

Hawtonville Children's Centre Community Consultation – Main Report

Written by: Janet Lang, LANG RESEARCH ASSOCIATES

April 2005

45 Caledon Road
Nottingham
NG5 2NF
0115 841 2844
janet.lang@ntlworld.com

Table of Contents

Executive Summary.....	4
Introduction	4
Questionnaire completion	4
The Focus Group	6
Ideas for Improvements	7
Main Report.....	9
1. Background to the Research.....	9
2. Aim and Objectives	9
3. Methodology.....	10
3.1 Parent’s Questionnaire.....	10
3.2 Partner’s Questionnaire.....	11
3.3 Focus Group	11
4. Observations on the Samples	12
4.1 Parent’s Questionnaire.....	12
4.2 Partners’ Questionnaire.....	13
4.3 Focus Group	14
5. Main Findings	15
5.1 Parent’s Questionnaire.....	15
5.1.1. Services Ever Used	15
5.1.2. Usefulness of Services	16
5.1.3. Reasons given for services mentioned as being not useful	17
5.1.4. Child-friendliness of Services	18
5.1.5. Reasons given for services mentioned as being not child friendly.....	19
5.1.6. Most helpful service to parent.....	20
5.1.7. Most helpful service to your child/children	21
5.1.8. Help to use services more often	22
5.1.9. One thing to make any of the services even better.....	23
5.1.10. Preferences in receiving information.....	23
5.1.11. Good things that could happen	24
5.1.12. Concerns about Children’s Centre.....	24
5.1.13. Three things Hawtonville needs.....	25
5.2 Partners’ questionnaire	26
5.2.1. Current problems	26
5.2.2. Possible Changes.....	26
5.2.3. Biggest Challenge.....	27
5.2.4. Workers’ Meetings	28
5.2.5. Partners’ Priorities	28
5.3 Focus Group	29
5.3.1. Services most useful to them as parents	30
5.3.2. Services most helpful to their children	31
5.3.3. Child-friendly services.....	32
5.3.4. Gaps in Services.....	34
5.3.5. Ideas for Improvements	35
5.3.6. Questions about the arrival of the Children’s Centre	36

5.3.7. Issues arising from the Focus Group	36
6. Key messages for the future.....	37
7. Appendices.....	38

Executive Summary

Introduction

1. Nottinghamshire has been given the approval to develop 22 Children's Centres in the county by March 2006, to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority, and involving local parents in the planning, delivery, management and evaluation of their local Children's centre.
2. All Children's Centres will provide day-care, with a qualified Early Years teacher leading the curriculum, with some day care places reserved for local families. Other core services are support to child minders, play and early learning for the 0-3s, health and family support, and opportunities to access training and employment.
3. The overall purpose of the consultation in Hawtonville, as elsewhere, was to inform the community about the forthcoming Children's Centre development, determine the views of parents, carers and partners, to identify knowledge and views of current services and the perceived needs for the future for families; to involve parents, carers and partners in developing future services for the community, and use the output from the consultation to help in the development of the delivery plan for Hawtonville Children's Centre.
4. The full report discusses the consultation in greater detail; the report, with appendices, is available from Di Kingaby, Children's Centre Development Officer or Janet Lang, Consultant and author of this report, or will shortly be available as a pdf file from www.nottinghamshire.gov.uk/eydcp/childrenscentres.

Questionnaire completion

5. After initial meetings with partners to explain the purpose and process of the consultation, self-completion questionnaires gathering their views were completed and returned by 20 service providers.
6. Members of the Children's Centre team and local workers conducted interviews with 92 parents and carers, of whom 34 volunteered to take part in the planned focus group, to be held in Hawtonville the following week. This is an indication of the keen interest shown by parents.
7. While 92 interviews were completed, some parents had difficulty in answering some of the questions, which may reflect the fact that only 18% were aware of the plans for a Children's Centre in Hawtonville. Caution should also be exercised in comparing percentages, as some questions received low responses.
8. The majority of respondents fell into the 30-39 age group (59%), and were predominantly female (93%). Some 63% of respondents had children under 5, while only 4 respondents said that they were pregnant.
9. 58% stated they were working either full or part-time, and 78% were either married or partnered. The average number of people aged 18+ living in the household was 1.9 people.
10. In the parent questionnaire, asked about their ethnic background, the majority of respondents said they were white (99%); no one choose to opt for 'traveller', which had been allowed for.

11. Asked about local services ever used, the highest scoring were:
 - GP practice (used by 73% of respondents)
 - Health visitors (68%)
 - Midwife (63%)
12. This was followed by services for children, namely:
 - Pre-school playgroup (47%)
 - Nursery in a school (36%)
 - Children's Library service (36%)
 - Toddler Group (35%)
 - Family member (35%)
 - Family Centre (34%)
13. All other services scored less than 30% i.e. less than 1/3 of respondents claimed to use the service as listed. (See table 3 in main report)
14. Respondents were asked how useful, and how child-friendly, they had found the service they'd mentioned. From the results, an average (or mean) score was calculated showing which service was most highly rated, with 5 being the highest possible score. (See tables 4 & 6 in main report)
15. The following scores show that these services tended to be very highly rated, but those providing a child-centred service were considered more child-friendly than health services.

	% Ever used	Mean score* - usefulness	Mean score* - child-friendly	
GP practice	73%	4.1	3.8	} Health services
Health visitors	68%	4.2	4.3	
Midwife	63%	4.5	4.4	
Pre-school playgroup	47%	4.8	4.9	} Child-centred services
Nursery in a school	36%	4.8	4.8	
Children's Library Service	36%	4.5	4.6	
Toddler group	35%	4.6	4.7	
Family member	35%	4.8	4.7	
Family Centre	34%	4.6	4.8	

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

16. Comparing the mean scores for usefulness and child-friendliness for these services, it can be seen that the GP practice is viewed as more 'useful' than it is 'child friendly'.
17. Reasons given for any perceived shortcomings included being 'not helpful', 'not available', 'don't listen', 'no play things', 'patronising' and 'no nappy changing facilities'. (See tables 5 & 7 in main report). These were reflected in findings in the focus group.
18. The most helpful service cited by parents for themselves from the list shown was pre-school playgroup (20%) and GP practice (10%). (See table 9 in main report)

19. The most helpful service for the child was again said to be pre-school playgroup (25%), with nursery in a school at 13%, and GP practice at 8%. (See table 10 in main report)
20. Parents suggested that different times of events would help them to use services more often, followed by childcare, although 'someone to go with' was more important to younger than older respondents. (See table 11 in main report)
21. Asked what one thing would make services even better proved difficult for many to answer spontaneously, but those who did cited more information as their top priority, although a great variety of responses were given. (See table 12 in main report)
22. The preference for receiving information tended to be by newsletter or information sheet, although numbers of responses were quite low. (See table 13 in main report)
23. The overwhelming view amongst parents about the positive benefits of the arrival of a Children's Centre in Hawtonville was the opportunity for them and their children to mix with others, followed by the need for more activities for children. (See table 14 in main report) This was endorsed by the focus group findings.
24. Any concerns focused on the potential for problems with any new building, such as vandalism. (There is no new building planned for Hawtonville; new services will be developed within existing buildings).
25. Asked what 3 things Hawtonville needs to make it better for parents with young children, the most frequently suggested ideas focused on play and leisure activities for all children, including older ones, indicative of the concerns of respondents who feel that the lack of facilities for older children impacts on their younger children. A meeting place, especially for mums, a GP/health centre on the estate, and general improvements to the area were the next most frequent requests. (See table 16)

The Focus Group

26. Ten parents were subsequently selected at random from the 34 willing parents/carers for the focus group, of whom 8 took part.
27. Respondents, most of whom had more than one child and had lived in the area for some time, carried out a mapping of services and activities during the focus group. This demonstrated a lack of awareness of available services, amongst this fairly representative group.
28. On the whole, the findings reflected the results from the questionnaire, including the call for more information about available services.
29. Most parents were unaware of the existing schemes, such as home-safety equipment, local availability of some education services and the toy library at Bowbridge School.
30. Although this group prefer toddler groups, which enable them to stay with their child and mix with other parents, they thought that very few of these were available in Hawtonville.
31. They were appreciative of the drop-ins on offer from the Family Centre but that existing holiday provision was not always appropriate or adequate, especially for older children.
32. However, their main criticism was aimed at health services, who were felt to be less child-friendly than they could be, citing examples such as poor access, lack of provision of special treatment for mums with young children, no crèche facilities

when attending the doctor or midwife sessions, lack of awareness of some support services eg post-natal depression support groups, and generally less than helpful staff as their main issues.

33. Parents gave examples of practical things which can make their lives more difficult eg getting double buggies through doors, nappy changing mats in unsafe places, toilet facilities not being available, times of buses, but most of all the lack of health facilities in Hawtonville itself, although some seemed resigned to the fact that they had to go to the centre of Newark for many services.
34. One mum's account of her trip with three young children to the doctor in Newark town centre epitomises the difficulties described.

"I had to take my youngest to the doctor again, and I had to take the other two as well, so I had to struggle with 3 kids on the bus, and sit in the waiting room, with one who was getting very agitated and fed up, the other one was running round crying and the little one screaming her head off. I waited nearly ¾ hour, by the time I got done, it was dark and I had to walk home and I didn't get back in till ¼ past 7 at night, walking back from Lombard Street surgery back home. It takes roughly ½ hour to 1 hour, walking with 3 kids. The last bus goes at ½ past 5; you could do with it running till ½ past 6. It's ridiculous!"

Ideas for Improvements

35. The main ideas for improvements or additional services to the area from this group of parents were:
 - More activities for smaller children eg playground just for very small children
 - Something indoors for winter activities for children of all ages
 - More play provision for the whole community
 - Advice on nutrition & eating problems
 - Services such as Baby Massage, Behaviour Management, Smoking Cessation – only known about by one respondent who had been involved with Sure Start elsewhere, but welcomed by others
 - Ideally would like antenatal, GP practice, Baby clinic & chemist in Hawtonville although some welcomed the ability to go to see a Health Visitor at any of the three GP practices in town on any day
 - Some criticised Healthcare workers for offering a reactive service and not keeping parents informed
 - They felt that more information about services and activities should be available at the doctor's surgery, enabling parents to keep up-to-date
 - Other ideas for improvement included a video in the surgery waiting room, showing cartoons to amuse attending children and concessions to be made for mothers with young children, to allow them to skip ahead in the queue, particularly if the child was the patient

But overall

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

36. Some focus group respondents were slightly concerned about the arrival of the Children's Centre, mainly about access for all, sustainability and the potential involvement of Social Services – these fears were discussed in the group and may need further addressing to ensure maximum involvement of parents for the future.

Partners' Views

37. The views of partners largely reflected those expressed by parents both in the questionnaire and the focus group – more play facilities, local healthcare facilities, a focal point for parents - but many highlighted the need for co-operation amongst service providers in the way services are delivered and more effective partnership working as a positive but challenging opportunity. (See section 2 of Partners Questionnaire section, page 25 of main report).

“The opportunity for coordinated multi-agency working will challenge practice and potentially provide a better effective service for children.” Youth Offending Team worker

38. There was some expression of the need to ensure that parents were fully onboard with the concept of Children's Centres, to maximise take-up of services, to empower parents and bring perceived benefits to the area.
39. The need was also voiced that the Children's Centre should not be seen as just another project imposed on the area, but that parents and service providers have to work together to maximise the impact.
40. However, it was also clear from a few responses that a degree of greater awareness is needed amongst some of this group, to ensure that all are on board with the plans for the Children's Centre in Hawtonville, although this commitment to communication was recognised by others.

“We need a commitment of Children's Centre Programme Management to talk to our service and share their plans in an open and constructive manner. This is the first requirement - everything else depends on getting this communication right first.”

Community worker

Main Report

1. Background to the Research

- In line with the government's current initiative to introduce Children's Centres into communities which fall within the top 20% of disadvantaged wards nationally, Nottinghamshire has been given the go-ahead for 22 centres to be completed by March 2006, with 2 more to be started in Round One, but completed in Round Two by 2007.
- 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, community centre). Some may involve a new building, creating a one-stop centre attached to or on a school site. Even with a new 'one stop building', there will be a need for sound partnerships with other providers throughout the area.
- All Children's Centres will provide day-care, with a qualified early years teacher leading the curriculum. Some day care places in each centre will be reserved for families in the immediate locality.
- Work in conjunction with existing Sure Start programmes is in hand, both to learn from their experience and ensure that remaining capital is spent in a timely and cohesive manner.
- Depending on the variable position in childcare, education and other support in local communities, parents/carers and other residents are likely to have different experiences, and therefore will have variable views and feelings about the advent of a Children's Centre in their community.
- Understanding the views of both users and providers, who may be affected in the short and longer term by the implementation of the programme, is vital to ensure that the rollout of Children's Centres is successful and well received within communities.
- Central to the development of Children's Centres is parental involvement and participation, leading to parental involvement in the management and governance of the centres, as appropriate structures emerge.
- Development of the Children's Centres is for families with children under 5; the centres have the potential for wider community use however and could develop into 'community centres for children' serving a wider age-range and incorporating, for example, after school care, holiday clubs etc.

2. Aim and Objectives

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

Specific objectives are:

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

3. Methodology

- The consultation consisted of face-to-face interviews, through completion of a questionnaire, with parents; 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.

3.1 Parent's Questionnaire

- The initial phase of the consultation consisted of interviews with parents. It was planned to include:
 - *Parents/carers with children at local schools*
 - *Parent/carers who are users of local playgroups and other sessions for parents and young children*
 - *Parent/carers living locally*
- Interviews were conducted on Thursday 27th January and Wednesday 2nd February 2005.
- Workers from the Children's Centre team and other local workers who had volunteered their services conducted the interviews. A briefing session was held prior to interviewing parents. Large supplies of Sure Start balloons were blown up to help announce the arrival of the teams at interviewing locations.

- The interviews took place in schools, at playgroups and in the neighbourhood. Some additional venues (such as Aldi Supermarket) were tried but abandoned when it was found that parents from all over Newark would be included in the sample, which was inappropriate.
- A visit to the BABES (Breast-feeding support group) in Newark established that only one mum from Hawtonville was currently attending.
- The full list of interviewing locations was therefore:
 - Oliver Quibell School
 - Bowbridge School Foundation Unit
 - Christchurch Infants and Nursery School
 - Choices Pre-school at Newark Family Centre
 - Drop-in session at Newark Family Centre
 - Parent & Toddler Group, Christchurch Hall
 - Sconce Playgroup
 - Hawtonville Pre-school Playgroup at Hawtonville Methodist Church
 - Churchill Drive Co-op/Post Office
- The questionnaire included an incentive prize draw for a child's Arts & Crafts Set, and an invitation to take part in the planned focus group. Contacts details were taken if possible, but this sheet was kept separate from the completed questionnaire.

3.2 Partner's Questionnaire

- Partners, key stakeholders and service providers were informed about the planned consultation in Hawtonville at meetings of the Children's Fund Hawtonville Workstream on Wednesday January 19th and at the Little Angels Neighbourhood Nursery Steering Group meeting on Friday January 21st.
- They were issued with a questionnaire, consisting of open-ended questions, and were encouraged to return this by January 31st, although some continued to arrive much later than this.
- They were also asked to complete a mapping exercise, giving details of the services of which they were aware in the Hawtonville neighbourhood, with times and contact details.
- It was hoped to use this to develop a map of services available in the area to identify any service provision gaps or overlaps.
- Other service providers, such as childminders within a 5-mile radius of Hawtonville were also sent the questionnaire, with an explanatory sheet about developments in Hawtonville (making it clear the Hawtonville Children's Centre will not be a new building).
- The opportunity to give contact details was given so that the team can make contact in the future; most respondents completed this section.

3.3 Focus Group

- Respondents for the focus group were recruited from the indication in the tick-box on the contact details sheet of the parent's questionnaire, showing their agreement to take part. A good response to this was received with some 34 offering to take part.

- Parents were contacted at random from the resulting list, and 10 agreed to come along to the Family Centre on Gladstone Street on Wednesday 9th February, between 1pm and 3pm.
- A free crèche was available via Nottinghamshire County Council mobile bus crèche facility for those parents who wished to use it.
- They were offered a £10 Wilkinson voucher as a thank-you for taking part in the focus group.
- A letter of information, venue and time details and forms for completion for the crèche were sent to these parents on the same day.
- The day before the group was due to take place each respondent was telephoned as a reminder to attend.
- A mapping exercise was also conducted as part of the focus group to gather knowledge about existing services for them and their children in the area.
- As part of the introduction to the group, an explanation about Children's Centres was given to ensure that respondents were not confused about the lack of new build in the area. This was seen as a good way of enabling a wider understanding of the concept to be gained by the parents before the discussion started.

4. Observations on the Samples

4.1 Parent's Questionnaire

- 92 interviews were completed with parents/carers in the various interviewing points.
- 86 or 93% of the respondents were female, while 6 (7%) were male.
- The majority (59%) were aged between 30 and 39 years, with 28% being under 29. Twelve respondents were over 40, while only 3 gave their age as under 20.
- A quarter of respondents had 2 children under 5 in the household, while over 1/3 had only one children under 5. 37% of respondents were reported as having no children under 5 in the household.
- While 1/5 of respondents had 2 children aged 5-16 in the household, 29% had only one child, and 43% were reported as having no children in this age group.
- Children aged 16+ were found in only 4 families.
- Between them, respondents had 178 children; the number of families with 1 child was 13, the number with 2 children was 37 and 12 families had 3 children. Eleven families had 4 children, and two families had either 5 or 6 children. However, 17 respondents did not respond to this question at all.
- The total number of children aged under 5 in families interviewed was 86, the number of 5-16s was 87, while the number aged 16+ was 5, giving 178 in total.
- Given that 92 interviews were completed, this gives the average (mean) number of children of respondents interviewed as 1.9 children¹.
- Only 4 respondents revealed that they were expecting a baby, with three giving no answer, so the vast majority (92%) were not pregnant at that time.
- One fifth (20%) of respondents were working full-time, and 38% working part-time, while less than 10% said they were unemployed. In addition, nearly 2/3 of all respondents described themselves as Parent/Carers. Five described themselves as grandparents, and 3 as other relative or friend.

¹ This is likely to be higher if those respondents, who did not answer the question about numbers of children, do actually have children in these age groups.

- 78% of respondents were either married or partnered, while 17% were single; 3 respondents described themselves as 'other', such as widowed.
- Most households (78%) had 2 adults aged over 18 living together in the household, while 15% of respondents lived in households of only one adult. 5% reported having more than 3 adults in the household, while one claimed there was no one in the household over 18. The average was 1.9 people in the household aged 18+.
- Asked about their ethnic background, the majority of respondents said they were white (99%); no one chose to opt for 'traveller', which had been allowed for.
- All but two of the postcodes fell into NG24 **, with the highest group of 71 registering NG24 4**. NG24 3** was recorded for 9 respondents, followed by NG24 2**, for which there were 3, and 2 of NG24 1**. One respondent did not give a postcode beyond NG24 and the remaining two were from NG23 and S21. Four did not give a postcode at all.

4.2 Partners' Questionnaire

- 20 completed questionnaires were eventually received from service providers in the Hawtonville area.
- 14 of the total gave contact details
- The disciplines in which respondents worked were as follows:

Table 1 – Partners' disciplines

Discipline	No of responses
Education	6
Notts CC (non-education)	5
Charity	2
Playgroup/Toddler group	2
Social Services	3
Healthcare	1
Newark & Sherwood DC	1
Total	20

- The roles which service providers included:

Table 2 – Partners' roles

Day carer working with children
Community worker
Play worker
Youth Offending Team worker
Health education worker
Head Teacher
Primary school teacher
Teaching assistant
Midwife

Homestart worker
Manager Family Centre
Social worker
Catering worker
Playgroup supervisor / leader

- Between them, the respondents have a total of 139 years worth of experience, in their current posts, ranging from 6 months to 20 years with an average of 7 years, calculated from the 19 of the 20 who responded.

4.3 Focus Group

- 8 of the 10 recruited parents, all of whom were mothers, attended the focus group.
- Between them, the total number of children was 21, eleven of whom were aged 5 or under, 7 of whom were between 6 and 11, and 3 who were 11+.
- All mothers had at least 2 children - 4 had 2 children, 3 had 3 children, 1 had 4 children and one mother was expecting a 3rd child.
- This gives an average of 2.6 children each, more than the national average and the reported average of 1.9 seen in the total number of completed interviews.
- As well as being mothers to their children, these respondents were also involved in a variety of roles, including:
 - Part-time community care assistant
 - Part-time education worker
 - Voluntary worker
 - Student
 - Childminder
 - Day carer
- 2 of the mothers not currently working had plans to go to college to study childcare in the future
- Most respondents lived in the Hawtonville area, and although 2 came from the Balderton area of Newark, they regularly used services in Hawtonville.
- When undertaking the mapping exercise, parents often mentioned services in other parts of Newark which they use, but these are included as they form part of the current service available to parents.

5. Main Findings

5.1 Parent's Questionnaire

- Altogether 92 questionnaires were completed, which was a good response overall, some questions were only answered by a small number of respondents, so care must be taken when comparing percentages.
- Some 30% of respondents, all women, said that they knew about Sure Start
- However, over half either did not know or respond, while 12% were not sure.
- An encouraging 18% said that they knew about the proposed Children's Centre for Hawtonville, but the majority (77%) did not know.
- 10 respondents were aware of both Sure Start and the Children's Centre plans.

5.1.1. Services Ever Used

- All respondents were asked which local services they had ever used, by means of a Showcard (see Appendix 2). Their responses are shown in Table 3.
- Responses are shown for all respondents; and for comparison purposes, responses by female respondents, by those aged 30-39 (the largest age group in the sample) and by those who claimed to be Aware of Sure Start.
- Care must be taken where numbers responding are low, as these may not typically reflect the views of all local people.
- This shows that the GP practice is the most frequently used service at 73% of all respondents, but amongst 72% of all female respondents. Those aged 30-39 are slightly more likely to have used the GP than average, while 79% of those who are aware of Sure Start claimed to have used the GP practice.
- Similarly, while 47% overall have used a pre-school playgroup, this is much higher amongst those who are aware of Sure Start, of whom 68% have used the service.

Table 3 – Services ever used

Shaded areas represent a percentage higher than the total.

Service	Numbers using service	% Total ever used	Female	Aged 30-39	Aware of Sure Start
Total respondents	92	100%	93%	59%	30%
GP practice	67	73%	72%	74%	79%
Health visitors	63	68%	70%	67%	82%
Midwife	58	63%	65%	65%	75%
Pre-school playgroup	43	47%	49%	50%	68%
Nursery in a school	33	36%	34%	28%	29%
Children's Library Service	33	36%	36%	33%	43%
Toddler group	32	35%	36%	44%	50%
Family member	32	35%	35%	31%	39%

Family Centre	31	34%	34%	39%	39%
Antenatal sessions	21	23%	24%	30%	32%
After school club	20	22%	20%	20%	11%
Friends	20	22%	22%	24%	32%
Day nursery	17	18%	17%	15%	32%
Home visits	15	16%	16%	17%	7%
Crèche	14	15%	15%	20%	25%
FE	10	11%	10%	13%	11%
Breakfast club	8	9%	8%	9%	4%
Speech therapist	7	8%	7%	7%	11%
Childminder	6	7%	7%	9%	14%
Homestart	6	7%	7%	9%	7%
Independent school	4	4%	5%	7%	4%
Community Centre	4	4%	5%	6%	0%
Dietician	3	3%	2%	6%	4%
Playscheme	3	3%	3%	4%	0%
Parenting group	2	2%	2%	2%	0%
Other	17	18%	17%	26%	25%

- It would seem that those services which are seen as a necessity (GP, midwife) score highest while those which might be more of an option (Library service, pre-school playgroup) were mentioned less often.
- However, services such as antenatal sessions scored less highly which is perhaps an indication of the practical difficulties of accessing this service, especially after the first pregnancy.
- There was also an indication of confusion over the definition of some of the services used, so some responses may be lower than might be expected.

5.1.2. Usefulness of Services

- Respondents were then asked how **useful** they'd found those services they'd mentioned, for themselves and their family. By service mentioned in the previous question, responses were as shown in Table 4.
- The average (mean) score indicates the level of usefulness found by respondents, and the closeness to 5.0 indicates the level of satisfaction.
- However, care must be taken with the low numbers of responses for some services, as resulting percentages are not necessarily representative of views of all. For example, while Dieticians score 100% Very Useful, this is based on only 3 respondents.

Table 4 overleaf.

Table 4 – Usefulness of services ever used

Service	Numbers using service	Very useful	Quite useful	Not useful / not at all useful	Average score *
GP practice	67	46%	25%	10%	4.1
Health visitors	63	43%	32%	7%	4.2
Midwife	58	66%	19%	2%	4.5
Pre-school playgroup	43	79%	14%	-	4.8
Nursery in a school	33	79%	12%	-	4.8
Children's Library Service	33	61%	21%	-	4.5
Toddler group	32	63%	31%	-	4.6
Family member	32	78%	13%	-	4.8
Family Centre	31	65%	23%	3%	4.6
Antenatal sessions	21	48%	19%	5%	4.2
After school club	20	70%	15%	-	4.6
Friends	20	80%	15%	-	4.8
Day nursery	17	65%	18%	-	4.6
Home visits	15	47%	27%	7%	4.1
Crèche	14	71%	29%	-	4.7
FE	10	30%	50%	10%	4.1
Breakfast club	8	50%	38%	-	4.6
Speech therapist	7	29%	43%	-	4.2
Childminder	6	100%	-	-	5.0
Homestart	6	33%	-	33%	3.4
Independent school	4	50%	25%		4.7
Community Centre	4	25%	25%	50%	2.8
Dietician	3	33%	-	-	5.0
Playscheme	3	2%	-	-	5.0
Parenting group	2	1%	1%	-	4.5
Other	17	41%	29%	-	4.5

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

5.1.3. Reasons given for services mentioned as being not useful

- Respondents were then asked about any of the services they had mentioned, which they had described as being 'not useful' or 'not at all useful', and why this was so. The total number of responses was very low (16 in total) reflecting the generally high level of satisfaction recorded.
- Four respondents were unable to say why they had described a service as being 'not useful' or 'not at all useful', while one respondent gave two reasons.
- As the responses to open-ended questions, these can seem to be overlapping, but give a flavour of the type of feelings expressed by respondents.

Table 5 – Reasons for services mentioned as being not useful or not at all useful

Service	Number of responses	% of those responding
Total	16	100%
Don't help enough/ not helpful	3	19%
No doctors appointments/ not available	3	19%
Don't listen	1	6%
System not good/ doesn't respond	1	6%
Not compatible with worker	1	6%
Young people hang around it	1	6%
Times of sessions	1	6%
Other	2	13%
Don't know/no response	4	25%

One multiple answer given

- It seems that the majority of reasons for the service being described as 'not useful' or 'not at all useful' tend to focus on negative reasons – 'not helpful', 'don't listen' - rather than on specific problems.

5.1.4. Child-friendliness of Services

- Again, by service mentioned earlier, respondents were then asked how child-friendly they had found the services. Responses were as shown in Table 6. Again the average score gives an indication of the level of child friendliness felt by respondents, with the closeness to 5.0 indicating the level of satisfaction.
- Caution should again be shown when looking at low response numbers.

Table 6 – Child friendliness of services ever used

Service	Numbers using service	Very child friendly	Quite child friendly	Not child friendly / not at all child friendly	Average score*
GP practice	67	40%	12%	13%	3.8
Health visitors	63	54%	22%	10%	4.3
Midwife	58	62%	16%	3%	4.4
Pre-school playgroup	43	88%	9%	-	4.9
Nursery in a school	33	79%	12%	3%	4.8
Children's Library Service	33	64%	27%	-	4.6
Toddler group	32	78%	13%	3%	4.7
Family member	32	75%	13%	3%	4.7
Family Centre	31	71%	19%	-	4.8
Antenatal sessions	21	43%	-	14%	3.9
After school club	20	70%	10%	-	4.7
Friends	20	75%	20%	-	4.8
Day nursery	17	71%	18%	6%	4.6

Home visits	15	53%	27%	14%	4.2
Crèche	14	64%	29%	7%	4.5
FE	10	30%	30%	20%	3.9
Breakfast club	8	75%	13%	-	4.9
Speech therapist	7	71%	-	-	4.7
Childminder	6	100%	-	-	5.0
Homestart	6	33%	33%	-	4.5
Independent school	4	75%	-	-	5.0
Community Centre	4	25%	25%	50%	3.0
Dietician	3	67%	-	-	5.0
Playscheme	3	67%	-	-	5.0
Parenting group	2	50%	50%	-	4.5
Other	17	53%	24%	-	4.7

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

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

- Respondents were asked about a service they had mentioned as being not child friendly or not at all child friendly, and why this was so.
- The response was very low (18 in total) reflecting the high level of satisfaction generally recorded, or difficulty in answering the question, although very slightly higher than the response of 'not useful' or 'not at all useful'.
- The lack of child-friendly environment, with no play things or changing facilities was the most mentioned reason.

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

Service	Number of responses	% of those responding
Total	18	100%
Could improve child friendliness/ no play things/ no changing rooms	8	44%
Patronising	1	6%
Vandalised	1	6%
Other	4	22%
Don't know / no response	4	22%

- Looking at both these sets of data – usefulness and child-friendliness - and comparing the average scores of respondents' views of parent and child's needs shows the difference in views held.
- The closer to an average score of 5, the more 'useful' or 'child-friendly' a service is considered to be. The difference is shown in bold when the service is more 'child-friendly' than 'useful'.

- From this it can be seen that the GP practice is viewed as more 'useful' than it is 'child friendly', while Health Visitors are viewed as slightly more 'child-friendly' than 'useful'.
- The biggest discrepancy is the speech therapy service, which is seen as more child friendly than useful, but from a very low base of only 7 respondents.

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

Service	Average score* Usefulness	Average score* Child friendliness	Difference
GP practice	4.1	3.8	0.3
Health visitors	4.2	4.3	-0.1
Midwife	4.5	4.4	0.1
Pre-school playgroup	4.8	4.9	-0.1
Nursery in a school	4.8	4.8	0.0
Children's Library Service	4.5	4.6	-0.1
Toddler group	4.6	4.7	-0.1
Family member	4.8	4.7	0.1
Family Centre	4.6	4.8	-0.2
Antenatal sessions	4.2	3.9	0.3
After school club	4.6	4.7	-0.1
Friends	4.8	4.8	0.0
Day nursery	4.6	4.6	0.0
Home visits	4.1	4.2	-0.1
Crèche	4.7	4.5	0.2
FE	4.1	3.9	0.2
Breakfast club	4.6	4.9	-0.3
Speech therapist	4.2	4.7	-0.5
Childminder	5.0	5.0	0.0
Homestart	3.4	4.5	-1.1
Independent school	4.7	5.0	-0.3
Community Centre	2.8	3.0	-0.2
Dietician	5.0	5.0	0.0
Playscheme	5.0	5.0	0.0
Parenting group	4.5	4.5	0.0
Other	4.5	4.7	-0.2

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

5.1.6. Most helpful service to parent

- Respondents were asked to say which one out of the services they had mentioned was the most helpful to them, as a parent. The following table shows the most frequently mentioned.

- The pre-school playgroup was most frequently cited as the most helpful service by parents, followed by the GP practice.
- The main reason for the first choice was that it enabled the parent to meet with other parents and for their children to socialise too, which gave the parent some respite.
- Other services or people that helped parents included nursery or family members.
- The midwife service was also mentioned as being helpful, although on a less frequent basis.
- However, many respondents found it hard to choose just one service, or even to decide which one spontaneously.

Table 9 – Most helpful service to parent

Service <u>most</u> helpful to you as parent	Number of mentions	% Mention
Pre-school playgroup	18	20%
GP practice	9	10%
Nursery in a school	8	9%
Family member	8	9%
Midwife	8	9%
After school club	7	8%
Family Centre	7	8%
Toddler group	6	7%
Health visitors	5	5%
Day nursery	4	4%
Child minder	3	3%
Other	7	8%
Don't know/no response	18	20%

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

5.1.7. Most helpful service to your child/children

- Respondents were asked to say which one out of the services they had mentioned was the most helpful to their child or children.
- The service considered by respondents to be most helpful to their child all were concerned with the child's social development, such as the pre-school playgroup, the nursery in a school, After school club or toddler group.
- Parents tended to suggest that this was because the child benefited from the companionship of other children.
- Family member was slightly lower than the rating for help for the parent.
- Table 10 on the following page shows the services most frequently mentioned as helpful to the child:

Table 10 – Most helpful service to child

Service <u>most</u> helpful to child	Number of mentions	% Mention
Pre-school playgroup	23	25%
Nursery in a school	12	13%
After school club	8	9%
Toddler group	8	9%
GP practice	7	8%
Family member	6	7%
Family Centre	5	5%
Children's Library Service	4	4%
Health visitors	4	4%
Child minder	3	3%
Day nursery	3	3%
Friends	3	3%
Midwife	3	3%
Don't know/no response	18	20%

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

5.1.8. Help to use services more often

- A list on Showcard 2 (Appendix 2) was shown to respondents, and they were asked which of those listed might help them to use services more often.
- In table 11, average (mean) scores show which was mentioned most frequently – the lower the number, the most often it was first mentioned.
- From this, it can be seen that 'different times of events' was mentioned first most often (1.9), followed by 'childcare' (2.0). Childcare is important across all age-groups as the score is consistent at 2.0, whereas 'better price' was more important to older respondents (1.6) than younger ones (2.1)

Table 11 – Help to use services more often

Suggestion	Average score (1= most frequently mentioned)				
	Total	Female	< 29	30-39	40+
Better public transport	3.1	3.2	2.9	3.1	3.3
Childcare	2.0	2.0	2.0	2.0	2.0
Someone to go with	3.0	3.0	2.4	3.0	3.8
Different times of events	1.9	2.0	2.0	1.9	1.8
Better price	2.4	2.4	2.1	2.9	1.6

- 'Better public transport' was least important to this group as a whole, but more important to younger parents (2.9) than older ones (3.3) compared to the average of 3.1 for all respondents.
- 'Someone to go with' was more important to younger respondents (2.4) than older ones (3.8). Of the men who responded to this question, the highest score was for

‘different times of events’ although the low number of responses means that statistics are not reliable enough to quote.

- Overall, more than half of respondents did not answer this question, which may reflect the fact that these are not issues of great importance to some, or that they find it hard to answer the question.

5.1.9. One thing to make any of the services even better

- This question was quite difficult for many respondents to answer without more thought, but the suggestions that did emerge from the 34 people who were able to comment could be grouped into the following categories. (Multiple answers given)

Table 12 – One thing to make any of the services even better

Suggestion	Number making Suggestion				
	Total	Female	< 29	30-39	40+
More information	7	7	3	4	-
Transport	5	4	1	3	1
Doctor on site / more appointments	4	4	2	1	1
Play areas / protected play areas	3	2	2	1	-
Funded childcare / nurseries	2	2	2	-	-
More local / closer to home	2	2	-	2	-
Other (see list in Appendix 4)	14	14	3	10	1
Total	37	35	13	21	3

- These seem to be more crucial to younger respondents (those under 39 years with younger children) than older ones, possibly because of their life stage, so that improvements in services for this age group (under 5s) has more relevance.
- However, more information was the main requirement from many respondents.

5.1.10. Preferences in receiving information

- Shown a list of ways of receiving information, respondents were asked to say which they would prefer. Again, average (mean) scores show the relative importance of each in table 13, with closest to 1.0 being most favoured.

Table 13 – Preferences in receiving information

Suggestion	Average score (1= most frequently mentioned)				
	Total	Female	< 29	30-39	40+
Newsletter	1.3	1.3	1.3	1.4	1.1
Flyer / information sheet	2.4	2.4	1.9	2.3	3.3
Word of mouth	2.9	3.0	2.6	3.0	2.8
Article in local paper	2.5	2.6	2.6	2.4	2.7
Information session	2.9	3.0	3.3	2.7	3.1

- This would suggest that a newsletter is most favoured, followed by flyer/information sheet and article in the local paper.

- Information sessions and word of mouth do not appear so popular – but again, the numbers are very low for any conclusive decisions, as few people responded to this question overall, with between 39% and 60% of respondents giving no answer depending on the specific suggestion.

5.1.11. Good things that could happen

- Respondents were asked if they could think of any good things that could happen as a result of the Children’s Centre coming to Hawtonville.
- Although this was a difficult question for many to answer, over ¾ of respondents were able to suggest something of importance to them. Table 14 shows their responses.
- The opportunity for them and their children to mix was the highest mentioned, followed by more activities for children, and better or more facilities and services.
- However, it should be remembered that many respondents had only just been introduced to the concept of a Children’s Centre, and may well have been thinking of a specific building, rather than partnership working.

Table 14 – Good things that could happen as a result of Children’s Centre

Suggestion from respondent	Number of mentions	%
Meet other people/children can mix	19	21%
More activities for children	9	10%
Better/more facilities/services	8	9%
Children’s play areas/playground	5	5%
Keeps children off the street/safe	5	5%
Closer to the community/Local	4	4%
Better/more information	3	3%
Parent & toddler groups	2	2%
Other	23	25%
Don’t know/no response	20	22%

5.1.12. Concerns about Children’s Centre

- Respondents were asked about any concerns they might have about the arrival of the Children’s Centre in Hawtonville and many found this question difficult to answer, as many had no concept of the Children’s Centre, hence the low number of responses.
- Those who did reply indicate that their concerns centre on potential problems with a building.

Table 15 – Concerns about the Children’s Centre arrival

Suggestion from respondent	Number	%
Kids hanging about/Wrecking it	3	3%
How will it be funded/What will it cost/Price	2	2%
Needs good standards/Good Staff	2	2%
Session Times/Leaving in winter/Dark nights	2	2%
Find it hard to believe services would be inclusive	1	1%
Noise from users	1	1%
Another nursery would have to be investigated	1	1%
Services need to be right	1	1%
Parents not informed	1	1%
People to help/look after children	1	1%
Other	3	3%
Don’t know/no response	76	83%

5.1.13. Three things Hawtonville needs

- When asked what 3 other things Hawtonville needs to make it better for parents with young children, respondents came up with a list of suggestions as shown in Table 16 below.

Table 16 – Suggestions to make the area better for parents with young children

Suggestion from respondent	Number	%	
Playground/Park	11	12%	} <i>Play / leisure facilities</i>
Youth club/Activities for older children	9	10%	
Leisure Centre/Swimming Pool	9	10%	
Indoor/Safe play area	6	7%	
More play areas/Somewhere to play/More activities	6	7%	
More/Better play for 0-3 yr olds	6	7%	
Holiday activities for children	6	7%	} <i>Socialising GP practice</i>
Place to meet/Groups for mums to meet	7	8%	
Doctor/GP on the estate	6	7%	} <i>Improvements to area</i>
Secure areas/Security for children	4	4%	
Less crime/Vandalism/Drugs	4	4%	
More/Better parking	3	3%	
Services nearer/more local	3	3%	
More choice in child care/nurseries	3	3%	
Other	22	24%	
Don’t know/no response	23	25%	

- The most frequently suggested ideas focused on play and leisure activities for all, including older children, outside of the Children’s Centre remit, but indicative of the concerns of respondents who feel the lack of facilities for older children impacts on their younger children.
- The next most mentioned suggestion was for a meeting place, especially for mums, followed by a GP on the estate, and general improvements to the area.

5.2 Partners’ questionnaire

- Partners’ responses varied depending on their role and experience in the area. Anonymised responses are shown in full in Appendix 5.
- For each of the questions asked, a level of consensus was shown amongst respondents, as well as some individual’s responses, which were more focused on their own involvement in the community, rather than their views for the community as a whole.
- There is also an indication that in some instances, some partners seem to think that there is a new building planned or that one specific building will be ‘The Children’s Centre’ in Hawtonville.

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 Hawtonville?

- The overall view is that there is:
 - A lack of some facilities for young children and their families, especially health and social services eg baby clinic, speech therapy, but also a meeting place or focal point for families, especially drop-in facilities.
 - A lack of awareness of the services available amongst parents/the community.

“Awareness of the support that is available and awareness of how the support can specifically help/directly impact those persons with a need.” Community worker

- A need for services for children in older age groups – 5+, but especially 9-14s – which has an impact on families in the community, and therefore younger children as well
- Concerns over funding for sustainability of services in the future, especially amongst charities already operating in Hawtonville. This may reflect the individual charity’s concerns in general, rather than in Hawtonville in particular.
- A few responses indicate a lack of awareness of problems specific to Hawtonville, or a belief that facilities do exist but that families are unwilling to access them.

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 Hawtonville?

- Responses to this question are fairly positive, and go some way to address what were perceived as the gaps highlighted in the previous question.
- Respondents suggested that there should be the opportunity for:
 - More co-ordination of the way services are delivered and more effective partnership working to create better services for families and young children, whilst avoiding overlap or gaps in services available.

“The opportunity for coordinated multi-agency working will challenge practice and potentially provide a better effective service for children.” Youth Offending Team worker

- To help partners improve the ability to signpost parents to available services.
- A local facility or focal point for parents to meet and receive support, either from agencies or one another.
- To provide better facilities for children and services where needed
- Similarly, to bring advantage to parents and families, to give help and advice, to help parents develop, to get them back to work, to be less reliant on benefits
- To provide specific services eg healthy eating advice
- There was some mention of ‘enabling’ parents, but the focus was mainly on delivery of services to families and better working practices amongst professionals, driven by parents’ requirements rather than professionals’, determined through consultation.

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 Hawtonville?

- More respondents found this question harder to answer, with 4 out of the 20 giving no response.
- However, the remainder tended to reflect previous responses, talking of:
 - The need for parents to feel involved, and empowered, and use the services provided.
 - The need for all services to work together in a coordinated fashion, with better communication.
 - A lack of central point for parents & families i.e. to overcome the lack of a specific building or Centre.

“As there will not be one centre devoted to the Children’s Centre, communication, organisation, cost sharing will be major challenges.” Primary school teacher

5.2.4. Workers' 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]

- A mixed response was given to this question, with some respondents being unsure whether parents were invited to meetings or not.
- Very few gave an indication of the regularity of meetings.
- However, all respondents indicated that meetings between different workers would be good in principal, and that parents should be invited wherever possible, but that clear communication and purpose was vital.

"We need a commitment of Children's Centre Programme Management to talk to our service and share their plans in an open and constructive manner. This is the first requirement - everything else depends on getting this communication right first. Local meetings could help as long as there was a clear purpose." Community worker

Meetings already established include:

- Hawtonville COG – Community Operation Group
- Children's Workstream meetings for Hawtonville; parents attend; approx bimonthly
- Little Angels Steering Group - monthly
- Children's Centre (Heads) occasionally; low input from parents
- Social services – parents invited dependent on meeting
- BFG regular committee meetings; parents invited to AGM

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 Hawtonville?

- Some respondents took the question literally, giving their own targets for developing their service in Hawtonville, while others spoke in more general terms.
- The need which appeared to be more of a priority than anything else was to address the lack of services or a focal point available for parents, followed by the perceived lack of awareness of services and the need to enable parents to find out more and empower them to take control.
- But in general these priorities reflected the issues raised previously, including the need for co-ordination of services, the co-ordination of roles and responsibilities of all service providers, the need for partnership working and for funding and continued provision of resources, thus:

"Ensuring this project is sustainable and not just another initiative 'done to' the Hawtonville estate." - Teacher

- The only idea raised not previously mentioned was for ‘*positive advertising in the press*’.
- Other specific examples of respondent’s thoughts on priorities for developing services or facilities or resources include:
 - *Sustainability of the Hawtonville Community Association*
 - *Consult at strategic level with Out of School Team*
 - *Link new developments to training opportunities for local people*
 - *To continue to encourage referrals from agencies as they cease to work with children (that are at risk of offending) because of age*
 - *Linking with the Children’s Centre to pick up appropriately identified families with whom we should work*
 - *Involve parents in our work to ensure continuity of learning in the home.*
 - *To link our parenting skills work for parents of older children with existing provision for parents of younger families*
 - *Specific needs of Traveller families with young children are considered and addressed*
 - *Opportunities for single parents to try out a job without losing their benefits (for specific time-period.)*
 - *Parents drop-in centre and adjacent crèche*
 - *To provide cheap childcare for longer periods of time (wrap around care)*
 - *[Ensure that] parents are listened to.*
 - *Involve the parents/carers/children families from the start.*

5.3 Focus Group

- The discussion guide used in the focus group will be found in Appendix 3. This included areas which reflected the main sections of the parent’s questionnaire:
 - Strengths and weaknesses of current services
 - Gaps in current provision
 - Areas for improvement in the local area
- Focus group respondents were also invited to undertake a mapping exercise, to gather information about services and activities in the area.

- Respondents often mentioned services in other parts of Newark, but these were included as parents in Hawtonville consider they form part of the current services available to them.
- This showed that peaks of activities in the area fall on certain days, as shown in Appendix 6. Generally, it was noted that these respondents were not aware of many of the activities on offer.
- Additionally, as a means of asking parents for their views on services, some of the early results from the questionnaires were shared with them and their comments were invited.
- The sections from the questionnaire included:

5.3.1. Services most useful to them as parents

- Services found to have been most helpful to them as parents were different from the results from the questionnaire, which at that the time of the focus group ² were:
 - Pre-school playgroup
 - Nursery
 - After-school club
 - Family centre
- In contrast, parent and toddler groups were most favoured by this group. They suggested that the results of the questionnaire were indicative of the fact that these services are what tend to be available.
- The choice available to most parents seems to be either:
 - Parent and child at home together
 - Parent at home & child at playgroup/nursery
- Given a free choice, most of these parents would choose parent & toddler groups.
- They did not necessarily want to send their young children off without them, preferring somewhere where they could be with their child and meet other mums, but this was not felt to be widely available in Hawtonville.

“Toddler groups aren’t there for you to go to, for them to get the social interaction that they need, so unless you put them in a nursery or playgroup, there’s no other choice.”

- Toddler groups were also said to be good places for informal visits from Health Visitors, who would often drop in to just be there for parents to chat to. Parents also like somewhere for parents and their children to go together, with enough workers present to help with the children.
- The lack of facilities for parent and child were commented on, with the parent and toddler group at Christchurch being the only one known to be available locally.

“I found this time round that there’s only the Christchurch group really, although I do also go to the Homestart one, on a Monday, as the ones in town are so busy.”

² Early analysis of questionnaires, based on 72 responses

“There used to be one at the Family Centre, but it stopped when the staff were moved to Worksop, and the replacement staff did different hours, so the services changed.”

- One respondent praised The Family Centre nursery, which provides respite care for her disabled child, although this is only for 2 mornings of 3 hours per week, dropping to one session per week in the school holidays.

“It’s brilliant here. You could come in off the street and they’d never seen you before, and they’d help you.”

- Mention was made of the NCT group, which meets at the Family Centre on Monday afternoons, offering breastfeeding, antenatal and postnatal support, but is fee-charging. Again, not many respondents were aware of this group; the timing of the group tends to coincide with school pick-up times. This group did not appear to be aware of other support groups eg BABES, a breastfeeding support group based in Newark Town Hall on Wednesday afternoon, run by a Health Visitor and Midwife.

5.3.2. Services most helpful to their children

- The services most helpful to children from the questionnaire were again:
 - Nursery in a school
 - Pre-school playgroup
 - After school club
- Parents had differing views about the benefits to children of the need for pre-school groups, but found that there tended not to be enough choice of groups for this age group.
- Some felt that the ones on offer were more suitable for younger aged children and did not provide enough stimuli for older toddlers, from 3 or 4, especially for some boys.

“My child needed something every day, and there wasn’t something I could take her to, unless she went to pre-school everyday – without me obviously.”

- The Family Centre Drop-in was appreciated, but felt to be very different in the holidays, as older children accompany their parents to sessions, which was not so good for the younger ones.
- It was felt that children from 4 or 5 to 9 years old need holiday activities, and that play days were very useful.
- This group supported the need for holiday activities and after-school clubs for older children too.

“It’s just so busy as people have to bring their other children. And they’re not going to behave as if they’re 2½, they’re going to do what they want to.”

“You can’t leave them at home, but it’s not suitable for them.” [A drop-in]

5.3.3. Child-friendly services

- It was generally felt that services were not particularly child-friendly, although there was acknowledgment that some did try to be, but often just didn't get it right.
- Parents gave examples of practical things that can make a real difference to them.

"I think a lot of them try to be child friendly, but they don't usually get it right – like they haven't tried to get a pushchair through double doors."

"Like if you have a changing mat, it's usually on the floor, or perched on a table, really if you've got a heavy child or a wriggling child, you can't manage, it's not safe."

"Like if you've got an appointment with the midwife, or you want to go to antenatal classes, there's nowhere for you to leave your other children."

- A visit to the doctor's surgery was felt to be the least child friendly of any of the services amongst this group of mums.
- Mums spoke of the practices being up to an hour's walk away, and as the buses to Hawtonville do not run late (not after 5.30 pm) of sometimes having to walk home again.
- Again, having to cope with other children, especially a baby, was a problem, especially when most practices did not allow buggies or pushchairs into the building.
- They suggested that having a baby seat in the doctor's room, or someone to look after the baby or even older children would be most welcome.
- This was also a problem at antenatal or midwife sessions, but more of an issue given the more frequent trips to the GP with young children.

"Once you get into the doctor's room, there is nowhere to put a baby."

"It would be worth the doctor paying that extra [either for insurance or extra workers] as you'd be in and out much quicker."

"I had to take my youngest to the doctor again, and I had to take the other two as well, so I had to struggle with 3 kids on the bus, and sit in the waiting room, with one who was getting very agitated and fed up, the other one was running round crying and the little one screaming her head off. I waited nearly ¾ hour, by the time I got done, it was dark and I had to walk home and I didn't get back in till ¼ past 7 at night, walking back from Lombard Street surgery back home. It takes roughly ½ hour to 1 hour, walking with 3 kids. The last bus goes at ½ past 5; you could do with it running till ½ past 6. It's ridiculous!"

- This mum's account of a trip to the GP practice in Newark with her three young children highlights the problems of mothers without good transport, and having to deal with a less than child-friendly situation.
- Suggestions from the group to overcome this included:
 - A video in the surgery waiting room, showing cartoons

- Concessions made for mothers with young children to allow them to skip ahead in the queue, particularly if the child was the patient
- This group felt that they would be happy to allow parents with children to take priority, but were not sure how other patients would react, especially older people, although some had examples where older patients had been sympathetic to the child's and mum's needs.

"It's not too bad, you can sit with a magazine, and it's quite relaxing." [If you're waiting by yourself]

"My little lad was coughing his head off, he [older patient] said 'You go in first' so he wasn't bothered, but I suppose if you'd got to get off to school to pick someone up, you might not feel so [generous]."

- As a group, they felt that doctor's receptionists were sometimes less than helpful and not child friendly, but that they could play a key role in helping mums with young children.
- One mother had sent her oldest child to ask the receptionist how long they were going to have to wait, but he was told they had to wait their turn.

"So I had to sit, with 3 kids, waiting."

- Criticisms about antenatal sessions in Newark included:
 - The need to walk up 2 flights of stairs to visit the midwife
 - No support facilities if another child is taken along
 - No antenatal groups for mums to attend, especially after the 1st pregnancy

"It's right at the top of the building, you've got to go up 2 flights of stairs, before you even meet them."

"I was invited to go along, but they put me into the wrong session, and then I had him, so it was no use what so ever really."

- There was a feeling that there was a lack of awareness of support for mums with post-natal depression, although a couple did mention referrals from the doctor for support from Homestart or other support groups. This did not seem particularly well known.

"It would be nice if there was Family Group, so everyone in the same situation (like mums with depression) could meet up. I don't think they do enough for depression."

- Nappy changing facilities at libraries and some playgroups were sometimes felt to be poor.
- Most were not aware of their right to use toilet facilities for their children at libraries.

5.3.4. Gaps in Services

- Other issues arising about health services in the area included the lack of emergency provision, both from the surgeries at weekends or Newark General Hospital at any time.
- They claimed that a paediatrician comes to Newark General twice a week from Kings Mill Hospital, but not for emergencies, for which they are reliant on the ambulance service.
- To some, this seems unnecessary, as minor emergencies would be dealt with locally, more modestly.
- One mentioned the proposed training of nurses to handle minor emergencies at Newark General Hospital, which was favoured in preference to travelling out of the town or involving the ambulance service, which was seen as overkill and potentially upsetting to a child.

“She didn’t need a hospital, she didn’t need an ambulance, she just needed to see a doctor. They didn’t take her anywhere, the ambulance men checked her out and the doctor came about an hour later.”

- It may be that more information about the emergency service rationale is given to parents, who may not appreciate the difference between the emergency ambulance service and paramedics.
- It was suggested by one respondent that the Newark General Hospital had been said to be getting four beds for Special Needs Pregnancies, but no one was sure of the outcome of this speculation.
- There was a perceived need for a chemist in Hawtonville, as OTC medicines tend to cost more in local shops or garage forecourts. Some thought that there had been an investigation by the council into the need for a chemist in the area, but that it had been turned down.

“They said they couldn’t justify having one.”

“People used to break into the old clinic, so they probably thought it wasn’t worth it.”

“People on low incomes can’t really afford what you can buy in garages and shops as it tends to be lower priced in chemists – things like Calpol for the kids can be £4 locally.”

- Home Safety Equipment schemes were not well known about within this group, although one did say that a Health Visitor had mentioned a scheme whereby equipment can be paid for on a weekly basis to avoid the major expense of having to pay for it all in one go.
- Respondents also mentioned the lack of an Education Office in Newark, which they tend to think means that they have to go to Mansfield to see someone about school or other educational issues.

- However, a couple of respondents pointed out that some forms eg for free school milk (free to age 7, thereafter £5 per term) are available at local school eg Oliver Quibell.

“They’re very good – the secretary’s been trained to do it. And I think that’s available at all of the schools.”

“I didn’t know that.”

- One parent requested that a toy library should be available in the area, but was told by other mums that one is available at Bowbridge School, which indicates again the disparity of information available locally.
- Some respondents mentioned the lack of leisure facilities in the area, but some felt while there may be activities for younger children, there is not enough for parents or older children.

“I think the parents get forgotten and isolated. The children have got all these places to go to, nurseries and things, but there’s nowhere for the grownups to go, especially if you’re on your own, it’s a very isolating job.”

“Especially if you’ve got no parents or grandparents, not everybody’s got anybody around, I didn’t know anybody when we came here.”

- There was mention of the need for internet access locally, eg in the library at Bowbridge school, as this was otherwise only available in Newark town centre library.
- The length of time for appointments with the Speech and Language therapist was also felt to be too long.

5.3.5. Ideas for Improvements

- The main ideas for improvements or additional services to the area from this group of parents were:
 - More activities for smaller children eg playground just for very small children
 - Something indoors for winter activities for children of all ages
 - More play provision for the whole community
 - More information available about activities and services, which is up-to-date and age appropriate
 - Advice on nutrition & eating problems
 - Services such as Baby Massage, Behaviour Management, Smoking Cessation – only known about by one respondent who had been involved with Sure Start elsewhere, and welcomed by others
 - Ideally would like antenatal, GP practice, Baby clinic & chemist in Hawtonville although some welcomed the ability to go to see a Health Visitor at any of the three GP practices in town on any day
 - They felt that more information about services and activities should be available at the doctor’s surgery, enabling parents to keep up-to-date

“We’ve discussed all these things – but where is the information centre? There’s no information – I think basically information is what we want in this area.”

“Half of these things I didn’t know even existed.”

“We all go to hospital to give birth, or we see the midwife, so you should catch people early, & give them information in leaflet form, but it needs to be updated regularly.”

“The information could be in like a book – in your red book, what you’re given at birth, so you know all the information is in there.”

“As long as you’ve got the information of what’s available when your baby’s born, you’ve got something to start with.”

“We used to have Health Visitors at the doctors, now they’ve changed it to Health Visitors in different regions, so I presume it will mean they’ll be attached to specific areas, so it should be easier to contact them.”

5.3.6. Questions about the arrival of the Children’s Centre

- Respondents were concerned about who would have access to the Children’s Centre, especially those not actually living in Hawtonville.
- They were also concerned about the lifespan of the Children’s Centre, and for how long funding would be available.
- The involvement of Social Services in Children’s Centres was also queried, and some concerns were raised that Children’s Centres might be intrusive in families’ lives.
- These concerns were addressed by the member of the Children’s Centre team present at the group, who also advised them that a feedback session will be available to the community and service providers after Easter.

5.3.7. Issues arising from the Focus Group

Many of the issues that emerged from the discussion amongst parents in the focus group reflected those found amongst partners, service providers and from the questionnaire.

These included:

1. Lack of information available about playgroups and other activities

“When I had this one after a gap of 6 years, I didn’t know half of these (mapped services) existed.”

“Nor me.”

“There’s no information saying – these are open on these days...”

2. There was a general criticism of healthcare workers, especially Health Visitors, for not keeping parents informed, and only offering a reactive service. Parents felt it would be good to have Health Visitors based locally in Hawtonville.

“The Health Visitors don’t come out now, unless you ask them.”

“They used to come almost as soon as you were pregnant.”

“It’s like they think that mums don’t want them sticking their noses in, and if you’ve got a problem with their development, you’ll get in touch.”

3. With the three GP practices based in Newark town centre, the lack of a local practice was also highly criticised. Having the GP practice, and therefore midwife and/or Health Visitor in Newark town centre, was not thought easy for many pregnant women to access, so that poor attendance was inevitable. There was a general feeling that if a mum was already in the system, she’d be fine, but if not, a lack of information could be a problem.

“If you’re having problems and somebody else knows about it, then you should be fine, but if you want to know about breastfeeding and things like that, then you don’t necessarily know where to find out about it.”

4. The lack of antenatal and midwife services in the area was felt to be especially poor. The need to visit Newark for antenatal services, or Nottingham, Mansfield or Lincoln for midwife services was difficult for several of the mums, especially frustrating given the proximity of Newark General Hospital.
5. Refresher courses for 2nd and 3rd time mums would be well received as these mums claimed to have forgotten all they knew when they became pregnant again.

“When I had my third, it was a real panic, because I’d forgotten everything...!”

6. Most of these respondents hadn’t seen anyone other than their doctor when pregnant, so did not consider they had received any antenatal care to speak of.
7. There was a feeling that there was a lack of awareness of support for mums with post-natal depression
8. The lack of a chemist in Hawtonville was also criticised.
9. Lack of smoking cessation service aimed specifically at pregnant women was criticised, although New Leaf was said to be available for those that know about it.
10. A Home Safety Equipment scheme was not generally known about in this group, although a Health Visitor had told one respondent about it.

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 Hawtonville 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 in the area, especially healthcare including a chemist locally.
 - The need for more play and leisure activities, not just for young children, but 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.
 - 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.
 - The need to allow 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.
-
- 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, and provide a basis with which to build the future Children's Centre in Hawtonville.
 - This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. It is hoped and anticipated that parents in Hawtonville will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.

7. Appendices

Appendix 1 – Questionnaires – parents and partners

Appendix 2 – Showcards

Appendix 3 – Focus Group discussion guide

Appendix 4 – List of other suggestions for improvements from parent questionnaires

Appendix 5 – Responses from partners

Appendix 6 – Mapping exercise from focus group & partners

Children's Centres Questionnaire

- Children's Centres will provide services for ALL children under 5 and their families – health, family support, play, child care, child minding, employment and training, money advice and lots more.
- We'd like to find out what parents and carers think about current services for them and their children under 5.
- Taking part in this survey means that you can be included in a prize draw* for an arts & craft set for your child, and should take no more than 10-15 minutes.
- All replies will be treated in strict confidence and no one will be identifiable from their answers.
- 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 Hawtonville? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Please can you tell me which local services [including Sure Start] you or your family have ever used? [Interviewer, do not prompt but tick any mentioned, and write in name of venue or service. Write in 'Other' for any mentioned not on the list.] | | | |
| 4. From the list, please can you tell me if there are any <u>other</u> local services [including Sure Start], you or your family have ever used? [Interviewer, use showcard 1, and tick any more mentioned. Write in name of venue or service, if given.] | | | |
| 5. How useful were the services you have mentioned, for you and your family, from 1 - 5, where 1 = not very useful to 5 = very useful? [Complete for all mentioned] | | | |
| 6. 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] | | | |
| 7. Of the ones you mentioned, which service do you think was most helpful to you, as a <u>parent</u> ? | | | |

8. And most helpful to your child/children?

GO TO QUESTION 9 ON PAGE 3

* See contact sheet for details

	3. Local services ever used (unprompted)	4. Local services ever used (prompted)	5. Usefulness of the service, from 1 - 5, where 1 = not very useful to 5 = very useful	6. Child Friendliness of service from 1 - 5, where 1 = not at all childfriendly to 5 = very childfriendly
Antenatal sessions				
Childcare:				
Childminder				
After school club				
Breakfast club				
Day nursery				
Nursery in a school				
Independent School				
Pre-school playgroup				
Toddler group				
Crèche				
Family member				
Friends				
Children's Library service				
Family Centre				
Further Education				
GP practice				
Health visitors				
Home Visits				
Homestart				
Midwife				
Other (please write in)				

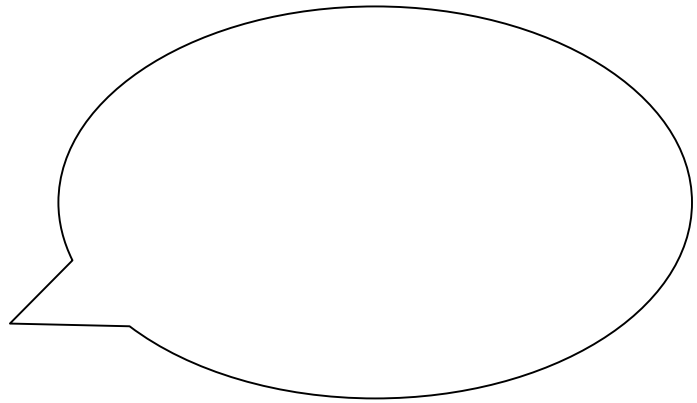
PLEASE RETURN TO QUESTION 7 ON PAGE 1.

9. If you thought any of these services were **poor** or **very poor**, why was this? [Please write in the box.]

10. If you thought any of these were **not childfriendly** or **not at all childfriendly**, why was this? [Please write in the box.]

11. Please look at this list and tell me what would help you to use these services more often, in order of importance? [ie rank them in order of importance] [Use showcard 2 & number as mentioned]

- Better public transport
- Childcare
- Someone to go with
- Different times of events
- Better price



12. Is there one other thing that would make any of the services you use for you and your children even better? [Write in bubble]

13. How would you ideally like to receive information about services for you and your child/children? [Use showcard 3 and number as mentioned ie in order of preference]

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

14. What good things can you think of that could happen as a result of the Children's Centre coming to your area?

15. What concerns do you have, if any, about the arrival of the Children's Centre in your area? Please feel free to voice any concerns you may have.

16. And finally, can you say what 3 other things you think the area needs to make it better for parents with young children?

- a. -----
 b. -----
 c. -----

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

17. Are you: Male Female

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

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

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

21. Are you: (tick all that apply)

Working Full-time Unemployed Grandparent
 Working Part-time Parent/ Carer Other relative /friend (write in) _____

22. Are you and/or your partner expecting a baby? Yes No

23. Number of children in household: Under 5 5-16 16+

24. Are you: Single Married/partnered Other _____

25. Ethnic origin:

White Indian Chinese
 Black Caribbean Pakistani Mixed
 Black African Bangladeshi Traveller
 Please write in any other _____

26. 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 NG24 4JQ: -

27. What, if any, is your level of involvement with Sure Start? (**Sure Start areas only**)

On the Board Other group member Parent worker
 User of services Parent Helper None
 Would like to be involved Yes No

Thank you

Contact sheet

(Will be separated from questionnaire)



There will also be the opportunity to join in a discussion group to talk about the Children's Centre, to find out more about what you think. Participants will receive £10 Gift Voucher as a thank you. Would you be interested in that? Date: 9th February 2005; Time: 1pm - 3pm; Venue: Newark Family Centre, Gladstone Street, Hawtonville.

Please tick Yes No Focus Group

If you are interested, you may be contacted nearer the time to confirm this.

I also need to take your name, address and phone number to enter you in the prize draw* for the arts & crafts set. This information will be kept separate from your responses to the survey. [Complete contact details]

Please tick Entry into Prize Draw

Name

Address

Postcode

Phone

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

Please return this form to:

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

By January 31st.

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 11th February 2005.
3. The winner will be notified by post or telephone.
4. No alternative to the prize stated will be offered.
5. The competition is open to all participants of this survey, excluding employees of Nottinghamshire County Council Early Years & Childcare team and their families.

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

1. Introduction: The main purpose of this consultation is to gather the views of partners and service providers on existing services for parents and young children under 5 in **Hawtonville** and on what you consider to be the priorities for the development of the Children's Centre in the area to serve these families.
 - Please be open and honest, and answer all relevant questions; your responses will help with the **planning** of future services.
 - All responses will be treated in confidence, and nothing attributed to any individual. However, if you wish to give your contact details for any follow up questions we may have, or for future research purposes, please complete the box below. Again, none of your responses will be identifiable in the final report.
 - Parents and carers will be completing another questionnaire, which will gather their views on the Children's Centre plans.
 2. **How to complete this questionnaire:** If you prefer to complete this questionnaire by email, please send an email to janet.lang@ntlworld.com requesting a copy. You will then be able to type your responses in the boxes (which will expand) and email back to janet.lang@ntlworld.com. Please complete and return the questionnaire by **January 31st 2005.**
 3. Please also list **the services and activities** with which you are involved on a **separate sheet**, giving your name, job title and organisation, to help us produce an up-to-date map of services in the area, and return with the questionnaire, under separate cover if you prefer.
- If you prefer to complete this in hardcopy, please print it out and post back, marked **Hawtonville**, to **Janet Lang** at:

Lang Research Associates
45 Caledon Road
Nottingham
NG5 2NF

Thank you for your input, which is very welcome.

PTO

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

Name: _____

Organisation: _____

Phone: _____

Email: _____

<ul style="list-style-type: none"> • Please give the type of organisation you work for 	
<ul style="list-style-type: none"> • Please give your job title & employer (if relevant) 	
<ul style="list-style-type: none"> • How long have you been working in this role? 	
<ul style="list-style-type: none"> • What's your main area of responsibility? 	
<ul style="list-style-type: none"> • What do you think are the current problems, or gaps in current services, for parents and young families in Hawtonville? 	
<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 Hawtonville? 	
<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 Hawtonville? 	
<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 Hawtonville? 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 **Hawtonville**. 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>
-----------------------	-----------------------------	-------------------------	---------------------	-----------------------------------

Team/service	Activity/service	Venue	Times	Contact
				etc

Please continue over the page if necessary

Showcard 1 - List of Services

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

Showcard 2

Better public transport
Childcare
Someone to go with
Different times of events
Better price

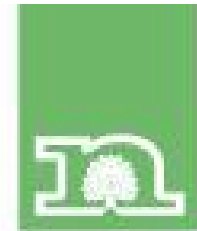
Nottinghamshire



Early Years
Development
and Childcare
Partnership

Showcard 3

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



**Nottinghamshire
County Council**

Appendix 3 – Focus Group discussion guide

Introduction: 5 minutes

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

Initial warm up: 15-20 minutes

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

Areas to avoid dwelling on

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

Explanation about Sure Start Children's Centre: 10 minutes

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

Main sections of discussion: 60 minutes

- Mapping of current services, by day, and time of day (20 minutes) on flip chart
- Highlights from questionnaire (to date): (30 mins)

- **Service most helpful to you as a parent:**
- **Service most helpful to your child:**
Which specific things cited as useful & childfriendly in the survey?
- **Services thought poor or very poor:**
- **Services thought not child-friendly or not at all child-friendly:**
Which were not useful or child-friendly?
When things aren't childfriendly, why is that?
What would make services more child-friendly?
- **Good thing about having Children's Centre:**
- **3 other things needed to make Hawtonville a better place:**

Gaps in current provision
Areas for improvement in the local area

- **Thoughts or concerns about the idea of Children's Centre** (10 mins)

Next Steps: 5 minutes

- Feedback (report and one-page sheet)
- Letter of invitation to be sent to all who completed the questionnaire
- Stakeholder meeting to which all will be invited, including the plans for Hawtonville

Thank you

Appendix 4 – List of other suggestions for improvements from parent’s questionnaire

“Need more things for teenagers - nothing to do but get into trouble”

“Playing area, playing fields, changing rooms, public toilets”

“Better facilities”

“More options for events/activities as I’m working either weekends or evenings.”

“Breakfast clubs would be useful”

“Twins – lots of groups assumed you had one child – do sibling discount would be better and one to one support as I can’t take the twins in swimming with me.”

“Somewhere to go”

“More toddler sessions at different times during the day and easy access to information about all type of sessions and when and where.”

“If they (professionals) were more friendly.”

“More frequent times of sessions.”

“At the Grove, you can only take one child in with you, so as I had two children I can’t go – should be another attendant in the water to help if need be.”

“Things to cover range of ages from young ones to 10 years old. New groups at Winthorp will offer services for all ages.”

Appendix 5 – Responses from partners

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

1. Not enough people are aware of the services provided and thus do not access what is there for them.
2. Awareness of the support that is available and awareness of how the support can specifically help/directly impact those persons with a need.
3. A need for more community play opportunities and services for young people
4. Little provision for 5 – 13s.
5. We fill a very necessary gap at all Hawtonville schools. Our programmes are age-related, well researched and expertly delivered. However, this can only be maintained by external funding (like Children's Fund).
6. Lack of facilities for children 9 – 14 impacts on the younger children and families
7. Speech therapy clinic, baby clinic; no central point for meeting, having coffee etc.
8. Baby clinic facilities in the community
9. No knowledge of what's available and where. Not having the willpower to use the facilities and services. Not enough liaisons or transport.
10. Services are not available in one place
11. Traveller families often finds it difficult to know how to access services or lack the confidence to approach institutions
12. Don't know enough about the Hawtonville area. We receive few referrals considering the size of the area.
13. Respite for single parents so that they can do housework, shopping etc.
14. No response
15. Funding for out-of-school hours special needs care
16. I think Hawtonville is well catered for. There are a lot of services for families. Primary age and over need activities and interests too.
17. Medical services and social services – these need to be based on the estate.
18. Not familiar with problems for this age-group
19. Isolation from services available in Newark e.g. doctors/ health and lack of awareness of all the services that are available.
20. Newark afternoon provision for tots and parents. More drop-in facilities.

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

1. Getting more people back to work, independent and free of benefits.
2. Although still a virtual model, I think it will draw together the range of services already available as well as new proposed services towards a 'brand' approach. As a result more people are likely to hear and be affected by the scheme as Childrens Centres will be 'talked up' by all the stakeholders and there will hopefully be some central co-ordination in terms of marketing.
3. Improvement in provision for under 5s

4. Local people need 'one stop shop' for children's services
5. It will help focus the correct resources where they are needed. Hopefully this will include our services as it has in the past.
6. The opportunity for coordinated multi-agency working will challenge practice and potentially provide a better effective service for children.
7. Hopefully the Health Services will begin to have a presence on the estate.
8. To help and give advice to new parents and carers.
9. As it's central and within short distance of local amenities, it will be more accessible to those who do need it most and on the way to places they go regularly.
10. Provide a focal point.
11. More 'joined up' with greater emphasis on partnership working.
12. Ideally bringing services together in a way that parents feel they can benefit i.e. not 'doing-to'!
13. No response
14. To advise on healthy eating and food issues
15. Will help all agencies to work together
16. More direct actually within the community
17. Hopefully, it will ensure that everyone is aware of services provided by others. It should draw people together.
18. Increase networking across schools especially. Gets children involved in play from an early age and helps in development.
19. Hopefully, the services will be co-ordinated to avoid excessive overlap or areas not covered. Will also assist partners in signposting parents to available services.
20. Co-ordination and clearer access for families. Development of services against evaluation processes. And the ability to inform the community of same in a co-ordinated way.

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

1. Making sure people know what they are entitled to and using services provided.
2. People knowing about the scheme and knowing where/who to go and talk to.
3. The need to liaise with existing providers of play and child care for 5-14 age group
4. Convincing local people of its value and that it is there for them.

5. The development of a momentum to care, educate and involve children and their parents throughout their school life – to engender pride, self-worth and a willingness to develop opportunities.
6. No response
7. Not having a central place for families to go to for help/advice/friendship
8. Public response
9. Parent's ignorance and it not being used to its full potential
10. Getting all the services to agree what is needed
11. No response
12. Working together for the benefit of all, regardless of which agency. Helping parents access services.
13. No response
14. No response
15. Will help all agencies to work together
16. Getting the families to get involved and use these facilities
17. As there will not be one centre devoted to the Children's Centre, communication, organisation, cost sharing will be major challenges.
18. Getting all services to work together.
19. Not having a specific building which parents could identify with, and ensuring parents understand that the services in one particular location are available to all residents
20. Developing joint policies and procedures. Communication.

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. Would be very using – I'm not sure if these are already ongoing or not.....
2. Hawtonville COG – Community Operation Group. Very useful in terms of synchronising effort and information exchange.
3. We need a commitment of Children's Centre Programme Management to talk to our service and share their plans in an open and constructive manner. This is the first requirement - everything else depends on getting this communication right first. Local meetings could help as long as there was a clear purpose.

4. Yes – Children’s Workstream meetings for Hawtonville are very useful. Parents regularly attend. Meetings are approximately every 2 months.
5. We would welcome meetings with other providers and certainly parents. However, our programmes and their delivery are very structured and are not adaptable to suit other’s requirements.
6. No response
7. Little Angels Steering Group meets monthly. Children’s Centre (Heads) meet occasionally. Parents don’t have much input.
8. Very important for parents to attend once a month.
9. Very useful. If not, simple newsletters locally delivered termly to assess progress, used etc.
10. No response
11. No response
12. It would seem important to me that parents play a major role in developing services. They are in the end the experts on their children. Meetings are good to share information and check we are doing the right thing. But financing is always a problem for us and meetings cost money.
13. Those meetings are very useful and depending on the meeting, the parents are invited.
14. Group meeting regarding food issues for all families and staff.
15. Regular meetings are essential to ensure that everyone is up-to-date and working together. Parents should be invited to meetings that are relevant to them. At the moment, we are not included in any.
16. I am not aware of any meetings - in my capacity I have not attended any meetings.
17. We have regular meetings of the BFG committee. Parents are invited to the AGM and are encouraged to be part of the committee. The BFG staff see parents every day.
18. Good to have joint meetings with other services to network and share information, which is valuable to services on the estate. Parents should be invited. Held quarterly.
19. No response.
20. These meetings would be vital; parental participation should always be a key element. Either by focus group from each setting or partnership meetings, which have representatives on them.

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

See overleaf

Priority 1.

1. Let them know what services are available
2. Sustainability of the Hawtonville Community Association (which in turn owns the Little Angels Neighbourhood Nursery).
3. Consult at strategic level with Out of School Team (Play Service)
4. Positive encouragement to use services
5. Visit each child once per annum in their school setting.
6. Linking with the Children's Centre to pick up appropriately identified families with whom we should work.
7. Parents drop-in centre and adjacent crèche
8. Help and advice
9. Education on parenting, social skills, hygiene, nutrition
10. Easy access
11. That the specific needs of Traveller families with young children are considered and addressed.
12. Parents say it would be good to have a group in their own area. (Homestart)
13. Child focused.
14. Food issues
15. To centralise services – social workers, health etc.
16. Low cost to families and children.
17. Health
18. Sustainability.
19. Clear identification of all services available
20. Appointment of a co-ordinator for the Hawtonville centre

Priority 2.

1. Get them back to work with good childcare
2. More activities available for different age groups (leisure, sport and recreation) in the Community Centre adjacent to the LANNI
3. Support community Play development
4. Good information about what's available
5. Involve parents in our work to ensure continuity of learning in the home.
6. To link our parenting skills work for parents of older children with existing provision for parents of younger families.
7. Liaising with Health Services to provide weekly clinics for under5s.
8. Information
9. To help those who need it most.
10. Respond to parents' identified needs.
11. No response
12. We would benefit from more volunteers from this area and the community would benefit.
13. Parents are listened to.
14. Healthy eating advice, tips etc.
15. To provide parents with choice.
16. Easy access
17. Social services
18. Having regular support for parents/carers/children and their families (Meetings or a place to meet).
19. Co-ordination of roles and responsibilities of all service providers.
20. A dedicated Health Visitor for the centre

Priority 3.

1. Follow-up services
2. Link new developments to training opportunities for local people
3. No response
4. Positive advertising in press
5. Ensure funding resource to undertake the work
6. To continue to encourage referrals from agencies as they cease to work with children (that are at risk of offending) because of age.
7. Opportunities for single parents to try out a job without losing their benefits (for specific time-period.)
8. Resources.
9. Give children a good start.
10. Promote good health and parenting.
11. No response
12. Parents say safe play areas.
13. No response
14. Allergies etc
15. To provide cheap childcare for longer periods of time (wrap around care)
16. Finding out what the parents/families/children need.
17. Leisure.
18. Involve the parents/carers/children families from the start.
19. Ensuring this project is sustainable and not just another initiative 'done to' the Hawtonville estate.
20. A dedicated speech therapist for the centre

Appendix 6 – Mapping exercise from focus group & partners

Current Services in Hawtonville (from parents). Hawtonville Events in bold

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	Playgroups: Choices, Sconce Hills , Sunbeams				
	Little Angels Neighbourhood Nursery				
		Hawtonville Methodist Church Pre-school Playgroup			
	Pelham Street Playgroup				Pelham Street Playgroup
	Rattle & Roll @ Newark Library (Monthly)	Drop-in @ Family Centre			
		Homestart Toddler Group, Barnby Gate	Toddler group @ Emmanuel Church, Albert Street	Homestart Toddler Group, Barnby Gate	
		Tumble Tots @ Bridge Community Centre	Tumble Tots @ Bridge Community Centre		
		APTCOO @ Homestart (Monthly)			
	Antenatal sessions at Baby Clinics in Newark				
P.M.	Choices Playgroup				
	Little Angels Neighbourhood Nursery				
	Homestart Toddler Group @ Bridge Community Centre	Story time @ Newark Library 1.30 – 2.30	Music Tots (Salvation Army, Albert Street)		
	NCT @ Family Centre		Toddler Group @ Christchurch Hall		
			Breastfeeding Support Group (BABES) @ Newark Town Hall 2.00-4.00		
Antenatal sessions at Baby Clinics in Newark					

Current Services in Hawtonville (from partners)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A.M.	LEA Nursery @ Bowbridge Primary (Free nursery places 3-5 yrs) 9.30 - 11.30				
	Bowbridge Busy Bees (Fee-paying nursery 3-5 yrs) 11.30 - 3.15				
	Community Library (Under 5s Book & Toy Library) few hours per day				
	Training for Adults @ Bowbridge Primary (Times Vary)				
	Crèche @ Bowbridge Primary 0-5 yrs (aligned to training courses)				
	Breakfast Club (Term time) 8.00 - 9.00				
		Drop-in @ Family Centre 9.15 – 11.15			
	Family Support Group 9.00 – 12.30			Family Support Group 9.00 – 12.30	
	NCT Meeting 1st Monday 9.00 - 11.00	Childminders support group 2nd Tuesday 9.15 – 11.15	Community Cooking Fortnightly 9.15 – 11.15		Parent, child, game clinics Alternate 9.30 – 12.00
	Joint care planning for children with disabilities 3rd Monday 9.30 – 11.30				Bumps & Babies Group + Ante-natal 9.30 – 11.15
		Single Parent Support Advisor (alternate weeks) 9.00-11.00	New Deal Lone Parent Advisor - Jobcentre Plus		

Current Services in Hawtonville (from partners) (ctd)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
P.M.	LEA Nursery @ Bowbridge Primary. 14.45-3.15				
	Bowbridge Busy Bees (Fee-paying nursery 3-5 yrs). 12.45-3.15				
	BFG (After School Club 3-11 yrs). 3.15-6.00 (Term time only)				
	Training for Adults @ Bowbridge Primary (Times Vary)				
	Crèche @ Bowbridge Primary 0-5 yrs (aligned to training courses)				
	Oliver Quibell, (After School Club 4-11 yrs, Hawtonville only). 3.30 – 6.00 (Term time only)				
	Oliver Quibell, Free School Meal Application processed in 24 hours. (School opening times)				
	Adult Education, Oliver Quibell. Various times				
	Oliver Quibell, Advice & Guidance for Post-16 training and job opportunities signposting to Job Centre Plus and training venues. School hours				
	Outreach Family Support 1.00 – 4.30				
	Newark Out of School club 3.15 – 6.00				
	Positive Parenting Group Mondays 1.30³	Deaf Support Group fortnightly 1.30-3.00⁴		Behaviour Support Group 1.00 – 3.00	Parent & Tots group 1.00 – 3.00
			Slimming Club@ Bowbridge Primary 7.00-9.00		

³ Course 7 weeks duration, one per term

⁴ For children and their families (children who have a hearing difficulty)
Hawtonville Children's Centre Community Consultation

Other Activities (Variable Times)

Film Club (1 per month)
Newark Play Support Holiday Club (School holidays 8.00-6.00)
Karate Club (Saturday & Sunday afternoons)
Preparation for Birth @ Newark General hospital (Alternate weekends)