it keeps me sane. I really look forward to it.'

5.3.6. Areas 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:
 - Clear communication as to what's on in the neighbourhood
 - Cheaper activity sessions for children of all ages e.g. messy play sessions for under 5's, football coaching for older children
 - Wrap around care – to include evenings and weekends and school holidays
 - Indoor soft play area
 - Cleaner, better parks with facilities eg toilets, benches, safe play area
 - NHS dentist
 - Baby sitting circle club
 - Toy library
 - Drop in centre for advice and support
 - Pilates class for mums and crèche
- 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 Carlton & Conway and Cavendish & Phoenix for the future.
- This is an area with high mobility. Unlike in some rural communities, parents in these wards access services in other wards and vice versa. This should be borne in mind when planning for catchments.
- There are currently a moderate amount of services for under 5s available to Carlton / Gedling either locally or a short bus ride away, but there is a need to increase awareness of these activities and to increase accessibility.
- The biggest issue is the overall current lack of ownership and co-ordination of available services - no focal point and no unified team to deliver the services. The most urgent need is to co-ordinate these activities by facilitating a close partnership working with those organisations that are delivering services in the area.
- Choosing the venue for the Children's Centre is seen to be one of the major challenges - identifying it, developing or building it, so that it is accessible to all in the locale.
- Park House was identified as currently being under utilised for the provision of social activities for children e.g. Toddler Groups. The Gedling View Family Centre, which does host two Toddler Groups a week, was not recognised as providing such universal rather than targeted services and consideration should be given to advertising its offering more robustly.
- Current gaps in services offered include play/leisure activities, affordable and flexible childcare facilities including offering wrap around care, and access to advice and support in the locality. In particular the following needs for parents with young children were highlighted in this consultation:
 - Provision of afternoon activities for Parent and Toddler groups - current activities are morning based, in particular on Tuesday mornings.
 - More structured play sessions to be planned into the current Parent and Toddler groups to increase parents' perceptions of the value for money, as well as the intrinsic value they receive in attending these groups.
 - 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. how & when to apply to schools.
 - Adult learning opportunities should also be integrated with the drop-in centre.
 - Social / relaxation activities for parents e.g. pilates, jewellery making, with creche provision.
 - Play park facilities for under 5s, available 7 days a week and usable in all weather conditions. Consideration might be given as to whether it would be possible if this facility was attached to a new Children's Centre building.
- Less than a fifth 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 very positive about the Children's Centre plans for Carlton, Conway, Cavendish and Phoenix, 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 Children's Centres from having been involved in or heard about activities at Netherfield Sure Start. There were a number of concerns raised in relation to accessing the facilities and free goods offered by Sure Start, and the expectation is that the new Children's Centre will also provide such free goods.
- 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 main schools and the many GP Practices in the area, many of whom did not respond to the service providers/partners questionnaires, despite being sent one in the post. However, a good response was received from Registered Childminders and Childcare providers who expressed a positive interest in working 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 Carlton / Gedling.
- There is the need to assure parents and partners that the Children's Centre is sustainable and that the involvement of all parties is crucial in its success, as well as allowing parents to take ownership of the Children's Centre, to be jointly engaged with professionals in the provision of services for them and their families.
- This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. There is every reason to think from responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.
- 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 8th March 2007 at the Richard Herrod Centre in Carlton.

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 Carlton & Conway and Cavendish & Phoenix

APPENDIX 1

Children's Centres Questionnaire

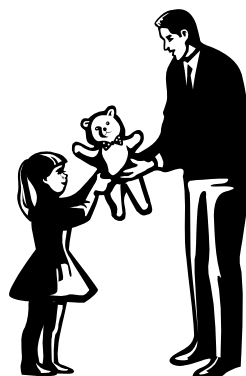


- We're talking to local people about the new Sure Start Children's Centre that's coming to this area– which will be a partnership of services for parents and their children under 5 – health, education, child care etc - and finding out what parents think about current services.
- We really value what people say, and all the comments will be taken into consideration.
- Taking part in this survey means that you'll be included in a prize draw for a £10 Gift Voucher - and should take no more than 10-15 minutes to complete.
- All replies will be treated in strict confidence and no one will be identifiable.



Please help us by answering as many questions as possible

	Yes	Not sure	No
1. Do you know about Sure Start?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you know about the proposed Children's Centre to be developed in this area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



P T O

3. Please can you tell me which local services [including Sure Start] you or your family have ever used **[See list of services below - circle any used]**
4. How useful were the services you have mentioned, for you and your family, from 1 - 5, where 1 = not at all useful to 5 = very useful? **[Complete for all mentioned in Q3]**
5. How child-friendly is the service you've mentioned, on a scale of 1 - 5, where 1 is not at all childfriendly and 5 is very childfriendly? **[Complete for all mentioned in Q3]**
6. Of the ones you mentioned, which ONE service do you think was most helpful. ... to you, as a parent?
7. and most helpful to your child/children?

Use grid on below for recording answers to questions 3 to 7. (Circle numbers)

	3. Local services ever used (please circle all used)	4. Usefulness of the service, from 1-5, where 1 = not very useful to 5 = very useful					5. Child Friendliness of service from 1-5, where 1 = not at all child friendly to 5 = very child friendly					6. which <u>ONE</u> service do you think was most helpful to you as a <u>parent</u>	7. which <u>ONE</u> service do you think was most helpful to your <u>child</u>
		1	2	3	4	5	1	2	3	4	5		
Antenatal sessions	1	1	2	3	4	5	1	2	3	4	5	1	1
Midwife	2	1	2	3	4	5	1	2	3	4	5	2	2
Breast-feeding group	3	1	2	3	4	5	1	2	3	4	5	3	3
Children's Library service	4	1	2	3	4	5	1	2	3	4	5	4	4
Childcare:													
Childminder	5	1	2	3	4	5	1	2	3	4	5	5	5
After school club	6	1	2	3	4	5	1	2	3	4	5	6	6
Breakfast club	7	1	2	3	4	5	1	2	3	4	5	7	7
Day nursery	8	1	2	3	4	5	1	2	3	4	5	8	8
Nursery in a school	9	1	2	3	4	5	1	2	3	4	5	9	9
Independent School	10	1	2	3	4	5	1	2	3	4	5	10	10
Pre-school playgroup	11	1	2	3	4	5	1	2	3	4	5	11	11
Toddler group	12	1	2	3	4	5	1	2	3	4	5	12	12
Crèche	13	1	2	3	4	5	1	2	3	4	5	13	13
Family member	14	1	2	3	4	5	1	2	3	4	5	14	14
Friends	15	1	2	3	4	5	1	2	3	4	5	15	15
CIS (Children's Information Service)	16	1	2	3	4	5	1	2	3	4	5	16	16
Dietician/Nutritionist	17	1	2	3	4	5	1	2	3	4	5	17	17
Further Education	18	1	2	3	4	5	1	2	3	4	5	18	18
GP practice	19	1	2	3	4	5	1	2	3	4	5	19	19
Health visitors	20	1	2	3	4	5	1	2	3	4	5	20	20
Home Safety Equipment scheme	21	1	2	3	4	5	1	2	3	4	5	21	21
Home Visits	22	1	2	3	4	5	1	2	3	4	5	22	22
Homestart	23	1	2	3	4	5	1	2	3	4	5	23	23
Job Centres	24	1	2	3	4	5	1	2	3	4	5	24	24
Parenting advice & guidance	25	1	2	3	4	5	1	2	3	4	5	25	25
Speech Therapists	26	1	2	3	4	5	1	2	3	4	5	26	26
Family Centre	27	1	2	3	4	5	1	2	3	4	5	27	27
Toy Library	28	1	2	3	4	5	1	2	3	4	5	28	28
Welfare rights sessions	29	1	2	3	4	5	1	2	3	4	5	29	29
Story Time sessions	30	1	2	3	4	5	1	2	3	4	5	30	30

8. If you thought any of these services were **not useful** or **not very useful**, why was this?
 [Interviewer, only ask if circled 1 or 2 in Q4.]

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9. If you thought any of these were **not childfriendly** or **not at all childfriendly**, why was this?
 [Interviewer, only ask if circled 1 or 2 in Q5.]

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10. Please look at this list and tell me what would help you to use ANY of the services more often?
 [Use Showcard 2, or the list below, & circle any mentioned]

Better public transport	1
Childcare	2
Someone to go with	3

Different times of events	4
Better price	5

11. How would you ideally like to receive information about services for you and your child/children? [Use Showcard 3, or the list below, & circle any mentioned]

Newsletter	1
Flyer/information sheet	2
Word of mouth (eg Health Visitor / nursery staff / GP)	3
Word of mouth (friends / family / other parents)	4
Article in local paper	5
Information session at nursery/clinic/Sure Start	6

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

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

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

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

1. Are you: Male Female
2. Your age is: Under 20 20-29 30-39 40-49 50 +
16. Number of adults (aged 18+) in the household (use write in)
17. Number of adults (aged 18+) **working** in the household (write in)
18. Are YOU: (tick all that apply)
- | | | | | | |
|-------------------|--------------------------|---------------|--------------------------|-----------------------------|--------------------------|
| Working Full-time | <input type="checkbox"/> | Unemployed | <input type="checkbox"/> | Grandparent | <input type="checkbox"/> |
| Working Part-time | <input type="checkbox"/> | Full time | <input type="checkbox"/> | Other relative | |
| | | Parent/ Carer | <input type="checkbox"/> | /friend (write in) | _____ |
19. Are you and/or your partner expecting a baby? Yes No
20. Number of children in household: None Under 5s 5-16 16+
21. Are you: Single Married/partnered Other _____
22. Ethnic origin:
- | | | | | | |
|-----------------|--------------------------|-------------|--------------------------|-----------|--------------------------|
| White | <input type="checkbox"/> | Indian | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| Black Caribbean | <input type="checkbox"/> | Pakistani | <input type="checkbox"/> | Mixed | <input type="checkbox"/> |
| Black African | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> | Traveller | <input type="checkbox"/> |
- Please write in any other _____
23. To help us make sure we have talked to parents from all areas, please can you tell me your postcode? We will not be able to identify you from this information.
Your postcode eg NG15 5JQ: -
24. Please can you tell me which school or nursery your children under 5 go to?
- | | |
|-------------------------------|-------------------------------|
| 1. All Hallows C of E Primary | 2. Phoenix Infant & Nursery |
| 3. Willow Farm Primary | 4. Stanhope Primary & Nursery |
25. Please can you tell me which doctor's surgery you and your family are registered with?
- | | | | | | | |
|---|---|---|---|---|---|---|
| A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|
26. Which of the following best describes where you live? Circle ONE answer only
- | | |
|--------------------------------|-------------------|
| 1. In the centre of Carlton | 2. In Gedling |
| 3. On the outskirts of Carlton | 4. In Netherfield |
5. Other (write in) _____

Thank you

Contact sheet
(Will be separated from questionnaire)



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

Date: Friday 8 th Dec 2006	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Possibly	<input type="checkbox"/>
Time: 1.15 - 2.45PM						
Venue: Gedling View Family Centre						

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

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

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

We need to take your name, address and phone number to enter you in the prize draw*, and this will be kept separate from your responses to the survey. Can we also keep these details on the Children's Centre Team database, so we can contact you in the future?

Please tick Entry into Prize Draw Details held on CC Team database

Name _____

Address _____

Postcode _____ Phone _____

Thank you for your help with this survey and the future plans for Forest Town Children's Centre. Look out for more information and feedback on the survey.

If you are taking this form away to complete please return to:

Angie Rowland-Green, The Green House, 6 Stanway Close, Uttoxeter, Staffs, ST14 8UZ by 7th December 2006

THANK YOU!

* Terms and conditions

1. Entry to the prize draw is free. Only one entry per person.
2. The draw will take place on 9th November '06 at the feedback session at Forest Town Miners Welfare
3. The winner will be notified by post or telephone.
4. No alternative to the prize stated will be offered.
5. The competition is open to all participants of this survey, excluding employees of Nottinghamshire County Council Early Years & Childcare team and their families.

APPENDIX 2 – Showcards



Showcard 1 – List of Services

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

Showcard 2

Better public transport

Childcare

Someone to go with

Different times of events

Better price

Showcard 3

Newsletter

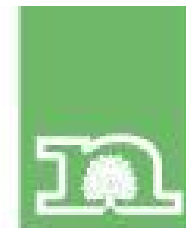
Flyer/information sheet

Word of mouth professional
(eg Health Visitor/nursery staff)

Word of mouth friends and
family

Article in local paper

Information session at
nursery/clinic/Sure Start



**Nottinghamshire
County Council**

Showcard 4

A. Dr Campbell - Park House Medical Centre	B. Dr Ford - Unity Crescent - Phoenix
C. Dr Cross & Partners - Westdale Lane	D. The Willows Medical Centre
E. Dr Cox & Parsons - Westdale Lane	F. Dr Pillai - Beech Avenue Mapperley
G. Netherfield Medical Centre	

APPENDIX 3

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



Introduction: The main purpose of this consultation is to gather the views of partners and service providers on existing services for parents and young children under 5 in Carlton, Conway, Cavendish & Phoenix and on what you consider to be the priorities for the development of the Children's Centre in the area to serve these families.

- Please be open and honest, and answer all relevant questions; your responses will help with the planning of future services. All responses will be treated in confidence, and nothing attributed to any individual. However, if you wish to give your contact details for any follow up questions we may have, or for future research purposes, please complete the box below. Again, none of your responses will be identifiable in the final report.

- Parents and carers will be completing another questionnaire, which will gather their views on the Children's Centre plans.

How to complete this questionnaire: If you prefer to complete this questionnaire electronically please send an email to

angierowland_green@yahoo.com requesting a WORD copy. Please return surveys by **week commencing 13th November 2006**.

Please also list the services and activities with which you are involved on a separate sheet, giving your name, job title and organisation, to help us produce an up-to-date map of services in the area, and return with the questionnaire, under separate cover if you prefer.

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

- What are your top three priorities for developing services or facilities or resources for parents and young children in Carlton & Conway?
- What 3 things in your opinion would most improve the area for families with children under 5?

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

Example

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

APPENDIX 4 – Discussion Guide for Sure Start Children’s Centres Focus Groups

Discussion Guide Sure Start Children’s Centres

Introduction	5	5	<p>Introductions - carrying out work on behalf of Sure Start Children’s Centre All views expressed are confidential – not attributable to any source No right or wrong answers – the opportunity for ALL to have their say Recording conversation for my benefit. Areas to avoid dwelling on : Individual workers in services, especially not individual weaknesses re improvements to services Things beyond the control of Early Years Team eg larger political or social issues</p>
Initial warm up	15	20	<p>Initial warm up to get everyone talking: Name, where they live, number and age of children, which school/playgroup/nursery etc they attend and gather for mapping exercise. Family live locally.? Whether they work/go to college, anything else of interest relevant to discussion eg how long lived in the area.</p>
Explanation about Sure Start Children’s Centre	5	25	<p>Explaining the concept and purpose of Children’s Centre, plans for XXXXX etc</p>
Mapping	15	40	<p>Mapping of current services, by day, and time of day (need flip chart & paper) Prompt for before and after school provision at each infant/primary school</p>
Main sections of discussion			
Issues of area	10	50	<p>Which service is most helpful to you as a parent – why, what works, what do you like? What doesn’t – why is that? What would make it better for you?</p>
	10	60	<p>Which service is most helpful to your child – why, what works, what do you like? What doesn’t – why is that? What would make it better for your children – and you?</p>
	10	1.10	<p>What services aren’t child friendly or are very poor? Why is that?</p>

I hour

			What would make services more child-friendly? How could they make services even more child-friendly?
	10	1.20	What about issues of disability/ access in area? Do you have or do you know parents with children with disabilities or problems that could be improved? What are the problems locally? What could be done to improve things?
	10	1.30	What do you think is a good thing about having a Children's Centre locally? Do you have any concerns about it?
	10	1.40	Are there any issues to do with your child being at this school? Do you have any concerns about that?
	10	1.50	What 3 things are needed to make XXXXX a better place? What gaps are there in the current provision What improvements would you like to see in the local area?
Next Steps	5	1.55	Feedback (report and one-page sheet) Letters to all who completed the questionnaire /came to focus groups Stakeholder meeting to which all will be invited, including the plans for XXXXX on XXXXX at XXXXX Crèche will be provided, but need to send back the form to be sent out with letter.

APPENDIX 5 - 'Other' Responses from Parents' Questionnaire

Q.8	Q.9	Q12	Q.13
Nothing for kids to play with	Antenatal – child not born so irrelevant question X2	Child friendly clubs, parenting classes	Include all parents
Stortime sessions not as useful as could be due to variable ability of workers	Midwives personality.	More access to Sure Start on more areas	Easy access eg on bus route
Creche too costly on top of fee for activity	CIS did not have child contact.	Weekend activities for families	Advertise in Buzz newsletter.
Not much for the children at toddler group	Health visitor – rooms changed, not very helpful, inflexible	Coffee mornings	Have security check at Sure Start groups – sign register when going in.
Antenatal – young & didn't feel as accepted as other parents	Library service – need session aimed at under 12 months	Play scheme for older kids	Soft play centre
Antenatal – didn't feel prepared after these sessions	Tried to make mum leave 2 yr old in crèche whilst baby weighed in a different room. Caused stress to mum and toddler.	Different times for events e.g. afternoons rather than mornings	Drop in centre
	Carlton Library – staff reluctant to let child use the toilet so put me off going	A what's on board. Network	Somewhere to network with other mums
	Nursery in schools – not enough 1 on 1 time	Toy library	Do you have to be on benefits
		More focused activity for different age groups	Really useful sessions at Gedling View
		More sessions per week of same group to build rapport	Incorporate a toy library
		Safety cups at toddler sessions.	
		Nice toys at play groups to make more inviting.	
		Child minder list more readily available	

APPENDIX 6 – Mapping Exercise of Current Services by Partners and Service Providers and Parents

SERVICE PROVIDERS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
A.M.	9.30-11.15, Child minders group Baptist Church, Westdale Lane	Carlton Library Rhyme Time, 1 st Tuesday of the month 10-4pm Gedling Play Forum Resource Centre (Provides support for groups involved in childs play – Childminders OK but not the public)	9.30-11.15am Childminders Group, Baptist Church, Westdale Lane	9.30am to 11.30am Stay & Play for under 5's at Park	10.30-11.00am 1 st Friday of the month, Rattle Roll & Rhyme at Carlton Hill Library	9.00-12.00 1 st Saturday in the month, Gedling Play Forum Resource Centre
P.M.	1 to 3 pm Bumps 2 Babies Park House			1.30 onwards Gedling Play Forum Resource Centre		
Other	<ul style="list-style-type: none"> ○ Pre school play group – Cricket Pavillion, Burton Rd, Gedling . Mondays 12.30-3.00pm, Tues-Fri: 9.30-12 noon. ○ Pre-school play group, Wollaton Ave Community Centre, Mon-Fri 9.00-1.00pm). ○ Phoenix infant and nursery Mon-Fri 9.00-12.00pm, 1.15-3.00pm . ○ Roosters Out of School Club – Breakfast, After School and Holiday ○ Haddon School – education for 3-5yrs, Mon-Fri 9.00-11.30, 12.45-3.13pm Mon-Fri. 3.13-6.00pm ○ JPAC After School Club ○ Weighing Clinics at Bulrush Centre, Mapperly. Monthly ○ Westdale Lane, 1 a month session with health visiting team ○ Marshall Drive 1x a month drop in session with HIV team ○ Community Development Workers – available whenever & wherever needed. ○ Gedling CVS Team Database support to local groups Mon-Fri 9.00-4.00pm post natal 					

Carlton & Conway Parents	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
A.M.	<p>9.30-11.50 Phoenix Farm P.G., & lunch club until 1.30pm</p> <p>9.15-11.15 Toddler Group Station Rd Church</p> <p>9.15-11.15 Reg. Child Minders Group, Baptist Church</p> <p>9.30-12 noon (Mon-Fri) Foxy Creek P.G. Richard Herrod Centre</p>	<p>9.15-11.15 Pentecostal Mother & toddler group</p> <p>9.30-11.30 Toddler Group Foxhill Evangelical Church</p> <p>9.30-11.30 Netherfield Toddler Group George St. Church Hall</p> <p>1st Tuesday of the month - Carlton Library Storytime</p>	<p>9.30-11.15am Childminders Group, Baptist Church, Westdale Lane</p> <p>9.30-11.30 Netherfield Toddler Group George St. Church Hall</p> <p>10.30 Mother & toddler swim, Carlton Forum</p> <p>(Foxy Creek 9.30-12.00)</p>	<p>9.30am to 11.00am Weigh& Play for over 1's</p> <p>9.30-11.30 Netherfield Toddler Group George St. Church Hall</p> <p>10.00-11.00 Shake Rattle & Rhyme, Westdale Lane Comm. Centre £2.50</p> <p>Toddler Group, Station Rd Church Hall</p>	<p>10.30-11.00am 1st Friday of the month, Story time at Carlton Hill Library</p> <p>9-11.10 Toddler Group Westdale Lane Community Centre for 0-5's</p>	
P.M.	<p>1 to 3 pm Baby Weigh for under 1's& Creche at Park House</p> <p>Low Water St P.G. & Preschool, every a.m. & pm except Thurs& Fri pm.</p> <p>2.15 Story Time at Carlton Library</p>	<p>1.30-3.00pm Digby School Playgroup</p>	<p>2.00-3.00pm Enjoy-a –ball Shearing Hill Community Centre for 3-5yrs £3.75</p>	<p>1.15-2.00pm Notts Tots Victoria Leisure Centre, £3.60</p>	<p>1.30 Carlton Forum Rhyme & Sing in the pool (£23 every 6 weeks)</p>	
Carlton Central Breakfast & After School club						

Cavendish & Phoenix Parents	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
A.M.	10.00-11.30 0-3 Toddlers group at St John's Methodist Church, Carlton Library story session at Carlton	1 st Tuesday of the month - Carlton Library Storytime / singing session 9.30-11.30 All Hallows Parent & Toddler Group, Memorial Hall £1.50 9.30-12.00 (Tues-Fri) Railway Children PG		9.30am to 11.00am Weigh & Play for over 1's Carlton Library session	10.30-11.00am 1 st Friday of the month, Story time at Carlton Hill Library	
P.M.	1 to 3 pm Baby Weigh for under 1's & Creche at Park House 12.30-3pm Railway Children PG, Bottom of Shearing Hill 2.5-5 yrs, £4 per session Toddler group Gedling View Family Centre	1.30-3.00pm Digby School Playgroup		Baby swim & Penguin Group Carlton Forum	Toddler Group at Gedling View Family Centre	

Other:

- Phoenix School Nursery am or pm all week
- All Hallows Pre school, am or pm all week
- Good Foundations Day nursery, with toddler group once a week
- Little Bears Day Nursery, Carlton Hill
- Carlton & Gedling Day Nursery
- Gedling House D.N
- Duncroft D.N