

Hucknall East Children's Centre Community Consultation – Main Report

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Executive Summary

Introduction

1. Nottinghamshire has been given the approval to develop 21 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 Hucknall East, 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 Hucknall East Children's Centre at Butler's Hill.
4. The full report discusses the consultation in greater detail; further copies of the report, with appendices, are available from Di Kingaby, Children's Centre Development Officer or Judith Unell, 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 16 service providers.
6. Members of the Children's Centre team and local workers conducted interviews amongst 102 parents and carers, of whom 44 volunteered to take part in the planned focus group, to be held in Hucknall the following week. This is an indication of the keen interest shown by parents.
7. An encouraging 37% said that they knew about the proposed Children's Centre for Hucknall East, but the majority (61%) did not know or were not sure.
8. The largest number of respondents fell into the 30-39 age group (45%), with 38% aged 29 or less. 96% were female. Almost half (46%) had at least one child under 5, and nearly a quarter (23%) had two under-fives. Only 7 respondents said that they or their partner were pregnant.
9. 59% stated they were working either full or part-time, and 85% were either married or partnered. The average number of people aged 18+ living in the household was 1.9 people.
10. Asked about local services ever used, the highest scoring were health services
 - GP practice (86%)
 - Health visitors (85%)

- Midwife (73%)
 - Antenatal services were used by 57% of respondents.
11. The most frequently-used children's services were:
 - Toddler group (65%)
 - Children's Library Service (54%)
 - Nursery in a school (51%)
 - Pre-school playgroup (44%)
 - Family member (41%)
 12. 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).
 13. 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)
 14. The following scores show that among those services most highly rated for usefulness, 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	86	4.1	3.6	} Health services
Health visitors	85	4.2	4.2	
Midwife	73	4.7	4.3	
Antenatal sessions	57	4.2	3.2	
Toddler group	66	4.7	4.9	} Child-centred services
Children's Library Service	54	4.3	4.5	
Nursery in a school	51	4.8	4.8	
Pre-school playgroup	44	4.6	4.8	
Family member	41	4.8	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

15. Comparing the mean scores for usefulness and child-friendliness for these services, it can be seen, for example, that the GP practice is viewed as more 'useful' than it is 'child friendly', whereas the pre-school playgroup is marginally more child-friendly than useful.
16. Just under a quarter of respondents (24%) identified a service that was not helpful or useful, reflecting generally high levels of satisfaction. For the small number of dissatisfied users, poor information and an unsatisfactory response from the health visitor were the principal reasons given.

17. At 39%, the proportion of respondents who reported a service as not child-friendly was somewhat higher. The principal reasons given was the lack of a child-friendly play area or toys.
18. When asked to identify the one service that had been most helpful to them as parents, the respondents cited the school-based nursery (19%), toddler group (15%), pre-school playgroup (11%) and health visitor (9%). (See table 8 in main report)
19. The most services nominated as most helpful for their child were, similarly, the school-based nursery (24%), toddler group (21%), and the pre-school playgroup (13%), followed by the day nursery (8%). (See table 9 in main report)
20. Parents suggested that different times of events would help them to use services more often, followed by childcare, although both these factors were more important to younger than older respondents. (See table 10 in main report)
21. There was a strongly expressed preference for receiving information by newsletter. Word-of-mouth information from local professionals or specific information sessions at a nursery or clinic were the next most favoured means of finding out about what is available. (See table 11 in main report)
22. When asked if they had any comments or concerns about a Children's Centre for Hucknall East, most did not respond, reflecting low levels of prior awareness about the development. However, 21% expressed very positive support for the new initiative.
23. A question about which 3 things Hucknall East needs to make it better for parents with young children revealed that more and better play opportunities for children was the top priority. In particular, there was a perceived need for better and cleaner outdoor facilities in playgrounds and parks, and several respondents wanted better indoor play areas too.

The Focus Group

24. Parents who completed the questionnaire were asked whether they would be willing to take part in a focus group to discuss the issues raised in greater depth. Of the 44 willing parents, 10 were selected at random and 5 turned up for the session. All were long-term residents of Hucknall and they had 8 children between them, ranging from 4 months to 6 years.
25. The focus group session began with a mapping of the local services and activities for families with young children and went on to explore their own experiences and ideas about the services they received.
26. These mothers, several of whom had very young children, were particularly enthusiastic about the benefits of toddler groups, which offered parents and children parallel opportunities to socialise in a relaxed and informal environment. Their value as a means of meeting other parents was repeatedly emphasised.
27. Other services that these parents had found particularly valuable were the antenatal sessions and the Premier Mums Group for first-time mothers, both based in a clinic at one of the health centres. Both were highly rated for the usefulness of the information imparted during the sessions and for the opportunities they offered to build networks of new friends.
28. Informal friendships with other parents were seen to be as important and useful as local services.

29. The focus group mothers felt that the local services targeted specifically at parents with young children made considerable efforts to be child-friendly. Limitations tended to reflect practical constraints rather than negative attitudes. There were concerns, however, about the lack of changing and toilet facilities for children at the library in the centre of Hucknall.
30. Their main criticisms about a lack of child-friendliness were reserved for general community services (such as doctors' surgeries) and those directed principally at adults, such as the Job Centre. A lack of crèche facilities, inadequate play facilities and toys, being made to feel awkward if your children were with you, and erratic waiting times all made life difficult for parents with young children.
31. Information giving about services and activities was considered to be rather hit-and-miss. A suggestion was made for a community notice board or information sheets for parents. An exchange of information could be combined with an exchange of toys and children's equipment.
32. Other ideas for improvements or additional services to the area from this group of parents were:
 - a group which Dads could attend with their children
 - free parents' classes on First Aid for children
 - a safe, well-looked-after park where mothers and children could feel safe during the day and which could be secured at night to prevent vandalism (also reflected in the report 'Churches Together in Hucknall: Results from the Community Listening Exercise 2003/2004')
 - more activities for older children and places for them to meet their friends
 - more holiday care and after-school care.
33. When asked for suggestions about what the Children's Centre might offer, the parents came up with:
 - a breast-feeding support group plus a welcoming drop-in area for mothers needing to breast-feed their babies.
 - a lunch club for young children that would help them with their diet and get them used to eating sociably alongside other children.
34. The group expressed no concerns about the arrival of the Children's Centre. One mother had had some initial anxieties about how it would affect the toddler groups in Hucknall but now felt reassured that it would be co-ordinated around existing provision.

Partners' Views

35. There was an agreement among the partners that the Butler's Hill area was relatively poorly served, both by child-specific services such as toddler groups and pre-school playgroups and generalist services such as GPs and Post Offices.
36. They saw a need for many more facilities for young families, including affordable childcare, more nursery places, better access to health visitors and Speech and Language Therapy, and more after-school care. They wanted services to be truly responsive to families and needs led.
37. Many welcomed the opportunity that would be offered by the new Children's Centre to be provided in a more integrated and accessible way, with improved opportunities for inter-agency working.

38. At the same time, anxieties were expressed that the siting of the Children's Centre in Butler's Hill might result in a net loss of services to Central and North Hucknall, particularly through the movement of the Spring Street Family Centre from its present location to the new Children's Centre. Involving parents from all areas of Hucknall and giving them choice about how and where to access services were therefore seen to be key issues.

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 21 centres to be completed by March 2006, with 3 more to be started in Round One, but completed in Round Two by 2007. This will be followed by a further 24 in Round Two.
- Children's Centres are intended to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority.
- It is the government's policy to develop Children's Centres within partnerships. Some may be based on a 'strong linked' partnership, bringing together existing facilities (e.g. neighbourhood nursery, infants and junior schools, family centre). 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.
- The interviews and the focus group were conducted in an inclusive manner, to enable any parent, worker or member of the community who wished to take part in the consultation to do so. The team aimed to comply with equal opportunities policies and principles throughout the consultation.
- Where possible, hard-to-reach families have been included, where service providers or other agencies were able to give contact details and encourage participation.

2. Aim and Objectives of the consultation

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

- Specific objectives are:
 - 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
 - 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
 - To determine which known services on offer are used by parents/carers
 - To determine levels of use of services amongst local parents/carers
 - To gather information on how parents/carers rate the current services used and to seek views on how service delivery could be improved locally
 - To understand the likely take-up amongst local parents/carers of the proposed Children's Centre
 - To determine an appropriate mechanism for receiving and disseminating information from different local groups
 - To identify local anxieties/perceptions/expectations and potential problems for a new Children's Centre amongst parents/carers and partners
 - To establish appropriate benchmarks for future research and evaluation
 - To conduct communications with parents in such a way that future involvement and participation in Children's Centres is encouraged and promoted
 - To use the information gathered in the consultation to help create the delivery plan

3. Methodology

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

3.1. Parents' 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 toddler groups and other sessions for parents and young children
 - Parents/carers living locally.
- Interviews were conducted on Monday 7th, Tuesday 8th and Thursday 10th March 2005. Workers from the Children's Centres team, the Family Centre in Hucknall 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 at the Butler's Hill Nursery and Infants School, at toddler groups and during a Story Time session at the library. The full list of interviewing locations was:
 - Butler's Hill Nursery School
 - Butler's Hill Infant's School
 - Salvation Army Toddler Group
 - Eastside Methodist Church Toddler Group
 - Hucknall Library (Story Time)
 - Child health session at Hucknall Health Centre
 - St John's Toddler Group
 - 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 where given, but this sheet was kept separate from the completed questionnaire.

3.2. Partners' Questionnaire

- Partners, key stakeholders and service providers were informed about the planned consultation in Hucknall at a meeting on 2nd March 2005 at St John's Church Hall. The partner's questionnaire, consisting of open-ended questions, was used as a discussion guide for the meeting and those present were given copies to take away and complete independently. They were encouraged to return them by 18th March 2005.
- Each person at the meeting was also asked to complete a mapping exercise, giving details of the services of which they were aware in Hucknall, 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 Hucknall were also sent the questionnaire, with an explanatory sheet about developments in Hucknall. The opportunity to give contact details was given so that the team could make contact in the future; most respondents completed this section.
- The Hucknall Children and Families Network, a multi-agency planning group, was also sent questionnaires.

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 parents' questionnaire, showing their agreement to take part. A good response to this was received with some 44 offering to take part.
- Parents were contacted at random from the resulting list, and 10 agreed to come along to the Family Centre on Spring Street on 15th March 2005 between 1.00 pm and 3.00 pm. A free crèche was provided by Mansfield Play Forum, funded by Nottinghamshire County Council, 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.
- In the event, only 5 of the 10 whose attendance had been confirmed actually turned up to the focus group session, and the crèche was not needed.
- 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. 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. Parents' Questionnaire

- 102 interviews were completed with parents/carers in the various interviewing points.
- 98 or 96% of the respondents were female, while 4 (4%) were male.
- The majority (45%) were aged between 30 and 39 years, with 38% being under 29. 17 respondents were over 40: these included a small number of grandparents collecting their children from school.
- Almost half (46%) of respondents had one child under 5 in the household. Nearly a quarter (23%) had two under fives but only three people had three children of this age. 21% of respondents were reported as having no children under 5 in the household.
- Just over a quarter (26%) of respondents had 1 child aged 5-16 years in their household; 13% had two; and just 3% had three. Half the respondents were reported as having no children in this age group.
- Children aged 16+ were found in only three families.
- Between them, respondents had 169 children; the number of families with 1 child was 33, the number with 2 children was 40, and 14 families had 3 children. Two families had 4 children, and one family had 6. 4 respondents said they had no children living with them, and 8 did not respond to the question.

- The total number of children aged under 5 in families interviewed was 102, the number of 5-16s was 62, while the number aged 16+ was 5.
- Given that 102 interviews were completed, this gives the average (mean) number of children of respondents interviewed as 1.7 children¹.
- Only 7 respondents revealed that they or their partner were expecting a baby, with three giving no answer, so the vast majority (91%) were not expecting a child at that time.
- While only 11% of respondents were working full-time, almost half (48%) worked part-time, and just under 5% described themselves as unemployed. In addition, more than half described themselves as Parent/Carers. Three described themselves as grandparents.
- 85% of respondents were either married or partnered, while 15% were single.
- Most households (76%) had 2 adults aged over 18 living together in the household, while 14% of respondents lived in households of only one adult. 8% reported having 3 or more adults in the household. The average was 1.9 people in the household aged 18+.
- The ethnic composition of the sample was overwhelmingly white (98 of the 99 respondents who indicated their ethnicity)
- All but five of the postcodes fell into NG15, and all but eight of these were in NG15/6 or NG15/7. Of those outside NG15, two were from NG6, one from NG17 and one from NG18. One postcode was not recognised as relating to the Nottingham area.

4.2. Partners' Questionnaire

- 16 completed questionnaires were received from service providers in the Hucknall area, of which 14 gave contact details. The disciplines in which respondents worked were as follows:

Table 1 – Partners' disciplines

Discipline	No of responses
Pre-school development and early years education	7
Library Service	1
Health	4
Voluntary sector	2
Community Development	1
Social Services Family Centre	1

The roles that service providers performed are shown in Table 2:

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

Table 2 – Partners’ roles

Pre-school development co-ordinator
Pre-school and playgroup administrator
Pre-school playgroup supervisor/Senco
Centre Manager/Pre-School Learning Alliance
Health visitor (2)
Early years specialist teacher
Locality Team Co-ordinator (PCT)
Children’s Co-ordinator for Library Service
Community Development Worker (2)
Toddler Group Leader
Childminder
Officer in Charge/College Nursery
Home Start Organiser
Family Centre Deputy Manager

- Between them the respondents have a total of 74.5 years’ experience, ranging from 6 years to 1 year in their current positions, with an average of 4.6 years.

4.3. Focus Group

- 5 of the 10 recruited parents, all of whom were mothers, attended the focus group.
- Between them, the total number of children was 8, six of whom were aged 5 or under, and two aged between 6 and 11 years
- Three mothers had two children, and two had one child. One of the latter was expecting another baby.
- This gives an average of 1.6 children each, only very slightly fewer than the reported average of 1.7 seen in the total number of completed questionnaire interviews.
- As well as being mothers to their children, these respondents were also involved in a variety of roles, including:
 - Part-time nursery school worker; organiser of local playgroup
 - Hairdresser
 - Secretary
 - Shopworker
 - School cleaner
- One mother was currently on maternity leave but planned to return to work part-time shortly.
- All the mothers lived in Hucknall and had done so for between 14 years and “most of their lives”.

5. Main Findings

5.1. Parents' Questionnaire

- Altogether 102 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.
- More than half (54%) of respondents said that they knew about Sure Start.
- The remainder either did not know or did not respond, while 14% were not sure.
- An encouraging 37% said that they knew about the proposed Children's Centre for Hucknall East, but the majority (61%) did not know or were not sure.

5.1.1. Parents' Questionnaire: Services Ever Used

- When asked about local services ever used by the respondent or family, the following emerged, as shown in Table 3.

Table 3 – Services ever used

Shaded areas represent a percentage higher than the total.

Service	Number ever used service N=102	% ever used service	% Sure-Start-aware respondents using service
GP practice	88	86	87
Health visitors	87	85	85
Midwife	74	73	69
Toddler Group	66	65	64
Antenatal sessions	58	57	56
Children's Library Service	55	54	55
Nursery in a school	52	51	42
Pre-school playgroup	45	44	35
Family member	42	41	49
Friends	30	29	33
Job Centre	24	24	25
Day Nursery	21	21	20
Crèche	16	16	18
Family Centre	16	16	11
Home Safety Equipment	15	15	18
Home Visits	12	12	9
After School Club	10	10	15
Parenting Advice & guidance	10	10	5
Speech therapy	10	10	11
Childminder	9	9	13
Children's Information Service	8	8	13

Further Education	7	7	7
Toy Library	7	7	4
Independent School	4	4	4
Dietician	4	4	4
Homestart	4	4	4
Breastfeeding group	3	3	5
Welfare rights session	2	2	2
Breakfast Club	1	1	2

- This shows that the GP practice was the most frequently used service at 86% of all respondents. Among those respondents who were aware of Sure Start, the percentage was slightly higher, at 87%
- Toddler groups were more widely used than the school-based nursery or pre-school playgroups. Interestingly, levels of use of these services were slightly lower among those who were aware of Sure Start than respondents as a whole.
- Relatively few families were using childminders.
- Around a quarter of respondents had been to a Job Centre, indicating that support for working parents was likely to be a prominent issue in this area. The Hucknall Job Centre is due to close, underlining the need to ensure accessible services at the Children's Centre.
- Respondents were then asked how **useful** they'd found the 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 the Breast-feeding Group and the Breakfast Club score 100% Very Useful, these were used by only 3 and 1 individuals respectively.

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	88	44	28	5	4.1
Health visitors	87	52	21	8	4.2
Midwife	74	84	9	1	4.7
Toddler Group	66	71	21	0	4.7
Antenatal sessions	58	64	10	12	4.2
Children's Library Service	55	49	33	2	4.3
Nursery in a school	52	85	12	0	4.8
Pre-school playgroup	45	73	16	2	4.6
Family member	42	83	5	0	4.8
Friends	30	80	7	0	4.8
Job Centre	24	29	21	4	3.8
Day Nursery	21	81	14	0	4.9
Crèche	16	38	25	0	4.1
Family Centre	16	69	13	0	4.7
Home Safety Equipment	15	67	20	0	4.6
Home Visits	12	50	17	0	4.3
After School Club	10	30	40	20	3.6
Parenting Advice & guidance	10	20	60	10	3.9
Speech therapy	10	50	10	20	3.9
Childminder	9	89	0	11	4.7
Children's Information Service	8	63	25	0	4.5
Further Education	7	57	29	0	4.7
Toy Library	7	57	29	14	4.3
Independent School	4	75	25	0	4.0
Dietician	4	25	50	0	4.0
Homestart	4	75	25	0	4.8
Breastfeeding group	3	100	0	0	5.0
Welfare rights session	2	50	50	0	4.5
Breakfast Club	1	100	0	0	5.0

* 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

- This indicates generally high levels of satisfaction about the usefulness of services, with many approaching maximum scores and few falling below a '4' score. The lowest scores were given to the Job Centre, the After School Club, Speech Therapy and Parenting Advice and Guidance but even these services were close to being assessed as 'quite useful', and caution must once again be exercised with regard to the latter three which were used by only 10 individuals apiece.
- Respondents were asked about a service they had mentioned as being not useful or not at all useful, and why this was so.
- The response was very low (24 in total) reflecting the high level of satisfaction generally recorded.
- Most of these people did not give a reason for the services not being useful.
- Where a response was recorded, poor information (5) and a poor response from the health visitor (5) were the principal reasons given.

5.1.2 Child-friendliness of services

- Respondents were asked how child-friendly they had found the services.
- By service mentioned in the previous question, responses were as shown in Table 5.
- Again the average score gives an indication of the level of child friendliness felt by respondents, the closeness to 5.0 indicating the level of satisfaction.
- Caution should again be shown when looking at low response numbers.

Table 5 – 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	88	34	19	21	3.6
Health visitors	87	51	13	6	4.2
Midwife	74	45	19	6	4.3
Toddler Group	66	86	8	0	4.9
Antenatal sessions	58	17	10	19	3.2
Children's Library Service	55	58	18	2	4.5
Nursery in a school	52	79	10	0	4.8
Pre-school playgroup	45	78	4	2	4.8
Family member	42	74	0	0	4.8
Friends	30	63	10	0	4.7
Job Centre	24	21	0	21	3.3
Day Nursery	21	86	5	0	4.9
Crèche	16	50	25	0	4.3
Family Centre	16	63	13	0	4.7
Home Safety Equipment	15	47	0	0	4.6

Home Visits	12	42	25	0	4.3
After School Club	10	50	20	20	3.9
Parenting Advice & guidance	10	20	40	20	3.6
Speech therapy	10	80	0	0	4.6
Childminder	9	78	0	22	4.1
Children's Information Service	8	13	25	13	3.6
Further Education	7	0	14	0	4.0
Toy Library	7	86	0	0	4.7
Independent School	4	75	25	0	4.8
Dietician	4	25	25	25	3.5
Homestart	4	75	25	0	4.8
Breastfeeding group	3	100	0	0	5.0
Welfare rights session	2	0	0	0	0.0
Breakfast Club	1	100	0	0	5.0

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

- It is perhaps interesting that while the scores are once again consistently good, several more services fall below the '4' (Quite child friendly) score than below the same score for usefulness.
- The relatively low scores for the GP practice and the Job Centre echo comments made by respondents in the focus group (see below).
- 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.
- 38 responses were recorded and the principal reasons given are presented in Table 6.
- The lack of a child-friendly environment with a play area and toys to keep children occupied emerges as the leading factor.

Table 6 – Reasons for being not child friendly or not at all child friendly

Service	Number of responses	% of those responding
No child-friendly play area or toys	21	55
Patronising/negative receptionist	2	5
Difficult to talk/need separate room for children	2	5
Other	3	8
Don't know / no response	11	29

5.1.3 Comparisons of usefulness and child-friendliness

- Matching the average scores of respondents' views of parent and child's needs gives the following:

Table 7 – Comparison of parent and child average (mean) scores

Service	Average score* Usefulness	Average score* Child friendliness	Difference
GP practice	4.1	3.6	0.5
Health visitors	4.2	4.2	0.0
Midwife	4.7	4.3	0.4
Toddler Group	4.7	4.9	- 0.2
Antenatal sessions	4.2	3.2	1.0
Children's Library Service	4.3	4.5	- 0.2
Nursery in a school	4.8	4.8	0.0
Pre-school playgroup	4.6	4.8	- 0.2
Family member	4.8	4.8	0
Friends	4.8	4.7	0.1
Job Centre	3.8	3.3	0.5
Day Nursery	4.9	4.9	0.0
Crèche	4.1	4.3	- 0.2
Family Centre	4.7	4.7	0.0
Home Safety Equipment	4.6	4.6	0.0
Home Visits	4.3	4.3	0.0
After School Club	3.6	3.9	- 0.3
Parenting Advice & guidance	3.9	3.6	0.3
Speech therapy	3.9	4.6	- 0.7
Childminder	4.7	4.1	0.6
Children's Information Service	4.5	3.6	0.9
Further Education	4.7	4.0	0.7
Toy Library	4.3	4.7	- 0.4
Independent School	4.8	4.8	0.0
Dietician	4.0	3.5	0.5
Homestart	4.8	4.8	0.0
Breastfeeding group	5.0	5.0	0.0
Welfare rights session	4.5	0	-----
Breakfast Club	5.0	5.0	0.0

- 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'.

- The GP practice is viewed as more useful than it is child friendly, while the Toddler Group is viewed as marginally more child-friendly than useful.
- The weighting towards usefulness is greatest for the Children’s Information Service and Further Education (although these were used by relatively few people) while the weighting towards child friendliness is greatest for Speech Therapy and the Toy Library (although caution is once again advised in relation to the latter two since the numbers are small).

5.1.4 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.

Table 8 – Most helpful service to parent

Service <u>most</u> helpful to you as parent	% Mention
Nursery in a school	19
Toddler group	15
Pre-school playgroup	11
Health visitors	9
Family member	8
GP practice	8
Midwife	6
Day nursery	6
Family Centre	5
Antenatal sessions	4
Children’s Library Service	3
Job Centre	3
Speech Therapy	3
Childminder	2
After School Club	2
Crèche	1
Homestart	1
Don’t know/no response	25

- It would appear that group provision in a school-based nursery, toddler groups and pre-school playgroups is integral to the support of parents in Hucknall, outstripping in its usefulness the more individualised care provided by childminders and even by family members.

5.1.5 Most helpful service to 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 following table shows the most frequently mentioned.

Table 9 – Most helpful service to child

Service <u>most</u> helpful to your child	% Mention
Nursery in a school	24
Toddler group	21
Pre-school playgroup	13
Day nursery	8
Health visitors	5
GP practice	4
Speech Therapy	4
Family Centre	4
Children's Library Service	3
Independent school	2
Family member	2
Midwife	2
Childminder	1
After School Club	1
Crèche	1
Homestart	1
Parenting advice & guidance	1
Other	1
Don't know/no response	27

5.1.6 Help to use services more often

- A list was shown to respondents, and they were asked which of those listed might help them to use services more often.
- Responses are given for the group as a whole and then for those respondents aged less than 29 years and 30-39 years, the dominant age groups in the sample.

Table 10 – Help to use services more often

Suggestion	Total %	Aged < 29 %	Aged 30-39 %

Different times of events	34	41	26
Childcare	25	31	24
Someone to go with	25	26	24
Better public transport	21	21	17
Better price	10	3	13
None	30	21	37

- These results show that while different times of events was the single biggest factor that would help parents to use services more often, it was particularly important for the younger parents.
- Childcare was also important to the group as a whole but, once again, more salient in the younger age group than for parents aged 30-39.
- Interestingly, however, better price features more strongly in the older age group (although the numbers are small), suggesting that family resources may be more stretched for them than for younger parents.

5.1.7 Preferences for receiving information

- Shown a list of ways of receiving information, respondents were asked to say which they would prefer.

Table 11– Preferences for receiving information

Suggestion	Total %	Aged < 29 %	Aged 30-39 %
Newsletter	64	69	61
Word of mouth (e.g. health visitors, nursery staff)	34	28	39
Information session at nursery/clinic/Sure Start	34	31	41
Article in local paper	31	23	39
Flyer / information sheet	29	28	33
Word of mouth (family, friends, other parents)	27	23	33
None	2	0	4

- These results show that across the sample a newsletter is the most favoured means of receiving information by a considerable margin.
- Among the remaining information-giving options, there was a fairly even distribution of preferences.
- Some differences are, however, indicated between the under-29 and 30-39 age groups, the latter showing consistently higher percentages nominating each option.
- This perhaps suggests that this older group of parents in Hucknall is more tuned in to a range of information sources, encompassing both formal publicity and word-of-mouth contacts.

5.1.8 Reaction to the proposed Children’s Centre for Hucknall East

- Respondents were asked if they had any comments or concerns about a Children’s Centre coming to Hucknall East.
- More than two-thirds of respondents did not respond to this question, reflecting low levels of information and awareness about the Children’s Centre prior to the community consultation.
- However, 21% expressed very positive support for the new initiative.

5.1.9 Three things Hucknall needs

- When asked what 3 other things Hucknall needs to make it better for parents with young children, respondents came up with a list of suggestions as shown in Table 12 below.

Table 12 – Suggestions to make the area better

Suggestion from respondent	% (N=102)
Playground/Park (better/safer/cleaner)	20
Indoor/Safe/Soft play area	9
More play areas/Somewhere to play/More activities	9
Mother & Baby/Toddler Groups	9
Before and after school activities/clubs	9
More/Better facilities for 0-3 yr olds	7
Holiday activities/care for children	7
More/Better information	6
More support/Somewhere for support	6
Place to meet/Groups for mums to meet	5
Road safety/speed bumps etc.	4
More buses/Better transport	4
More choice in child care/nurseries	3
Youth club/Activities for older children	1
Drop in sessions	1
More/Better parking	1
Services nearer/more local	1
Other	18
Don’t know/no response	25

- The most frequently suggested ideas focused on play and leisure activities for all, including older children, outside 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.

- Parents also want more activities and meeting places for those with very young children, plus care and activities for older children at the end of the school day and during the holidays.

5.2. Partners' Questionnaires

- Partners' responses varied depending on their role and experience in the area. Anonymised responses are shown in full in Appendix 5.

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 Hucknall (Butler's Hill area)?

- Partners were asked to comment specifically on the Butler's Hill area of Hucknall, the site of the forthcoming Children's Centre.
- There was a consensus that Butler's Hill was less well served than the centre of Hucknall.
- It was reported that the local playgroup had closed and that there was no provision for under-3s (although, as shown below, this was contradicted by the parents in the focus group who identified two toddler groups in the area).
- The area was also said to be poorly served by generalist services, with no health centre or post office immediately accessible. A local job centre had also closed.
- Childminding provision was said to be low.
- Poor communication between services and a lack of joint working were highlighted.
- Parents and young families in Butler's Hill were said to need:
 - nursery places;
 - affordable child care for long sessions, especially for parents who are just above benefits thresholds and have to pay full rates;
 - play facilities for toddlers;
 - after school care;
 - a drop-in centre;
 - support, particularly for single parents living in overcrowded conditions;
 - easier access to health visitor time and Speech and Language Therapist time;
 - affordable leisure and recreational activities
 - somewhere for parents to go to get advice and maybe attend courses

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 Hucknall (Butler's Hill area)?

- 14 of the 16 partners responded to this question.
- Several respondents anticipated that the Children's Centre would enable services and information for parents and young children to be provided in a more integrated and accessible way, with improved opportunities for inter-agency working:

“ A local service with inter-agency working under one roof”

“ One-stop shop for parents – signposting to local amenities/services.”

“Can only improve the delivery of services and improve links between health providers.”

“ It will make information about a variety of services more accessible as well as providing those services in partnership on one site.”

- Alongside this optimism about improved delivery of services in the Butler’s Hill area were concerns that central and north Hucknall would experience a net loss of services, particularly through the movement of the Spring Street Family Centre from its present location to the new Children’s Centre.

“More services in Butler’s Hill but town centre deprived of vital resource.”

“Some parents are concerned the north of the town will lose services: i.e. the Family Centre and our playgroup, and travelling to the new centre will be too far.”

“Many advantages for the area but cannot see any for the rest of Hucknall.”

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 Hucknall (Butler’s Hill area)?

- Several of the responses implied that there would be a level of inertia or even suspicion to be overcome in order to get the support of local residents and also the trust of parents.
- Involving parents from other parts of Hucknall was a key issue. Locating services in different part of the town was believed to be important in order to promote choice and accessibility.
- Communication within the community in order to involve everyone and to gain their trust was therefore seen as a challenge in the early stages.
- One respondent was concerned about the uptake of child-care places for the 3-5 year age group, while another said that there could be an over-use of services once parents were on board.
- Judging the level and range of provision was therefore identified as a central issue.
- Co-ordinating a new set of services from scratch and ensuring that no services were overlooked were seen as crucial.

“ Getting people to attend without any stigma attached.”

“Encouraging parents to use its services; overcoming the feelings of parents who already use services – i.e. the family centre and playgroup in the middle of town –

and feel they are losing small, friendly groups to the development of a larger provision.”

“Involving partners and agreeing commitment.”

5.2.4 Effectiveness of existing meetings

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

- The partners were asked to identify cross-agency/service meetings already held in the area to discuss local issues.
- Their comments on their usefulness were also invited. The 12 respondents who answered this question viewed such meetings in a positive light, with such comments as:

“Essential to ensure everyone is informed and can shape needs”

“Very useful if enough notice and publicity given to meetings”

“ Inter-agency meetings can be very useful if people find the time to attend and the culture of different organisations does not form a barrier to working more cohesively.”

“Very useful and to include the whole community because we/you are there to create a setting for their requirements and needs.”

- Specific meetings identified were:
 - Hucknall Children and Families Network; bi-monthly meetings; parents not involved at present.
 - Home Start AGM and bi-monthly Homestart meetings to which parents are invited;
 - Hucknall Partnership Forum and Children and Families sub-group, attended by representatives from residents’ groups.
 - Foundation stage cross-sector cluster meetings, twice-termly.
 - Family Centre user meetings.

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

- Responses to a question about their top three priorities for the area tended to reflect the concerns and hopes expressed earlier in the questionnaire.
- Thus the need for responsive and imaginative services was an important theme:

“ To feel that they have a true needs-led service which reflects what they require in addition to statutory services.”

“Someone just to be there for parents if they need any help.”

“Families remain in control of their lives and (have) choices to access services.”

- Robust working links and good communication were needs that emerged strongly, through such comments as:

“Communication- inter-agency collaboration/skill mix.”

“Good communication between all partners”

“ Maintaining strong links between Children’s Centre and library.”

“Empowering all the partners.”

“Local consultation.”

- The need for more integrated and accessible services was underlined, with such comments as:

“ All services under one roof.”

“More readily available/ accessible services from Speech and Language Therapists & health visitors.”

“Well thought out care.”

“Access to information (benefits, training etc.)”

“Maintaining strong links between Children’s Centre and library.”

- At the same time, many partners were concerned that the reorganisation of services under the Children’s Centre umbrella should not disadvantage families from other parts of Hucknall:

“Some provision for parents to access centrally.”

“ To maintain a supportive and accessible service to children and families in the whole Hucknall area.”

- A few people mentioned specific service priorities that they would like to see pursued:

“Children’s Health (including healthy eating)”

“Involvement of health professionals (front line)”

“Library priority – staff training and development is a major part of our work.”

“High quality delivery of education.”

5.3. The Focus Group

- Of the ten parents who had confirmed the previous day that they would attend the focus group, only five arrived for the session. All were mothers. The ages of their children were as follows:

4 months and 3 years

6 months and 3 years

2 ½ years

3 years and 6 years

6 years

- The discussion guide used in the focus group can be found at Appendix 4.
- The first part of the session was devoted to mapping the services for under-fives available in Hucknall and specifically in Butler's Hill.
- The discussion then moved on to the usefulness and child-friendliness (or otherwise) of local services, and ideas about gaps to be filled and improvements needed, including suggestions about what the new Children's Centre might provide.

5.3.1 Services most useful to parents

- The focus group members were asked to comment on those services identified from the questionnaire results as being most useful to parents.
- These were (in order of usefulness):

Toddler group

Nursery in school

Pre-school playgroup

- They were broadly in agreement with this ranking and were particularly enthusiastic about the benefits of toddler groups, although, as one mother pointed out, this might have reflected the relatively young ages of their children, which had given them more experience of toddler groups than of provision for the 3+ age group.
- A mapping exercise carried out at the beginning of the session indicated that toddler groups are thriving in Hucknall, with five different groups covering every day of the week except Friday, and most offering both morning and afternoon sessions.
- Some mothers in the focus group attended different toddler groups on different days, and one mother was herself the leader of a large and successful group.
- Toddler groups were popular because they offered parents and children parallel opportunities to socialise in a relaxed environment.
- Their value as a means of meeting other parents was repeatedly emphasised:

“ Toddler groups most definitely worked for me... To go and to be able to have a break for an hour is just one of the things, especially if you've got quite a demanding baby, it's great to go somewhere where you can meet people and

talk to them, and you're not chasing around after your child all the time because we tend to help each other out."

"It's good for the kids as well. It's brought Emily on no end going to the toddler groups."

- Not all toddler groups were seen to be equally successful, however, in helping parents to feel at ease and chat to each other.
- One mother who attended two different groups emphasised what a positive difference it made when the group leader actively facilitated contact:

"It's quite a lot more intimate. It's quite easy to socialise with people. The woman who runs it is absolutely fantastic at getting the mums to talk to other mums. It's very friendly. It's not where you go and you're just left to get on with it. And I think because it's set out more intimately, it's better for the children as well. They tend to interact a lot better."

- This toddler group leader also organised and cooked two meals each year exclusively for the parents, and these were described as a *"fantastic way of mums getting to know each other."*
- Other services that these parents had found particularly valuable were the antenatal sessions and the Premier Mums Group for first-time mothers, both based in a clinic at one of the health centres.
- Both were rated for the usefulness of the information imparted during the sessions and for the opportunities they offered to build networks of new friends:

"You could stay and chat and you could have a drink and there was a nursery nurse or a health visitor there if you had any questions. And every so often they'd get you somebody in from a different group to show you baby massage or weaning help, or...they did all sorts."

"To start with we sort of went and contacted the girls we were at ante-natal with, and that's how we got meeting regularly. And then we moved on from there to a toddler group. It was good to talk to people you didn't know because they were there for the same reason you were, because they'd got a baby."

- The group members regretted that there was nothing like the Premier Mums group for second-time parents since they felt that the birth of a second child raised a new set of parenting issues that they would like the chance to discuss with health workers and other mothers.
- They recognised that a lack of space at the clinic for older, mobile children would make it difficult to organise such a group there but felt that this might be something that the Children's Centre could offer.
- Informal friendships with other parents were seen to be as important and useful as local services.

- Some friendship networks had emerged around these services: for example, a group of mothers whose children attended the nursery school had begun to meet at each other's houses to chat and share information.
- In other cases, friendships had been developed at an earlier stage, such as during antenatal care, and continued, as the children grew older. The mothers said that it was important to be able to talk to friends who were at the same stage of child-rearing:

"I personally have found a lot of help from my friends in the same situation as me, as much as my family have helped me. I don't think anyone quite understands unless they're going through the same thing at the time. They've already been through it but now they're going through something different."

5.3.2 Services most useful to the children

- The results of the questionnaire had suggested that the services that parents believed to have been most useful to their children were:

Nursery in school
 Toddler group
 Pre-school playgroup

- As noted above, the relatively young ages of their children meant that three of the focus group mothers had little experience of provision for the 3+ age group.
- Probably because they were still at the stage of using services, such as the toddler groups, alongside their children, they did not find it easy to distinguish between services that they found useful for themselves and those that were useful for the children.
- It was clearly important at this point that services were valuable to both parent and child, meeting their needs in parallel.
- They were, however, prepared to take their children to activities such as the Active Ants sessions at the local leisure centre that were felt to have a benefit for the child but offered parents very little in the way of opportunities to socialise.
- One mother of a two-year-old girl had decided to send her to a private nursery for one afternoon a week specifically to help her develop her social skills and confidence before she moved to mainstream nursery at the school.
- The afternoon session was seen to be useful to both mother and child, but its principal benefit was in helping the little girl overcome her shyness:

"It helps her and it definitely helps me because it gives me that break. She's got a little bit of structured education or structured play."

- The importance of services in helping children make the transition between different stages was similarly emphasised by a mother with a three-year-old boy already attending the Butler's Hill nursery:

“(Toddler group) gets them used to other children, playing and sharing, getting on. Then the pre-school helped (him) to get off to nursery alright, so he wasn't screaming and hanging on to me. When he went to nursery he was fine. He just takes his coat off and goes and sits down.”

- This suggests that parents' perception of the usefulness of services to their child is likely to shift as the child matures and that any ranking of services should be treated cautiously as a snapshot at a particular moment rather than a definitive view.

5.3.3 Child-friendliness of services

- The focus group mothers felt that the local services targeted specifically at parents with young children made considerable efforts to be child-friendly.
- Limitations tended to reflect practical constraints rather than negative attitudes, as with the Premier Mums' sessions where the venue was too cramped to accommodate older children on the move.
- A specific criticism was made, however, at the lack of changing and toilet facilities for children at the library in the centre of Hucknall, making it difficult for them to attend the Story Time sessions or to use the children's library when children were at the stage of being toilet trained. The parents reported that they were sometimes allowed to use the library staff toilet but that this was at the discretion of the staff on duty.
- The toilets available in the main square were felt to be quite unsuitable.
- The time taken to walk into the centre of town (about 10 minutes) in order to reach most services was not considered to be a negative factor; indeed, the mothers positively welcomed the walk and felt that it provided an incentive to get organised and out of the house.
- One said that although she had a car, she would never choose to drive into the centre and park.
- Neither of the Hucknall health centres was on the doorstep for these mothers but, once again, they were quite comfortable about the short walk involved.
- Services that were criticised as not being child friendly were those of a generalist nature (such as doctors' surgeries) and those directed principally at adults (such as Job Centres) to which parents might need to bring their children along in order to access the service for themselves.
- When asked what made a service unfriendly to children, the parents were very clear:

“No crèche, no toys, no play area.”

“It doesn't really encourage you to take your child with you and if you have to take your child with you, you feel awkward about doing so.”

“Really difficult to go with them or without them.”

- Long waiting times at the health centre were very frustrating because of the difficulty of keeping children occupied.
- If parents were going to the doctor for themselves, the alternative of leaving children with a neighbour or friend was equally fraught with tension because of not knowing how long they would be.
- A total lack of facilities for children at the Job Centre made it difficult for parents to relax and concentrate on their own needs.

- A related issue was said to be the lack of Dad-friendliness on the part of local services, including those that were rated highly for child-friendliness.
- The toddler groups were almost exclusively attended by mothers and children, making them difficult for all but the bravest fathers to access.
- One mother said that there was *“absolutely no way”* her husband would take their child to a toddler group, even if he knew that some of her friends would be there.

5.3.4 Where services are poor or not very useful

- These parents were able to come up with very few examples of poor services or services that were simply not useful. On the whole, they appeared very satisfied with the services they had used so far.
- One mother had had a bad experience with conflicting advice given by her health visitor and a hospital paediatrician over the weaning of her child. She had otherwise been happy with her health visitor and felt that this incident had reflected poor communication between the services.
- Information-giving about services and activities was considered to be rather hit-and-miss.
- Those with older children had found school newsletters and the Active magazine to be useful but the mothers with younger children often found that friends were a better source of information than written publicity.
- A service that was not as useful as it might be was the crèche at the local leisure centre, which was not particularly well-coordinated with the activities available for adults; for example, the crèche closed at 1.00 pm while an adults’ swimming session continued until 1.30.

5.3.5 Gaps in services and ideas for improvements

- Suggestions for services or activities that would plug gaps in local provision and improve life for parents and children were as follows:
 - a group which Dads could attend with their children
 - free parents’ classes on First Aid for children

- a safe, well-looked-after park where mothers and children could feel safe during the day and which could be secured at night to prevent vandalism²
- more activities for older children and places for them to meet their friends
- a community notice board or information sheets for parents. An exchange of information could be combined with an exchange of toys and children's equipment.
- more holiday care and after-school care

5.3.6 Specific suggestions for the Children's Centre

- When asked for suggestions about what the Children's Centre might offer, the parents came up with:
 - a breast-feeding support group plus a welcoming drop-in area for mothers needing to breast-feed their babies.
 - a lunch club for young children that would help them with their diet and get them used to eating sociably alongside other children. This might also ease the pressure on mothers who often find themselves rushing from one place to another to pick up their children at lunch-time.
- The group expressed no concerns about the arrival of the Children's Centre.
- One mother said she had initially had some anxieties about how it would affect the toddler groups in Hucknall but now felt reassured that it would be co-ordinated around existing provision.

5.3.7 Issues arising from the Consultation

- The community consultation in Hucknall, comprising interviews with parents, the parents' focus group and a written questionnaire to service providers, indicated the following:
 - a warmly positive response to the idea of a Children's Centre, when explained, with particular enthusiasm for the notion of a one-stop shop.
 - at the same time, a concern that the integration of services under the Children's Centre umbrella should not disadvantage families in other parts of Hucknall who have used the Spring Street Family Centre and small, friendly local services.
 - a strong endorsement of the principle that the Children's Centre provision should be needs led and planned on the basis of a continuing dialogue with parents.
 - a desire on the part of local services and groups for a constructive partnership with the Children's Centre.
 - a need for an improved play environment for children in Hucknall, with safe, clean play spaces for all ages.

² A more general community consultation conducted recently by churches in Hucknall endorsed the concerns of the parents who took part in the Children's Centre consultation about vandalism, litter and the physical state of the community. See: Churches Together in Hucknall: Results from the Community Listening Exercise 2003/2004

- a demand for child care to complement school provision, particularly after-school care and holiday care.
- a need for more provision for the 0-3 age group and their parents within the Butler's Hill locality, including a welcoming place to breast feed.
- a desire on the part of parents and professionals to improve the quality of communication and consultation about services for families with young children.

5.4. 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 Hucknall for the future.
- While the consultation necessarily had its limitations, due to lack of time and resource, the results are still felt to be representative of the community; it was always seen as a first conversation to provide a basis with which to build the future Children's Centre in Hucknall
- There is the need to assure parents and partners that the Children's Centre is sustainable and that the involvement of all parties is crucial in its success, as well as allowing parents to take ownership of the Children's Centre, to be jointly engaged with professionals in the provision of services for them and their families.
- This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. There is every reason to think from responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.

6. Appendices

Appendix 1 – Questionnaires – parents and partners

Appendix 2 – Showcards

Appendix 3 – Focus Group discussion guide

Appendix 4 – 'Other' comments from parent questionnaires

Appendix 5 – Responses from partners

Appendix 6 – Mapping exercise from focus group & partners

Showcard 1 - Children's Centres Questionnaire

- We're talking to local people about the new Sure Start Children's Centre that's coming along in Hucknall East – which will be a partnership of services for parents and their children under 5 – health, education, child care etc - and finding out what parents think about current services.
- Taking part in this survey means that you'll be included in a prize draw for an arts & craft set for your child - and should take no more than 10-15 minutes to complete.
- All replies will be treated in strict confidence and no one will be identifiable.
Please help us by answering as many questions as possible

- | | Yes | Not sure | No |
|--|-----------------------|-----------------------|-----------------------|
| 1. Do you know about Sure Start? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. Do you know about the proposed Children's Centre to be developed in Hucknall East? | <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 [See list of services below - circle any used] | | | |
| 4. How useful were the services you have mentioned, for you and your family, from 1 - 5, where 1 = not at all useful to 5 = very useful? [Complete for all mentioned in Q3] | | | |
| 5. How child-friendly is the service you've mentioned, on a scale of 1 - 5, where 1 is not at all childfriendly and 5 is very childfriendly? [Complete for all mentioned in Q3] | | | |
| 6. Of the ones you mentioned, which <u>ONE</u> service do you think was most helpful. ... to you, as a <u>parent</u> ? | | | |
| 7. and most helpful to your <u>child/children</u> ? | | | |

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

	3. Local services ever used (please circle all used)	4. Usefulness of the service, from 1-5, where 1 = not very useful to 5 = very useful					5. Child Friendliness of service from 1-5, where 1 = not at all child friendly to 5 = very child friendly					6. which <u>ONE</u> service do you think was most helpful to you as a <u>parent</u>	7. which <u>ONE</u> service do you think was most helpful to your <u>child</u>
Antenatal sessions	1	1	2	3	4	5	1	2	3	4	5	1	1
Midwife	2	1	2	3	4	5	1	2	3	4	5	2	2
Breast-feeding group	3	1	2	3	4	5	1	2	3	4	5	3	3
Children's Library service	4	1	2	3	4	5	1	2	3	4	5	4	4
Childcare:													
Childminder	5	1	2	3	4	5	1	2	3	4	5	5	5
After school club	6	1	2	3	4	5	1	2	3	4	5	6	6
Breakfast club	7	1	2	3	4	5	1	2	3	4	5	7	7
Day nursery	8	1	2	3	4	5	1	2	3	4	5	8	8
Nursery in a school	9	1	2	3	4	5	1	2	3	4	5	9	9
Independent School	10	1	2	3	4	5	1	2	3	4	5	10	10

Pre-school playgroup	11	1	2	3	4	5	1	2	3	4	5	11	11
Toddler group	12	1	2	3	4	5	1	2	3	4	5	12	12
Crèche	13	1	2	3	4	5	1	2	3	4	5	13	13
Family member	14	1	2	3	4	5	1	2	3	4	5	14	14
Friends	15	1	2	3	4	5	1	2	3	4	5	15	15
CIS (Children's Information Service)	16	1	2	3	4	5	1	2	3	4	5	16	16
Dietician/Nutritionist	17	1	2	3	4	5	1	2	3	4	5	17	17
Further Education	18	1	2	3	4	5	1	2	3	4	5	18	18
GP practice	19	1	2	3	4	5	1	2	3	4	5	19	19
Health visitors	20	1	2	3	4	5	1	2	3	4	5	20	20
Home Safety Equipment scheme	21	1	2	3	4	5	1	2	3	4	5	21	21
Home Visits	22	1	2	3	4	5	1	2	3	4	5	22	22
Homestart	23	1	2	3	4	5	1	2	3	4	5	23	23
Job Centres	24	1	2	3	4	5	1	2	3	4	5	24	24
Parenting advice & guidance	25	1	2	3	4	5	1	2	3	4	5	25	25
Speech Therapists	26	1	2	3	4	5	1	2	3	4	5	26	26
Family Centre	27	1	2	3	4	5	1	2	3	4	5	27	27
Toy Library	28	1	2	3	4	5	1	2	3	4	5	28	28
Welfare rights sessions	29	1	2	3	4	5	1	2	3	4	5	29	29
Story Time sessions	30	1	2	3	4	5	1	2	3	4	5	30	30

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

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

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

Better public transport	1
Childcare	2
Someone to go with	3
Different times of events	4
Better price	5

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

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

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

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

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

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

14. Are you: Male Female

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

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

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

18. Are YOU: (tick all that apply)

Working Full-time Unemployed Grandparent

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

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

20. Number of children in household: None Under 5s 5-16 16+

21. Are you: Single Married/partnered Other _____

22. Ethnic origin:

White

Black Caribbean

Black African

Please write in any other _____

Indian

Pakistani

Bangladeshi

Chinese

Mixed

Traveller

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

Your postcode eg NG15 5JQ: -

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: xxxxxxxx

Time: 1pm - 3pm

Venue: xxxxxxxx

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 Hucknall East 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

OR the place you were given it eg school, playgroup

By xxxxxxxxxxxxxxxx.

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 xxxxxxxxxxxxxxxx 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 Hucknall East 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 XXXX 2005.**
 - 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 '**Hucknall East**', 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 Hucknall East. 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

Please continue over the page if necessary

Appendix 2 – Showcards



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 - 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

- Diane to lead, explaining the concept and purpose, plans for Kilton etc

Main sections of discussion: 60 minutes

- **Mapping of current services, by day, and time of day (20 minutes)**
(need flip chart & paper)
- 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 not child-friendly or not at all child-friendly:**

When things aren't childfriendly, why is that?
What would make services more child-friendly?

- **Services thought poor or very poor:**
Which were not useful or child-friendly?
- **Good thing about having Children's Centre:**
- **3 other things needed to make Kilton 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)
- Letters to all who completed the questionnaire
- Stakeholder meeting to which all will be invited, including the plans for **Kilton**

Thank you

Appendix 4 – ‘Other’ comments from parent’s questionnaire, not included

Why not useful	Why not child-friendly	Other 3 things the area needs	Any concerns or comments about the Children's Centre
Q8	Q9	Q12	Q13
No privacy (Job Centre)	Under pressure with children's demands (GP/Health Visitor)	Family centre with wide range of services. Post adoption support-locally. Pre-school disability groups	Glad it's coming
Hassle with middle child - speech therapist. Not getting help needed. Toy library not well used.	Waiting rooms too warm (GP/Dietician)	Dads' group	Seems fine, interesting
No children's books/toys. Farleys lane-nightmare	No toilets for kids or parents (antenatal sessions)	More events at local library to encourage reading & books	Community centre provision nearest (Ogle Street)
Nothing for children to do		Breastfeeding group	Volume of traffic along the road, car parking space
		Everything under one roof	Going back to work full time, weekend facilities would be good
		Young mothers feel embarrassed at midwives/ante natal	Personality clash - child didn't like childminder. Standoffish
		More sessions to see health visitor. More 'me' time.	Ought to cover older children as well, not stop at 5 year olds
		Better paths - on the country park at the old pit site - not buggy friendly. Town centre to be pedestrianised - busy with cars and buses.	Venue ideal
		Centre for 5-11	Sure Start has been really helpful. Services are good.
		Easy access, i.e. buildings	Adult courses in the area would be helpful
		Park locked up too early	Would be interested to find out more
		Shops need to be child friendly	Concerned that it's properly advertised.

		Things for parents, suggestion: healthy eating, cooking, massage, aromatherapy etc. Not accredited - just enjoyment	I have used lots of children's services in other parts of the country and would like to help plan services in Hucknall.
		Free childcare (to allow return to work)	
		More crèches	

Showcard 5 – Partner’s Responses

Q1. What do you think are the current problems, or gaps in current services, for parents and young families in Hucknall (Butler’s Hill area)?

1. The outskirts of the centre of Hucknall presently has a gap in services in the Butlers Hill area, most providers being central.
2. Local playgroup closed, no provision for under 3s, no health services in the area, no post office, job centre closing.
3. Nursery places. Affordable childcare for long sessions. After school care.
4. Supporting community groups through training and capacity building initiatives
5. Availability of services and location
6. Availability of services and location
7. Support for families, single parents, overcrowding. Drop-in centre.
8. Hard to reach Health visitor time and SALT time.
9. Support for mums; play facilities for toddlers
10. Satellite Family Centre provision for other areas of Hucknall that have limited under-5s provision or selection of services; holiday provision for 9-11 & 13-15 years.
11. Possibly difficult to access GP appointments; affording childcare (lone parents, transport costs, shift patterns)
12. Little knowledge of the area of Hucknall where the new centre will be.
13. Affordable leisure/recreational activities; childminding provision is low; park & public places that are safe and accessible.
14. There is nothing for parents to attend where they can get advice and maybe even to attend courses.
15. For people who do not qualify for a benefit and are struggling for childcare, as they would have to pay full rate.
16. Poor communication between services; lack of joint working

Q2. In what way do you think the advent of the Children's Centre will change the way services are delivered in Hucknall (Butler's Hill area)?

1. Will support and serve an area identified as in need of this service
2. Many advantages for the area, but cannot see any for the rest of Hucknall
3. One-stop shop for parents – signposting to local amenities/services
4. No response
5. Local service. Inter-agency working under one roof.
6. Local service. Inter-agency working under one roof.
7. Can only improve the delivery of services & improve links between health providers.
8. No response
9. One base; (? unreadable) providers; free childcare; support
10. Positive to have selection of services/multi-agency in one base
11. Services will be available under one roof. Families have an opportunity to access a service relevant to their needs
12. Some parents are concerned the north of the town will lose services: i.e. family centre and our playgroup, and travelling to the new centre is too far.
13. It will make information about a variety of services more accessible as well as providing those services in partnership on one site
14. It will be a brand new concept in Hucknall and hopefully others will follow
15. A greater access for services provided, i.e. help, advice, health guidance and childcare for all walks of life
16. More services in Butler's Hill area but town centre deprived of vital resource.

Q3. What do you think is going to be the biggest challenge locally in developing the Children's Centre in Hucknall (Butler's Hill area)?

1. Co-ordinating the host of services from new. However, exciting services can be created and worked through together.
2. No response
3. Involving families from outside Butlers Hill catchment area
4. Get the backing of local residents (ie key people in community / residents' groups)
5. Parents' trust initially – and then over-use.
6. Involving everyone communication
7. Involving the local community.
8. Uptake of childcare places especially for children aged 3-5 years.
9. Getting parents to use.
10. Because it will shift the Family Centre from central Hucknall, the greatest challenge will be to meet the needs of parents in central Hucknall, especially in view of proposed additional housing and limited services.
11. Bringing different sections of the community together.
12. Encouraging new parents to use its services; overcoming the feelings of parents who already use services, i.e. the family centre and playgroup in the middle of the town, and feel they are losing small, friendly groups to the development of a larger provision.
13. Involving partners and agreeing commitment
14. Getting people to attend without any stigma attached
15. To ensure the community is well-informed and that the provision offers what the community need or have asked for
16. That no service is overlooked; that all services are not in the building and families have s choice to access services elsewhere in the town

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. Essential to ensure everyone is informed and can shape needs.
2. Need to look at people's needs but balance with practicalities.
3. No response
4. No response
5. Very (useful). Yes – Home Start AGM.
6. Very useful meetings – children and families. Network – two monthly – parents not currently invited, only just getting off the ground. Homestart meetings – bimonthly – parents invited.
7. Very useful if enough notice and publicity given to meetings
8. Foundation stage cross sector cluster meetings – meet twice per term. Parents not invited – issues discussed not relevant.
9. Not sure
10. Hucknall Partnership Forum and Children & Families sub-group. Representatives from residents' groups attend. Centre feeds back to parents; parents meetings are held termly.
11. Inter-agency meetings can be very useful if people find the time to attend and the culture of different organisations does not form a barrier to working more cohesively
12. The Family Centre have user meetings. Parents are invited but few attend.
13. Yes, useful. Do not believe that parents are invited to regular meetings. There may be meetings that I'm unaware of.
14. No reply.
15. Very useful and to include the community because we/you are there to create a setting for their requirements and needs.
16. Children and Families Network meets bi-monthly. Exchange of information is essential to effective support for families.

Q5. What are your top three priorities for developing services or facilities or resources for parents and young children in Hucknall (Butler's Hill area)?

Priority 1.

1. Meeting the needs of children and families
2. No response
3. Maintaining strong links between Children's Centre and library
4. Access to information (benefits, training, etc)
5. Communication – inter-agency collaboration / skill mix.
6. Inter-agency working
7. Local consultation.
8. More readily available / accessible services from SALT & Health Visitors
9. Support & advice for parents (breastfeeding, behaviour, play ideas)
10. To maintain a supportive and accessible service to children and families in the (whole) Hucknall area.
11. Support for families in crisis
12. Some provision for parents to access centrally. Parents have expressed to us that they are losing facilities and new centre is too far to travel
13. Information about who is providing what and where
14. Somewhere to play while parents are learning new skills
15. Safe play areas indoor/outdoor
16. More inter-agency work

Priority 2.

1. Identifying needs
2. No response
3. Good communication between all partners
4. Children's Health (inc Healthy eating)
5. All services under one roof
6. Services available under one roof
7. Involvement of health professionals (front-line).
8. High quality delivery of education.
9. Chance for parents to meet /attend courses
10. To feel that they have a true needs-led service which reflects what they require in addition to statutory services
11. Employing staff with the right skills
12. Opportunities to discuss concerns/problems they have caring for their children with quicker access to health visitors, speech & language etc
13. Improved choice and access to quality childcare linked to learning and employment
14. Someone to just be there for parents if they need any help
15. Family/children activities; mother and toddler
16. Avoid overcrowding families with too many services

Priority 3.

1. Empowering all the partners
2. No response
3. Library priority – staff training and development is a major part of our work.
4. No response
5. Public Health work.
6. Public Health work.
7. No response
8. Well thought out care.
9. 0-5 play facilities
10. To view what can be put into place in the central Hucknall area to fulfil SSFC moving
11. Childcare subsidies available for parents/carers who need it
12. More affordable childcare for 2-3 year olds. We have parents who struggle to pay £2.50 per session
13. Better leisure/public spaces to play/exercise
14. Promote healthy eating
15. Groups to discuss issues, i.e. health etc.
16. Families remain in control of their lives and choices to access services

Appendix 6 - Current Services in Hucknall and Butler's Hill (from parents)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	Leen Mills Playgroup				
	Community Centre Playgroup				
	Baptist Church Playgroup				
	Ball Park and Crèche at Leisure Centre				
	Salvation Army Toddler Group	Methodist Church Toddler Group	Active Ants at Leisure Centre	Christian Centre Toddler Group	Parent and toddler swimming at Leisure Centre
	Aquanatal sessions at Leisure Centre	Story Time at Library		Edgewood Parent and Toddler Swimming	
PM	Leen Mills Playgroup				
	Community Centre Playgroup				
	Salvation Army Toddler Group	Methodist Church Toddler Group	Baptist Church Toddler Group	Eastside Methodist Church Toddler Group	Private dance classes (3+)
	Baptist Church Playgroup	Edgewood Aquanatal sessions (evening)	Premier Mums at Health Clinic (fortnightly)		
	St John's Church Toddler Group				
	Private dance classes (3+)				

Current Services in Hucknall (from partners)

AM	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	Group care/play/outreach/family support (SSFC core statutory services)				
	Access point (SSFC)				
	Holiday play scheme (SSFC) Tues-Fri, school holidays (not Christmas)				
	Holiday care scheme (for 5-11years) at SSFC*				
	Breakfast club (for 5-11years) at SSFC*				
	Byron Bear Pre-school Playgroup at SSFC*				
	Childcare (6 weeks to 8 years) at Newstead Children's Centre				
	Home visiting support, Home Start Ashfield				
	Disability Group (SSFC)	Baby Business (SSFC)	Childminders' group (monthly) at SSFC*	Stay 'n Play (SSFC)	
	Toddler Group (at Salvation Army)				
	Family Healthy (at Newstead Children's Centre, alternate weeks)	Family Support Group, (Home Start Ashfield)	Crèche at SSFC* (for those attending family literacy course, run by Spring Street Primary School and New College Nottingham)		
	Antenatal/postnatal support (at Newstead Children's Centre, alternate weeks)		Stay and Play (at Newstead Children's Centre)		
	Baby massage (at Newstead Family Centre, April-May 2005)		Toy Library (at Newstead Children's Centre)		

PM	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	Group care/play/outreach/family support (SSFC core statutory services)				
	Family Zone (SSFC), Mon to Fri				
	Holiday care scheme (for 5-11years) at SSFC*				
	Out of school care scheme (for 5-11years) at SSFC*				
	Childcare (6 weeks to 8 years) at Newstead Children's Centre				
	Home visiting support, Home Start Ashfield				
	Toddler Group (at Salvation Army)				Baking Club (SSFC)- alternate weeks
					Messy Play (SSFC)- alternate weeks

N.B. Information about services was provided by only some of the 16 partners responding to the partners' questionnaire. Spring Street Family Centre (SSFC) provided a very comprehensive account of the services it provides and those run by other groups in its premises (the latter depicted by an * in the above chart). The chart is therefore dominated by information from this single source. Newstead Children's Centre also listed several services that are used by parents close to Hucknall, in particular those from Linby and Papplewick. These are shown in red on the chart to distinguish them from services central to Hucknall.

In addition to describing its regular services and activities, SSFC and the Newstead Children's Centre provided information about courses and other facilities they offer:

Courses at SSFC

'Time Out' course. 6 weeks' duration, Tuesday afternoons.

Culture Club. May-July. To be arranged

Confidence building. (Partnership course) 10 weeks from September 2005. Times to be arranged.

Aromatherapy. (Partnership course) 15 weeks. Friday mornings.

Other facilities provided by SSFC

Toy library. Times to be arranged

Venue for child-family contact, by booking
Centre users' and partnership meetings, termly.
Chams, by referral and appointment only.

Other facilities provided by Newstead Family Centre

Safety equipment offered to all families using the Centre