



Harworth and Bircotes Children's Centre Community Consultation – Main Report

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

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The SureStart logo, with 'Sure' in blue and 'Start' in a darker blue, with a small orange triangle above the 'a' in 'Start'.

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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% and 30% of disadvantaged wards nationally, Nottinghamshire has been given the go-ahead for 21 centres to be completed by March 2006, with 3 more to be started in Round One, but completed in Round Two by 2007. This will be followed by a further 25 in Round Two.
- Children's Centres are intended to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority. Partnership with local parents and their early involvement in planning of Children's Centres is an essential part of the ethos of the Children's Centres programme.
- It is the government's policy to develop Children's Centres within partnerships. Some may be based on a 'strong link' partnership, bringing together existing facilities (e.g. neighbourhood nursery, infants and junior schools, family centre, library, health centre, community centre). Some may involve a new building, creating a one-stop centre attached to or on a school site. Even with a new 'one stop building', there will be a need for sound partnerships with other providers throughout the area.
- All Children's Centres areas will have day care for a minimum of 48 weeks a year, 8am – 6pm offering care integrated with education.
- Children's Centres are built on the successful practice of Sure Start Local Programmes, which have now all been integrated into the Children's Centres programme.
- Depending on the variable position in childcare, education and other support in local communities, parents/carers and other residents are likely to have different experiences, and therefore will have variable views and feelings about the advent of a Children's Centre in their community.
- Understanding the views of both users and providers, who may be affected in the short and longer term by the implementation of the programme, is vital to ensure that the rollout of Children's Centres is successful and well received within communities.
- Central to the development of Children's Centres is parental involvement and participation, leading to parental involvement in the planning, delivery, evaluation, management and governance of the centres, as appropriate structures emerge.
- Development of the Children's Centres is for families with children under 5; the centres have the potential for wider community use however and could develop into 'community centres for children' serving a wider age-range and incorporating, for example, after school care, holiday clubs etc in partnership with the Extending Services in and around schools programme.
- The main part of the Harworth and Bircotes consultation, the interviews and the focus group were conducted in an inclusive manner, to enable any parent, worker or member of the community who wished to take part in the consultation to do so. The team aimed to comply with equal opportunities policies and principles throughout the consultation.
- Where possible, hard-to-reach families have been included, where service providers or other agencies were able to give contact details and encourage participation.

2. Aims and Objectives of the consultation

- Overall Aims:
 - to find out parents' and carers' views and opinions of services on offer for families and young children in their area and how best their requirements can be met in the future with the development of Children's Centres;
 - to involve community members and partners in planning together to develop the optimal Children's Centre services for the community.

Specific objectives are:

- i. To identify current provision of child care, education, health services, family support, leisure facilities and other services relevant to young children and their families, through existing sources where these exist, such as Children's Information Service (CIS), databases or local knowledge
- ii. To identify gaps in the current provision of these services through the involvement and knowledge of service providers, and through discussion with local parents and the community
- iii. To determine which known services on offer are used by parents/carers
- iv. To determine levels of use of services amongst local parents/carers
- v. To gather information on how parents/carers rate the current services used and to seek views on how service delivery could be improved locally
- vi. To understand the likely take-up amongst local parents/carers of the proposed Children's Centre
- vii. To determine an appropriate mechanism for receiving and disseminating information from different local groups
- viii. To identify local anxieties/perceptions/expectations and potential problems for a new Children's Centre amongst parents/carers and partners
- ix. To establish appropriate benchmarks for future research and evaluation
- x. To conduct communications with parents in such a way that future involvement and participation in Children's Centres is encouraged and promoted
- xi. To use the information gathered in the consultation to help create the delivery plan

3. Methodology

- The consultation consisted of face-to-face interviews with parents, through completion of a questionnaire; a questionnaire distributed to service providers and key stakeholders in the area, who were also invited to include a list of services in the area; one focus group with parents recruited via the questionnaire, who also completed a mapping exercise.

3.1 Parent's Questionnaire

- The initial phase of the consultation with parents consisted of 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 toddler groups and other sessions for parents and young children
 - Parents/carers living locally
- Interviews were conducted on 10th September. The venues were:
 - Serlby Park school – nursery and infant sites
 - St Patrick's Primary School and nursery
 - All Saints School
 - Bircotes preschool
 - Homestart mums and tots group
 - Baby clinic at Harworth medical centre
 - Leisure centre
 - Teenage mums' group at Leisure centre
 - Local shops
- Interviewers were recruited from the Partners' meeting held on 2nd September and from contacts of the West Bassetlaw Children's Centre. They included workers from the Children's Centre team, parents and staff from West Bassetlaw Children's Centre, staff from Bircotes preschool, Serlby Park's extended services coordinator and health visitor. A briefing session was held the day prior to interviewing parents.
- The questionnaire included an incentive prize draw for a gift voucher, and an invitation to take part in the planned focus group. Contact details were taken where given, with permission for inclusion on the Children's Centre database for future contact, but this sheet was kept separate from the completed questionnaire to preserve confidentiality.

3.2 Partners' Questionnaire

- Partners, key stakeholders and service providers were informed about the planned consultation in Harworth and Bircotes at a well-attended meeting on 2nd September at Serlby Park School, junior site. The partners' questionnaire was handed out to all who attended to complete at the meeting or return by 16th October 2006. In addition it was sent to partners who did not attend the meeting and to childcare providers in the area.

- A mapping exercise was included as part of this questionnaire, asking for details of any services of which they were aware in Harworth and Bircotes, with times and contact details. It was hoped to use this to develop a map of services available in the area to identify any service provision gaps or overlaps.
- The opportunity to give contact details was given on the questionnaire so that the team could make contact in the future; most respondents completed this section.

3.3 Focus Group

- Respondents for the focus group were recruited from the contact sheet of the parent's questionnaire, from those who said they would be interested in taking part. A good response was received with some 46 saying yes to being interested and a further 26 possibly interested.
- Parents were contacted by telephone from those saying yes. The sample was stratified to ensure a mix of residents from Harworth and Bircotes, and to include a good spread of use of the various childcare providers and GP surgeries. Twelve parents agreed to come along to Serlby Park School, junior site on 2nd November between 1pm and 3pm. A free crèche was provided by West Bassetlaw Children's Centre, funded by Nottinghamshire County Council for those parents wishing to use it and an incentive of a £10 Argos gift voucher was given.
- A letter confirming venue, time details, crèche requirements and incentive was sent to these parents beforehand.
- The day before the group each respondent was telephoned again as a reminder to attend. Two of the original 12 were now unable to attend because of other commitments or illness but expressed an interest in being involved in the future. A further two respondents were invited from those who had expressed an interest in attending the group.
- In actuality, only three of those who had confirmed attended the focus group.
- A mapping exercise was completed as part of the focus group to gather knowledge about existing services for them and their children in the area.
- As part of the introduction to the group, an explanation about Children's Centres was given. This enabled the group to have a wider understanding of the concept of Children's Centres before the discussion started.

4. Observations on the Samples

4.1 Parent's Questionnaire

- 115 interviews were completed with parents/carers at the various interviewing points.
- 106 respondents (92%) were female and nine (8%) were male.
- 43% of respondents were aged under 29, while 37% were between 30 and 39. 20% were aged over 40, of which two-fifths (40%) were grandparents.
- 82% of those interviewed had at least one child under the age of 5 in the household. Nearly two-thirds (61%) had just one child in this age group, with 16% having two and 4% having three.
- The total number of children aged under five in families interviewed was 121.
- Half of those interviewed (52%) had one or more children older than five. 22% had one child in this age range, 23% had two, 6% had three while one person had five children in this range.
- The total number of children aged five or over in families interviewed was 103.
- Four respondents had one or more children over the age of 16 in their household.
- The total number of households with children aged over 16 was eight.
- Between them, respondents had 232 children; the number of families with one child was 36, 39 families had two children, whilst 20 families had three children. Seven families had four children and six families had five children in the household. Six said they had no children living in their household and one did not reply to this question.
- Given that 115 interviews were completed, this gives an average number of children per household as 2.0.
- Ten parents (9%) reported that they were currently expecting a baby.
- While only 18% of respondents were working full time, 28% were working part time and only 3% described themselves as unemployed. Approaching half (46%) described themselves as parent/carer. 8% said they were a grandparent and one person was another relative or friend.
- Three-quarters (75%) were either married or partnered, while 19% described themselves as single.
- Most households (73%) had two adults aged over 18 living together in the household, while 15% lived in households with only one adult. 12% reported having three or more adults in the household. The average was 2.0 people in the household aged 18+.
- 97% of respondents described themselves as white, while 2% were black African and 1% of mixed race.
- All except two respondents' postcodes fell into DN11.

4.2 Partners' Questionnaire

- 19 completed questionnaires were received from service providers in the Harworth and Bircotes area, 16 of which gave contact details.
- As the table below shows, responses were from a range of partners, including health workers, those involved in pre-school care and early years education, those with an interest in adult education and employment, and support organisations for families.

Table 1 – Partners' disciplines

Discipline	No of responses
Healthcare	4
Education	3
Pre-school/childcare	3
National Childminding Association	1
Library	1
Jobcentre	1
Community Development Team	1
Adult and Community Learning Service	1
Children's Information Service	1
Home Start	1
County Council	1
Youth Service	1
TOTAL	19

- The roles of service-providers are shown below.

Table 2 – Partners' roles

Infant and Nursery Teacher/Headteacher (x3)
Pre-school business administrator
School nurse
Practice nurse
Information Officer
Out of school development worker
Health development specialist
Health Visitor
Home-start organiser
Lone parent adviser
Partnership worker
Resource centre development assistant
Children's services coordinator
County councillor
Senior Project manager (NCA)
Childminder
Youth worker

- The respondents varied in the length of time in their current roles, from one to 35 years. In total they had an impressive 141 years of experience, with an average of eight years.

4.3 Focus Group

- Three of the fourteen recruited parents, all of whom were mothers, attended the focus group.
- Between them, they had five children, two of whom were five and under.
- Two mothers had two children and one had one child.
- One mother was working full time at a neighbouring Children's Centre, one was working part time as a waitress and was hoping to continue a childcare course once her baby was older, and the other was doing occasional work, having given up work on the birth of her second child as she believed that it was not economic to pay for childcare for two.

5. Main Findings

5.1 Parent's Questionnaire

- A total of 115 questionnaires were completed, in excess of the target of 100. Given that there were around 424 under fives in the area, and 121 under fives lived in the families of respondents, the research reached 29% of this population; a representative sample of families with under fives in the area.
- Approaching two-thirds (62%) of respondents said they had heard about Sure Start. A third (32%) had not heard of it and 6% were not sure.
- Awareness of Sure Start was highest among those aged 30-39 (72%) and lowest among those who were single (36%).
- Only 28% of respondents were aware of the proposed Children's Centre to be developed in Harworth and Bircotes, rising to 44% of those who knew about Sure Start. 70% knew nothing about it.

5.1.1. Services Ever Used

- All respondents were asked which local services they had ever used, using a showcard (see Appendix 2). Their responses are shown in table 3 below, ranked by number of mentions. Responses are shown for all respondents, and for comparison purposes, those who claimed to be aware of Sure Start, and by age.
- Shaded cells represent a difference from the total for all respondents.
- Care must be taken when numbers responding are low, as these may not typically reflect the views of all local people in this sub-group (eg we only spoke to 23 people aged 40+).
- Health services were most often reported as being used by at least three-quarters of respondents, with the notable exception of antenatal classes, used by less than a third (31%).
- Younger parents/carers were more likely than those who were older to report using GP practices (94% of <29s v. 70% of 40+s) and midwives (84% of <29s v. 57% of 40+s).
- The children's library service, school nursery and pre-school were also mentioned often (by at least 48%), reflecting the services available in the village.
- Family members were relied on by almost half of respondents (46%).
- Toddler groups were mentioned by 44%, rising to 54% of those aware of Sure Start.
- After school clubs were used by 30%, while only 13% used breakfast clubs, although both services were offered by two of the three schools in the area.
- Use of school nurseries and antenatal sessions was highest amongst those aged 30-39.
- Those who were older were more likely than average to be using a breakfast club, and less likely to be using a family member, reflecting the slightly older average age of their children.

Table 3 – Services ever used

Service	% ever used service (N = 115)	% Sure Start-aware using service (N = 71)	Age		
			<29 N = 49	30-39 N = 43	40+ N = 23
	%	%	%	%	%
GP Practice	87	89	94	88	70
Health visitors	83	86	88	70	83
Midwife	75	76	84	74	57
Children's Library Service	57	59	57	60	48
Nursery in a school	51	58	45	65	39
Pre-school playgroup	48	52	41	53	52
Family member	46	44	53	44	35
Toddler group	44	54	47	49	30
Friends	34	35	37	37	22
Antenatal sessions	31	32	22	51	13
After school club	30	37	24	33	39
Home visits	19	21	20	16	22
Day nursery	17	17	12	19	26
Speech therapists	14	15	8	16	22
Breakfast club	13	15	6	14	26
Homestart	10	11	6	12	17
Jobcentres	10	8	8	9	17
Story time sessions	10	11	0	16	17
Home safety equipment	9	10	6	9	13
Childminder	8	6	6	9	9
Dietician/nutritionist	8	7	10	9	0
Breast feeding group	7	10	2	14	4
Further education	7	10	0	9	17
Parenting advice and guidance	6	7	2	12	4
Children's information service	3	6	0	5	9
Toy library	3	3	2	2	9
Independent school	3	4	2	2	4
Family centre	3	1	6	0	0
Creche	2	3	0	2	4
Welfare rights session	1	0	2	0	0

5.1.2. Usefulness of Services

- Respondents were then asked how useful they'd found each of the services they'd used.

- Responses are shown in Table 4 for each of the services mentioned.

Table 4 – usefulness of service

Service	Numbers using service	Very useful	Quite useful	Not useful/not at all useful	Average score*
		%	%	%	
GP Practice	100	55	22	8	4.2
Health visitors	95	54	18	11	4.1
Midwife	86	65	19	4	4.4
Children's Library Service	65	62	20	6	4.3
Nursery in a school	59	73	22	0	4.7
Pre-school playgroup	55	76	16	4	4.6
Family member	53	89	8	0	4.8
Toddler group	51	71	24	0	4.6
Friends	39	79	13	0	4.8
Antenatal sessions	36	47	31	0	4.3
After school club	35	63	29	3	4.5
Home visits	22	59	27	0	4.5
Day nursery	20	50	35	0	4.4
Speech therapists	16	75	25	0	4.8
Breakfast club	15	60	33	7	4.5
Homestart	12	83	17	0	4.8
Jobcentres	12	25	33	33	3.5
Story time sessions	11	73	9	9	4.5
Home safety equipment	10	80	10	0	4.7
Childminder	9	78	11	11	4.4
Dietician/nutritionist	9	67	0	22	4.4
Breast feeding group	8	63	0	0	4.0
Further education	8	50	38	0	4.4
Parenting advice and guidance	7	43	43	0	4.3
Children's information service	4	75	25	0	4.8
Toy library	4	75	25	0	4.5
Independent school	3	100	0	0	5.0
Family centre	3	100	0	0	5.0
Creche	2	100	0	0	5.0
Welfare rights session	1	0	100	0	4.0

* Of those giving a response, excluding 'Don't know/no response', average = mean score where 5 = very useful, 4 = quite useful, 3 = neither, 2 = not useful, 1 = not at all useful

- The average (mean) score indicates the level of usefulness found by respondents. The closeness to 5.0 indicates the level of satisfaction. However, care must be taken where numbers using the service are low, as resulting percentages are not necessarily representative of the views of all. We have therefore commented only

on services used by ten or more respondents, and on sub-groups where 50 or more respondents have used the service.

- Amongst those services used by ten or more respondents, most useful were the support of family and friends, speech therapists and Homestart (all scoring 4.8).
- School nurseries and home safety equipment were rated 4.7, followed by the pre-school and toddler group at 4.6.
- The breakfast and after school clubs both scored an average of 4.5, along with story time sessions and home visits.
- The Jobcentres scored relatively low, at 3.5. Next lowest were health visitors (4.1) and GPs (4.2), which still equates to a rating of 'quite useful'.
- The children's library service, rated by 62% of users as very useful (4.3 average), was rated more highly by those aware of Sure Start, at 71%. There were no other significant differences between sub-groups.

5.1.3. Reasons given for services mentioned as being not useful

- If respondents rated any service as not useful or not very useful (codes 1 or 2) they were asked why this was. The response to this question was low (29 people responded in total), reflecting the generally high level of satisfaction with available services.
- Health services were by far the most commented on (reflecting the high level of use of health services), with 8 comments on health visitors, 6 on midwives and 6 on GP practices.

Table 5 – reasons why service not useful

Type of comment	Number of comments*
Health visitor poor/not needed/unreliable	8
Midwife: Poor information/advice/communication/don't listen/last/rude	6
GP not helpful/not very good/problem with GP	5
(Various medical) No appointments/waiting long time for appointment	3
No benefit/not helpful/not very good	3
Library has limited books for children/limited hours	3
Other	8

* Some respondents made more than one comment

- 'Other' comments were single comments about individual services and are not detailed here because they would be unrepresentative of the views of most users.

5.1.4. Child-friendliness of Services

- Respondents were asked how child-friendly they had found each of the services they had used.

Table 6 – child-friendliness of service

Service	Numbers using service	Very child-friendly	Quite child-friendly	Not child-friendly/not at all child-friendly	Average score*
		%	%	%	
GP Practice	100	50	17	10	4.1
Health visitors	95	59	17	9	4.2
Midwife	86	71	15	5	4.5
Children's Library Service	65	69	17	3	4.5
Nursery in a school	59	78	19	2	4.7
Pre-school playgroup	55	87	9	2	4.9
Family member	53	81	9	0	4.8
Toddler group	51	80	18	0	4.8
Friends	39	77	10	0	4.7
Antenatal sessions	36	58	22	3	4.4
After school club	35	80	14	0	4.8
Home visits	22	73	27	0	4.7
Day nursery	20	70	15	5	4.5
Speech therapists	16	69	31	0	4.7
Breakfast club	15	80	13	0	4.7
Homestart	12	75	25	0	4.8
Jobcentres	12	8	8	50	2.4
Story time sessions	11	91	0	0	4.6
Home safety equipment	10	90	10	0	4.9
Childminder	9	89	0	0	4.8
Dietician/nutritionist	9	44	22	22	3.8
Breast feeding group	8	75	13	0	4.9
Further education	8	50	25	0	4.4
Parenting advice and guidance	7	71	14	0	4.6
Children's information service	4	75	25	0	4.8
Toy library	4	50	0	25	4.0
Independent school	3	100	0	0	5.0
Family centre	3	67	33	0	4.7
Creche	2	100	0	0	5.0
Welfare rights session	1	0	0	0	3.0

* Of those giving a response, excluding 'Don't know/no response', average = mean score where 5 = very useful, 4 = quite useful, 3 = neither, 2 = not useful, 1 = not at all useful

- This time closeness to 5.0 indicates child-friendliness. Once again, where base numbers are low, they cannot be seen to reflect the views of all parent/carer users. We therefore have not commented where users numbered less than 10.
- All services except one (with 10 or more users) scored 4.0 or above, showing a high level of child-friendliness overall.

- Services ranked as most child-friendly were the pre-school playgroup and home safety equipment (4.9), followed by family member, toddler group, after school club and Homestart (4.8).
- The pre-school playgroup was rated more highly by respondents aged 30-39 than younger respondents (96% v 75% very child-friendly).
- Midwives, rated as 4.5 overall, were rated as particularly child-friendly by users of the Colliery surgery (87% very child-friendly compared with 73% overall).
- Jobcentres (Worksop and Doncaster both being used by respondents) ranked lowest on child-friendliness, with an average score of just 2.4.

5.1.5. Reasons given for services mentioned as being not child friendly

- Where respondents said a service was not very or not at all child-friendly, they were asked why this was.
- 26 respondents commented, with most comments relating to health services.

Table 7 – reasons why service not child-friendly

Type of comment	Number of comments*
Not child friendly/No toys/Play Area	6
(Childcare provider) Not helpful/No interest in child/no patience with child	3
Patronising/Negative receptionist	1
Not appropriate/Not Suitable for children	3
Health visitor doesn't visit / poor information given	3
Other	6
DK/NR	5

*Some respondents made more than one comment

- Other comments were specifically about individual services so are not included here. (see Appendix 5).

5.1.6. Comparisons of usefulness and child-friendliness

- Matching the average scores of respondents' views of parent and child's needs gives the results shown in table 8.
- A plus score in the 'difference' column indicates that a service were rated as more useful than child-friendly, while a minus score indicates that a service was rated as more child-friendly than useful.
- Scores with a difference of 0.2 points or more (and rated by ten or more respondents) are shown in bold.
- The following were all rated as more child-friendly than useful: pre-school, after school club, library service, toddler group, breakfast club and home visits.
- The Jobcentre was rated as much more useful than child-friendly, although it was rated low on both, with average scores equating to neither useful nor not useful, and not very child-friendly.

Table 8 – comparison of parents and child average (mean) scores

Service	Average score usefulness	Average score child-friendliness	Difference
GP Practice	4.2	4.1	0.1
Health visitors	4.1	4.2	-0.1
Midwife	4.4	4.5	-0.1
Children's Library Service	4.3	4.5	-0.2
Nursery in a school	4.7	4.7	0.0
Pre-school playgroup	4.6	4.9	-0.3
Family member	4.8	4.8	0.0
Toddler group	4.6	4.8	-0.2
Friends	4.8	4.7	0.1
Antenatal sessions	4.3	4.4	-0.1
After school club	4.5	4.8	-0.3
Home visits	4.5	4.7	-0.2
Day nursery	4.4	4.5	-0.1
Speech therapists	4.8	4.7	0.1
Breakfast club	4.5	4.7	-0.2
Homestart	4.8	4.8	0.0
Jobcentres	3.5	2.4	1.1
Story time sessions	4.5	4.6	-0.1
Home safety equipment	4.7	4.9	-0.2
Childminder	4.4	4.8	-0.4
Dietician/nutritionist	4.4	3.8	0.6
Breast feeding group	4.0	4.9	-0.9
Further education	4.4	4.4	0.0
Parenting advice and guidance	4.3	4.6	-0.3
Children's information service	4.8	4.8	0.0
Toy library	4.5	4.0	0.5
Independent school	5.0	5.0	0.0
Family centre	5.0	4.7	0.3
Creche	5.0	5.0	0.0
Welfare rights session	4.0	3.0	1.0

5.1.7. Most helpful service to parent

- Respondents were asked which service they had used was most helpful to them as a parent. Table 9 shows those mentioned in frequency order.
- Top five helpful services, mentioned by 10% or more, were the midwife, pre-school playgroup, GP practice, family member and health visitors. Three of these services provide healthcare and two provide childcare.

Table 9 – single service most helpful to parent – all respondents

Service <u>most</u> helpful to parent	% mentions all respondents (N= 115)*
	%
Midwife	16
Pre-school playgroup	13
GP practice	12
Family member	11
Health visitors	10
Nursery in a school	9
Toddler group	9
Speech therapists	4
Antenatal sessions	3
Childminder	3
Breakfast club	3
Homestart	3
Day nursery	2
Friends	2
Breast feeding group	1
Children’s library service	1
After school club	1
Independent school	1
Toy library	1
DK/NR	4

- The analysis above is based on all respondents and is therefore biased towards services with high numbers of users, and against more specialist services with fewer users. Therefore another analysis was undertaken to reduce the bias by calculating the percentage of users **for each service** who saw this service as their most helpful service. The results of this analysis are shown in table 10 below.
- So we had the five most helpful services in the **all respondent** analysis above:
 - Midwife,
 - Pre-school playgroup,
 - GP practice,
 - Family member and
 - Health visitors
- Compared with the five most helpful services in the **user** analysis below:
 - Independent school
 - Childminder
 - Speech therapists
 - Pre-school playgroup
 - Toy library

Table 10 – single service most helpful to parent – by service use

Service <u>most</u> helpful to parent	Number of users of service	Number of mentions as most helpful	Percent of users rating most helpful
			%
Independent school	3	1	33
Childminder	9	3	33
Speech therapists	16	5	31
Pre-school playgroup	55	15	27
Toy library	4	1	25
Homestart	12	3	25
Family member	53	13	25
Midwife	86	18	21
Toddler group	51	10	20
Breakfast club	15	3	20
Nursery in a school	59	10	17
GP practice	100	14	14
Health visitors	95	11	12
Breast feeding group	8	1	12
Day nursery	20	2	10
Antenatal sessions	36	3	8
Friends	39	2	5
After school club	35	1	3
Children's library service	65	1	2
DK/NR	2	5	-

- Table 11 below summarises how the position of the perceived parent-helpfulness of the services changes between the two analyses.
- In this case the independent school and toy library move to a higher position on helpfulness because a third and a quarter of their respective users (albeit a small number of respondents) chose them as the most helpful service. These services can be considered to be helpful emerging services that are not yet used by a large number of parents.
- The GP practice, health visitors, midwife and antenatal sessions, all traditional services used by a relatively large number of respondents, drop to much lower relative positions. This is an indicator that there is scope for these services to increase their perceived parent-helpfulness amongst users.

Table 11 – helpfulness of the services for parents – changes in rank position

	Relative position on helpfulness: All Respondents	Relative position on helpfulness: Users Only	
GP practice	3	12	-9
Health visitors	5	13	-8
Midwife	1	8	-7
Antenatal sessions	9	16	-7
Nursery in a school	6	11	-5
Family member	4	7	-3
Friends	14	17	-3
Children’s library service	16	19	-3
Pre-school playgroup	2	4	-2
Toddler group	7	9	-2
Day nursery	13	15	-2
After school club	17	18	-1
Breakfast club	11	10	1
Breast feeding group	15	14	1
Speech therapists	8	3	5
Homestart	12	6	6
Childminder	10	2	8
Toy library	19	5	14
Independent school	18	1	17

5.1.8. Most helpful service to your child/children

- Respondents were then asked which service they had used was most helpful to their child. Table 12 shows those mentioned in frequency order.
- Top four helpful services for children, mentioned by 10% or more, were the pre-school playgroup, nursery in a school, toddler group and family member. All of these services provide childcare and early education.

Table 12 – service most helpful to child – all respondents

Service <u>most</u> helpful to child	% mentions all respondents (N= 115)
	%
Pre-school playgroup	23
Nursery in a school	15
Toddler group	15
Family member	10
GP practice	9
Health visitors	8
Speech therapists	3
Midwife	3
After school club	3
Day nursery	3
Homestart	3
Children’s library service	2
Breakfast club	2
Independent school	2
Breast feeding group	1
Friends	1
Dietician/Nutritionist	1
Toy library	1
Story time sessions	1
DK/NR	3

- As with services most helpful for parents, we then repeated the analysis to remove the bias created in the usefulness ratings by high numbers of users. This analysis reduces the bias by calculating the percentage of users **for each service** who saw this service as their most helpful service. The results of this analysis are shown in table 13 below.
- So we had the five most helpful services in the **all respondent** analysis above:
 - Pre-school playgroup,
 - Nursery in a school
 - Toddler group,
 - Family member and
 - GP practice
- Compared with the five most helpful services in the **user** analysis below:
 - Independent school
 - Pre-school playgroup
 - Toddler group
 - Nursery in a school
 - Speech therapists

Table 13 – service most helpful to child – service users

Service <u>most</u> helpful to Child	Number of users of service	Number of mentions as <u>most</u> helpful	Percent of users rating most helpful
			%
Independent school	3	2	67
Pre-school playgroup	55	26	47
Toddler group	51	17	33
Nursery in a school	59	17	29
Speech therapists	16	4	25
Homestart	12	3	25
Toy library	4	1	25
Family member	53	11	21
Day nursery	20	3	15
Breakfast club	15	2	13
Breast feeding group	8	1	13
Dietician/Nutritionist	9	1	11
GP practice	100	10	10
Health visitors	95	9	9
After school club	35	3	9
Story time sessions	11	1	9
Midwife	86	3	3
Children's library service	65	2	3
Friends	39	1	3
DK/NR	2	4	-

- Table 14 below summarises how the position of the perceived child-helpfulness of the services changes between the two analyses.
- As with parent-helpfulness, the independent school and toy library move to a higher position on child-helpfulness because two-thirds and a half of their respective users (albeit a small number of respondents) chose them as the most helpful service for their child. These services can be considered to be helpful emerging services that are not yet used by a large number of parents.
- The Midwife, GP practice, health visitors and after school club, all used by a relatively large number of respondents, drop to much lower relative positions. This indicates that there is scope for these services to increase their perceived parent-helpfulness amongst users.
- In contrast, the pre-school playgroup, nursery in school and toddler group hold their places, showing that their child-helpfulness is really valued, regardless of user numbers.

Table 14 – helpfulness of the services for parents – changes in rank position

	Relative position on helpfulness: All Respondents	Relative position on helpfulness: Users Only	Change in position
Midwife	8	17	-9
GP practice	5	13	-8
Health visitors	6	14	-8
After school club	9	15	-6
Children’s library service	12	18	-6
Family member	4	8	-4
Friends	16	19	-3
Nursery in a school	2	4	-2
Pre-school playgroup	1	2	-1
Toddler group	3	3	0
Day nursery	10	9	1
Speech therapists	7	5	2
Breakfast club	13	10	3
Story time sessions	19	16	3
Breast feeding group	15	11	4
Homestart	11	6	5
Dietician/Nutritionist	17	12	5
Toy library	18	7	11
Independent school	14	1	13

5.1.9. Help to use services more often

- A list of suggestions that might help parents to use services more often was shown to respondents (see Showcard 2, Appendix 2). They were asked which of those listed would help them.
- Table 15 shows responses by age and by all respondents. A third (33%) of all respondents felt that different times would help them use services more often, while 28% thought better public transport would help. This was the most important thing for younger parents/carers. 39% of these said it would help them to use services more often.
- Other options of better price, childcare and someone to go with were all felt to be helpful for at least a quarter of all respondents. There were no other significant differences by age.

Table 15 – Help to use services more often

Suggestion	Total N=115	Age <29 n=49	Age 30-39 n=43	Age 40+ n=23
	%	%	%	%
Different times of events	33	35	35	26
Better public transport	28	39	19	22
Better price	26	31	19	30
Childcare	21	20	26	13
Someone to go with	20	21	19	30
None	18	16	21	26

5.1.10. Preferences in receiving information

- Respondents were also asked (using showcard 3) how they would like to receive information about services for themselves and their children. In addition to the preferences for all respondents, table 16 shows the rank order of preferences for each age group¹.
- The majority of all age groups would prefer information via a newsletter.
- Flyers are the second choice of those aged under 40, but are much less popular with older respondents, who rank them joint 5th.
- Just under a third of all respondents are interested in formal information sessions, while more informal word of mouth via professionals is more popular with the under 30s than with older respondents.
- An article in the local paper is favoured much more by the over 40's (who rated it as second favourite method) than younger parents and carers.
- Word of mouth by friends and family is not a popular method for receipt of information about services.

¹ Multiple answers were permitted at this question and those who were older were more likely to give more answers. Thus direct comparisons or percentage scores are potentially misleading.

Table 16 – receipt of information

Information	Total N=115	Age<29 n=49	30-39 n=43	40+ n=23
	%	Rank	Rank	Rank
Newsletter	63	1	1	1
Flyer/information sheet	34	2	2	5
Information session at nursery/clinic/sure start	30	4	3	3
Word of mouth (health visitor/nursery staff/GP)	28	3	5	4
Article in local paper	28	5	4	2
Word of mouth (friends/family/other parents)	17	6	6	5
None	0	0	0	0

5.1.11. Three things Harworth and Bircotes needs

- When asked what three things Harworth and Bircotes needs to make it better for parents with young children, respondents came up with a list of suggestions as shown in table 17 below.
- The most frequently suggested ideas focused on parent and child activities, and were spontaneously mentioned by nearly a third of respondents, far more than any other suggestion. This included mother and baby activities, toddler groups, playgroups and toddler activities.
- Some parents would also like to see a safe indoor play area for young children and more childcare.
- Requested improvements to the park, policing and safety, while outside the remit of Children' Centres, indicate the impact of lack of facilities for older children on those with very young children.

Table 17 – suggestions to make area better for parents with young children

Suggestion	Total N = 115
	%
Mother & Baby/Toddler Groups/Playgroups/Toddler activities	30
Indoor/Safe/Soft play area	12
More child care/nurseries/Creche	10
More policing/Police/CCTV/ASBOs	9
Better/Safer/Cleaner Playground/Park	7
More/Cheap/Affordable activities	7
More/Better parenting information	5
More/Better facilities for smaller children	4
Further education courses/Advisors	4
Before and after school activities/clubs	3
Drop in sessions/drop in centre	3
Youth club/Activities for older children/teenagers	2
Road safety/speed bumps/School Crossing Patrol etc	2
Swimming Pool/Leisure Facilities/Sports Facilities	2
Family centre/advice centre	2
Toy library	2
Better post-natal support	1
More affordable childcare	1
More breastfeeding-friendly places	1
Place to meet/Groups for mums to meet	1
Clean up drugs/litter/dog mess	1
Days out/Trips/Organised Outings	1
Village Hall/Community Centre	1
Doctor/Health Visitor	1
More child-friendly surgeries	1
Other	23
DK/NR	20

* Respondents could make more than one suggestion so totals don't add to 100%

5.1.2 Thoughts on the arrival of the Children's Centre

- Respondents were asked if they had anything else to say about the Children's Centre, from what they had heard so far.
- 61% did not have anything to add (reflecting the high proportion (70%) who were unaware), but 25% expressed enthusiasm about the arrival of the Centre, with comments such as, "good idea", "great", "brilliant" and "excellent".
- 12% commented that they had heard nothing, or that more publicity was needed.

5.2 Partners' questionnaire

- Partners' anonymised responses are shown in full at Appendix 6.

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 Harworth and Bircotes?

- The overall view is that there is:
 - A need for more parenting advice and support,
 - Linked to this, more engagement of vulnerable families and more home visiting,
 - More information on what services are available,
 - More places for mums with under 3s to meet
 - Opportunities for learning – courses for parents on parenting issues such as nutrition or use of story sacks, or other family and adult learning opportunities
 - Tackling isolation and deprivation

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 Harworth and Bircotes?

- The partners anticipate that:
 - There will be more centralisation and coordination of services, and better communication between services,
 - There will be a central base from which services will work and for parents to meet,
 - It will raise awareness of available services,
 - It will assist in securing resources,
 - There will be more and more easily accessible services,
 - There will be a greater focus on children,
 - It will improve access to quality childcare and education,
 - It will provide out of school and holiday care.

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 Harworth and Bircotes ?

- The main theme in terms of challenge is thought by several partners to be engaging with parents and winning their respect. Specifically, partners comment on engaging with young parents and overcoming low self-esteem, overcoming suspicion, convincing people it is for them, getting parents involved and getting them to make the most of services.
- Some partners commented on the challenge of getting services to adopt a more joined-up approach and communicating well with each-other.

- Financing the services, quality of service and the size of the area were all also mentioned as challenges.

5.2.4. Effectiveness of Meetings

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

- Mechanisms to promote partnership working in the area are not well-developed.
- There is evidence of multi-agency working among health professionals, sometimes involving parents. Primary healthcare meetings are cited as an example.
- Within education, parents are always involved as key stakeholders, but there is no mention of other agencies being involved in meetings with parents.
- Two partners mentioned community forum meetings which used to occur in the area, but have not done so for some time, one cited lack of commitment from stakeholders as the reason for this.
- There are also ad-hoc family-specific meetings involving different agencies and the family where required.

5.2.5. Partners' Priorities

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

- Responses reflected the partners' hopes and concerns expressed earlier in the questionnaire. Thus, needs were identified for:
 - Informing parents about the services that are available,
 - Educating parents, both about parenting and more generally, with the added support of quality childcare while they learn,
 - Regular groups, including educational groups, toddler groups etc where there are lots of opportunities to meet together to give mutual support,
 - Quality childcare, particularly for the under 3s and in school holidays,
 - Easier access to good advice and support,
 - Easier access to quality health screening and other health services including alcohol and drug dependency support, and health education,
 - A centre for parents, childminders and others to meet up, and a venue for activities with a crèche on site.

5.3 Focus Group

- The discussion guide used in the focus group will be found in Appendix 4. This included areas which reflected the main sections of the parent's questionnaire:
 - Knowledge of services in the area
 - Strengths and weaknesses of current services
 - Gaps in current provision
 - Good things to come from the arrival of the Children's Centre
 - Areas for improvement in the local area
- Focus group respondents were initially invited to undertake a mapping exercise, to gather information about services and activities in the area. This can be seen in Appendix 7. The mapping is based on knowledge of parents and partners. Parents were aware of most regular activities, but ad hoc activities in particular, were not well-known.
- This showed that a peak of activities in the area falls on a Tuesday, with few known activities on other days.
- Additionally, as a means of asking parents for their views on services, some of the results from the partners' mapping exercise were shared with them and their comments were invited.

5.3.1 Knowledge of services in the area

- Knowledge of local services was limited for each of the mums in the focus group. However, each had knowledge and experience of different services, primarily because their children were of different ages.
- Word of mouth was a key way of finding out what services were in the area. They would also use local newspapers such as the Doncaster Free Press and the Bawtry and Worksop Trader and Guardian. There is also the Village Voice local newsletter. However, none of them reliably include information about what is going on for parents and carers in Harworth and Bircotes, so parents don't know where to look. Noticeboards around the village are no better.

"It's where to go for information. Sometimes if you happen to go to the doctors you may see a poster or something but that's about it."

"There is hardly any information about different activities for babies and children to do"

- One mum used the Teenage mums' group on Tuesdays. Her impression was that it was for mums aged under 25, rather than specifically 'teenage' mums, although she was a teenage mum herself. She particularly valued being able to network with mums of a similar age to herself and the opportunity for her young child to socialise with others. However, she was aware that others did not go to it because of what they had learnt about the group from others, thus demonstrating the power of word of mouth.

"Some people say it's not very good, it's boring because we just sit and have a natter really but I find it really beneficial because you can speak to the people"

who run it about anything you want, it doesn't have to be about your child, I find it really useful"

- Likewise, she did not go to the Homestart toddler group partly because of what she had heard about it.

"I got told that a lot of older people went to that one. I wanted to be with my age group more than anything else who knew where I was coming from."

- In addition, times of activities on a Tuesday clash, so young mums would have to choose between the teenage mums' group and the Homestart toddler group. If this were not the case, some younger mums would have been more likely to attend both groups rather than having to make a choice.
- All were aware of Bircotes pre-school but none were currently using it. One was aware because her little sister had gone there. She said she would like to put her son's name down but did not know how to go about it. Another was aware because she knew several of the staff as they were also parents at her elder son's school.

"the only reason I know this is because quite a lot of the staff that work there have kids at All Saints and they are always giving our leaflets and everything."

- They were all also aware of the school nurseries although the mum with the youngest child was unsure of the ages at which they accepted children. St Patrick's is thought to take children the September after they are 3, and at Serlby Park it is thought to be 3½. Another mum with children at the school knew that All Saints don't take them until the term after they are 4.
- In general, parents felt that there is more for older boys in the village than any other group, although there are dancing classes for girls.

"There is quite a lot in the village for older kids as far as sports are concerned. You've got the leisure centre and they do all sorts of things like they do Karate, Dancing, Trampolining. It's pretty good the leisure centre. Then there is a football club, the BMX track. There is a lot for older, particularly boys."

"That's to do with the mining village as well. What used to be the Miners Welfare. There is also a skateboard ramp."

"But it's all for boys. I don't see anything for girls."

"They leave that for the schools"

"There are lots of dancy classes, irish dancing and the ballet"

- Awareness of what the leisure centre has to offer is low because posters are not displayed and not all parents will ask. Therefore none of the parents in the group knew much about swimming classes for mums and tots, and only one was aware of Gym Tots.

"I'd go into the sports centre and there are no posters about this"

"You've got to ask, you've got to know what you're asking for don't you. I find that at the leisure centre."

- The same was true of the ad-hoc services that the Primary Care Trust reported that they ran. One mum had once attended a session, but it turned out to be unsuitable for the age of her child and she had not heard of any others since.

"When [name] was little I went up to the doctors they were doing an information session. They said originally come up we will do an information session. [Name] was a lot older (than some of the children) and the information session was on weaning. But they said to us then we will send you information out but it never came."

- Other primary care trust services that participants were aware of and have used were the baby clinic, doctors' surgeries, midwives and health visitors.
- The library is an important part of the community in Bircotes and Harworth; there was a great deal of local opposition to a recent threat of closure. Parents were aware that there is a story time session although they did not know details of when it was. They also commented that the library puts on other activities for older children during the school holidays.

"They do the pet shows. The village children take the pets to the library and have a small pets show. Its quite well attended."

"The library is actually really good. It runs quite a lot in the summer in the holidays doesn't it"

- One parent was aware of another playgroup, run by All Saints Church on the first Tuesday of every month in the church hall. She also commented that this church do quite a lot for children such as a youth group and choir. This is not reported to be the case with the Catholic Church, who have a much older congregation.
- The colliery, although now no longer the major employer in the village that it was, was said to have never had a history of providing services for children or families.
- When prompted about other services mentioned by partners but not group participants, one was aware of the Think Children Counselling service at St Patrick's school as her son had been to it, but she knew no details about it as he had not discussed it with her. However, she was generally positive about the support services the school offered.

"They do have quite a few things going off in the school for children. They have the Rainbows as well. Its where the parents and children go if they are having problems as well. Kind of like positive parenting"

- They had not heard about the positive parenting group at Serlby Park school (none had children at this school), or about the baby café at the Harworth clinic. However, they were aware of the antenatal clinic at the Harworth clinic on a Wednesday.

"It's ok, you can go and talk to people and things like that. It's ok, you know"

5.3.2 Strengths and weaknesses of current services

- As evidenced above, one of the main weaknesses of local services generally is lack of information on what is available, particularly with regard to ad hoc provision.
- In terms of childcare provision locally, group participants felt Bircotes pre-school offered good provision. However, it is a long walk from All Saints School, whose parents arguably have the greatest need of accessing the pre-school provision at Bircotes because All Saints currently offer the most limited nursery provision.

*“I know quite a few of my friends do use that and they are quite happy with it”
“My mum used it with my little sister and she found it really useful.”*

“Once you’ve dropped your kids off at school and your second child off at the pre-school and got home again you have to go back again”

- In terms of health services, satisfaction with GP provision varied in the group. One user of the colliery doctors was very unhappy with the recently introduced requirement for a telephone consultation prior to an appointment being offered, which could result in delays in getting her small child seen. This contrasts with a very happy user of Oakleaf surgery, who had no problems getting an appointment when she felt it was needed².

“I go to the doctors and I need an appointment and they say you need a telephone consultation first....Past couple of times I’ve phoned them up and I’ve asked can I make an appointment for [name]. One time they range me straight back and said we’ve got an appointment for you, but other times doctors have phoned me up and said what’s the matter with him and they have decided whether he is just needing antibiotics over the phone”

“I’ve just changed to Oakleaf and I’ve rung up at twenty to nine and I’ve had a appointment at a quarter past nine. They are brilliant, really really good. I think once I’ve had to wait until the next day for an appointment.”

“Personally I find my doctors very good. Really good service and you can get in to see somebody. I’ve always found them really helpful. Also the attitude, the welcoming, its not a traumatic experience going to the doctors. My three year old actually likes going. He doesn’t like doing anything else but the doctors is perfect. She is just a really nice lady.”

- Participants felt the difference was in part down to knowing how to be assertive on the telephone. Those who were confident and insistent tended to get what they wanted.
- The mum with the most recent experience of antenatal and postnatal services felt that the midwife and health visitor were much more supportive than her GP.

“I found the midwives and the health visitors were brilliant. I tried to talk to the doctors about things and they would say go and see your midwife. They are not very useful at all my doctors aren’t.”

² It should be stressed that there were no significant differences in opinion of the different surgeries in the main parents’ survey, except for those mentioned in the previous section.

- Participants considered that village facilities had deteriorated since the Jobcentre services in the library were removed. Now it is necessary to go into Doncaster or Worksop, which is not convenient. It also used to be possible to register births in Harworth, but the office is now only used for payment of council tax and registrations necessitate a visit to Worksop or Doncaster.
- Another unhelpful service a respondent identified was one of the dental practices. This is because of poor access as it is upstairs and there is no way to get a buggy upstairs and nowhere to safely leave it downstairs.

5.3.3 Gaps in current provision

- There is a clear gap in provision of childcare for under 5s. The only options available for care of children too young for the pre-school (ie those under 2½) are a family member or a childminder, and spaces with a childminder are believed to be difficult to find.
- The pre-school does not run in the school holidays, so there is also a gap in provision for the under 5s then. There is some care for children over 5 provided by the leisure centre in the longer holidays.
- There is also no effective wrap-around care because the pre-school closes at 4pm. Schools vary in their provision, with one school offering no breakfast club or after school club.

“there was no wrap around care in the village so really ideally it is something that is this way, some sort of day care that is accessible for working parents. I know there are a lot of working parents at our school that use the breakfast club and after school club but sometimes even that...what about inset days and school holidays.”

- One mum had experienced a gap in provision around antenatal and postnatal care. Although she had a midwife whom she found helpful, she was not offered any antenatal classes³.

“I never did any antenatal classes when I was pregnant with him because I didn't know about them. Nobody told me. I went to one I think it was at Bassetlaw Hospital. I was about 8 months pregnant by then and a couple of weeks later I had [name]. So it was still fresh in my mind and I found it very useful”

- Having had the baby, there seemed to be little post-natal support available to her, resulting in her feeling unsupported in making feeding decisions for her child.

“I brought him off baby food, I did it myself because he weren't eating the jars of baby food, so my mum said if he is not eating them then you may as well give him like spaghetti mashed up, and make your own mashed potato and he absolutely loves it, he loves the spaghetti bolognaise. He's eating better with them than what he did on the jars of food. And I never had any advice on how

³ Just 31% of respondents to the parent's survey had used antenatal sessions

to give him them or anything like that. And I put him on cows milk at the beginning of the week and I never had any advice on that neither.”

- She now feels that it would be useful if there were a drop-in facility where she could ask questions – like her young mums’ group but with a health visitor attending.

“Somewhere where you get information you need if you are like stuck on something or say [name] has got something minor wrong with him, say like nappy rash or something”

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

- Group participants were very positive about the advent of a Children’s Centre for their area. It will be a positive improvement for the area at a time when the colliery is on the brink of closing. They hope it will bring with it improved childcare provision, both generally and in school holidays, which will be important in supporting people to get back into work. They would like childcare provision to be affordable but good quality.
- Another suggestion supported by all the participants was sessions where parents could have some quality time doing something they enjoy while their children are looked after.

“ I really enjoy crafty things and I would love to go to something - sometimes you want to do things for yourself don’t you and I’d love to do that, I’d love to do a drop in session where there is a crèche for my kids so then I can go do something for me.”

- Similarly, they would like opportunities to do things with their children, such as craft activities.
- They would like the ‘Centre’ to be easily accessible, suggesting the Parish Hall as a central venue.
- A café where they can meet was another suggestion, along with services targeted at dads, such as a men’s health day.

5.3.5 Areas for improvement in the local area

- When asked what areas they would like the Children’s Centre team to concentrate on as most important, participants voted for day care.
- They also want an accessible and friendly centre, where they feel they can come through the door and not be judged, particularly younger mums.
- They would like lots of family activities and for it to be inclusive for grandparents, who are often helping to care for their grandchildren.

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 Harworth and Bircotes for the future.

These include:

- More up-to-date information about services and activities to be available to parents in a format and location/s to be agreed, but somewhere accessible to the majority.
 - Raised awareness of existing services across the area.
 - Increased provision of relevant services for families with young children in the area.
 - The need for more groups, play and leisure activities, for young children, throughout the year, with their families, and for older ones as well.
 - Provision of a focal point for parents and children.
 - The coordination of service providers and improved partnership working to deliver services.
- While the consultation necessarily had its limitations, due to lack of time and resource, the results are still felt to be representative of the community; it was always seen as a first conversation to provide a basis with which to build the future Children's Centre in Harworth and Bircotes.
 - There is the need to assure parents and partners that the Children's Centre is sustainable and that the involvement of all parties is crucial in its success, as well as allowing parents to take ownership of the Children's Centre, to be jointly engaged with professionals in the provision of services for them and their families.
 - This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. There is every reason to think from responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.

6. Appendices

Appendix 1 – 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

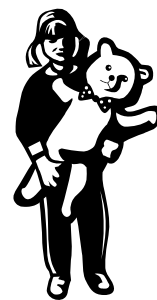
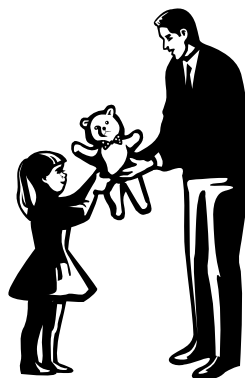
Appendix 6 – Responses from Partners and Service Providers

Appendix 7 – Mapping exercise: Current Services in Harworth and Bircotes from parents and partners

Children's Centres Questionnaire

- We're talking to local people about the new Sure Start Children's Centre that's coming to Harworth and Bircotes – 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 Harworth East and West?	<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>
Antenatal sessions	1	1	2	3	4	5	1	2	3	4	5	1	1
Midwife	2	1	2	3	4	5	1	2	3	4	5	2	2
Breast-feeding group	3	1	2	3	4	5	1	2	3	4	5	3	3
Children's Library service	4	1	2	3	4	5	1	2	3	4	5	4	4
Childcare:													
Childminder	5	1	2	3	4	5	1	2	3	4	5	5	5
After school club	6	1	2	3	4	5	1	2	3	4	5	6	6
Breakfast club	7	1	2	3	4	5	1	2	3	4	5	7	7
Day nursery	8	1	2	3	4	5	1	2	3	4	5	8	8
Nursery in a school	9	1	2	3	4	5	1	2	3	4	5	9	9
Independent School	10	1	2	3	4	5	1	2	3	4	5	10	10
Pre-school playgroup	11	1	2	3	4	5	1	2	3	4	5	11	11
Toddler group	12	1	2	3	4	5	1	2	3	4	5	12	12
Crèche	13	1	2	3	4	5	1	2	3	4	5	13	13
Family member	14	1	2	3	4	5	1	2	3	4	5	14	14
Friends	15	1	2	3	4	5	1	2	3	4	5	15	15
CIS (Children's Information Service)	16	1	2	3	4	5	1	2	3	4	5	16	16
Dietician/Nutritionist	17	1	2	3	4	5	1	2	3	4	5	17	17
Further Education	18	1	2	3	4	5	1	2	3	4	5	18	18
GP practice	19	1	2	3	4	5	1	2	3	4	5	19	19
Health visitors	20	1	2	3	4	5	1	2	3	4	5	20	20
Home Safety Equipment scheme	21	1	2	3	4	5	1	2	3	4	5	21	21
Home Visits	22	1	2	3	4	5	1	2	3	4	5	22	22
Homestart	23	1	2	3	4	5	1	2	3	4	5	23	23
Job Centres	24	1	2	3	4	5	1	2	3	4	5	24	24
Parenting advice & guidance	25	1	2	3	4	5	1	2	3	4	5	25	25
Speech Therapists	26	1	2	3	4	5	1	2	3	4	5	26	26
Family Centre	27	1	2	3	4	5	1	2	3	4	5	27	27
Toy Library	28	1	2	3	4	5	1	2	3	4	5	28	28
Welfare rights sessions	29	1	2	3	4	5	1	2	3	4	5	29	29
Story Time sessions	30	1	2	3	4	5	1	2	3	4	5	30	30

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

--	--

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

--	--

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

Better public transport	1
Childcare	2
Someone to go with	3

Different times of events	4
Better price	5

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

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

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

- a. -----

- b. -----

- c. -----

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

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

14. Are you: Male Female

15. Your age is: Under 20 20-29 30-39 40-49 50 +

16. Number of adults (aged 18+) in the household (Please write in)

17. Number of adults (aged 18+) **working** in the household (Please write in)

18. Are YOU: (tick all that apply)

Working Full-time Unemployed Grandparent
 Working Part-time Full time Other relative
 Parent/ Carer /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 Indian Chinese
 Black Caribbean Pakistani Mixed
 Black African Bangladeshi Traveller
 Please write in any other _____

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

Your postcode eg DN11 OPQ: -

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

1. Serlby Park
2. Harworth C of E Primary
3. St Patrick's Catholic Primary
4. Other (write in) _____

25. Please can you tell me which doctor's surgery you and your family are registered with?

1. Dr A Raheem
2. Oakleaf GP Surgery (Harworth clinic)
3. Colliery surgery
4. Other (write in) _____

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

1. In the centre of Harworth&Bircotes/ near the centre
2. In a rural area outside villages/ town
3. One the edge/ outskirts of Harworth and Bircotes
4. In the surrounding villages
5. Other (write in) _____

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: Tuesday 2 nd Nov 2006	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Possibly	<input type="checkbox"/>
Time: 1-3pm						
Venue: Serlby Park Junior School						

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 Harworth East and West 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:

Anita Maidment, Diamond Cottage, Garrison Hill, Droxford, Hants, SO32 3QL
By 23rd October 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 23rd January 2007 at the feedback session at Serlby Park School (Junior Site)
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.

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

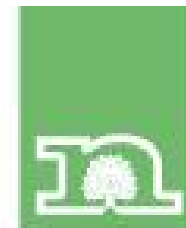
Article in local paper

Information session at
nursery/clinic/Sure Start

Nottinghamshire



Early Years
Development
and Childcare
Partnership



Nottinghamshire
County Council

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

1. Introduction: **The main purpose of this consultation is to gather the views of partners and service providers on existing services for parents and young children under 5 in Harworth and Bircotes and on what you consider to be the priorities for the development of the Children's Centre in the area to serve these families.**
 - Please be open and honest, and answer all relevant questions; your responses will help with the **planning** of future services.
 - All responses will be treated in confidence, and nothing attributed to any individual. However, if you wish to give your contact details for any follow up questions we may have, or for future research purposes, please complete the box below. Again, none of your responses will be identifiable in the final report.
 - Parents and carers will be completing another questionnaire, which will gather their views on the Children's Centre plans.
2. How to complete this questionnaire: **If you prefer to complete this questionnaire by email, please send an email to a.maidment@amresearch.fsnet.co.uk requesting a copy. You will then be able to type your responses in the boxes (which will expand) and email back to Anita Maidment via email to address a.maidment@amresearch.fsnet.co.uk please complete and return the questionnaire by week commencing 16th October 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.

- If you prefer to complete this in hardcopy, please complete and post back in the reply paid envelope, marked **'Harworth and Bircotes**, to Anita Maidment at the following address :

Diamond Cottage
 Garrison Hill
 Droxford
 Hants
 SO32 3QL

Thank you for your input, which is very welcome.

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

Name: _____

Organisation: _____

Phone: _____

Email: _____

<ul style="list-style-type: none"> • Please give the type of organisation you work for 	
<ul style="list-style-type: none"> • Please give your job title & employer (if relevant) 	
<ul style="list-style-type: none"> • How long have you been working in this role? 	
<ul style="list-style-type: none"> • What's your main area of responsibility? 	
<ul style="list-style-type: none"> • What do you think are the current problems, or gaps in current services, for parents and young families in Harworth and Bircotes? 	
<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 Harworth and Bircotes?	
<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 Harworth and Bircotes? 	
<ul style="list-style-type: none"> • If workers from different settings / services have regular meetings to discuss local issues, how useful are these? Are parents invited to these? [Please indicate how often these are held, if at all] 	
<ul style="list-style-type: none"> • What are your top three priorities for developing services or facilities or resources for parents and young children in Harworth and Bircotes? OR • What 3 things in your opinion would most improve the area for families with children under 5? 	1.
	2.
	3.

Partners - please could you write down all the services and activities available from your team for children aged 0-5 and their families, living in Harworth and Bircotes. 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

Please continue over the page if necessary

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

7. 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 :</p> <ul style="list-style-type: none"> ▪ Individual workers in services, especially not individual weaknesses re improvements to services ▪ Things beyond the control of Early Years Team eg larger political or social issues
Initial warm up	15	20	<p>Initial warm up to get everyone talking: Name, where they live, number and age of children, which school/playgroup/nursery etc they attend and gather for mapping exercise. Family live locally? Whether they work/go to college, anything else of interest relevant to discussion eg how long lived in the area.</p>
Explanation about Sure Start Children’s Centre	5	25	<p>Explaining the concept and purpose of Children’s Centre, plans for 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>

I hour

	10	60	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?
	10	1.10	What services aren't child friendly or are very poor? Why is that? What would make services more child-friendly? How could they make services even more child-friendly?
	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 Creche will be provided, but need to send back the form to be sent out with letter.

Appendix 5 – ‘Other’ Responses from Parents’ Questionnaire

Could say what the questions were?

Eg Q8 If you thought any of these services were **not useful** or **not very useful**, why was this?

Q8 other

- No child facilities
- Treat everyone same, not as individual
- Playgroup - had to go to Tickhill by car because of timing
- Catholic children concentrated on to detriment of others.
- Didn't use, but know about Antenatal clinics not local. Had to go to Worksop.
- Too many children to monitor. (Nursery)
- Bad experience with childminder, i.e. relationship broke down.
- Breakfast club didn't cater for children's needs (eating).

Q9 other

- Days & times to be more accessible & flexible for children at child care providers
- Restraint and force feeding was very traumatic
- Doctor didn't explain anything - had to wait 2 days to buy Calpol as he wouldn't prescribe and I couldn't afford it.
- Wouldn't let in. (Job Centres)
- Nothing for babies. (Midwife)
- Library don't like children making a noise, even in children's area.

Q12 other

- Impact of anti social behaviour on school & standards
- Cheap pound toy shop – Poundworld
- More flexible times
- Community spirit (it's lost)
- More volunteers for services
- Better pavements
- More CCTV
- Idiots not taking swings down at park
- Existing services need to be better organised/run. Someone to actively engage parents to interact with the children.
- Sports staff for under 5's

- Advice about benefits, childcare etc.
- More things to do in Harworth
- More midwives
- School Nurseries
- Help for parents at home
- Parenting classes – bonding
- More Groups
- More sessions
- Getting anti social behaviour off the streets
- More to occupy children in doctors surgeries.
- Shops on on Sundays (AM)
- Local council, waiting for for housing etc.
- Disabled group
- Toy library
- Shops more child friendly
- Family centre - issues that new and younger parents may not know.

Q13 other

- We need something around here
- Midwives are fantastic. Bircotes pre school catholic children get left to own devices - separated almost.

APPENDIX 6 – Partners’ answers

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

1. Information on services for parents
2. -
3. Isolation and deprivation
4. Engaging more vulnerable families
5. 0-3 provision, youth clubs for 9+
6. -
7. Nowhere to meet other mums other than baby clinic for those with under2.5s
8. Family learning and adult learning opportunities
9. -
10. -
11. -
12. More home visiting to support families in area
13. -
14. Childcare facilities or out of school clubs to 6pm for 5-18s and holidays for 5-12s
15. Parenting advice and support for 11-18s, access to services for girls activities, hours and staffing inadequate to support as needed
16. Parenting support. My priority is improving breast feeding rates
17. ?
18. Toy library, clubs, courses for parents (storysacks, food hygiene etc) day trips

Q2. In what ways do you think the advent of the Children's Centre will change the way services are delivered in Harworth and Bircotes?

1. Central coordination of services and communication
2. -
3. Raise awareness of what is available and help get resources needed
4. More and more easily accessible services
5. Improved access to appropriate and affordable quality childcare and education
6. Centralisation
7. Can only improve. Partnership working towards a cohesive service
8. Coordinate service delivery, networking or orgs and groups
9. Will improve services for community
10. Join up existing provision. Provide a base for us to deliver our services from
11. Coordinated approach
12. -
13. -
14. Provide out of school and holiday care
15. Focus on children
16. Hopefully lead to increased provision
17. ?
18. It will be easier for parents to find info out from one central point and great for them and their children to meet new friends, be involved in activities etc

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

1. Suspicion
2. -
3. Attendance of young parents and making it a good experience. Overcoming low self-esteem
4. Convincing client group that it is for them
5. Providing quality service for more pupils/young children
6. Communication
7. Size of area with new housing developments
8. -
9. Bringing all services together
10. Parental involvement
11. Getting parents to make the most use of it. Gaining their trust/respect
12. getting parents involved
13. -
14. Working in partnership with other schools
15. Finance
16. Getting everyone to work together
17. Getting people to commit to their own/community development
18. Money

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

1. -
2. -
3. Formal meetings are boring to young people
4. Useful to improve comms and working together. Some multi-agency and some with parents, 4-6 weeks
5. Parents always as key stakeholders
6. -
7. Used to be a community forum but lack of commitment from existing workers in community closed it.
8. Used to be a community forum pulled together by community dev team but not recently
9. -
10. Very useful to keep everyone up to date with other services
11. -
12. -
13. -
14. -
15. Primary healthcare meetings held but only involve 2GPs as cross border for the others
16. Very useful. Usually parents are invited. Not held often, usually family-specific
17. ?
18. New to area so d/k

Q5. What are your top three priorities for developing services or facilities or resources for parents and young children in Harworth and Bircotes? OR What 3 things in your opinion would most improve the area for families with children under 5?
Priority 1

1. Knowledge of what is available
2. -
3. Education/signposting verbally as well as written
4. Education for young parents - opportunity to access learning with young children
5. Quality childcare
- 6.-
7. Childcare for under 2.5s
8. Parenting/family learning
9. offer more support in community
10. Base for CIS drop-ins
11. Access to good advice
12. -
13. -
14. Facilities to help parents during school holidays
15. Parenting groups for older children
16. Breast-feeding rates, resources
17. -
18. Regular groups eg baby massage/baking for children, toddler group etc, teddy bears picnics

Priority 2

1. -
2. -
3. Surestart programme
4. More support in dealing with alcohol and drug dependency
5. quality health screening
6. -
7. easier access to services
8. Adult learning
9. provide a contact name
10. Base for local childminders
11. Opportunities to meet together for mutual support
12. -
13. -
14. Providing 8-6 cover all year
15. Increase staffing to allow time for in-depth work
16. Parenting skills, involvement of parents
17. -
18. Toy library

Priority 3

1. -
2. -
3. -
4. Find out what the parents would like
5. quality parents partnerships groups
6. -
7. centre for parents to meet with or without children
8. -
9. providing publicity materials
10. Venue (with creche facilities) for use to run childminder training
11. Opportunities for whole community to benefit from this, not just parts of it
12. -
13. -
14. -
15. Increase health education for children and families
16. Teenage pregnancy, resources
17. -
18. outings - a lot of people don't have cars so don't take their children to seaside or theme parks

Appendix 7 – Mapping exercise

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	Bircotes pre-school (2.5 – 5 years) 9-4 Mon-Fri. Sessional care 9-11.30, 11.30-12.30, 12.30-3, 3-4.				
		Teenage mums' group 11-1 @ Leisure centre			
		Homestart Toddler group 9.30-11.30 @ At Saints Church Hall			
		Baby Clinic 1.30-3pm @ Harworth Medical Centre	Antenatal Clinic 1pm-5pm @ Harworth Clinic	Baby Clinic 1.30-3pm @ Harworth Clinic	Baby Café 9.30-11.30 @ Harworth Clinic
		Think Children Counselling 11am-3pm @ St Patrick's Primary	Gym tots (under 3s) Leisure centre am		
		Swimming classes 10-11-30 @ leisure centre	Swimming class 12-2 @ leisure centre	Swimming class 10-11.30 @ leisure centre	Swimming class 9.30-11 @ leisure centre
	Nursery group 9.30-11.15 Mon-Fri at St Patrick's Primary				
			Positive Parent group 9.15-11.15@ Serlby Park		

In addition to the regular activities described in the table, we have identified the following activities

- All Saints Church playgroup first Tuesday of the month in the church hall

Basetlaw PCT provide the following on an ad hoc basis:

- Cook and eat sessions / weaning parties organised by Basetlaw PCT

- Baby massage,
- post-natal group,
- parenting course
- Stop smoking clinics and advice aimed both at the general public and specifically at pregnant mums and parents.
- Contraception clinic
- Training for parents in nutrition

Further afield:

- Worksop Jobcentre plus have lone parent advisers available Monday-Friday
- Worksop library have story and rhyme time for children
- The PCT resource and information service is available in Worksop Mon-Thur