

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

Showcard 3

Newsletter

Flyer/information sheet

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

Article in local paper

Information session at nursery/clinic/Sure Start
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Nottinghamshire



Early Years
Development
and Childcare
Partnership



**Nottinghamshire
County Council**



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

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 **Manton** 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 **8th April 2005**.
 3. Please also list **the services and activities** with which you are involved on a **separate sheet**, giving your name, job title and organisation, to help us produce an up-to-date map of services in the area, and return with the questionnaire, under separate cover if you prefer.
- If you prefer to complete this in hardcopy, please print it out and post back, marked **MANTON**, 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 MANTON? 	
<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 MANTON? 	
<p>Q 2. What do you think is going to be <u>the</u> biggest challenge locally in developing the Children's Centre in Manton?</p>	
<p>Q 3. 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]</p>	

What are your top three priorities for developing services or facilities or resources for parents and young children in Manton? 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 **Manton**. This will allow us to map provision in the area, identify gaps for the Children's Centre planning to address, and promote those services that do exist. Thank you.

Example

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

Please continue over the page if necessary

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

	Mins	Time	
Introduction	5	5	<p>Introductions - carrying out work on behalf of Sure Start Children's Centre All views expressed are confidential – not attributable to any source No right or wrong answers – the opportunity for ALL to have their say Recording conversation for my benefit.</p> <p>Areas to avoid dwelling on :</p> <ul style="list-style-type: none"> ▪ Individual workers in services, especially not individual weaknesses re improvements to services ▪ Things beyond the control of Early Years Team eg larger political or social issues
Initial warm up	15	20	<p>Initial warm up to get everyone talking: Name, where they live, number and age of children, which school/playgroup/nursery etc they attend and gather for mapping exercise. Family live locally? Whether they work/go to college, anything else of interest relevant to discussion eg how long lived in the area.</p>
Explanation about Sure Start Children's Centre	5	25	Explaining the concept and purpose of Children's Centre, plans for Manton etc
Mapping	15	40	Mapping of current services, by day, and time of day (need flip chart & paper)
Main sections of discussion			
Issues of area	10	50	<p>Which service is most helpful to you as a parent – why, what works, what do you like? What doesn't – why is that? What would make it better for you?</p>
	10	60	<p>Which service is most helpful to your child – why, what works, what do you like? What doesn't – why is that? What would make it better for your children – and you?</p>

I hour

	10	1.10	<p>What services aren't child friendly or are very poor? Why is that?</p> <p>What would make services more child-friendly? How could they make services even more child-friendly?</p>
	10	1.20	<p>What about issues of disability/ access in area?</p> <p>Do you have or do you know parents with children with disabilities or problems that could be improved? What are the problems locally? What could be done to improve things?</p>
	10	1.30	<p>What do you think is a good thing about having a Children's Centre locally?</p> <p>Do you have any concerns about it?</p>
	10	1.40	<p>Are there any issues to do with your child being at this school?</p> <p>Do you have any concerns about that?</p>
	10	1.50	<p>What 3 things are needed to make Manton a better place? What gaps are there in the current provision</p> <p>What improvements would you like to see in the local area?</p>
Next Steps	5	1.55	<p>Feedback (report and one-page sheet)</p> <p>Letters to all who completed the questionnaire /came to focus groups</p> <p>Stakeholder meeting to which all will be invited, including the plans for Manton on 9th Feb at Manton School. Crèche provided, but need to send back the form.</p>

Appendix 5 – ‘Other’ Responses from Parents’ Questionnaire

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

- No suitable areas for children whilst waiting
- Rather read to children at home, too full of adults at job centre
- Health issues (never changed nappy there) - Day Nursery

Q9 - If you thought any of these were **not childfriendly** or **not at all childfriendly**, why was this?

- No children policy in college
- Speech therapist - not enough support
- 3 steps into portacabin for speech therapist
- Not taking child to job centre, go alone

Q12 - Can you say what 3 things you think the area needs to make it better for parents with young children?

- More secure fencing around houses/more privacy
- Bicycle tracks must be accessible to disabled children too
- Better shops
- Children damaging property, youth behaviour. Fear of letting children out
- Chemist
- Nicer environment, i.e. people - where everyone is welcomed
- Increased police on the street
- More places to go
- Things to do - no Brownies in Manton
- Better head teacher (both schools) and more supervision at school
- Chemist
- More funding for the centre
- Better policing
- Somebody approachable-family worker-linked to school
- Local library
- Local health drop in for Manton/centre 2 or 3 times a week
- Friendlier and more polite staff
- Pre school - more available

Appendix 6 - Responses from Partners and Service Providers

Q 1. What do you think are the current problems, or gaps in current services, for parents and young families in Manton?

1. Relevance, suspicion of 'the authorities', cost, locality (not wanting to travel far).
2. Insufficient numbers of professionals so unable to give/deliver more than a quite basic service.
3. Increased role of support services prior to social services provision/involvement
4. Good facilities for parent education and local service delivery in ante and postnatal care and support are lacking.
5. Lack of services with walking distance, services only available only certain days
6. Need to have more coordinated approach among service providers
7. Affordable local childcare provision with easy access relating to job acquired
8. Family problems impact on learning. Exclusions – LEA does not so as I can see, view the family as a whole if, for instance, several siblings are all out of school on exclusions. Poverty is an issue, substance misuse too.
9. Early years curriculum. For young children & parents – not enough support group networks. Eg mums and bumps, early years play groups, Sure Tots. GP and chemist not easily accessed.
10. Playground facilities (being addressed). Lack of childminding; lack of playgroups/tumble-tots etc; lack of support groups for mums, not least due to age-old groupings locally.
11. More provision for families including more parent and toddler groups/peer support groups / play area.

Q 2. In what way do you think the advent of the Children's Centre will change the way services are delivered in Manton?

1. It will focus delivery and make it easier to access services, which are sometimes spread out and hard to find.
2. May be easier to communicate from one centre offering a range of services.
3. It is hoped that services will become more interlinked with each other – offering support on a more immediate basis when needed.
4. A base for parents to meet with community based staff and other parents in antenatal period as a “drop- in” and then, when appropriate, to become involved in group activities and utilise this for mutual support. Community midwives would be readily accessible there.
5. Most services will be available for parents, therefore support will be given when necessary.
6. I feel that the development of Children's Centres are excellent as these will be the starting point and the hub of local communities – all under one roof.
7. Childcare should be more affordable but it is the logistics of the link between job/childcare/school and travel and the ease of accommodating these that's needed.
8. Depends how service is structured and delivered. I think it needs close work between various agencies with signposting and holistic approaches to families, their issues and problems. My service, ACLS, is keen to fund classes such as those offered by Parentline Plus, to support families and enable change.
9. Parents and children will be able to access advice centre, job centre, stay and play etc. Through one easily visited site/setting.
10. Based in one high-profile building – several services under one roof. Less stigmatising; universal access. Familiar territory (to some families) – far away for others.
11. Coordination of services. Focal point / information point for families.

Q 3. What do you think is going to be the biggest challenge locally in developing the Children's Centre in Manton?

1. Making it seem relevant / valid to the local populace.
2. Getting members of the community to engage with the new centre.
3. Location – many Manton families find transport a problem therefore the geographical location of the building would prove difficult, as the area is so large.
4. Engaging parents and ensuring what is offered meets their needs. Being creative and responsive.
5. Getting all or most parents involved and developing the area.
6. Need to find the correct venue – preferably central – and open to all services.
7. If jobs could be found to fit in with school start/finish times ie 9.30 to 2.30 then the centre would be utilised much more by families with children under and over 5.
8. For reasons I do not understand, there seems to be resistance to getting involved with Manton Primary amongst parents.
9. Finding a suitable venue to allow all services to be situated together. Promoting and encouraging parents and carers to use services.
10. Prejudice/barriers/cost (not as generous £ as Langold) and cost to parents.
11. The concept of a Children's Centre without a building as a focal point.

Q 4. 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. N/A
2. The process of going from discussion to real action/change seems very slow. I think parents have been invited.
3. The Manton Community Alliance meets which has membership from a variety of local volunteer groups and educational establishments.
4. There are team meetings. Forums specific to Manton parents are not held.
5. Meetings have been arranged and are useful in regards in that other professionals meet to discuss their views and what they have to offer.
Parents are invited to most meetings.
6. Already very good networking in Manton area in a variety of settings, which are useful, and some parents are going to be invited.
7. N/A
8. I do not feel qualified to pronounce. I lead the Manton CO6, which involves local people and agencies discussing learning needs for adults and families. This is well thought of. Neighbourhood Management has an Education Issues Group, which suffers from lack of senior LEA officers, so its work is impeded.
9. Meetings are important and sometimes useful. Parents have recently been encouraged to join steering group – feel extremely important to be a heard voice and important information source.
10. Always useful eg Health Issues Group which I attend / Children's Centre group meetings. (Though diaries fill up and momentum falls).
Manton Community Alliance meetings include parents.
11. This is done through Manton Community Alliance.

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

Response 1.

1. To increase library usage of families in the Manton area.
2. More front line, 'hands-on' staff
3. Parent Support Groups – good parenting courses
4. Good parent education prior to birth.
5. Good quality daily childcare for under 3s.
6. Continue to listen to community needs – engage local community
7. To try and convince employers that to offer work in school hours would be a positive and effective change of working practices.
8. If a child is struggling or out of school, there should be multi-agency contact to work out a support package for the whole family.
9. More early years support groups on offer – Mums & Bumps, Sure Tots, Stay & Play and regular weekly slots.
10. Showing parents what fun it is to see their children grow and develop with the help of high quality services, trained personnel and plenty of flexibility to encourage parents to raise their own expectations in life if something or some opportunity presents itself which happens to fit eg shadowing, helping, supporting others, leading to increased self-esteem and pride in the area.
11. Play area that is safe and secure.

Response 2.

1. To increase literacy levels of both Children and Adults in the area
2. Sufficient funding to keep centre open for long hours.
3. Early Years Provision including play areas.
4. Drop in services for pre-pregnancy, antenatal and postnatal care.
5. Services available everyday or regular times.

Ctd/

6. Improved networking and coordination of services.
7. When all schools offer breakfast clubs, after school clubs and school holiday clubs, then many more families would have parents in work and more likely to be using Children's Centres.
8. Better benefit levels, better wages.
9. Being abler to seek advice from a range of services in a one step visit.
10. No response
11. More activities for younger children especially in holidays

Response 3.

1. To support / signpost the other services working in the area.
2. Midwives clinics in Manton rather than GP premises outside Manton
3. "One Stop Shop" for combination of support agencies.
4. Making services relevant and of value to parents so they utilise these to good effect.
5. Activities for older children, over 8s.
6. One stop information centre for easy access.
7. No response
8. Contact centre for estranged parents to have contact with child?
9. No response
10. No response
11. Affordable childcare.

Appendix 7 – Mapping exercise: Current Services in Manton

PARENTS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
All Day Activities	Newgate Street and Larwood Doctor's Surgeries 8.30-6.30					
	Kids Zone (aka Play Zone)					
A.M.		Credit Union @ School		Stay & Play 9.00-11.00 @ Manton School	Baby Clinic @ Newgate Street	Library Van
		Toddler Group, St Paul's Church 9.00-12.00?		Library Van Story time		Football 10.00- 12.00 (Manton Spitfires)
				Toddler Group 10.00 - 11.30 Albion Centre		
P.M.	After School Club Age 5+					
		Rhyme, Rattle & Roll 1.00-3.00 Workshop Library	Training Courses St Paul's Church 1.00 –3.00	Baby Clinic 1.00 – 3.30 Manton Clinic		
	Toddler Group, St Paul's Church 1.30- 3.30	Beavers, (5+) 6.00-7.00 @ Manton School	Football 6.00-8.00 @ Manton School (Manton Spitfires)	Toddler Group 1.00 – 3.00 St John's	Dance Club (3+) 4.00 – 5.00, St Paul's Church	
	Credit Union, St Paul's Church	Cubs, (8+) 6.00-7.30 @ Manton School		Girls Friendly Club (6+) @ St Paul's Church		
	Dance club @ Manton School	Confident Women Course @ St Paul's Church				
		1 st Aid for Parents Course @ Manton Community Centre				

SERVICE PROVIDERS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
All Day / undefined Activities	GP Surgery @ Newgate Street, Worksop - pre-conception, antenatal, postnatal, infant feeding support etc				
	Health Visitors - Manton Clinic, Pelham Street – Speech therapy, PALS, Welfare Foods				
	Lilliput Day Nursery 8am – 6pm (Childcare for Children aged 6 weeks – 5 years)				
	Gullivers Holiday Club 8am – 6pm (in Lilliput Nursery grounds) (Children aged 4 – 11 years)				
	Helping customers into Work at Job Centre Worksop 9am – 5pm				
	Range of classes @ Schools, MCA, Kingston Road Community Centre				
	Parenting Groups run by schools, Albion Centre & local Learning Centre				
A.M.	New Manton Nursery 9am – 11.30pm				
				Baby Massage Shrewsbury Road Community Centre / Newgate Street Worksop	
				Stay & Play Session (0 – 5 years) 9am-11am	
				Postnatal group Newgate Street	

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
P.M.	Gullivers After School Club: School Collection time – 6pm (in Lilliput Nursery grounds) (Children aged 4 – 11 years)			
	New Manton Nursery 12.30pm – 3.00pm			
				Well Baby Clinic (& Baby Massage) Shrewsbury Road Community Centre 1.30pm - 3.00pm
	St Paul's Toddler Group	Under 5s play session @ Worksop Library		Rattle, Rhyme & Roll @ Worksop Library 1:45pm – 2:15pm