



# Kirkby West and Central Children's Centre Community Consultation – Main Report

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

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## Main Report

### 1. Background to the Research

- In line with the government's current initiative to introduce Children's Centres into communities which fall within the top 20% and 30% of disadvantaged wards nationally, Nottinghamshire has been given the go-ahead for 21 centres to be completed by March 2006, with 3 more to be started in Round One, but completed in Round Two by 2007. A further 25 in Round Two will follow this.
- Children's Centres are intended to provide services and support to children, aged from 0-5 years, their parents and carers, based on partnerships between statutory, voluntary and private organisations and the local authority. Partnership with local parents and their early involvement in planning of Children's Centres is an essential part of the ethos of the Children's Centres programme.
- It is the government's policy to develop Children's Centres within partnerships. Some may be based on a 'strong link' partnership, bringing together existing facilities (e.g. neighbourhood nursery, infants and junior schools, family centre, library, health centre, community centre). Some may involve a new building, creating a one-stop centre attached to or on a school site. Even with a new 'one stop building', there will be a need for sound partnerships with other providers throughout the area.
- All Children's Centres areas will have childcare for 50 weeks a year, 8am – 6pm offering care integrated with education.
- Children's Centres are built on the successful practice of Sure Start Local Programmes, which have now all been integrated into the Children's Centres programme.
- Depending on the variable position in childcare, education and other support in local communities, parents/carers and other residents are likely to have different experiences, and therefore will have variable views and feelings about the advent of a Children's Centre in their community.
- Understanding the views of both users and providers, who may be affected in the short and longer term by the implementation of the programme, is vital to ensure that the rollout of Children's Centres is successful and well received within communities.
- Central to the development of Children's Centres is parental involvement and participation, leading to parental involvement in the planning, delivery, evaluation, management and governance of the centres, as appropriate structures emerge.
- Development of the Children's Centres is for families with children under 5; the centres have the potential for wider community use however and could be used as a base for services for a wider age-range and incorporating, for example, after school care, holiday clubs etc in partnership with the Extending Services in and around schools programme.
- The 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:

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

### 3. Methodology

The consultation consisted of face-to-face interviews with parents to complete a questionnaire; one focus group with parents recruited via the questionnaire; and 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 under 8 years of age at local schools*
  - *Parent/carers who are users of local toddler groups and other sessions for parents and young children*
  - *Parents/carers living locally*
  - *Local residents*
- The majority of interviews were conducted on 13<sup>th</sup> October 2006.
- The venues were:
  - Jefferies Infant and Nursery School
  - Greenwood Infant and Nursery School
  - Rocking Horse Day Nursery and Kingsway Primary School
  - Seesaw Parent & Toddler Group, Ashwood Community Resource
  - Parent & Toddler Group at Saint Wilfred's Church Hall

Further interviews were conducted a few days later with parents at Kirkby Cross Playgroup and Orchard School, a venue which had been unavailable on the earlier interview day because they were holding an Inset Day.

- The interviews were carried out by the researchers, members of the Children's Centre Development Team, and workers from the Kirkby East and Sutton East Sure Start Children's Centres. (N.B. These Children's Centres are led by Nottinghamshire County Teaching Primary Care Trust, in a commissioned accountable body arrangement with Nottinghamshire County Council). The questionnaire included an incentive prize draw for a £10 Co-op voucher, and an invitation to take part in the planned focus group. Contact details were taken where given, with permission for inclusion on the Children's Centre database for future contact, but this sheet was kept separate from the completed questionnaire.

#### 3.2. Partners' Questionnaire

- Partners, key stakeholders and service providers were informed about the planned consultation in Kirkby at a meeting on 29<sup>th</sup> September 2006 at the Summit Centre, Kirkby. The partners' questionnaire, consisting of open-ended questions, was used as a discussion guide for the meeting and those present were given copies to complete independently. Several did so at the end of the meeting, but those who took copies away with them were encouraged to return them by the week beginning 16<sup>th</sup> October. This meeting was well attended with 27 people present.

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- Each person at the meeting was also asked to complete a mapping exercise, giving details of the services of which they were aware in Kirkby, 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 registered childminders, day nurseries and pre-school playgroups within a 5-mile radius of Kirkby were also sent the questionnaire, with an explanatory sheet about developments in Kirkby. The opportunity to give contact details was given so that the team could make contact in the future; all but two respondents completed this section.

### 3.3 Focus Group

- Respondents for the focus group were recruited from the indication in the tick-box on the contact details sheet of the parents' questionnaire showing their agreement to participate. A good response to this was received with 42 offering to take part and 23 saying they were possibly interested.
- Parents were contacted at random from the resulting list, and 11 agreed to come along to the Rocking Horse Day Nursery at Kingsway School on 1<sup>st</sup> November 2006 between 9.30 and 11.00 am. A free crèche was provided at the Nursery for those focus group parents who wished to use it. The parents were offered a £10 Co-op 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 as the phone call, confirming information in respect their attendance at the focus group.
- The day before the group was due to take place, each respondent was telephoned as a reminder to attend.
- In the event, 7 of the 11 who had confirmed their attendance turned up to the focus group session. One was not able to stay for the session because her child was unwell but another participant brought a friend who had not previously been contacted. This made 7 participants in all.
- A mapping exercise was conducted as part of the focus group in order to gather participants' 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 participants before the discussion started.

## 4. Observations on the Samples

### 4.1 Parents' Questionnaire

- 143 interviews were completed with parents/carers at the various interviewing points, which was well above the minimum target of 100. A good spread of respondents was achieved across the venues available in Kirkby, so the results can be seen as being broadly representative of the views of most parents in the area. However, some questions were answered by only a small number of respondents, so care must be taken when comparing percentages.
- The overwhelming majority (128) were female.
- The majority (44%) were aged between 30 and 39 years, with 40% being under 29. 22 (15%) respondents were over 40; 7 of these were grandparents.
- Just over half (53%) of respondents had one child under 5 in the household. 31% had two under fives but only five people had three or more children of this age. 9% of respondents were reported as having no children under 5 in the household.
- Just over a third (36%) of respondents had one child aged 5-16 years in their household; 13% had two; and 3% had three or more. 45% were reported as having no children in this age group.
- Children aged 16+ were found in only 7 families.
- Between them, respondents had 289 children; the number of families with 1 child was 29, the number with 2 children was 68, and 30 families had 3 children. Six families had 4 children and two had 5. 3 respondents said they had no children living with them, and 5 did not respond to the question.
- The total number of children aged under 5 in families interviewed was 125, the number of 5-16s was 74, while the number aged 16+ was 7.
- Given that 143 interviews were completed, this gives the average (mean) number of children of respondents interviewed as 2.0<sup>1</sup>.
- 4 respondents reported that they were expecting a baby at that time.
- While only 18% of respondents were working full-time, many more (31%) worked part-time, and only 1% described themselves as unemployed. In addition, 46% described themselves as full-time parents/carers.
- 83% of respondents were either married or partnered, while 13% were single.
- Most households (79%) had 2 adults aged over 18 living together in the household, while 14% of respondents lived in households of only one adult. 7% reported having 3 or more adults in the household. The average was 2.0 people in the household aged 18+.
- The ethnic composition of the respondents was 99% White, with 1 Black African person and 1 person from a mixed ethnic background.
- All but 2 of the respondents' postcodes fell into NG17; the remaining ones were in NG19 and NG15.

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<sup>1</sup> 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.

#### 4.2 Partners' Questionnaire

- 18 completed questionnaires were received from service providers in the Kirkby area; all but two gave contact details.
- As the table below shows, just under half of the partners worked in either health services (e.g. midwifery, sexual health) or the voluntary sector (e.g. youth and community, Ashfield Women's Centre). The remainder represented a diverse range of organisations.

**Table 1 – Partners' settings**

Discipline	No. of responses
Health services	4
Voluntary sector	4
Community education	1
Children and family services	1
Day nursery	1
County Council	1
Sure Start Ashfield	1
NHS trust	1
National Neighbourhood Management Pathfinder	1
Community centre	1
Social Services	1
Job Centre Plus	1

- The roles which service providers performed are shown in Table 2. (One respondent did not give this information.)

**Table 2 – Partners' roles**

Nursery Manager
Community Liaison Officer
Outreach Health Team Leader and Health Visitor
New Deal Lone Parent Adviser
Advice Worker
Senior Development Coordinator
Voluntary Sector Development Manager
Community Midwife (2, 1 Senior)
Crèche supervisor
Public Health Nutritionist
Youth and /or Community Development Worker (2)
Neighbourhood Manager
Sexual Health Worker
Community Resource Worker
Family Support Manager

- All the respondents said how long they had been performing their current role. In one case it was only one month; in another, the person had a dual role of

outreach health team leader, which she had been doing for 3 years, and of health visitor which she had been doing for 5. The experience of the remaining 16 respondents amounted to 75 years, with an average of 4.7.

### **4.3 Focus Group**

- 7 people participated in the focus group, of whom 6 were mothers of young children and 1 was a grandmother with daily responsibility for the care of her toddler grandson.
- Between them the total number of children was 11, of whom 9 were aged 5 or under and 2 between 6 and 11 years.
- Two mothers had one child, and the grandparent regularly looked after one grandchild.
- The remaining mothers all had two children.
- This gives an average of 1.6 children, compared to 2.0 for the questionnaire sample as a whole.
- Three of the participants were full-time mothers, and the grandmother was retired. One member of the group worked full-time for Sure Start , one worked part-time at the week-end (nature of job not stated) and another worked part-time as a sports coach.
- One parent had moved into Kirkby about three years previously but the others had lived locally since before their children were born.

## 5. Main Findings

### 5.1 Parents' Questionnaire

- Altogether 143 questionnaires were completed, which was well above the minimum target of 100. Moreover, a good spread of respondents was achieved across the venues available in Kirkby on the main interviewing day, and parents at a third primary school and playgroup were interviewed a few days later. Nonetheless, some questions were answered by only a small number of respondents, so care must be taken when comparing percentages.
- The majority (84%) of respondents said that they knew about Sure Start.
- 13% did not know, while 3% were not sure.

#### 5.1.1 Services ever used

- All respondents were asked which local services they had ever used, by means of a Showcard (see Appendix 2). Their responses are shown in Table 3.
- Responses are shown for all respondents and, for comparison purposes, by those who claimed to be aware of Sure Start. Awareness of Sure Start is generally high in this area, due to the existing local programmes in Kirkby East and Sutton East.
- Care must be taken where numbers responding are low, as these may not typically reflect the views of all local people.

**Table 3 – Services ever used locally**

Service	Number ever used service N=143	% ever used Service	% Sure-Start-aware respondents using service
GP practice	125	87	88
Health visitors	118	83	85
Midwife	102	71	74
Nursery in a school	88	62	60
Family member	83	58	62
Toddler Group	83	58	62
Children's Library Service	75	52	60
Antenatal sessions	74	52	55
Friends	48	34	38
Pre-school playgroup	37	26	26
Home Safety Equipment	35	24	26
Day Nursery	32	22	23
Story Time Sessions	28	20	22
Home Visits	27	19	19
Further Education	25	17	17
Toy Library	25	17	20
Breastfeeding group	24	17	20
Crèche	23	16	19

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Speech therapy	20	14	12
Job Centre	18	13	11
Dietician/nutritionist	17	12	13
After School Club	15	10	11
Childminder	12	8	9
Parenting Advice & guidance	12	8	9
Breakfast Club	11	8	7
Homestart	9	6	7
Independent School	9	6	7
Children's Information Service	8	6	6
Family Centre	6	4	5
Welfare Rights sessions	3	2	1

Shaded areas represent a percentage higher than the total for all users.

- This shows that the GP practice and health visitors were the most frequently used services at 87% and 83% respectively of all respondents.
- Among those services focused on young children, the school-based nursery and toddler groups were the most widely used, ahead of pre-school playgroups, day nurseries or registered childminders.
- For the majority of services, levels of use were higher among respondents who were aware of Sure Start.

### 5.1.2 Usefulness of Services

- 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 Welfare Rights Sessions score 100%, Quite Useful, these were used by only three people.

**Table 4 – Usefulness of services ever used**

Service	Numbers using service N=143	Very useful %	Quite useful %	Not useful / not at all useful %	Average score*
GP practice	125	37	25	13	3.8
Health visitors	118	51	22	11	4.1
Midwife	102	75	10	5	4.6
Nursery in a school	88	82	13	1	4.7
Family member	83	89	6	2	4.8
Toddler Group	83	61	24	1	4.5
Children's Library Service	75	51	28	2	4.3

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Antenatal sessions	74	47	26	8	4.1
Friends	48	88	4	2	4.8
Pre-school playgroup	37	65	27	0	4.6
Home Safety Equipment	35	80	17	0	4.8
Day Nursery	32	78	9	3	4.6
Story Time Sessions	28	46	25	7	4.1
Home Visits	27	59	22	4	4.4
Further Education	25	52	32	4	4.3
Toy Library	25	52	32	8	4.3
Breastfeeding group	24	54	13	8	4.1
Crèche	23	65	17	0	4.5
Speech therapy	20	55	25	0	4.4
Job Centre	18	17	22	34	3.2
Dietician/nutritionist	17	65	12	6	4.4
After School Club	15	73	20	0	4.7
Childminder	12	67	33	0	4.7
Parenting Advice & guidance	12	83	17	0	4.8
Breakfast Club	11	82	9	0	4.7
Homestart	9	67	22	0	4.6
Independent School	9	78	22	0	4.8
Children's Information Service	8	63	25	13	4.5
Family Centre	6	83	17	0	4.8
Welfare Rights sessions	3	0	100	0	4.0

\* 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 a majority achieving a score between '4' and '5'.
- The lowest scores, indicating a rating of between neutral and quite useful, were given to the Job Centre and the GP practice, although it should be borne in mind that in the case of the Job Centre only 18% had direct experience of the service.

### 5.1.3 Reasons given for services mentioned as not being useful

- Respondents were asked about any service they had mentioned as being not useful or not at all useful, and why this was so.
- Of the 42 people who said that they had experienced a service that was not useful, only 22 gave a reason.
- Where responses were recorded, an unsatisfactory service from the health visitor, midwife or GP was mentioned by 19 people, poor information, advice or communication by 9 people, and dissatisfaction with appointments by 2 people.

### 5.1.4 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.

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- 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 N=143	Very child-friendly %	Quite child-friendly %	Not child-friendly / not at all child-friendly%	Average score*
GP practice	125	30	26	19	3.6
Health visitors	118	61	19	6	4.3
Midwife	102	61	13	9	4.3
Nursery in a school	88	89	9	1	4.8
Family member	83	76	18	2	4.7
Toddler Group	83	75	17	0	4.7
Children's Library Service	75	68	15	5	4.4
Antenatal sessions	74	34	4	24	3.4
Friends	48	79	13	0	4.7
Pre-school playgroup	37	86	11	0	4.9
Home Safety Equipment	35	80	14	0	4.7
Day Nursery	32	88	9	3	4.9
Story Time Sessions	28	61	32	0	4.5
Home Visits	27	63	15	4	4.4
Further Education	25	40	16	20	4.3
Toy Library	25	68	28	8	4.6
Breastfeeding group	24	58	21	2	4.4
Crèche	23	61	26	0	4.5
Speech therapy	20	65	15	0	4.5
Job Centre	18	17	6	44	2.6
Dietician/nutritionist	17	65	24	0	4.5
After School Club	15	80	7	0	4.7
Childminder	12	67	25	0	4.6
Parenting Advice & guidance	12	58	25	0	4.7
Breakfast Club	11	73	9	0	4.5
Homestart	9	67	22	0	4.6
Independent School	9	89	11	0	4.9
Children's Information Service	8	50	25	0	4.3
Family Centre	6	100	0	0	5.0
Welfare Rights sessions	3	67	0	0	4.3

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

- The range of scores for child-friendliness is greater over the range of services than those for usefulness, indicating that services are considered less consistently child-friendly than they are useful. The GP practice, antenatal sessions and speech therapy appear at the lower end of the range of scores, while at the other extreme there are several services achieving maximum or

near-maximum scores. However, the previous caveat about the interpretation of very small numbers applies in some of these cases.

### 5.1.5 Reasons given for services mentioned as not being child-friendly

- Respondents were asked about a service they had mentioned as being not child-friendly or not at all child-friendly, and why this was so.
- Of the 49 people who said that they had experienced a service that was not child-friendly, only 26 gave a reason. These responses 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	15	31
Not helpful/no interest in or patience with child	5	10
No facilities for children, e.g. changing facilities	7	14
Not appropriate/not suitable for children	8	16

### 5.1.6 Comparing scores for usefulness and child-friendliness

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

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

Service	Average score <sup>1</sup> Usefulness	Average score <sup>2</sup> Child-friendliness	Difference <sup>3</sup>
GP practice	3.8	3.6	0.2
Health visitors	4.1	4.3	<b>-0.2</b>
Midwife	4.6	4.3	0.3
Children’s Library Service	4.3	4.4	<b>-0.1</b>
Nursery in a school	4.7	4.8	<b>-0.1</b>
Pre-school playgroup	4.6	4.9	<b>-0.3</b>
Antenatal sessions	4.1	3.4	0.7
Family member	4.8	4.7	0.1
Friends	4.8	4.7	0.1
Toddler Group	4.5	4.7	<b>-0.2</b>
Speech therapy	4.4	4.5	<b>-0.1</b>
Story Time Sessions	4.1	4.5	<b>-0.4</b>
Dietician/nutritionist	4.4	4.5	<b>-0.1</b>
Childminder	4.7	4.6	0.1
Day Nursery	4.6	4.9	<b>-0.3</b>
Parenting Advice & guidance	4.8	4.7	0.1
Breastfeeding group	4.1	4.4	<b>-0.3</b>
Children’s Information Service	4.5	4.3	0.2
Home Visits	4.4	4.4	0.0
Crèche	4.5	4.5	0.0
After School Club	4.7	4.7	0.0
Further Education	4.3	4.3	0.0
Toy Library	4.3	4.6	<b>-0.3</b>
Homestart	4.6	4.6	0.0
Job Centre	3.2	2.6	0.6
Breakfast Club	4.7	4.5	0.2
Family Centre	4.8	5.0	<b>-0.2</b>
Independent School	4.8	4.9	0.0
Home Safety Equipment	2.0	3.0	<b>-1.0</b>
Welfare Rights sessions	4.0	4.3	<b>-0.3</b>

<sup>1</sup>Of those giving a response, excluding ‘Don’t knows/no response’, where 5 = Very useful, 4 = quite useful, 3 = neither, 2 = not useful, 1 = not at all useful

<sup>2</sup>Of those giving a response, excluding ‘Don’t knows/no response’, where 5 = Very child-friendly, 4 = quite child-friendly, 3 = neither, 2 = not child-friendly, 1 = not at all child-friendly

<sup>3</sup> The larger the figure, the larger the difference in the perception of the usefulness and child-friendliness of the service. A score of 0 means that the service is seen as equally child-friendly and useful

- 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 midwife is viewed as more slightly more useful than she is child-friendly, while the health visitors are viewed as marginally more child-friendly than useful.

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The differences in scores are quite small across the 30 services listed, with just under half (13) being rated more child-friendly than useful, 11 being more useful than child-friendly and 6 being rated equally on both measures.

- The weighting towards usefulness is greatest for antenatal sessions and the Job Centre, while the weighting towards child-friendliness is greatest for the pre-school playgroup, story time sessions, Day Nursery, Breastfeeding group and Toy Library, although once again quite small numbers apply in some of these categories.

### 5.1.7 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	17
Family member	17
Health visitors	10
Midwife	10
Toddler Group	10
Day Nursery	8
Pre-school playgroup	4
GP practice	4
Friends	3
Speech Therapists	3
Registered Childminder	2
Antenatal sessions	2
Breast Feeding Group	2
Crèche	2
Other	1
Don't know/no response	1

- It would appear that support from pre-school professionals (nursery in a school, toddler group, day nursery, health visitors and the midwife), combined with support from within the family, are particularly important to parents in Kirkby West and Central.
- It is important to note here and in relation to the section immediately below that analysis above is based on all respondents and is therefore biased towards services with high numbers of users, and against more specialist services with fewer users

### 5.1.8 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	30
Toddler Group	18
Day Nursery	12
Family Member	11
Pre-school playgroup	4
Health Visitors	4
Speech Therapy	4
GP practice	3
Friends	3
Midwife	2
Children's Library Service	2
Registered Childminder	2
Crèche	2
Don't know / no response	3

- The balance of responses is slightly different here: twice as many parents identified the nursery in a school as being the most helpful service to their children, and there was increases too in those mentioning the toddler group and (to a lesser extent) the Day Nursery. Family support, on the other hand, received a slightly lower rating.

### 5.1.9 Help to use services more often

- A list of suggestions that might help parents to use services more often or more easily was shown to respondents. See Showcard 2 (Appendix 2). They were asked which of those listed might help them.
- 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	Number	Total %	Aged < 29 %	Aged 30-39 %
Different times of events	56	39	40	38
Childcare	37	26	29	29
Someone to go with	36	25	31	22
Better price	27	19	26	11
Better public transport	24	17	17	14
None	26	18	14	19

- These results show that different times of events and childcare were the biggest factors that would help parents to use services more often, with little difference between the two age groups.
- Someone to go with and better price were particularly important to the younger age group.
- Better public transport was the least important factor overall, with little difference between the two age groups.

#### 5.1.10 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	60	68
Flyer/information sheet	36	31	41
Information session at nursery/clinic/Sure Start	34	38	32
Word of mouth (e.g. health visitors, nursery staff)	29	34	25
Word of mouth (family, friends, other parents)	28	21	32
Article in local paper	26	31	24

- These results show a strong preference for written information as the best way of finding out about what is available locally, with younger parents favouring a newsletter and older parents a flyer or information sheet.
- Younger parents preferred to receive word of mouth information from local professionals, while older parents were more content to rely on information passed on by family and friends.
- Younger parents showed a slightly stronger preference than older parents for local information sessions.

#### 5.1.11 Reaction to the proposed Children’s Centre for Kirkby West and Central

- Respondents were asked if they had any comments or concerns about a Children’s Centre in Kirkby West and Central.

- 52% did not respond to this question but 26% who did had positive expectations of the Centre. Three respondents highlighted a particular need for more information and more publicity about the plans for its development.

### 5.1.12 Three things Kirkby West and Central needs to make it better for families

- When asked what three other things Kirkby needs to make it better for families with young children, respondents came up with a list of suggestions as shown in Table 12 . overleaf

**Table 12 – Suggestions to make the area better**

Suggestion from respondent	% (N=143)
Playground/park (better/safer/cleaner)	27
Mother & Baby/Toddler Groups/Playgroups/toddler activities	10
Swimming pool/leisure and sports facilities	10
More childcare/nurseries/crèches	8
Outdoor, more/better play areas/somewhere to play/more activities	7
More/better facilities for smaller children	7
Public toilets/baby-changing facilities	7
More/better information	6
Holiday activities/care for children	6
Indoor/Safe/Soft play area	6
Before and after-school activities/clubs	5
Road safety/speed bumps/school crossing patrols	5
More/better buses/better transport	4
Youth club/activities for older children/teenagers	3
Clean up drugs/litter/dog mess	3
More/better shops	3
More/cheap/affordable activities/facilities	2
Place to meet/groups for Mums/parents to meet	1
More support/somewhere for support and advice	1
Further education courses/advisors	1
Doctor/health visitor	1
Services nearer/more local/more affordable	1
Family entertainment/pub/somewhere to eat with children	1
More police/policing	1
Other	27
Don't know/no response	17

- The most frequently suggested ideas focused on outdoor play and a range of sports and leisure activities.
- Parents also want more activities and groups for mothers with very young children, where they would be provided with appropriate facilities for baby-changing, etc.
- More childcare in nurseries and crèches is also a concern for parents in Kirkby, reflecting a perceived shortage of local provision.

## **5.2 Partners' Questionnaire**

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

### **5.2.1 Current problems or gaps in services**

- Partners were asked to comment specifically on services for parents and young children in the Kirkby area, the location for the forthcoming Children's Centre.
- They said that there were limited services in Kirkby for families with young children and teenagers. This was especially the case for parents under 20 years of age and expectant parents. At the same time, one partner cited teenage pregnancy and substance misuse in pregnancy as particular current problems.
- The need was identified for parent education for expectant parents, young parents and women with learning difficulties. Courses and groups have been run in the past, but such opportunities are not currently available.
- Where facilities were available, partners believed that many parents and young families were unaware of some service providers and how to contact them. One also commented that there were too few professionals to tell parents about the help they could access in their local area.
- Partners thought that there was insufficient childcare before and after school – indeed, several schools offered no 'wrap-around' care at all. One suggested that schools that do offer this service could extend it – for example, to the picking up and delivery of children from and to their homes.
- Specific gaps identified by partners are:
  - Clean and well-maintained parks;
  - Childcare provision for parents who wish to work;
  - Free, independent advice/advocacy on issues of debt and social welfare law;
  - Educational opportunities for young parents.

### **5.2.2 Likely impact of the Children's Centre**

- The partners all had positive expectations of the Children's Centre. They hoped it would stimulate:
  - a more co-ordinated approach to the delivery of services to reduce overlap;
  - the provision of 'wrap-around' childcare before and after school;
  - the promise of a wider range of services, delivered locally;
  - the existence of an easily accessed central point for all services related to children and their families;

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- the provision of a base where families can obtain support and information, address parenting issues and/or be referred on to other organisations or agencies;
- the funding of a new Home Safety Project to reduce child accidents;
- the creation of a culture of attendance and involvement among parents and children;
- the extension of services currently only available from the Sure Start Children's Centre in Kirkby East.

### 5.2.3 Biggest challenge in developing the Children's Centre

- The partners identified two principal challenges.
- The first is to encourage and motivate local parents/carers to take part and become involved in the decision making. One partner commented that families are confused by the development of Children's Centres following on from the Sure Start initiative: 'One minute Sure Start, next Children's Centre'.
- Recognition of local apathy is important, as is an appreciation that expectations are high from what is being offered elsewhere by Sure Start. Funding will need to be adequate to meet these expectations.
- The second challenge was considered to be finding a suitable base to accommodate the services promised, with all their required facilities. It was also felt that the building of successful parent/professional relationships would depend upon the Centre being seen as local. This suggests that professionals have not yet grasped the wider concept of the Children's Centre, and are still envisaging it as a physical building – whether one already established or a new-build.
- Kirkby West and Kirkby Central are very different in their problems and needs, and each of the two areas will present its own challenges.

### 5.2.4 Effectiveness of existing meetings between services

- 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 sought, along with information as to whether parents were involved.
- One respondent was on the Sure Start board. She found the meetings, which parents also attended, quite useful as a way of receiving and disseminating service information.
- Another went to monthly health visitor/midwife meetings, and bi-monthly midwife and Sure Start/midwife meetings. She found these very useful for effective communication and the identification of problems or service duplication.
- Once a term community workers in Kirkby meet for information sharing and finding out what is happening in other areas.
- Several respondents mentioned that the involvement of parents (supported by crèche facilities) was essential to neighbourhood planning and management, which should not be considered, or allowed to become, the preserve of professional workers.
- The partners' replies on this issue underline the need for the Children's Centre Development Team to support cross-agency communication and joint working, while encouraging the active participation of parents and carers from the local community.

### 5.2.5 Top priorities for Kirkby

- Responses to a question about their top three priorities for the area tended to reflect the partners' hopes and concerns expressed earlier in the questionnaire. Thus they identified needs for:
  - *"Childcare which is cheap and good."*
  - *"Health and Parenting Education (diet/home-keeping/parent and child games."*
  - *Communication between parents and service providers."*
  - *"Contact point to signpost to other agencies/organisations."*
  - *"Base to work in."*
  
- Their replies also revealed their hopes about the values that should underpin the delivery of services in the area:
  - *"Ensuring all women and children receive the same level of care no matter which area they reside in."*
  - *"Local support services (walking distance)*
  - *"Support so services are more accessible for the hard to reach."*
  - *"Providing services at convenient times for parents."*
  
- More specific suggestions about what is needed were:
  - Finance – i.e. for Children's Centres to fund service providers
  - A base to work in
  - Independent advice and advocacy
  - Parenting skills
  - Community garden and outdoor play
  - More outreach work – getting families out to the new Centres
  - Quality play experiences
  - A Women's Centre offering support, etc.
  - A flexible and co-ordinated approach
  - Healthcare for young children
  - Preparation for nursery
  - Educating parents to a level 2 in literacy/numeracy
  - Health, support, education under one roof
  - Groups and activities to encourage family interaction
  - Toddler groups/playgroups to give both parents and children a chance to socialise
  - Free or very low-cost childcare provision
  - Sports Saturdays for families
  - Information sharing between agencies to aid future funding and planning.

### 5.3 Focus Group

- Of the 11 parents who had confirmed the previous day that they would attend the focus group, 7 actually arrived for the session, although one was unable to stay because her child was unwell. However, another participant had brought a friend

who had not previously been contacted by the team but who was warmly welcomed into the group. This person was a grandmother as well as a mother, with responsibility for taking care of her young grandson for part of the week, and she thus brought an extra perspective to the discussion. The remaining participants were all mothers. The ages of the children were as follows:

- 4 and 5 years
  - 4 and 6 years
  - 20 months
  - 4 and 7 years
  - 18 months and 9 years
  - 3 grown up children and 16 month old grandson
  - 4 years
- The discussion guide used in the focus group will be found in Appendix 4. This included areas which reflected the main sections of the parents' questionnaire:
    - Knowledge of services in the area
    - Strengths and weaknesses of current services
    - Gaps in current provision
    - Good things to come from the development of the Children's Centre
    - Areas for improvement in the local area
  - Focus group respondents were initially invited to undertake a mapping exercise, to gather information about services and activities in the area. This can be seen in Appendix 7.
  - This showed that peaks of activities in the area fall on certain days, with little known activities on other days. Tuesday and Friday appear to be particularly busy days while, in contrast, Monday was very quiet.

### **5.3.1 Services most useful to parents**

*(Please note that all children's names have been changed in the quotations included in the following sections)*

- The focus group members were asked to identify the services they found most useful to them as parents.
- Services which met the separate needs of parents and children were highly valued by the group. For example, Sure Start at the Summit Centre had at one point provided a free Saturday morning course which enabled parents to use the gym, do keep fit classes and attend talks about topics like healthy eating while the children were involved in fun activities:

*"It was really, really good. The kids enjoyed it and you got something from it."*

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- The idea of doing things as a family at the weekends had a strong appeal but the mothers also liked the idea of being able to do something just for themselves during the week, provided that good child care was available:

*"I did a paediatric first aid course at the Kirkby Nursery Centre, which was totally free. It was once a week for eight weeks with a free crèche next door and I felt really good just doing something for me. I know it wasn't a massive qualification but I did it"*

*"The Ashfield Women's Centre, that was a great place for me because we could do courses and you could get something for yourself. You knew that the children were enjoying themselves and being looked after... Sometimes it's nice to get something for yourself as well."*

- Sometimes the parents just wanted time to themselves without necessarily doing anything very structured. One mentioned that the Stay and Play sessions at the Summit Centre had been particularly useful to her since she could drop both children there for a couple of hours and know that they were safe and happy.
- These parents had not used pre-school playgroups for their children but most had attended toddler groups and had found them invaluable for making friendships and building their social networks. For one mother who moved into the area when her child was a baby, the toddler group had been a huge asset in building a new circle of friends:

*`The biggest thing for me was when I moved, I didn't know anybody. I had no friends, so you do feel isolated going to these sorts of places. But all the friends I've got now, real close friends, I've made over this last four years through Charlie really... I supposed really through the toddler groups we went to, chatting to other mums about nappy rash and Calpol! And the big thing for me was meeting other parents and making friends.`*

- The Bear Cubs Club at Jeffries school (a toddler group) had enabled one mother and her children to make new friendships which continued as the children moved through the school. This mother had subsequently become involved in running the club.
- The baby and toddler groups at the Health Centre were seen as educational as well as enjoyable because the Health Visitor would be there to answer queries, and speakers would come along to talk on such topics as speech therapy or nutrition.
- The participants who had used Sure Start in neighbouring areas were full of praise for the services it offered. The grandmother in the group commented on what a difference Sure Start had made since her own children were small and how much easier it now was to entertain and occupy her small grandson by taking him along to Sure Start activities.

- One parent had begun to use Sure Start from the time of her first pregnancy and now worked for Sure Start in a neighbouring area. She explained how Sure Start had changed her life:

*“For me, it’s just Sure Start, full stop. I changed my career because of Sure Start. I went to the breast-feeding group. I made my friends from the breast-feeding group with babies all of the same age, I got involved in volunteering and that got me the experience to get this job. “*

### 5.3.2 Services most useful to the children

- The mothers felt that their children benefited greatly from the opportunities to socialise that toddler groups offered. One commented that the toddler group she attended had calmed her child down and helped to prepare him for school.
- Some expressed a preference for more organised, structured toddler groups, commenting that very young children can feel quite overwhelmed if there is only free play. One mother said that she had felt quite alarmed by the boisterousness of older children when her son was a baby, although he had now graduated to being one of the ‘big boys’ himself. The point being made was that 0-5 is a huge age range in terms of young children’s development and that some thought needs to be given to meeting the different needs of babies, toddlers and older children within the same play environment.
- A mother who has been involved in running the Jeffries Bear Cubs Club (a toddler group) said that free play can work well so long as the adults intervene tactfully with individual children when things get out of hand. Her own child has thoroughly enjoyed the Club:

*“She keeps asking, ‘Is it toddler group today, Mum?’, even though it’s Wednesday, Thursday or Friday and toddler group is on a Tuesday.”*

- Sure Start was praised for the benefits it brought to children as well as their parents. The parents particularly liked the sense of progression through different Sure Start activities and stages as their children became older. The children had developed valuable social skills and confidence along the way. One little girl who was now at reception stage in school had good friends in the same class whom she had met through Sure Start when she was a toddler:

*“Katie has been Sure Start from before she was born so she’s got all the social skills going through that. She came into this nursery, she had after school club in the same classroom that she’s now in reception, she’s gone through with five children that she’s known since she was two and I have not had one scrap of trouble at all. She loves it all.”*

- The same parent was full of praise for the way in which the Rocking Horse Day Nursery and the Kingsway Infant and Primary School (on the same site) ensure that the nursery children are included in special events at the school, ranging

from sports days to a visit from a police horse. This helps children to feel part of the life of the school even before they move into reception:

*"...Everything that the school does, the nursery is involved with."*

### 5.3.3 Child friendliness of services

- The parents said that some local doctors' surgeries showed a lack of care and thought about making waiting areas and consulting rooms attractive to children. Poor facilities for young children tended to make visits more stressful and difficult for their parents too.

*"They have a corner of toys in a box and I don't even let my children go near them if I can help it because you can see just by looking at them that they are dirty, a couple of them are broken."*

This mother had learned to plan ahead by bringing a book or a toy with her to entertain her child when she visited her doctor.

- Safety concerns were expressed about the waiting area in one surgery where there were hexagonal tables with sharp corners and glass tops.
- If toys were provided, it was important that they were in the consulting rooms as well as the waiting areas; otherwise it was difficult for parents to focus on the conversation with the doctor.

*"Our doctors have got quite a nice selection of toys in the waiting room but then if you go in for yourself or, like, my son and you've got to take your toddler, your two year old, with you, there's absolutely nothing in the consulting room at all. I mean why they think all of a sudden your toddler's going to behave when you're trying to talk to the doctor..!"*

- This was not a problem confined solely to doctors' surgeries. One parent described her son's disappointment when a favourite wooden telephone box disappeared following the reorganisation of her dentist's waiting area to make way for a computer suite. The loss of this toy had instantly changed her child's attitude to going to the dentist.
- A lack of clean, appropriate changing facilities for babies was another pressing issue for parents. For one parent, the makeshift arrangements offered by her doctor's surgery were not just a practical problem but had an emotional impact since they seemed to her to signify a lack of care for her and her baby:

*"There was nowhere to change him... I looked at the floor and there was no way I was putting him on the floor. In the end they took me into a room and cleared a work surface and I laid him on there, and it was hard and cold and I just wanted to cry."*

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- In contrast, the local library offered good baby changing facilities. Although these were on the first floor, there was access by lift.
- Some parents had had bad experiences when taking young children to King's Mill hospital. Once again, the lack of clean baby changing facilities came in for criticism. A more substantial problem, however, was the amount of walking that could be involved when taking a small child from one part of the hospital to another. This mother had become very fraught when taking her daughter for a blood test at a time when there was major reconstruction on the hospital site :

*"They had me everywhere. The lifts were broken, so I had to walk her right up to the top floor and then of course when she'd had the blood test I had to walk her back down again, and you're not just talking about one floor. They had me running from one end of the hospital because it was when they were having all the work done. I didn't know where I was going...I was very upset about that."*

- The problems of getting around the hospital with a small child were exacerbated by poor signing. A comment was made that children should be seen in one area of the hospital rather than taken from one end of the site to the other.
- Bad experiences of King's Mill hospital were, however, balanced by some examples of excellent and efficient care. One parent reported that when her child was diagnosed by the optician with an eye problem that required immediate intervention, her GP contacted the hospital and was told that the child could be seen immediately. When she arrived at the hospital, two eye specialists came over to see her little boy, with the result that she was back at the optician's with a prescription within 24 hours of the original diagnosis.
- Someone else had a very positive report of the standard of care received in the A&E department and on the children's ward when her little boy was admitted with a severe stomach bug:

*"They put him in a special children's room. He was seen within two minutes and within a quarter of an hour we had the paediatric specialist down. He had to be moved to the children's ward but they took him and we walked with the doctors. It was fantastic. The ward was spotlessly clean."*

- Thinking more generally about public facilities in Kirkby, the participants said that heavy doors were the main obstacle to entering shops and public buildings. Even the doctors' surgeries did not have automatic doors, making it difficult for wheelchair users and parents with buggies to manoeuvre their way backwards into the reception area.
- The Sutton Centre was described as a 'nightmare' because of its generally poor design and, in particular, the many flights of steps that had to be negotiated.
- The grandmother in the group commented how much easier it was now to take small children on buses than when her own children were young. Low level

access to buses no longer meant that buggies had to be folded while simultaneously holding onto a small child and bags of shopping.

*“I can go anywhere with David now. It’s wonderful.”*

- There were complaints, however, about fellow passengers on buses who sat in the buggy zone and refused to move, and also about people who parked in child priority spaces at the supermarket.

#### 5.3.4 Gaps in services and ideas for improvements

- The mapping exercise prompted a spontaneous and animated discussion among the parents about the need for better, more consistent and more readily available information about what is available for young families in Kirkby. There was a high level of agreement within the group that although good facilities and support services exist, it can be very difficult to find out about them, particularly for young parents and those new to the area.

*“It’s knowing about them. All through the week, I don’t go to any classes or anything like that.”*

*“When we moved into Kirkby on Church Street, I didn’t even know there was a toddler group every Friday afternoon next door but one to where I lived, and I didn’t even know it was there.”*

*“(There are) probably lots of people who are at home and know nothing and are quite desperate.”*

- The participants were concerned that because some excellent local services are not widely known, many parents who could benefit from them fail to do so. The classes offered at the Ashfield Women’s Centre, supported by a free crèche, were highlighted as one example.
- Several relied on word of mouth information from other parents but pointed out that this was not particularly useful to those who did not have good informal networks. It would be better to have known communication points where reliable information was displayed.

*“Everything I go to it’s word of mouth really. Somebody says, ‘Have you been to this on a Friday?’ or ‘Have you been to that on a Thursday?’ and you go along, but I wouldn’t know where to go to find out.”*

*“It’s just knowing the different places that you can contact for different things. I think that’s important... Having a list of numbers and a key contact point.”*

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- The parents felt that there needed to be some way of distributing information so that everyone received it routinely and automatically, perhaps through a newsletter that was delivered to all parents in the area. For parents of children in nursery and school, a leaflet or newsletter placed in the child's folder might be a useful method. Doctors' surgeries were identified as another good distribution point.
- Information given face-to-face by professionals such as health visitors and teachers was said to be useful but, at the same time, limited in terms of the range of parents who receive it. One mother, for example, pointed out that her working hours at one time had meant that her children were in breakfast club and after-school club at either end of the working day and that she therefore hardly ever went into school. Information from health visitors was detailed and helpful in the early stages but contact reduced once the child was a few months' old. This was explained rather poignantly by one participant:

*"In the early days, we had all the information. We felt as though we were special people. We were having babies and all of this going off and this information, and 'Can you come to this breast-feeding meeting and talk to other new mums about your experience?' And there's like a cut-off point as though, 'We don't need you any more' ... and then you're like in limbo."*

- Going back to work was experienced as another cut-off point. Parents who had been quite involved with local activities could suddenly feel deprived of information:

*"When I went back to work, (she) was still only three and I didn't get anything through about anything that was happening at all."*

- However, another parent commented that lack of information was a more general problem:

*"You don't need to be at work to feel as though you're out of it. I mean, I'm not working and I still don't feel part of what's going on in our community."*

- There was a general belief that, at present, the onus was on parents to find out about what was available and that their success in doing so was often a matter of chance:

*"I think the problem is at the moment, if you want to take your child somewhere, you have to be the one looking out for it... You don't mind doing that but it's knowing where to contact."*

- Apart from improved information, the main need the parents identified for families with young children in Kirkby were:
  - an indoor swimming pool;
  - more activity days during holidays and out of school (like the Sure Start activities on Kingsway Park in the summer.)

### 5.3.5 Specific suggestions for the Children's Centre

- Several of the parents had used Sure Start services and were knowledgeable about what the Children's Centre in Kirkby East offered. They were extremely positive about the extension of Children's Centre coverage to Kirkby West and Central. They reiterated that information was the most urgent and pressing need and urged the Children's Centre to meet this need by ensuring that information was given at every point of access:

*"I think this Children's Centre sounds so good because it's everything under one roof and all you need to do is go to one of these things and you'll just find out about everything else and you'll keep going to the next stage and the next stage."*

- Despite her use of the phrase 'under one roof', this parent understood that the Children's Centre for Kirkby West and Central was not going to be located in a single building but would involve a co-ordinated range of services across the locality. She and other members of the group accepted that the 'roof' was virtual rather than physical. They did express concern, however, that the term Children's Centre could be misleading for other parents and might lead to false expectations of what was to be provided. They felt that parents needed information at an early stage about what the Children's Centre might be like in practice as well as about the services and activities it would offer.

### 5.4 Issues arising from the Consultation

The community consultation in Kirkby, comprising interviews with parents, the parents' focus group and a written questionnaire to service providers, indicated the following:

- A need for parents of young children to be given accurate, up-to-date information, preferably in written form, about all relevant local facilities and events.
- The importance of flexibility in the provision of services so that parents can attend on days and at times most convenient to them.
- The value placed by parents on services which offer them something for themselves (such as leisure or educational opportunities) alongside quality provision for their children.
- The need to make visits to doctors' and dentists' surgeries easier and more welcoming for parents with young children by improving access and by giving more careful thought to facilities in waiting and consulting rooms.
- The need for 'wrap-around' childcare both before and after school, and perhaps including collection and delivery to and from home.
- Most parents did not express an opinion about the development of the Children's Centre in Kirkby West and Central but, among those who did, the hopes and expectations were wholly positive. This optimism was also reflected in the partners' questionnaires.

## 5.5 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 Kirkby for the future.
- Information, information and information.
- A more co-ordinated approach to service delivery in order to reduce duplication and overlap.
- A wider range of activities and groups for mothers with very young children, backed up by the provision of appropriate practical facilities (for baby-changing, etc).
- More awareness of how to access affordable, quality childcare, especially for parents wishing to work.
- The need for play, leisure and sports facilities for younger children, both indoor and outdoor, structured and unstructured.
- While the consultation necessarily had its limitations, due to lack of time and resources, 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 develop the Children's Centre in Kirkby West and Central.
- There is the need to assure parents and partners that the Children's Centre is sustainable and that the involvement of all parties is crucial in its success, as well as allowing parents to take ownership of the Children's Centre, to be jointly engaged with professionals in the provision of services for them and their families.
- This consultation and the planned feedback session are the starting points from which services for children under 5 and their families will develop. There is every reason to think from responses that parents will become involved, so that the Children's Centre becomes their service, rather than something delivered to them.

## 6. Appendices

Appendix 1 – Parents' Questionnaire

Appendix 2 – Showcards

Appendix 3 – Questionnaire for Service Providers/Partners

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

Appendix 5 – 'Other' Responses from Parents' Questionnaire

Appendix 6 – Responses from Partners and Service Providers

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