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**Centre for Public Health Research**

**Sure Start Widnes Trailblazer  
User Satisfaction Survey**

**Simon Alford  
Catherine Perry**

**November 2005**

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- the parents and carers who completed and returned questionnaires;
- the Sure Start Programme Manager;
- Halton Primary Care Trust for providing Sure Start Widnes Trailblazer with the list of eligible families;
- Lynn Morris for co-ordinating the survey;
- all of the members of the Sure Start Widnes Trailblazer team who helped organise the survey and distribute additional questionnaires.

The survey was carried out as part of the local evaluation of the Sure Start Widnes Trailblazer programme. It was commissioned by Sure Start Widnes Trailblazer and funded by Halton Borough Council (the Accountable Body for Sure Start Widnes Trailblazer).

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## **Executive summary**

### **Introduction**

Sure Start is a major government programme that aims to reduce the disparity between outcomes for children living in poverty and the wider child population. The Sure Start Unit requires Sure Start local programmes to report on satisfaction with services amongst eligible parents/carers. The Centre for Public Health Research (CPHR), University of Chester, was commissioned to carry out a user satisfaction survey for Sure Start Widnes Trailblazer.

### **Methods**

This study of users' satisfaction with Sure Start services in the Widnes Trailblazer area employed a survey approach to enable actual and potential service users to report on their experiences and perceptions of the services. Data were collected using postal questionnaires sent to those eligible parents/carers with children aged four and under in the Sure Start Widnes Trailblazer area. Telephone interviews were also undertaken with registered parents/carers who failed to respond by post and for whom telephone numbers were available.

The questionnaire was based on templates developed by the CPHR in association with Sure Start Widnes Trailblazer for the 2003 satisfaction survey. The questionnaire allowed space for respondents to add their own comments about Sure Start Widnes Trailblazer services in the area. All data were treated confidentially and were anonymised for the analysis.

### **Summary of findings**

In total, 159 valid responses were received from the 990 eligible families, giving a response rate of 16% for the survey. 98% (156) were completed by females, and 32 (20%) of the respondents classified themselves as single parents. 6 (4%) of those who completed a questionnaire reported either themselves or their child as having a disability. 40% percent looked after two children. 94% of respondents said they had knowledge of the Sure Start

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services in the area prior to the survey. The overall level of satisfaction was high with 98% (132 people out of 142) reporting they were either 'very satisfied' or 'satisfied' with the available services.

All respondents were asked which of the community services provided by Sure Start Widnes Trailblazer they had used, the frequency of usage, and the level of satisfaction with each service.

### **Support for Families**

The service within this category reported to be used by the largest proportion of respondents was the Citizens Advice Bureau (CAB). 29% (46 out of 159) of respondents had accessed the service at least once, and 48% (22 out of 46) of these had accessed the service on more than one occasion. The level of satisfaction with Support for Families services was high. All services in this section received more comments of 'very helpful' compared to 'helpful'.

### **Early Learning**

The service in this category reported to be used by the largest proportion of respondents was the Early Learning Group, with 28% (45 out of 159) of respondents having used this service at least once. The level of satisfaction with Early Learning services was high with Early Learning, Creepy Crawlies and Tots Time all receiving more comments of 'very helpful' than 'helpful'.

### **Activities and Help for Families**

The service in this category used by the largest proportion of respondents was Child Safety Equipment (HELPS). This service was used at least once by 61% (97 out of 159) of the respondents. All services in this section received more comments of 'very helpful' compared to 'helpful'.

### **Early Learning Speech and Language**

All of the services in this category are specialised services that are not required by all parents and were accessed by relatively small numbers of respondents, as would be expected. However, levels of satisfaction with all

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Early Learning Speech and Language services were high. No respondents considered any of the services 'not helpful'.

### **Childcare and Parenting**

The services in this category accessed by the highest proportion of respondents were the Pampering Group and Baby Massage, accessed by 33% (53 and 52 out of 159 respectively) of respondents. Levels of satisfaction with all 'Childcare and Parenting' sessions were high, with both Webster Stratton Group and Pregnant Mums Quit Smoking reported as being 'very helpful' by all respondents. Only 2 services received a response of 'not helpful' by respondents and in each case this amounted to 1 respondent.

### **For Parents**

The service in this category used by the largest proportion of respondents was the Community Café. This service was used at least once by 36% (58 out of 159) of the respondents. All services had more respondents using the services on more than one occasion compared to only once. The level of satisfaction with services 'For Parents' was high. 100% of respondents reported the Drop-in Study Club, Basic Computer Skills and Time For Me as 'very helpful'.

### **Home services**

38 respondents had received services at home. 79% considered the services to be 'very helpful'. No respondents considered the services 'not helpful'.

### **Further comments**

98 (62%) out of the 159 respondents made additional comments about Sure Start Widnes Trailblazer services. Comments related to positive experiences of services, suggestions regarding future service delivery, messages of thanks for Sure Start Widnes Trailblazer services and staff, comments regarding intentions of respondents to use Sure Start Widnes Trailblazer services in the future, the need for more information about Sure Start Widnes Trailblazer services, difficulty with attending sessions and negative experiences of Sure Start Widnes Trailblazer services.

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## **Discussion and conclusion**

It is evident from the findings of the satisfaction survey that, as in 2003, the majority of respondents had positive experiences when using Sure Start Widnes Trailblazer services. Many respondents articulated gratitude towards staff members who had provided what was perceived to be a welcoming service and valuable support. The majority of respondents had registered and accessed Sure Start Widnes Trailblazer services and the overall level of satisfaction with the Sure Start Widnes Trailblazer programme was high.

The low response rate to this survey may be indicative of some of the difficulties experienced with engaging the eligible population in the local programme's services, although the reach of the programme is in line with other programmes regionally. In addition, the satisfaction survey response rates from other Halton Sure Start programmes have been similar. It would appear there is a need to attempt to keep up-to-date records of those who are eligible for Sure Start Widnes Trailblazer services to ensure that information reaches the eligible population. This is an issue Sure Start Widnes Trailblazer is aware of and currently addressing, and is an issue affecting other Sure Start programmes in the Halton area. The current survey does not indicate males' views of services, as the majority of registered families have the female carer recorded as the principal carer, and the principal carer would have received the survey questionnaire. Therefore, it may be useful to consider how to access males' views to inform service development.

Overall, this study has indicated high levels of satisfaction with Sure Start Widnes Trailblazer services, and has also indicated some areas where developments might be considered.

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## **Chapter 1**

### **Background**

#### **1.1 Introduction**

Sure Start is a major government programme which aims to reduce the disparity between outcomes for children living in poverty and the wider child population. Sure Start was set up after the 1998 Comprehensive Spending Review on services for young children. The findings of the review discovered that children living in poverty were more likely to:

- do less well at school;
- become involved with the criminal justice system as they approached adolescence;
- become parents as teenagers;
- be unemployed in young adulthood.

The review highlighted that early co-ordinated and sustained provision for those children less than four years old could make a significant difference to child outcomes. Prior to the introduction of Sure Start there appeared to be a lack of services available for children under four years old, whilst those available services were often geographically patchy, poorly co-ordinated and of mixed quality, and targeted towards those most in need.

Sure Start was established with the aim of meeting the needs of families with children aged 0-4 years in areas of high socio-economic deprivation. The Sure Start programme has four long-term objectives:

- improving social and emotional development;
- improving health;
- improving learning;
- strengthening families and communities.

Monitoring and evaluation of local Sure Start programmes is a statutory requirement in order to establish whether, and to what extent, an individual

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programme has made a difference to children and families in a particular community.

## **1.2 Local background**

Sure Start Widnes Trailblazer commissioned the Centre for Public Health Research (CPHR) to undertake monitoring and evaluation to establish if the local programme is working in terms of the objectives, targets and principles of Sure Start. A required element of this evaluation is to establish, on an annual basis, the percentage of parents with children aged 0-4 years reporting that they are very satisfied, satisfied, dissatisfied or very dissatisfied with the individual services for families with young children. Hence, this survey of parent and carer satisfaction with Sure Start Widnes Trailblazer services was carried out.

Halton currently has a population of 118,216 and is ranked as the 18<sup>th</sup> most deprived council area out of 354 in England (Audit Commission, 2004). Sure Start Widnes Trailblazer is one of five Sure Start programmes currently operating within Halton. Widnes Trailblazer was established in 2000 as the first Sure Start local programme in Halton. Sure Start Widnes Trailblazer covers parts of Broadheath, Hough Green, Ditton, Kingsway and Riverside wards, which are ranked 13<sup>th</sup>, 12<sup>th</sup>, 11<sup>th</sup>, 5<sup>th</sup> and 4<sup>th</sup> respectively in the Index of Multiple Deprivation for the 21 wards within Halton (Halton Borough Council, 2005). In addition to this, both Kingsway and Riverside ranked in the top 5% of English wards for multiple deprivation (Halton Borough Council, 2005). All of the wards are found within the WA8 postcode area of Widnes. Currently there are 990 eligible families living in the Sure Start Widnes Trailblazer area, that is, families caring for at least one child aged 0-4 years and so eligible to receive Sure Start services.

This survey was undertaken in May and June 2005 and was the second survey of this kind to be carried out by the CPHR on behalf of Sure Start Widnes Trailblazer.

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### **1.3 Aim and objectives**

The aim of this survey was to establish levels of satisfaction with Sure Start services amongst parents and carers of children aged 0-4 years in the Sure Start Widnes Trailblazer area during 2004 - 2005. The objectives of the survey were to:

- report the overall levels of satisfaction with Sure Start services;
- review the use of services for families with young children;
- explore the levels of knowledge about Sure Start services;
- review levels of uptake and satisfaction with individual services;
- obtain comments about services for families with young children;
- establish some of the characteristics of respondents and their families;
- inform service development by Sure Start and partnering agencies;
- fulfil national requirements for reporting levels of satisfaction with Sure Start services.

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## **Chapter 2**

### **Study design and methodology**

#### **2.1 Introduction**

This study of users' satisfaction with Sure Start Widnes Trailblazer services employed a survey approach. Data were collected using postal questionnaires sent to all eligible parents across the Sure Start Widnes Trailblazer area. Approval from the local Research Ethics Committee and the Primary Care Trust Research Governance Group was obtained before the work commenced.

#### **2.2 The Sure Start population sampled**

The target population for this survey was all parents and carers of children aged 0-4 years who lived within the Sure Start Widnes Trailblazer area. This sample was drawn from the Child Health Database (held by Cheshire West Primary Care Trust), which is the most comprehensive list of children aged four and under available to Sure Start. This approach was adopted in order to ensure that the sample included all parents and carers who were eligible to use Sure Start Trailblazer services and not only those who had registered with the service.

#### **2.3 Design of the questionnaire**

The questionnaire (Appendix 1) was based on that used in the previous satisfaction survey undertaken with the Sure Start Widnes Trailblazer using a template developed by the CPHR. The questions included in the questionnaire covered the following areas:

- socio-demographic data in respect of the number and ages of children in the family; whether the parent/carer considered themselves to be a lone parent; whether the parent/carer or child in that family had a disability; age and gender of the parent/carer completing the questionnaire;
- awareness of Sure Start Widnes Trailblazer services;
- use of Sure Start Widnes Trailblazer services;



- 
- satisfaction with individual Sure Start Widnes Trailblazer services;
  - years when Sure Start Widnes Trailblazer services had been used;
  - overall satisfaction with Sure Start Widnes Trailblazer services.

Respondents were asked questions about three types of services:

- respondents were asked which of the 34 Sure Start Widnes Trailblazer community services they had used and how satisfied they were with each of these services;
- services delivered in the home;
- informal drop-in and/or telephone support where parents/carers could access Sure Start staff for advice or a talk.

In addition to this, the questionnaire also allowed space for respondents to add their own comments concerning Sure Start Widnes Trailblazer services. A colour questionnaire was produced using clip art pictures to improve its visual appeal by making it bright and interesting (Appendix 1). A prize draw leaflet was designed and included in each envelope with the questionnaire (Appendix 2). A participant information sheet was also included in each envelope, a copy of which can be found in Appendix 3.

## **2.4 Survey method**

A two phase approach was adopted for the survey. In phase one, the eligible population of parents/carers drawn from the Child Health Database were sent a questionnaire, a prize draw leaflet, a participant information sheet and a reply-paid envelope. Parents/carers were asked to return the completed questionnaire and prize draw leaflet in the reply-paid envelope by a certain date. The participant information sheet contained details of the purpose of the research, why the parent/carer had been selected to take part and the procedures in place to ensure the anonymity of responses. Providing this information forms part of the CPHR's ethical practice.

Phase two was conducted using a follow up telephone survey of those who had not responded by the specified date. Telephone numbers were obtained

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for those families who were registered with the Sure Start Widnes Trailblazer programme, and they were contacted to ask if they were willing to participate in the survey if they had not already completed a questionnaire. Those who agreed were asked to take part in a telephone interview in which the questionnaire was completed by the researcher who read the questions to the respondent.

The following steps were taken to increase the response rate for the survey:

- parents and carers could obtain assistance with completing the questionnaire from the Sure Start Widnes Trailblazer staff should they so wish;
- a large print version of the questionnaire was available from the Sure Start Widnes Trailblazer office;
- respondents were given the opportunity to enter into a free prize draw as an incentive to participate in the survey by completing a prize draw slip. Three prizes were offered in the form of supermarket vouchers (£50, £30 and £20).

The prize draw leaflet also offered respondents the opportunity to ask for further information regarding Sure Start Widnes Trailblazer services.

On receipt of each completed questionnaire and prize draw leaflet, the latter was separated from the questionnaire to ensure that no individual could be identified in the analysis of the data and reporting of the findings.

## **2.5 Survey schedule**

The timetable for the administration of the survey is illustrated in Table 2.5.1.

**Table 2.5.1 Timetable for administration of the survey**

23 <sup>rd</sup> May 2005	Mailing questionnaires
10 <sup>th</sup> June 2005	Closing date for returns
21 <sup>st</sup> June 2005	Follow up of non-respondents (telephone survey)
26 <sup>th</sup> June 2005	Prize draw

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A member of the Sure Start Widnes Trailblazer team notified the winners of the prize draw.

## **2.6 Analysis of data**

All data were treated confidentially and were anonymised for the analysis. The analysis was undertaken using the Statistical Package for Social Scientists (SPSS).

The 34 community services were broken down into 6 groups for the analysis, listed below.

- Support for Families.
- Early Learning.
- Activities and Help for Families.
- Early Learning Speech and Language.
- Childcare and Parenting.
- For Parents.

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## Chapter 3

### Results

#### 3.1 Introduction

A total of 990 questionnaires were sent out to eligible families with children aged 0-4 years in the Sure Start Trailblazer area. In total, 159 questionnaires were returned. Of these, 111 questionnaires were returned through the post, whilst a further 48 were completed over the telephone, giving a response rate of 16%. It was not possible to contact by telephone all registered members who had not responded to the questionnaire through the post as many of the telephone contact details for registered users proved to be incorrect. 456 telephone calls were made, of which 115 telephone calls (25%) were made to dead lines and nine (2%) to wrong numbers. Further details about the telephone calls made can be found in Appendix 4.

The National Evaluation of Sure Start suggests a target response rate of over 70%, and that response rates below 50% are unreliable (Ball, 2002). However, as Robson (1993) states, response rates for postal questionnaires are characteristically lower than for face to face interviews. Furthermore, as Roberts, Wilson, Roalfe and Bridge (2004) reported, the area in which a person lives is a significant factor affecting response rates with postal questionnaires. Their results suggest that more deprived areas (indicated by a higher Townsend score) were associated with lower response rates. Widnes is an area of relative deprivation, therefore a low response rate was not unexpected. The response rate of 16% from the Sure Start Widnes Trailblazer survey clearly falls below the threshold suggested by Ball (2002), and the responses will contain a self-selecting bias. However, the results will give some indication of satisfaction levels amongst members of the eligible population and highlight areas for future research and development.

Not all respondents answered all of the questions so the percentages are based on the total number of responses for each question. The total number

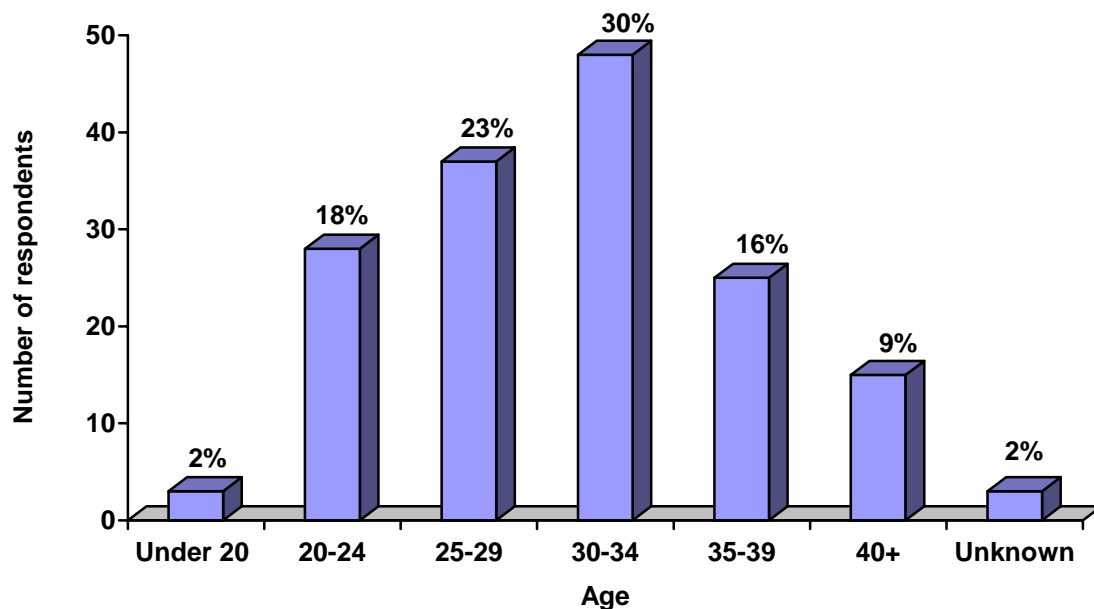
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of respondents is detailed for each case. The percentage totals may not always equal 100 because of rounding.

### 3.2 Socio-demographic information

Of the 159 questionnaires included in the analysis, 98% (156) were completed by females, and 32 (20%) of the respondents classified themselves as single parents. 6 (4%) of those who completed a questionnaire reported that either themselves or their child had a disability. The age of the respondents ranged from 17 to 53 years old with the majority being aged between 25–34 years old. The age of all respondents is shown in Figure 3.2.1.

**Figure 3.2.1 Age of respondents**



### 3.3 The number and ages of children living with respondents

All of the respondents lived with or cared for at least one child aged 0 to 4 years old at the time of the survey. 39% of respondents looked after a single child, whilst 40% cared for 2. Table 3.3.1 illustrates the number of children for whom respondents cared.

**Table 3.3.1 Number of children aged 0 – 19 living with respondents**

Number of children	Number of respondents with this number of children	Percentage
1	62	39
2	63	40
3	27	17
4	4	3
5	1	1
6	1	1
Total Response	158	101
Missing	1	1

A break down of the age ranges of those children who lived with respondents is displayed in Table 3.3.2. It can be seen that a total of 296 children were recorded, 195 (66%) of whom were aged 4 or under, the Sure Start target group.

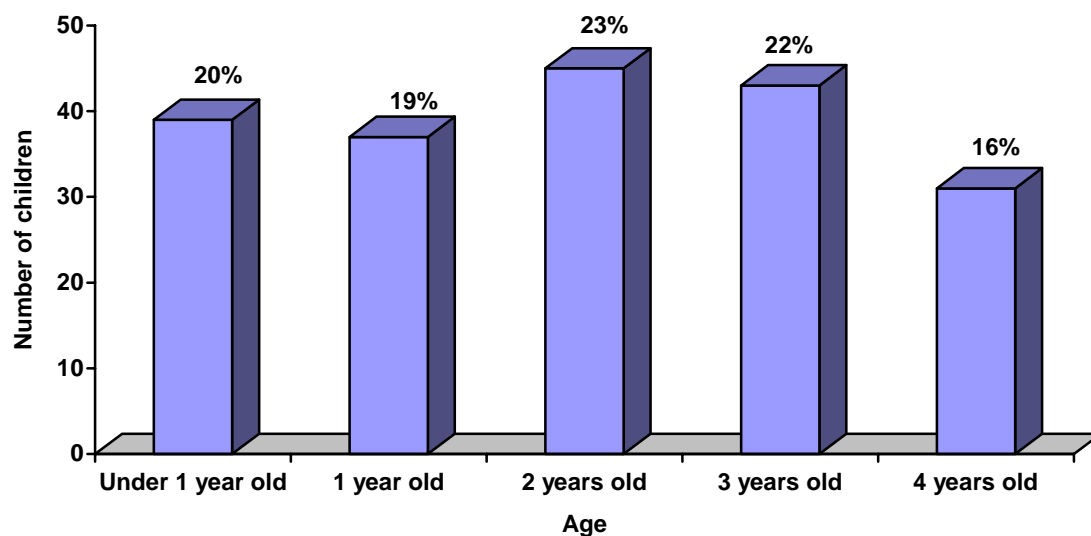
**Table 3.3.2 Ages of children living with respondents**

Number of children	Number of respondents with this number of children	Percentage
0-4	195	66
5-9	68	23
10-14	22	7
15-21	11	4
Total Response	296	100
Missing	1	1

Details of the ages of the 195 children eligible for Sure Start services are shown in Figure 3.3.1.

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**Figure 3.3.1 Ages of children eligible for Sure Start services**



### **3.4 Knowledge of Sure Start Widnes Trailblazer services**

Of the 159 respondents, 94% (149) had knowledge of the Sure Start services in the area prior to the survey. The prize draw leaflet provided an opportunity for respondents to request further information. Of the 111 postal respondents, 73 (66%) indicated they would like more information about the available services.

### **3.5 Community services**

All of the 34 community services were used by at least one respondent. Figure 3.5.1 illustrates the percentage of respondents who had used each of the 34 community services. These have been ranked in descending order.

Figure 3.5.1 Number (%) of respondents using each community service

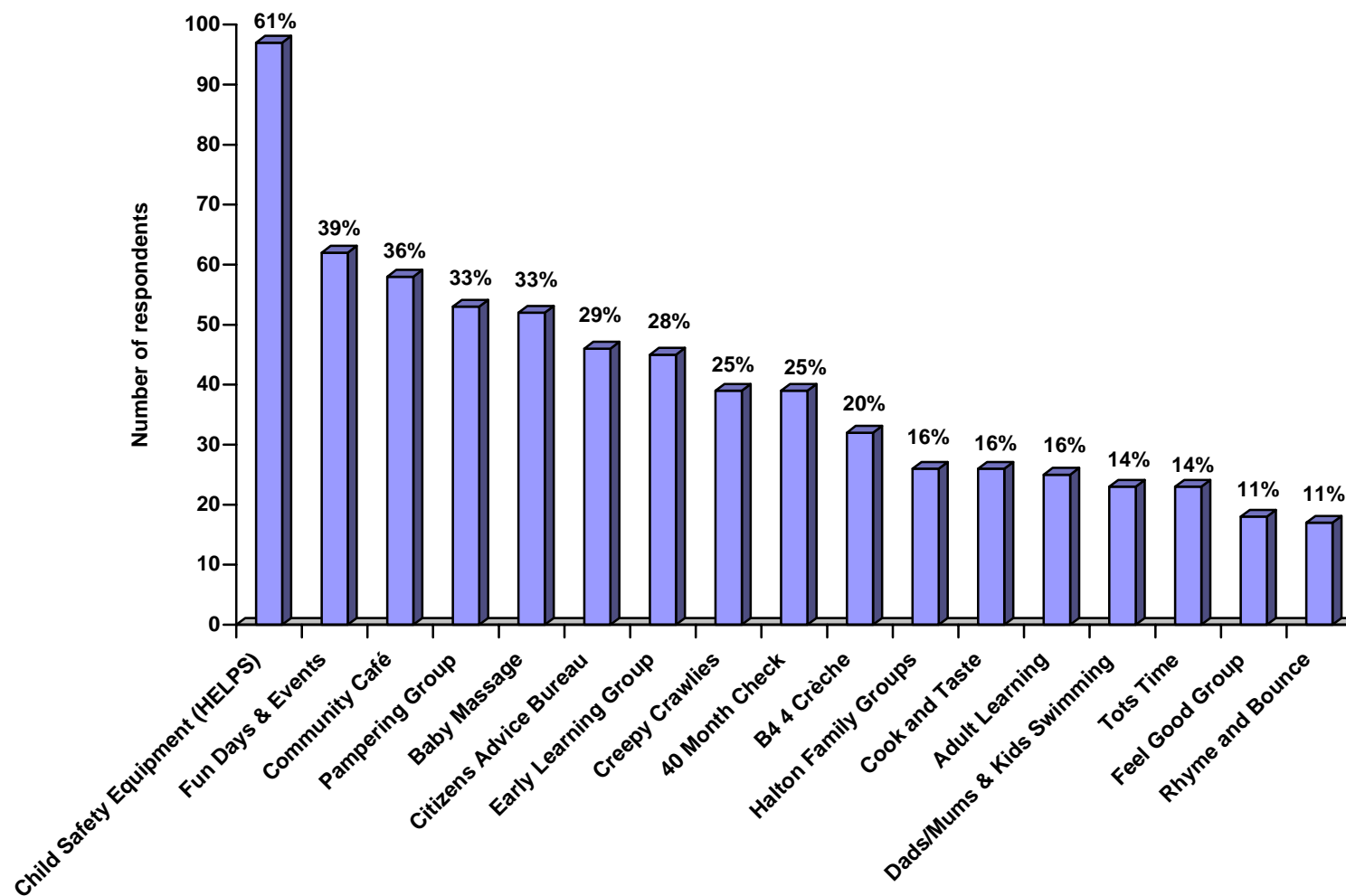
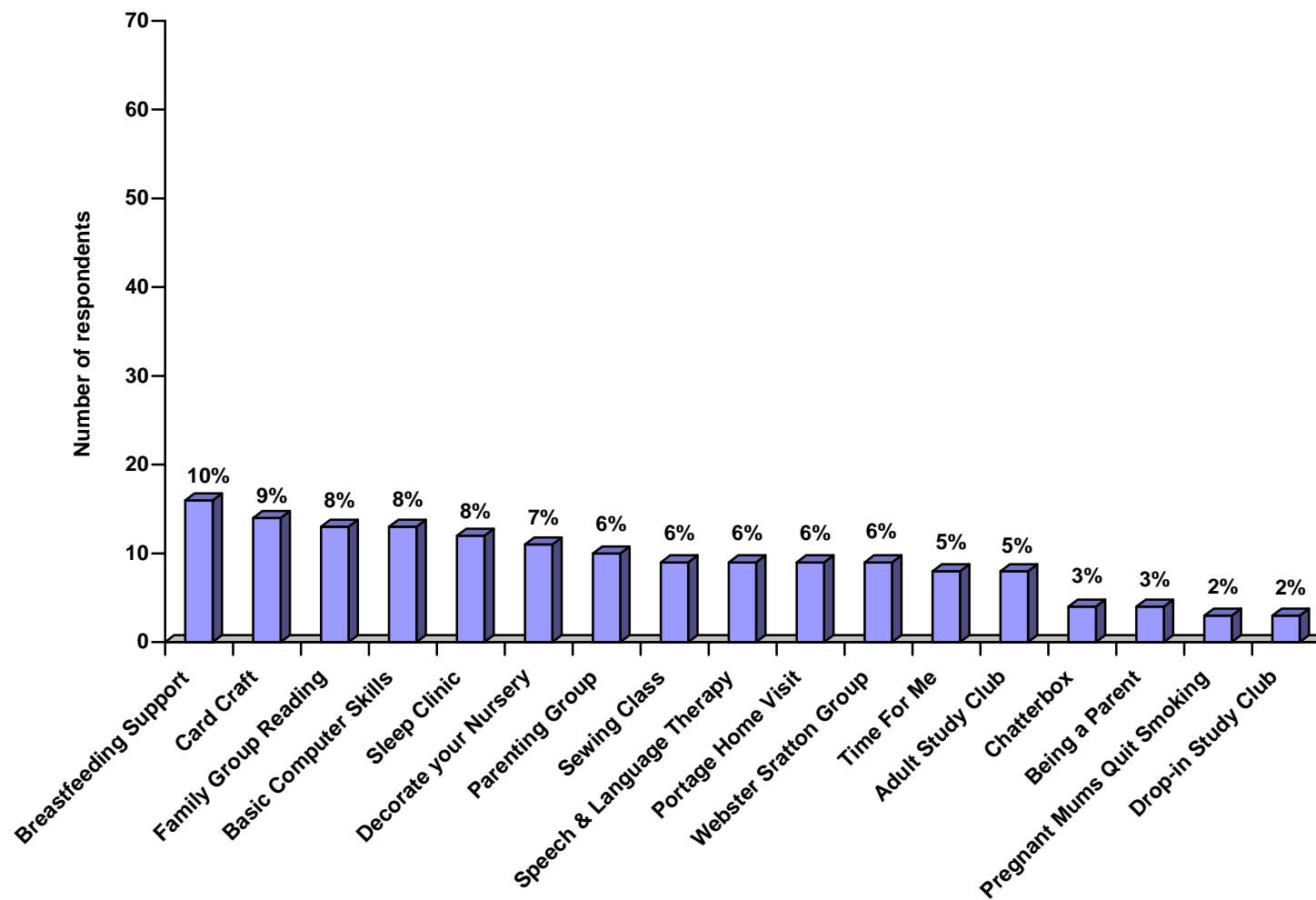




Figure 3.5.1 continued....



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Those services that were used by the highest number of respondents included:

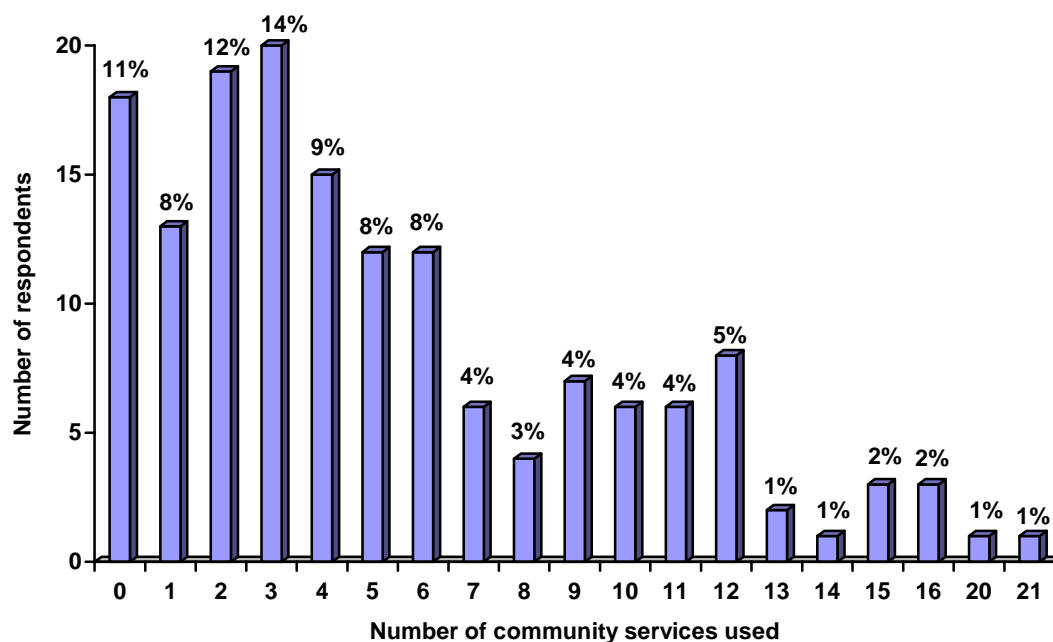
- Child Safety Equipment, 61% (97 out of 159);
- Fun Days & Events, 39% (62 out of 159);
- Community Café, 36% (58 out of 159).

Those services that were used by the lowest number of respondents included:

- Chatterbox, 3% (4 out of 159);
- Being a Parent, 3% (4 out of 159);
- Pregnant Mums Quit Smoking, 2% (3 out of 159);
- Drop-in Study Club, 2% (3 out of 159).

Figure 3.5.2 shows the number of different community services used by each of the respondents.

**Figure 3.5.2 The total number of community services used by the respondents**



It is apparent from Figure 3.5.2 that 18 respondents (11%) had never used Sure Start Widnes Trailblazer community services. Fifty-one percent of respondents had accessed between 1 and 5 Widnes Trailblazer services.

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The data were explored to see whether service use might vary by:

- disability;
- single parent status;
- the number of children respondents reported in their household;
- age of respondent.

When the sample was broken down in this way it resulted in very small numbers of respondents in various categories, and so it was not possible to conclude anything from these data. The data are displayed in Appendix 9 for information only.

### **3.6 Use of and satisfaction with community services**

The 34 community services that were offered to parents and carers in the Sure Start Trailblazer programme were organised into five categories for the purpose of this questionnaire. For a full breakdown of frequency of use of and satisfaction with community services see Appendix 5 and Appendix 6 respectively.

#### **Group 1 Support for Families**

CAB

Halton Family Groups

Cook and Taste

#### **Group 2 Early Learning**

Early Learning Group

Creepy Crawlies

Tots Time

Rhyme and Bounce

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### **Group 3 Activities and Help for Families**

Child Safety Equipment

Dads/Mums & Kids Swimming

Family Group Reading

Fun Days & Events

### **Group 4 Early Learning Speech & Language**

Chatterbox

Speech and Language Therapy

Portage Home Visiting

### **Group 5 Childcare and Parenting**

B4 4 Crèche

40 Month Check

Pampering Group

Breastfeeding Support

Webster Stratton Group

Pregnant Mums Quit Smoking

Baby Massage

### **Group 6 For Parents**

Adult Learning

Adult Study Club

Drop-in Study Club

Basic Computer Skills

Sleep Clinic

Feel Good Group

Decorate Your Nursery

Card Craft

Sewing Class

Time For Me

Being a Parent

Parenting Group

Community Café

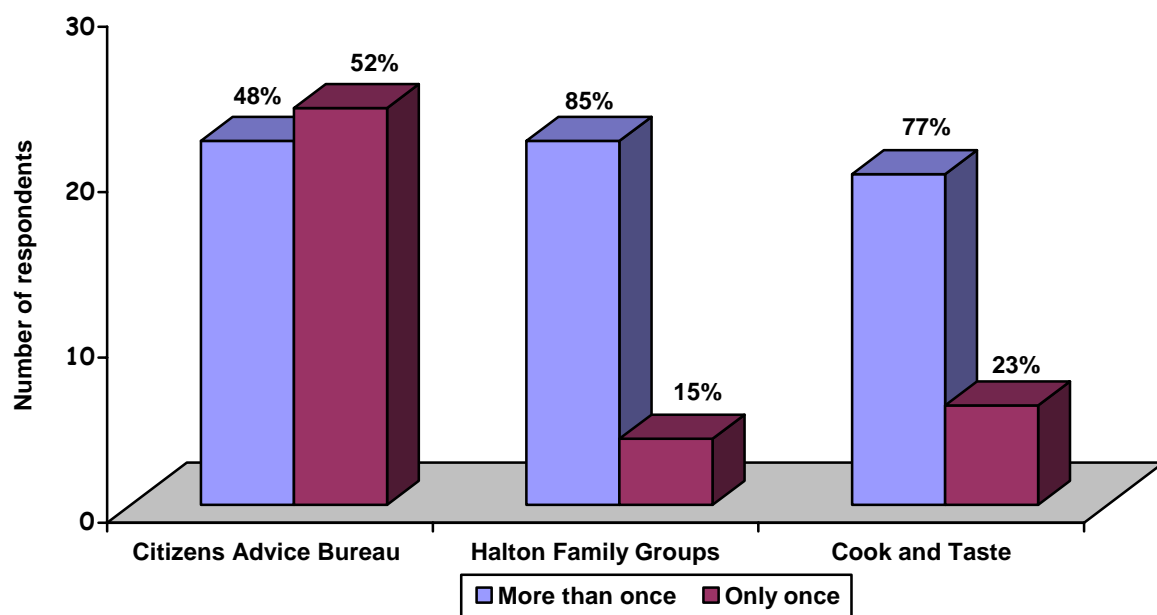
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### 3.6.1 Use of and satisfaction with services in Group 1

Group 1 includes those services in the 'Support for Families' section of the questionnaire. Figure 3.6.1.1 illustrates the pattern of use for each of the three services. The following patterns were observed:

- the service within this category reported to be used by the largest proportion of respondents was the Citizens Advice Bureau (CAB), with 29% (46 out of 159) of respondents having accessed the service at least once, and 48% (22 out of 46) of these having accessed the service on more than one occasion;
- both Halton Family Groups and Cook and Taste were accessed by 16% (26 out of 159) of respondents.

**Figure 3.6.1.1 Use of services in Group 1**

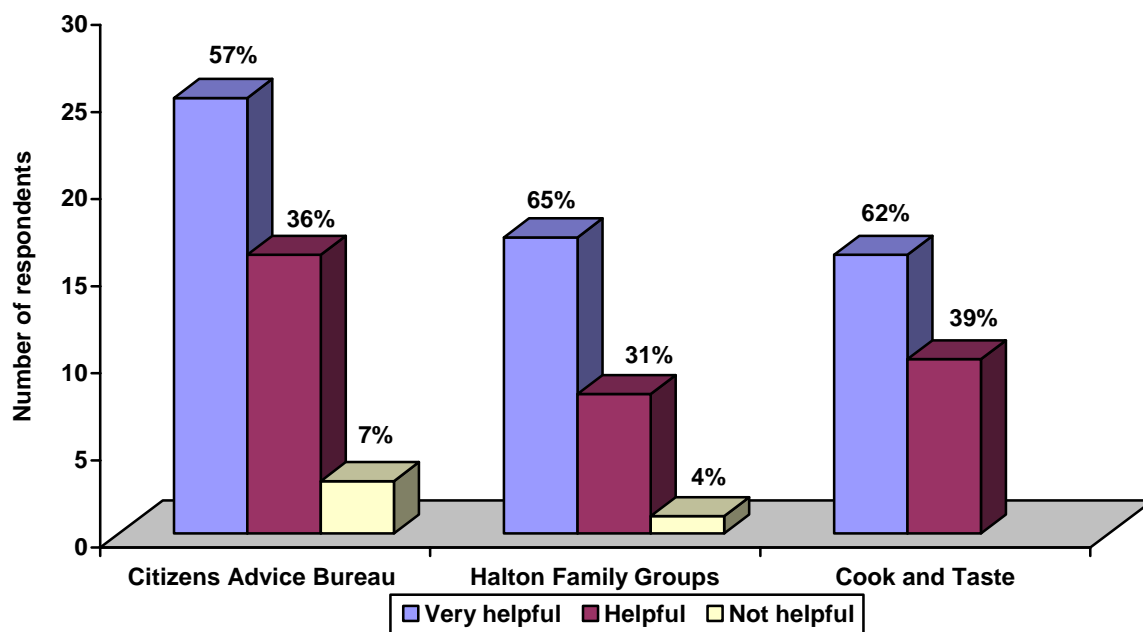


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Figure 3.6.1.2 illustrates the levels of satisfaction for 'Support for Families' services. The following patterns were observed:

- the level of satisfaction with Support for Families services was high.
- all services in this section received more comments of 'very helpful' compared to 'helpful';
- two services were given a response of 'not helpful' by respondents. These services were Citizens Advice Bureau (7%, 3 respondents) and Halton Family Groups (4%, 1 person).

**Figure 3.6.1.2 Levels of satisfaction reported by respondents using services in Group 1**



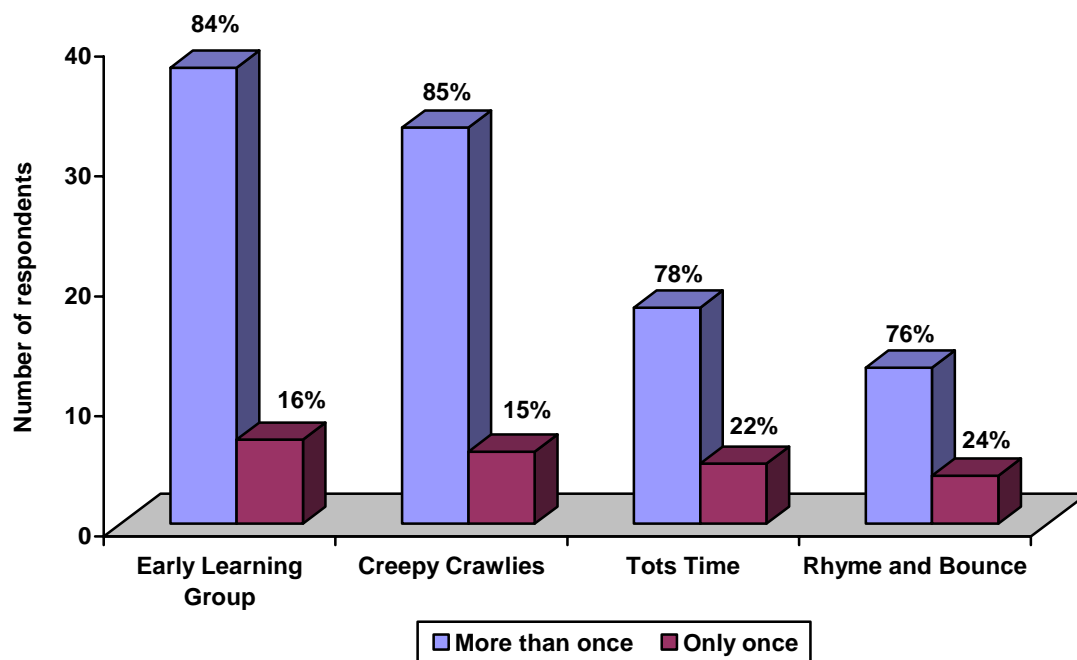
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### 3.6.2 Use of and satisfaction with services in Group 2

Group 2 services include Early Learning services. Figure 3.6.2.1 illustrates the pattern of use of these services. The following patterns were observed:

- the service in this category used by the largest proportion of respondents was the Early Learning Group, with 28% (45 out of 159) of respondents having used this service at least once, and 84% (38 out of 45) of these having used the service more than once;
- the service with the second highest proportion of respondents accessing it was the Creepy Crawlies, with 25% (39 people) of respondents having used this service at least once, and 85% (33 people) having accessed the service on more than one occasion;
- the service which was used by the smallest number of respondents was Rhyme and Bounce, with only 11% (17 people) of respondents having accessed the service.

**Figure 3.6.2.1 Use of services in Group 2**



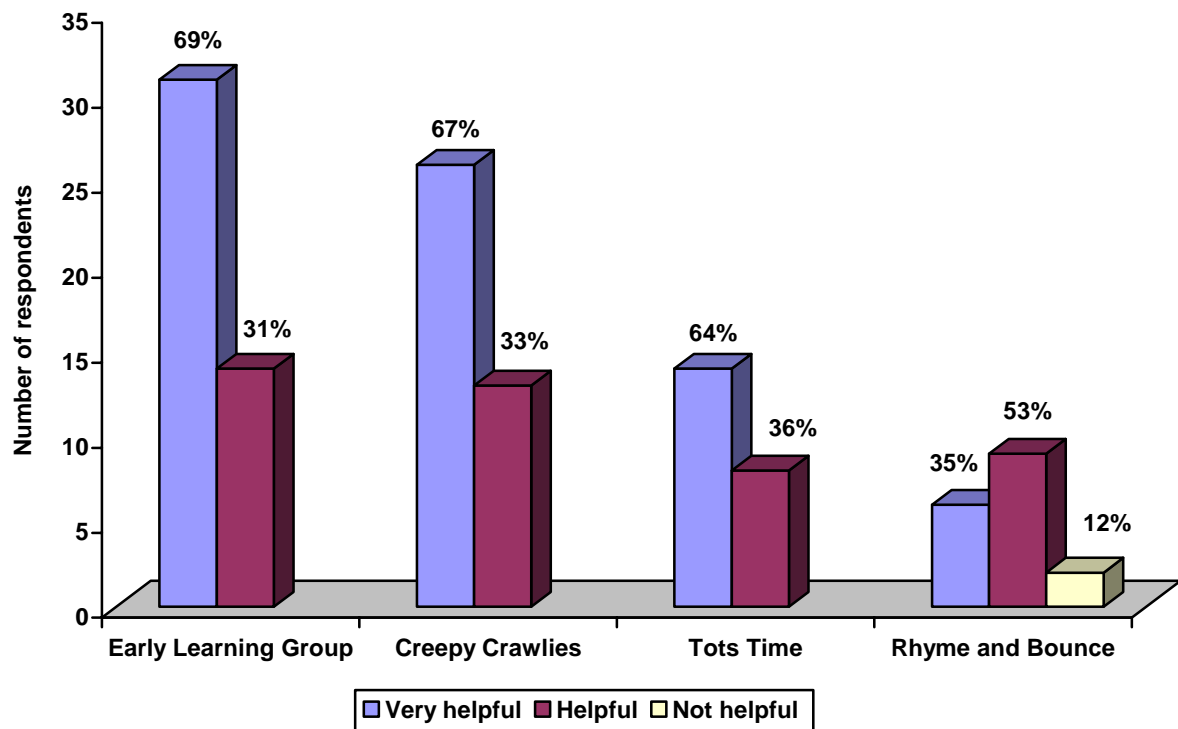
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Figure 3.6.2.2 illustrates the levels of satisfaction for Early Learning services.

The following patterns were observed:

- the level of satisfaction with Early Learning services was high overall;
- the Early Learning Group, Creepy Crawlies and Tots Time all received more comments of 'very helpful' compared to 'helpful';
- only Rhyme and Bounce received a response of 'not helpful' by 2 respondents (12%).

**Figure 3.6.2.2 Levels of satisfaction reported by respondents using services in Group 2**





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### 3.6.3 Use of and satisfaction with services in Group 3

Group 3 services include 'Activities and Help for Families' services. Figure 3.6.3.1 illustrates the pattern of use of these services. The following patterns were observed:

- the service in this category used by the largest proportion of respondents was the Child Safety Equipment (HELPS), with 61% (97 out of 159) of respondents having used this service at least once and 70% (68 out of 97) of these having used the service more than once;
- all of the services were accessed by a large proportion of respondents on more than one occasion.

**Figure 3.6.3.1 Use of services in Group 3**

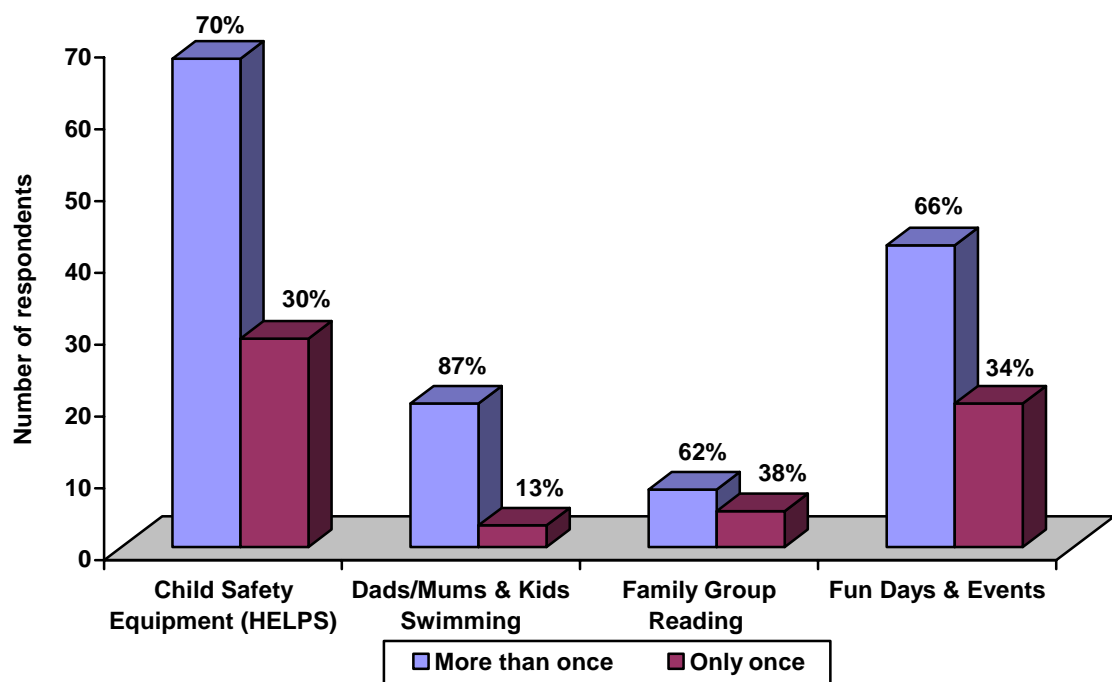
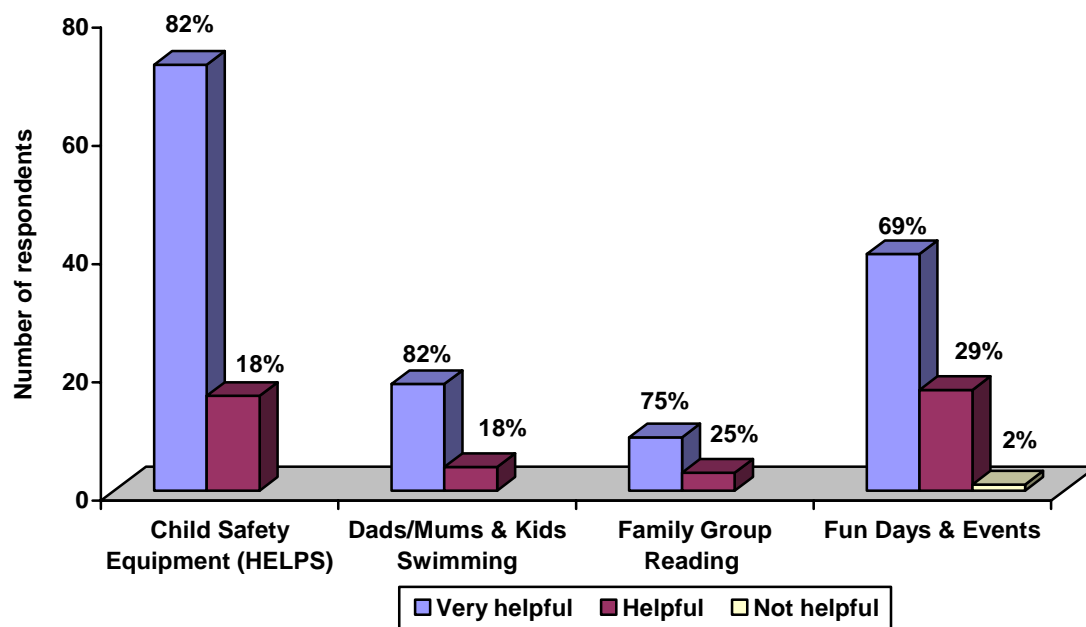


Figure 3.6.3.2 illustrates the levels of satisfaction for 'Activities and Help for Families' services. The following patterns were observed:

- all services in this section received more comments of 'very helpful' compared to 'helpful';
- the only service to be given a response of 'not helpful' was Fun Days & Events. 1 respondent considered this service to be 'not helpful'.

**Figure 3.6.3.2 Levels of satisfaction reported by respondents using services in Group 3**



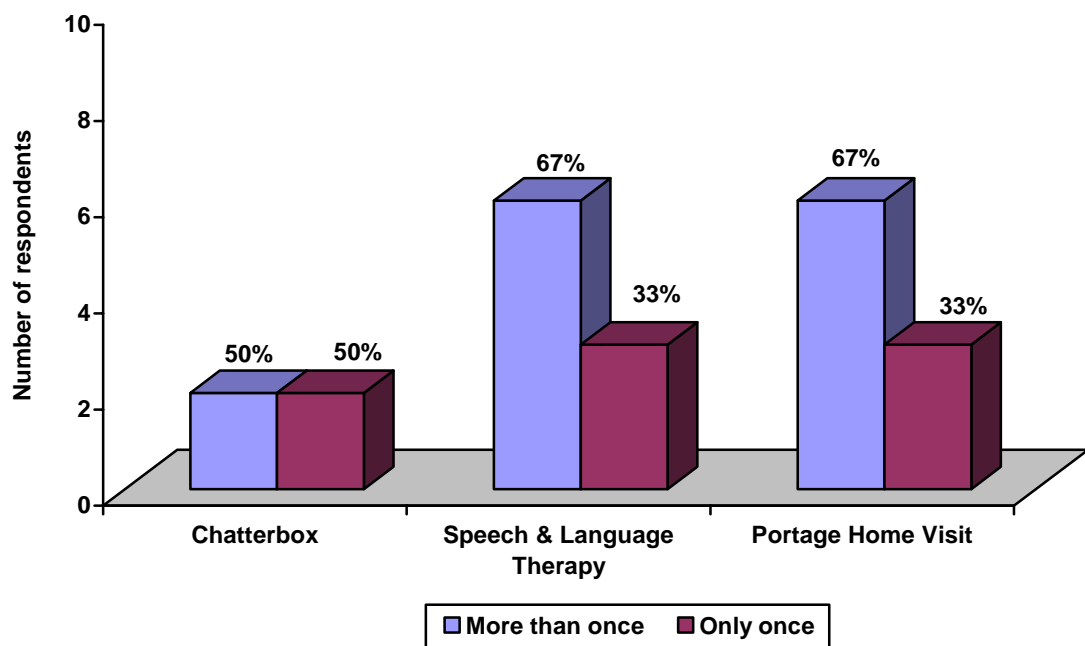
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### 3.6.4 Use of and satisfaction with services in Group 4

Group 4 services include 'Early Learning Speech and Language' services. Figure 3.6.4.1 illustrates the pattern of use of these services. The following patterns were observed:

- all of the services were accessed by relatively small numbers of respondents, which would be expected due to the specialised nature of the services;
- both Speech and Language Therapy and Portage Home Visiting had 6% (9 out of 159) of respondents accessing the services;
- 3% (4 out of 159) of respondents had accessed the Chatterbox service.

**Figure 3.6.4.1 Use of services in Group 4**

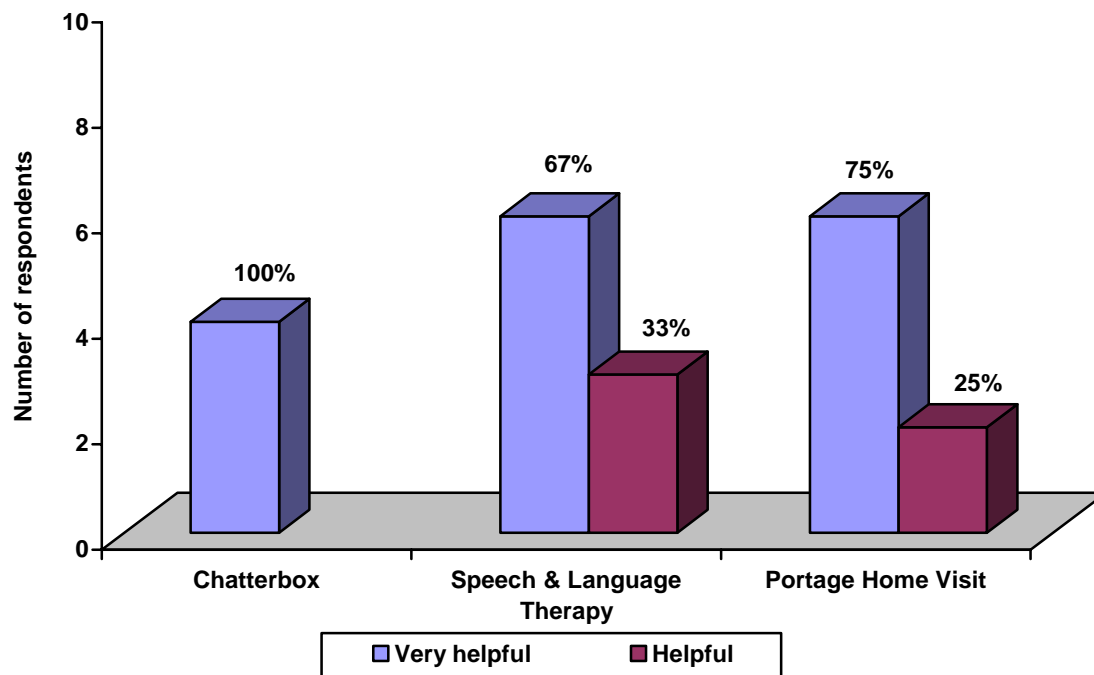


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Figure 3.6.4.2 illustrates the levels of satisfaction for 'Early Learning Speech and Language' services. The following patterns were observed:

- levels of satisfaction with all 'Early Learning Speech and Language' services were high, with 100% (4 people) of respondents considering Chatterbox to be 'very helpful';
- both Speech and Language Therapy and Portage Home Visiting received more comments of 'very helpful' compared to 'helpful';
- no respondents considered any of the services to be 'not helpful'.

**Figure 3.6.4.2 Levels of satisfaction reported by respondents using services in Group 4**



### 3.6.5 Use of and satisfaction with services in Group 5

Group 5 services include 'Childcare and Parenting' services. Figure 3.6.5.1 illustrates the pattern of use of the services. The following patterns were observed:

- the services in this category accessed by the highest proportion of respondents were the Pampering Group and Baby Massage, accessed by 33% (53 and 52 out of 159 respectively) of respondents;
- the service used by the third largest proportion of respondents in this category was the 40 Month Check, which was used by 25% (39 out of 159) of respondents;
- the Pregnant Mums Quit Smoking service was accessed by the smallest proportion of respondents, with 2% (3 out of 159) of respondents using this service.

**Figure 3.6.5.1 Use of services in Group 5**

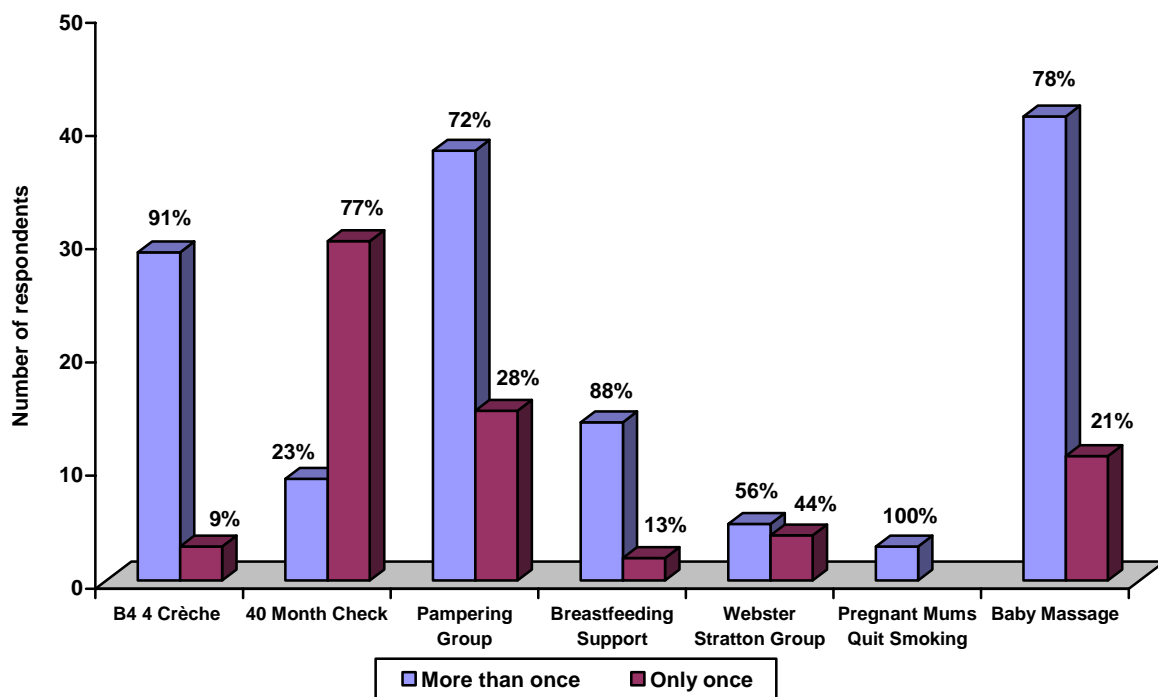
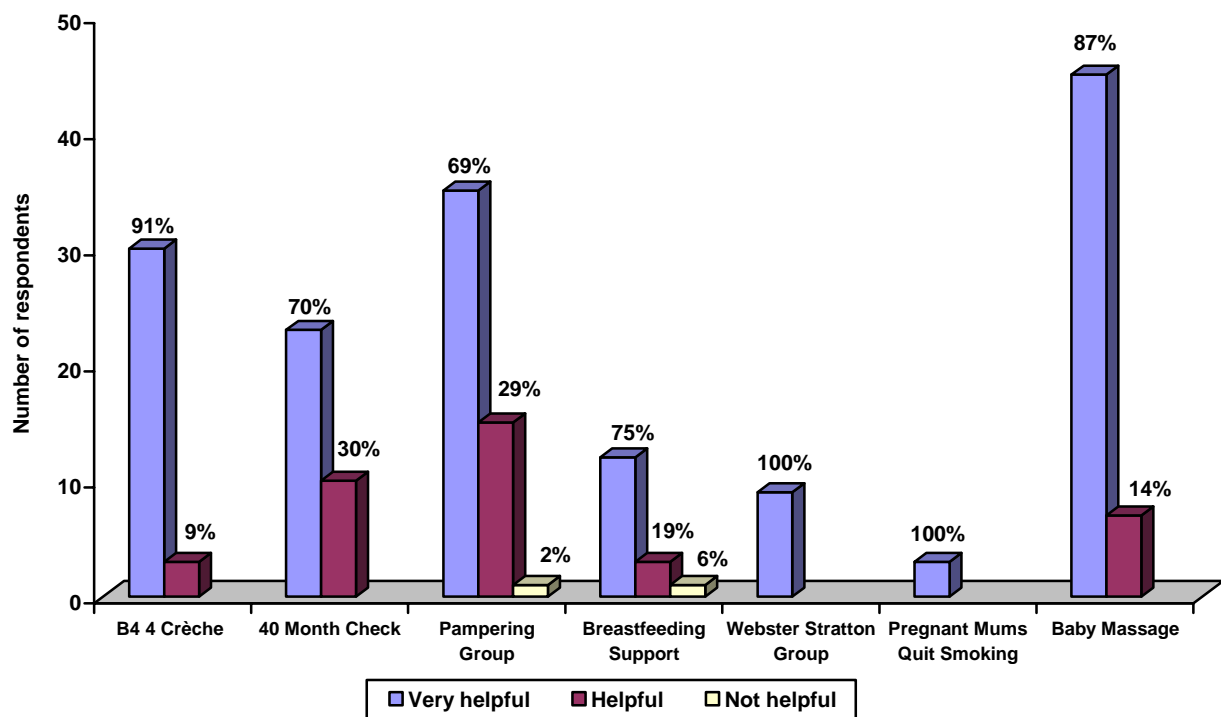


Figure 3.6.5.2 illustrates the levels of satisfaction with 'Childcare and Parenting' services. The following patterns were observed:

- levels of satisfaction with all 'Childcare and Parenting' sessions were high, with both the Webster Stratton Group and the Pregnant Mums Quit Smoking service reported as being 'very helpful' by all respondents;
- 91% (30 out of 33) of respondents reported B4 4 Crèche to be 'very helpful', whilst 87% (45 out of 52) considered Baby Massage to be 'very helpful';
- 2 services were given a response of 'not helpful' by respondents. These services were Breastfeeding Support (6%, 1 person) and the Pampering Group (2%, 1 respondent).

**Figure 3.6.5.2 Levels of satisfaction reported by respondents using services in Group 5**



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### **3.6.6 Use of and satisfaction with services in Group 6**

Group 6 services include 'For Parents' services. Figure 3.6.6.1 illustrates the pattern of use of these services. The following patterns were observed:

- the service in this category used by the largest proportion of respondents was the Community Café, which was used at least once by 36% (58 out of 159) of respondents, 79% of whom (46 out of 58) had used the service more than once;
- all services had more respondents using the service on more than one occasion.

Figure 3.6.6.2 illustrates the levels of satisfaction with 'For Parents' services. The following patterns were observed:

- the level of satisfaction with 'For Parents' services was high;
- 100% of respondents reported the Drop-in Study Club, Basic Computer Skills and Time For Me as 'very helpful';
- the only services in the 'For Parents' services to receive comments of 'not helpful' were Sleep Clinic (1 person, 9%), Decorate Your Nursery (1 person, 9%), Sewing Class (1 person, 13%) and Community Café (3 people, 5%).

Figure 3.6.6.1 Use of services in Group 6

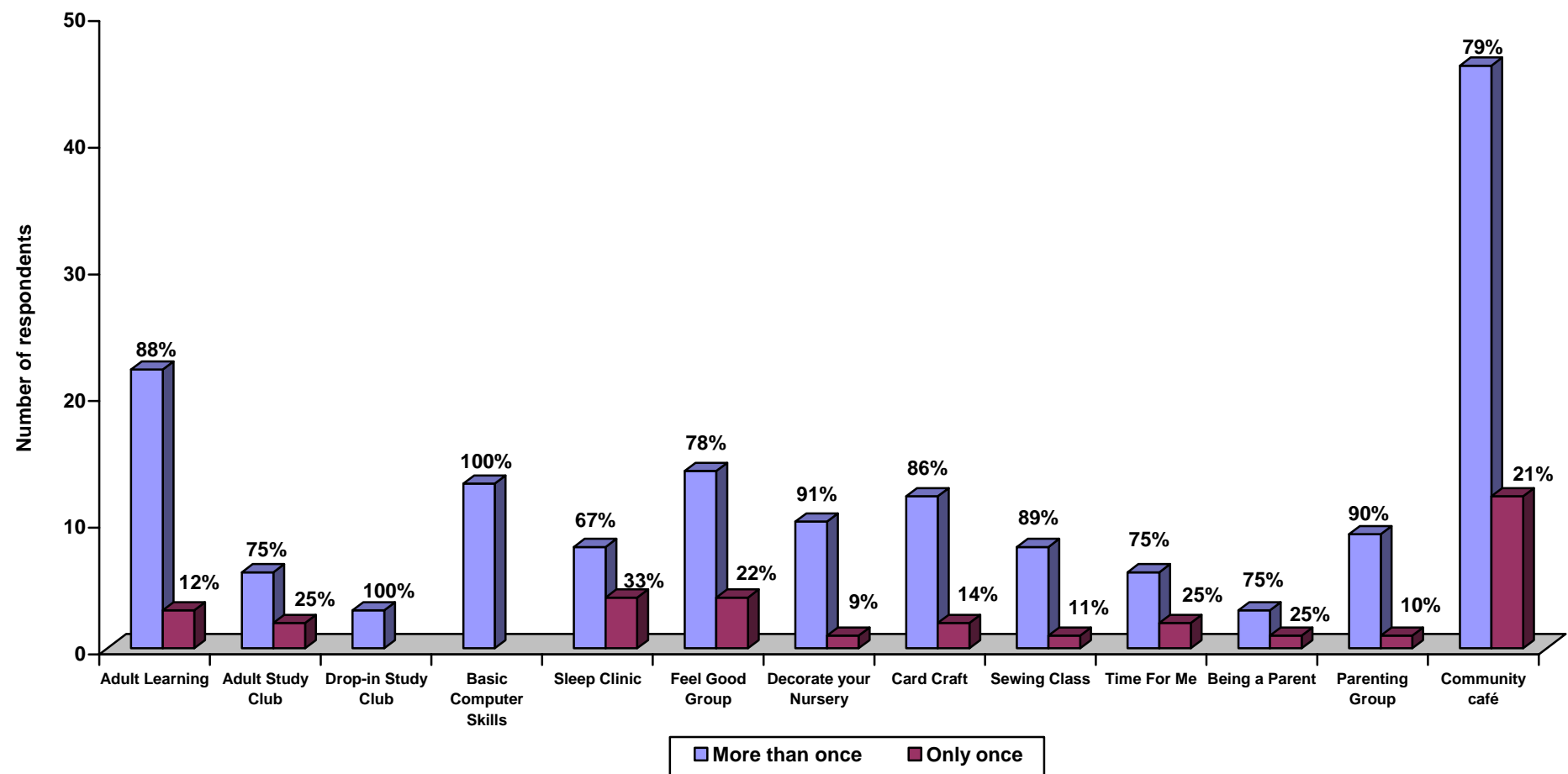
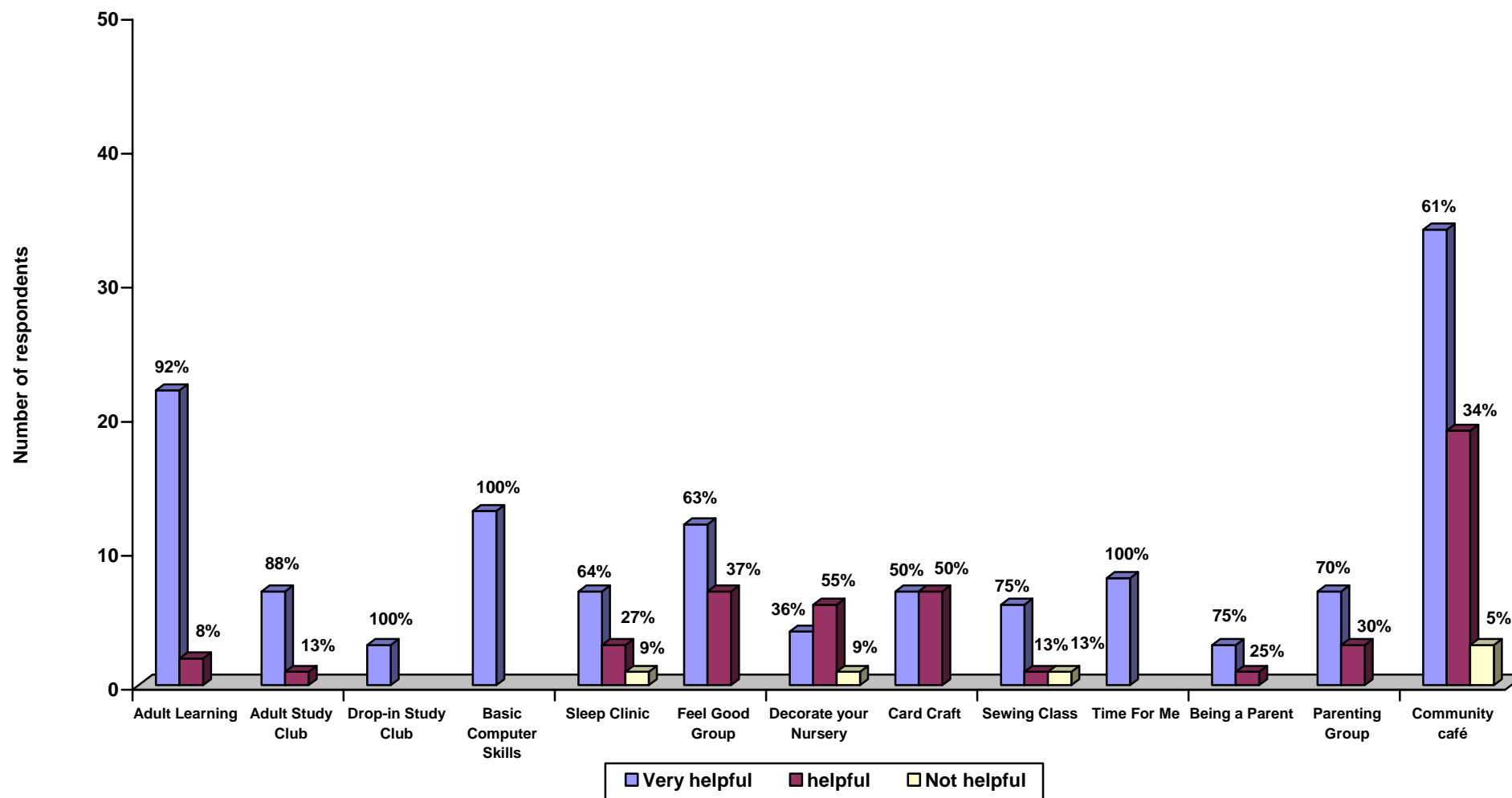




Figure 3.6.6.2 Levels of satisfaction reported by respondents using services in Group 6

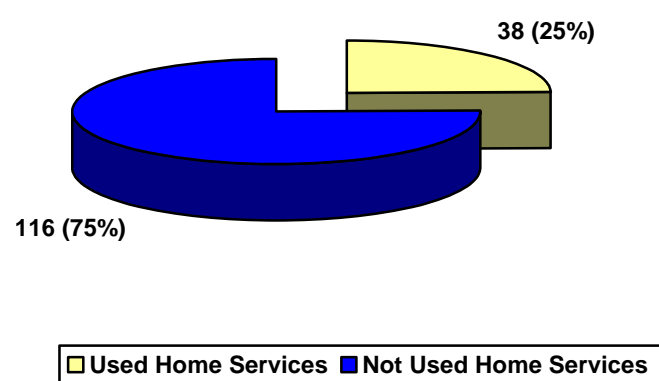


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### 3.7 Use and helpfulness of Sure Start Widnes Trailblazer services at home

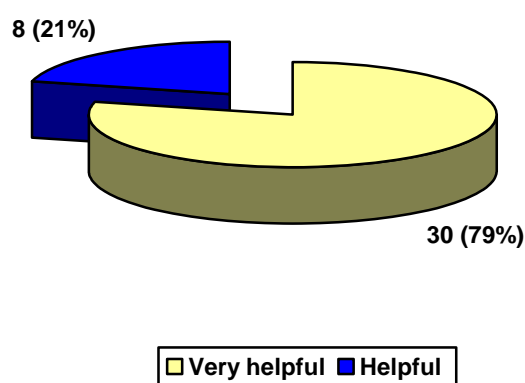
Parents/carers were asked if they had used any Sure Start Widnes Trailblazer services at home. The number who had is presented in Figure 3.7.1.

**Figure 3.7.1 Use of Sure Start Widnes Trailblazer services at home**



38 (25%) respondents had received services at home. How useful these home services were considered to be is presented in Figure 3.7.2.

**Figure 3.7.2 How helpful were Sure Start Widnes Trailblazer services at home?**



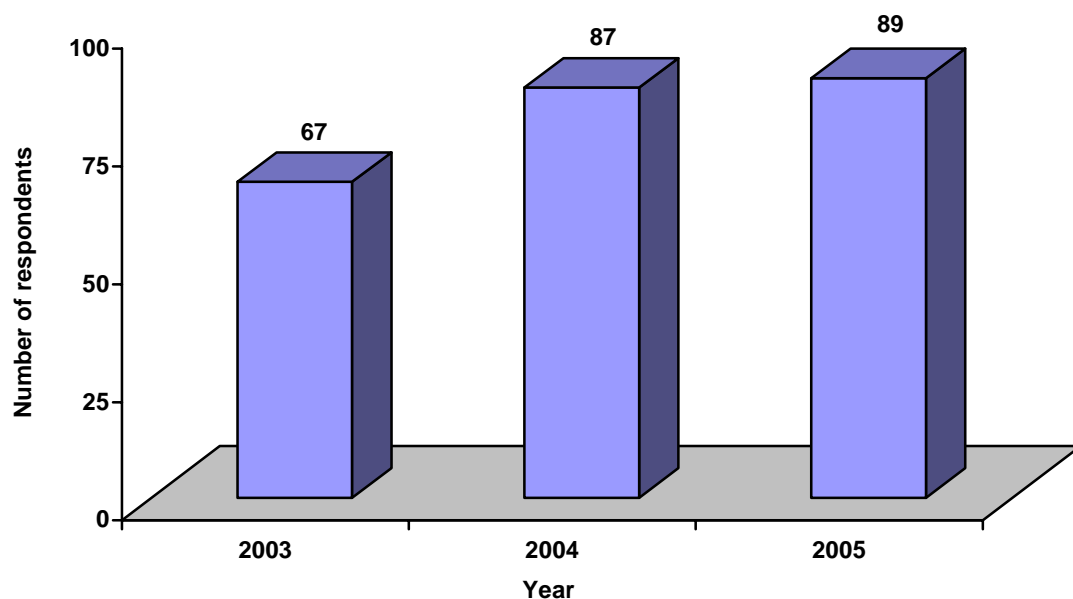
Of those respondents who had used services in the home, 79% considered the services to be 'very helpful'. No respondents considered the services to be 'not helpful'.

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### 3.8 The years in which Sure Start Widnes Trailblazer services have been used

Parents/carers were asked in which of the 3 years they had accessed Sure Start Widnes Trailblazer services. Figure 3.8.1 shows the years in which respondents used the services.

**Figure 3.8.1 The years in which respondents had used Sure Start Trailblazer services**



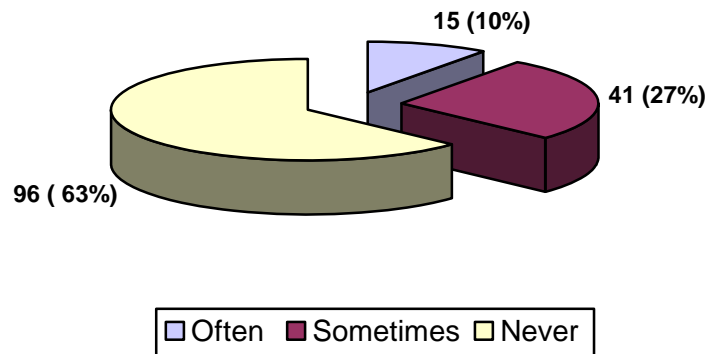
Fifty-six percent (89 out of 159) of respondents had accessed services in 2005.

### 3.9 Service user-initiated contact by telephone or drop-in

Parents/carers were asked whether they had phoned or dropped in to see the Sure Start Widnes Trailblazer team for a chat or advice. The number of respondents who initiated contact by telephone or drop-in can be seen in Figure 3.9.1.

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**Figure 3.9.1 Number of service users initiating contact by telephone or drop-in**

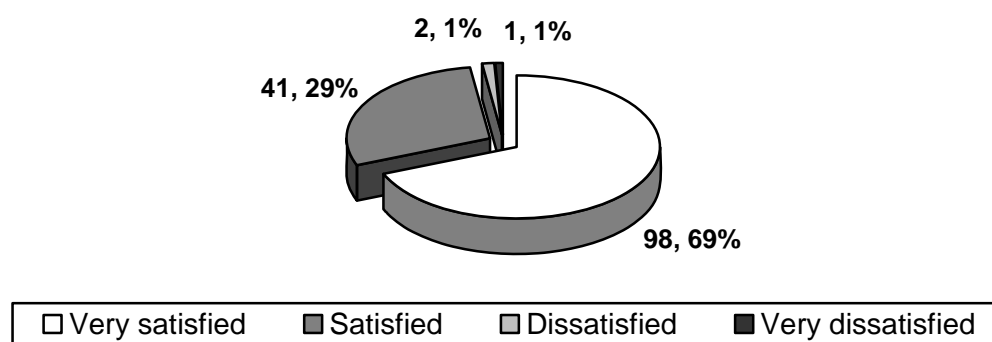


63% (96 out of 152) of respondents had not initiated contact with the Widnes Trailblazer through either telephone or drop-in. Only 10% (15 out of 152) of respondents reported initiating contact often through telephone or drop-in.

### **3.10 Overall satisfaction with Sure Start Widnes Trailblazer services**

Figure 3.10.1 summarises the overall level of satisfaction with Sure Start Widnes Trailblazer services.

**Figure 3.10.1 Overall satisfaction with Sure Start Widnes Trailblazer services**



The overall level of satisfaction was high with 98% (139 out of 142) reporting they were either 'very satisfied' or 'satisfied' with the available services. Of these, 69% (98 out of 142) reported they were 'very satisfied' overall with services.

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### **3.11 Further comments from respondents**

98 (62%) of the 159 respondents made additional comments about services. A complete list of all the comments made can be found in Appendix 7. Seven key themes emerged from these comments:

- positive experiences of Sure Start Widnes Trailblazer services (42 comments);
- suggestions for future service delivery (15 comments);
- messages of thanks for Sure Start Widnes Trailblazer services and staff (11 comments);
- intentions of respondents to use Sure Start Widnes Trailblazer services in the future (7 comments);
- the need for more information about Sure Start Widnes Trailblazer services (21 comments);
- the difficulty with attending sessions (6 comments);
- negative experiences of Sure Start Widnes Trailblazer services (3 comments).

#### **3.11.1 Comments regarding positive experiences**

Of the 98 people who made additional comments, 42 people (43%) made a positive comment about their experience. General comments regarding their satisfaction with the local programme are illustrated by the following comment:

*'Sure Start has helped me to get a job and go to college. They always give me support with my children. I think this is a great service.'* (17).

Such satisfaction is highlighted in the following comment:

*'I think Sure Start should be available to all areas. They have really helped me a lot. Without them I would have gone mad.'* (100).

#### **3.11.2 Suggestions for future service delivery**

15% (15 out of 98) of respondents who gave additional comments did so about the service and how they would like to see it developed. The majority of suggestions centred on the timing of sessions and the possibility of offering

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alternative times (for example, afternoon and weekends) as the following comment illustrates:

*'As I work I don't have the time to use a lot of the services. I feel these are more set up for mums at home. If there were more groups available after 3pm or weekends I would appreciate the groups more.'* (77).

Another suggestion to aid participation was the availability of care/crèche facilities for those parents/carers with older children. As one respondent commented:

*'I would have been to the Pampering Group, but as my older child is not in school yet I have nobody to leave him with. I feel the group should cater for women who have babies and older children too. Maybe a separate crèche for 12 months plus. I think then maybe more mothers would attend.'* (29).

### **3.11.3 Messages of thanks and praise**

11 out of the 98 respondents who commented (11%) used the additional space provided to express sentiments of thanks towards the staff and the services they had received. As one respondent commented:

*'Sure Start Trailblazer has kept me busy and if it wasn't for this place I think I would go mad. So thank you very much.'* (43).

This point was expanded upon by another respondent who commented:

*'I have always thought of Trailblazer as a lifeline to me. From the moment I found the Pampering Group the team have not and will not get rid of me!!! There is so much support and all the team are so friendly.'*(46).

### **3.11.4 Future intention to use Sure Start Widnes Trailblazer services**

7 out of 98 comments (7%) were made by respondents who intended to make greater use of Sure Start Widnes Trailblazer services in the future. One respondent stated:

*'Not used the services up until now but I'm planning to start going as the services look great.'* (86).

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### **3.11.5 The need for more information on Sure Start Widnes Trailblazer services**

21 (21%) of the 98 respondents who made comments mentioned a perceived need for more information and to publicise services more actively. As one respondent commented:

*'Filling in this survey has shown me how little I know about Sure Start facilities. It would be useful to make a booklet to accompany the Sure Start timetable, outlining each activity and who it's aimed at.'* (94).

In a number of cases respondents commented that they received information at inappropriate times, as the following comment illustrates:

*'Sometimes I receive information through the post about various groups starting but quite often the information has been sent out when the courses have already started (they may have had one or two sessions already).'* (9).

### **3.11.6 Difficulty with attending sessions**

6 out of 98 comments (6%) were made regarding the timing of Sure Start Trailblazer services and how attending was made difficult because of clashes with work commitments. It was commented:

*'I don't get the chance to use the services because I work and so does my partner. We looked at things like Dad's and Kid's Swim but it is on in the afternoon. It would be nice for some sessions to be evenings and weekends.'* (126).

A further problem with attending Trailblazer services was highlighted by the waiting lists for some of the more popular services, as the following comment illustrates:

*'Some services do have long waiting lists. I had never heard of Sure Start until the midwife told me, not sure if that was because I wasn't looking until I was pregnant, but could be advertised more.'* (119).

### **3.11.7 Negative experiences of Sure Start Widnes Trailblazer services**

3 out of the 98 comments (3%) related to negative experiences of respondents when using or attempting to use Sure Start Widnes Trailblazer services, illustrated by the following comment:

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*'When we were first introduced we were told which classes would be beneficial with regards to my sons age and disability but since then we haven't been advised what other classes he could attend, such as creepy crawlies, tots time.'* (15).

2 comments were also made by respondents' who had been told they were not eligible for Sure Start services. One respondent commented:

*'Whenever I have rung Ditton Community Centre for advice I have always been told I am out of the area for Sure Start and received no help whatsoever.'* (84).

N.B. Details of respondents who requested further information were passed to the Sure Start Widnes Trailblazer team for follow up.



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## **Chapter 4**

### **Discussion**

#### **4.1 Introduction**

This user satisfaction survey provides an indication of the use of, and satisfaction with, Sure Start Widnes Trailblazer services for families with young children in Widnes. Using the Child Health Database to contact potential respondents ensured that families not registered with the Sure Start Widnes Trailblazer programme, but who were eligible for services, were also included.

In total, 159 valid responses were received from the 990 eligible families, giving a response rate of 16%. A prize draw was used in an attempt to increase participation within the first wave of postal questionnaires. In total, 98 out of 111 respondents (88%) who returned their questionnaire through the post included their prize draw slip, which means that 13 (12%) respondents replied without inducement. To further increase the initial response rate of 11% (111 questionnaires), telephone calls were made to non-respondents for whom contact details were available, that is Sure Start Widnes Trailblazer registered members. A total of 456 telephone calls were made resulting in a further 48 questionnaires being completed. However, 115 telephone calls (25%) were made to either dead lines or wrong numbers, which suggests the contact information for many registered families could be incorrect. This could mean that eligible families did not receive their questionnaire, which could partially explain the relatively low response rate. With such a low response rate it is important to recognise the results may contain a self-selecting bias and may not be a representative sample. However, responses can be used to illustrate aspects of service usage that may help inform service delivery.

Despite this limitation, the study did access a sample of families who are eligible to receive Sure Start Widnes Trailblazer services, whilst the anonymous nature of the questionnaire may have encouraged respondents to give their honest opinion.

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## **4.2 User characteristics**

The gender of respondents was consistent with those recorded in 2003, with 98% of respondents being female. A reason for this could be that the questionnaires were addressed to the primary carer by name, and in the majority of cases this was the mother. However, Sure Start Widnes Trailblazer staff report that the majority of service users are female, highlighting the challenge faced by Sure Start programmes in terms of engaging fathers/male carers, a matter which could be worthy of further investigation. To fully establish male user patterns, attendance records of Sure Start Widnes Trailblazer services should be reviewed. The current survey does not indicate males' views of services and it may be useful to attempt to access these in order to inform service development.

The age of respondents within the current survey highlighted that the majority of parents/carers were aged between 25-34 years old. When comparing these findings to those recorded in 2003, there was a lower proportion of parents/carers aged 20-24 years old, with a higher proportion of parents/carers aged 30-34 years old.

Within the current survey it would be useful to compare the age of respondents with that of all registered families to establish if services are being accessed by younger parents. There were a small number of respondents aged under 20 years old for both surveys, which may reflect a small number of parents of this age in the Sure Start Widnes Trailblazer area, or could be due to those under 20 choosing not to respond. Further investigation may therefore be required in order to establish the views of those parents aged under 20, which could then be used to inform service development.

## **4.3 Awareness of services**

Awareness of Sure Start Widnes Trailblazer services was high amongst respondents, with 94% (149) of respondents stating they knew of the Sure Start programme in their area. Such a response is fractionally higher than the 92% recorded in the 2003 satisfaction survey (Barrow, Jones & Thurston,

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2003). However, 6% (10) of the respondents were unaware of the Sure Start Widnes Trailblazer programme and the available services, indicating the need to continue to work towards increasing awareness of the programme. Despite the majority of respondents being aware of the local programme, several indicated they did not have enough information about all of the available services. 64% (71 people) of postal respondents requested more information regarding the available services (this has subsequently been followed up by the Sure Start team), which is more than the 27% who requested additional information in 2003. In addition, 13% (21 people) of the respondents specifically wrote of a perceived need for more information in the box available for additional comments.

Such responses highlight two issues. Firstly, potential service users wish to be kept informed of the available services. To enable this, service users require up-to-date and specific information regarding the nature of the services. Secondly, whilst Sure Start Widnes Trailblazer regularly sends out newsletters providing information on the available services it would appear the information is not always received. The apparent need for information again highlights the importance of keeping up-to-date records of registered families. Sure Start Widnes Trailblazer registered users who attend services could be reminded regularly to inform staff of any change in circumstances or contact details. In addition, whilst the eligible population is changing, through new born children and mobility in the area, it is important for Sure Start Widnes Trailblazer to work closely with the local Primary Care Trust in order that records of eligible families are up-to-date. Such actions will help ensure that information can be sent out to those people entitled to use the available services. It may also be worth Sure Start Widnes Trailblazer considering alternative or additional methods of distributing information to promote forthcoming events and services in a timely manner. Such methods could include word of mouth via professionals who work in the area, particularly midwives.

#### **4.4 Use of services**

All of the 34 community services had been used by at least one respondent. The majority of respondents (51%) accessed between one and five

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community services. It was evident that 94% of the services (32 out of 34) had equal or greater numbers of service users accessing the service on more than one occasion. The only 2 services reporting more users using the service as a one off were the Citizens Advice Bureau and the 40 Month Check. The reason for this is likely to be due to the nature of these services, which are specialised, and which, in the case of the 40 Month Check, is by definition a one off event. Therefore, such findings indicate that having become engaged with services, parents/carers, are likely to return to Sure Start Widnes Trailblazer services again. This can be taken as a further indication of satisfaction.

The Child Safety Equipment service provides practical help to parents and was the most popular service, being accessed by 61% of respondents (98 people). Fun Days and Events (39% of respondents), Community Café (36% of respondents) and the Pampering Group and Baby Massage service (33% of respondents) would appear to be effective ways in which to engage with services users and perhaps a way to encourage new users to consider other Sure Start services. Some services appear to have low usage amongst the respondents. These include the Drop-in Study Club, Pregnant Mums Quit Smoking, Being a Parent and Chatterbox. However, some of these are specialised services that would not be required by all parents. Furthermore, the need to increase the awareness of some services to potential users may partly explain low usage of some services.

11% (18 out of 159) of respondents indicated they had not used Sure Start Widnes Trailblazer services. This compares with 15% of respondents who had not accessed a single service in 2003 (Barrow, Jones & Thurston, 2003). Consultation with those who are eligible, but have not accessed any services, would be valuable and could be used to inform future service delivery. Of the services being provided by Sure Start Widnes Trailblazer in 2003, a total of 25 were still being delivered in 2005. For these 25 services, similar proportions of respondents reported accessing them in 2005 as in 2003. Further details of the comparison between service use in 2003 and 2005 can be found in Appendix 8.

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Respondent characteristics were examined to explore any variations in service usage in terms of disability, single parent status, number of children and age of respondent. However, when the sample was broken down the numbers were very small, and so it was not possible to conclude anything from these data. From comments made on the questionnaire, and through telephone interviews, some parents/carers who had recently given birth wanted to wait a while before engaging with any services. In addition, a number of comments were made by those parents/carers with more than 1 child who found it difficult to attend some sessions due to a lack of childcare for their older child whilst attending Sure Start activities. For those parents/carers with older children the extension of the crèche service may encourage them to access Sure Start Widnes Trailblazer services. Finally, comments were made by working parents about the timing of sessions, and there was some indication of support for Sure Start services in the evenings and at weekends.

When examining the number of respondents who had accessed services in their own home, 25% (38 people) of respondents had received services in this setting. Such a finding is lower than the 42% (61 people) of respondents who reported receiving services at home in the 2003 survey. Once again the self-selecting bias of the sample may explain these differences. Such a result could also indicate a reduction in isolation and increased social contact for service users through participation in community services. 37% (56 people) of respondents indicated they had initiated contact through either telephone or dropping in to speak to the team. This is another way in which parent/carers can be supported and could be promoted to increase service users' awareness of the service.

#### **4.5 Satisfaction with services**

The overall level of satisfaction with Sure Start Widnes Trailblazer services was high; 98% (139 out of 142 respondents who answered the question) reported they were either 'very satisfied' or 'satisfied' with Sure Start Widnes Trailblazer services. Such a finding is comparable to the findings of the 2003 survey where 99% (110 out of 111 people) of respondents indicated they were

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satisfied with Sure Start Widnes Trailblazer services. However, this finding should be examined with caution, as this is the view of 142 people from an eligible population of 990 families. It must also be noted that 17 respondents failed to answer the question on satisfaction levels. Through telephone interviews, it was established that those people who had not used or had only just begun using Sure Start Widnes Trailblazer services felt they were not able to answer questions regarding overall levels of satisfaction.

When examining the individual services and levels of satisfaction, the majority of respondents reported that they found all of the 34 community services provided by Sure Start Widnes Trailblazer to be 'very helpful' or 'helpful'. The quality of services provided will be important in engaging eligible families, and such a finding suggests that there must be other factors influencing lack of engagement with eligible families. 10 of the 34 services received counts of 'not helpful' from the respondents. However, in each case, this was a small number of people. The services to receive a 'not helpful' were CAB (3 people), Halton Family Groups (1 person), Rhyme and Bounce (2 people), Fun Day and Events (1 person), Pampering Group (1 person), Breastfeeding Support (1 person), Sleep Clinic (1 person), Decorate your Nursery (1 person), Sewing Class (1 person) and Community Café (3 people). It would be beneficial to establish reasons why respondents felt this way, perhaps by using qualitative research with clients.

For the 25 community services that were being delivered by Sure Start Widnes Trailblazer in 2003 and continued to be provided in 2005, levels of reported satisfaction were similar. Further details of this comparison can be found in Appendix 8.

In total, 62% of respondents (98 people) made additional comments regarding Sure Start Widnes Trailblazer services. Of these 43% (42 people), or 26% of the total number of respondents to the survey, made positive responses regarding the experience of using Sure Start Widnes Trailblazer. Suggestions were made by 15 respondents regarding the delivery of services, thereby providing information that can be used in the planning of future service

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delivery. This suggests that it might be useful for Sure Start to structure services in ways that allow more opportunities for consultation with service users.

#### **4.6 Conclusion**

It is evident from the findings of the satisfaction survey that, as in 2003, the majority of respondents had positive experiences when using Sure Start Widnes Trailblazer services. Many respondents articulated gratitude towards staff members who had provided what was perceived to be a welcoming service and valuable support. The majority of respondents had registered and accessed Sure Start Widnes Trailblazer services and the overall level of satisfaction with the Sure Start Widnes Trailblazer programme was high. Further work to explore the affects of being a single parent or how the number of children in a family affects service usage could be undertaken. In doing so this may help to inform service delivery. Reviewing how to engage fathers/male carers may also be beneficial. More specifically, qualitative work could be used to identify ways to encourage fathers/male carers to become actively involved in the Sure Start Widnes Trailblazer programme.

The low response rate to this survey may be indicative of some of the difficulties experienced with engaging the eligible population in the local programme's services, although the reach of the programme is in line with other programmes regionally. In addition, the satisfaction survey response rates from other Halton Sure Start programmes such as Jolly Giraffe (Alford, Perry & Davies, 2005) and New Steps (Alford & Perry, 2005) achieved similar levels of returns with 16% and 21% respectively. It would appear there is a need to attempt to keep up-to-date records of those who are eligible for Sure Start Widnes Trailblazer services to ensure information reaches the eligible population. This is an issue Sure Start Widnes Trailblazer is aware of and currently addressing, and is an issue affecting other Sure Start programmes in the Halton area.

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Overall, this study has indicated high levels of satisfaction with Sure Start Widnes Trailblazer services, and has also indicated some areas where developments might be considered.



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## **Appendix 1**

### **Questionnaire**

The questionnaire was provided in a booklet format.

If you would like to know more about these services, remember to tick the box on the prize draw leaflet.

We will send you information.

**Don't forget to  
complete the prize  
draw sheet for  
your chance to win  
£50 worth of  
Asda vouchers!**

**SureStart**



## Questionnaire

All your answers are confidential. Your name and address are only on the prize draw sheet. When received, the prize draw sheet is separated from this answer sheet.

### About you and your family

1. Do you care for, or have any children living with you?

Yes ☐

No ☐

→ Please don't complete the questionnaire, return everything in the envelope provided. Thank you.

If yes, what is their age?

1<sup>st</sup> Child ..... years

2<sup>nd</sup> Child ..... years

3<sup>rd</sup> Child ..... years

4<sup>th</sup> Child ..... years

2. Are you a single parent?

Yes ☐

No ☐

3. Are you

Male ☐

Female ☐

4. How old were you, on your last birthday? ..... Years

5. Do you, or any of your children, have a disability?

Yes ☐

No ☐

6. Did you know that there are Sure Start Trailblazer services in this area?

Yes ☐

No ☐

7. Are you registered with Sure Start Trailblazer?

Yes ☐

→ go to Q8

No ☐



Go to question 13. If you would like to know more about these services please complete the prize draw slip, tick the box at the end. Thank you.

## 8. Sure Start Services

Sure Start provides many services. Please look through them and say if you have used them and if you did, were they helpful or useful. Please tick the boxes and make any comments at the end.

### Support for Families

#### Citizens Advice Bureau



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Halton Family Groups



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Cook and Taste



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Early Learning

#### Early Learning Group



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Creepy Crawlies



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Tots Time



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

## 9. Have you ever had any Sure Start Trailblazer services at home?

Yes ☐ No ☐

Was it? ..... very helpful ☐ helpful ☐ not helpful ☐

## 10. Please tick the years you have used Sure Start Trailblazer services

2003 ☐ 2004 ☐ 2005 ☐

## 11. Do you phone, or drop in to see the team, for a chat, or advice?

often ☐ sometimes ☐ never ☐

## 12. Thinking about ALL the Sure Start services that you, or your children, have used, how satisfied are you?

Very satisfied ☐ satisfied ☐

dissatisfied ☐ very dissatisfied ☐

## 13. Please use this space if there is anything else you would like to say about Sure Start Widnes Trailblazer.

**Thank you for your help.**



### Speech & Language Therapy

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



### Portage Home Visiting

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Childcare and parenting

#### B4 4 Crèche



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



#### 40 Month Check

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



#### Pampering Group

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



#### Breastfeeding Support

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



#### Webster Stratton Group

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



### Pregnant Mums Quit Smoking

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



### Baby Massage

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### For parents

#### Adult Learning



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Adult Study Club



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Drop in Study Club



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Basic Computer Skills



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

#### Sleep Clinic



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



### Feel Good Group

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Decorate Your Nursery



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Card Craft



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Sewing Class



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Time For Me



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Being a Parent



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

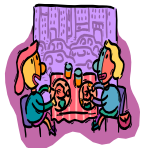
### Parenting Group



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Community Café



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐



### Rhyme and Bounce

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

## Activities and help for families

### Child Safety Equipment



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Dad/Mums & Kids Swimming



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Family Group Reading



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

### Fun Days & Events



Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

## Early learning - speech & language

### Chatterbox

Have you used this .....more than once ☐ only once ☐ never ☐

Was it ..... very helpful ☐ helpful ☐ not helpful ☐

---

## **Appendix 2**

### **Prize draw leaflet**

The prize draw entry form was in a folded leaflet format.

# SureStart



## Prize Draw

**Prizes: £100  
worth of  
vouchers for  
ASDA**

There are three prizes to be  
won by three parents:

- 1<sup>st</sup> £50 ASDA voucher**
- 2<sup>nd</sup> £30 ASDA voucher**
- 3<sup>rd</sup> £20 ASDA voucher**

If you have used any  
Trailblazer services,  
they want to know  
what you think....

Have they got it right?

They want to make life  
better for you and  
your children by:

- supporting parents & families
- helping with childcare
- giving early education

# SureStart



For the past five years,  
Trailblazer staff have been  
running services for parents  
and children up to the age of  
4.

Have they got it right? Please  
tell us your views, by filling in  
the questionnaire and sending  
it back to us.

# SureStart



If you need help completing the questionnaire you may contact a member of Sure Start Trailblazer staff for help.

## **Sure Start Widnes Trailblazer**

Ditton Community  
Centre  
Dundalk Road  
Widnes, Halton  
WA8 8DF

**Tel: 0151 420 5482**

This survey is being carried out by:

The Centre for Public Health Research  
University College Chester  
Parkgate Road  
Chester  
CH1 4BJ



On behalf of

**Please contact Simon  
Alford Tel 01244 375444  
ex.2224 for further  
information.**

To be entered in the prize draw simply fill in the details in the section provided, then detach the entry slip and put the questionnaire with the prize draw entry into the return envelope. Make sure that you post it before the closing date on 10th June 2005.

The winners will be drawn on 26<sup>th</sup> June at the Sports Fun Day and contacted by one of the Sure Start Trailblazer Team.

If you have lost your reply-paid envelope, please send the questionnaire and your prize draw entry to:

Centre for Public Health Research,  
University College Chester,  
Parkgate Road, Chester, CH1 4BJ

Or

Just drop it in to the Sure Start office.

## **✂ Prize Draw Entry**

Please complete the following details:

Your child's name:

Your name:

Your address:

Postcode:

Your telephone number:

Please tick the box below if you would like to receive further information regarding services provided by

**SureStart**



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## **Appendix 3**

### **Participant information sheet**

## **Sure Start Trailblazer, Widnes: User Satisfaction Survey Information for Participants**

The Sure Start Programme aims to provide support to families with children aged 0 - 4 years old. It is very important to find out if Sure Start is successful. We are inviting you to take part in this survey so we can find out if local families are getting the support they need. We are also interested in your ideas about how local families could be supported in a better way.

### **Why do we need to do the research?**

We need to do this research to find out if Sure Start is meeting the needs of local families. This will help Sure Start to improve its services and tell us if any new services are needed.

### **Why are you being asked to take part?**

You are being asked to take part because you live in the local area and have a child who is 4 years old or younger.

### **Who is organising the study?**

The study is being organised by the Centre for Public Health Research at University College Chester.

### **What does it involve?**

Taking part in this survey involves filling in a questionnaire which asks questions about local services and how well they meet the needs of families. This will take about 10 minutes of your time. No one will know what you have said because your name will not be on the completed form used for the analysis. If you want to enter the prize draw you may give your details on the prize draw slip. This slip will be separated from your questionnaire before we read it. We will not use your name in the report.

### **Your rights**

You can choose not to take part in the survey. If you choose not to take part you will still be entitled to use Sure Start or other services and be involved in the operation of Sure Start.

If you would like more information about the research before you decide whether or not you would be willing to take part, please contact:

Simon Alford at the Centre for Public Health Research at University College Chester on 01244 375444 (extension 2024).

**Thank you very much for your help with this survey**

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## **Appendix 4**

### **Details of telephone calls made**

In total, 456 telephone numbers of non-respondents were obtained.

<b>Details of telephone call</b>	<b>Number of telephone calls</b>
<b>call bar</b>	<b>21</b>
<b>dead lines</b>	<b>115</b>
<b>Not available</b>	<b>54</b>
<b>No to completion</b>	<b>2</b>
<b>No longer lives there</b>	<b>4</b>
<b>number duplicated</b>	<b>2</b>
<b>out of Sure Start area</b>	<b>3</b>
<b>completed by phone</b>	<b>48</b>
<b>Ring out</b>	<b>196</b>
<b>Wrong number</b>	<b>11</b>
<b>TOTAL</b>	<b>456</b>

Unsuccessful calls incorporated the following outcomes: line dead; anonymous call bar; error with telephone; not applicable; and wrong/duplicate number.

Successful calls incorporated the following outcomes: questionnaires completed over the telephone; phone back; send in the post; did not want to complete; already completed; not available; not convenient; remove number from the database; message left.

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## **Appendix 5**

### **Frequency of use of services**

<b>Community Service</b>	<b>% of respondents using the service at least once</b>	<b>Number</b>	<b>% of respondents</b>	<b>Number</b>	<b>% of respondents</b>	<b>Number</b>	<b>% of respondents</b>	<b>Number</b>	<b>% of respondents</b>
		<i>more than once</i>		<i>only once</i>		<i>Never</i>		<i>no response</i>	
CAB	29	22	14	24	15	106	67	7	4
Halton Family Groups	16	22	14	4	3	125	79	8	5
Cook and Taste	16	20	13	6	4	125	79	8	5
Early Learning Group	28	38	24	7	4	105	66	9	6
Creepy crawlies	25	33	21	6	4	112	70	8	5
Tots Time	14	18	11	5	3	129	81	7	4
Rhyme and Bounce	11	13	8	4	3	135	85	7	4
Child Safety Equipment	61	68	43	29	18	57	36	5	3
Dads/Mums & Kids Swimming	14	20	13	3	2	130	82	6	4
Family Group Reading	8	8	5	5	3	139	87	7	4
Fun Days & Events	39	42	26	22	14	90	57	5	3
Chatterbox	3	2	1	2	1	148	93	7	4
Speech and Language Therapy	6	6	4	3	2	142	89	8	5
Portage Home Visiting	6	7	4	2	1	140	88	10	6
B4 4 Crèche	20	29	18	3	2	119	75	8	5
40 Month Check	25	9	6	30	19	111	70	9	6
Pampering Group	33	38	24	15	9	99	62	7	4
Breastfeeding Support	10	14	9	2	1	136	86	7	4
Webster Stratton Group	6	5	3	4	3	141	89	9	6

Pregnant Mums Quit Smoking	2	0	0	3	2	148	93	8	5
Baby Massage	33	41	26	11	7	100	63	7	4
Adult Learning	16	22	14	3	2	126	79	8	5
Adult Study Club	5	6	4	2	1	143	90	8	5
Drop in Study Club	2	3	2	0	0	148	93	8	5
Basic Computer Skills	8	13	8	0	0	138	87	8	5
Sleep Clinic	8	8	5	4	3	139	87	8	5
Feel Good Group	11	14	9	4	3	134	84	8	4
Decorate Your Nursery	7	10	6	1	1	141	89	7	4
Card Craft	9	12	8	2	1	138	87	7	4
Sewing Class	6	8	5	1	1	143	90	7	4
Time For Me	5	6	4	2	1	144	91	7	4
Being a Parent	3	3	2	1	1	148	93	7	4
Parenting Group	6	9	5	1	1	142	89	7	4
Community Café	36	46	29	12	8	9	60	6	4



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## **Appendix 6**

### **Satisfaction with services**

<b>Community Service</b>	<b>% of respondents using the service at least once</b>	<b>Number</b>	<b>% of respondents</b>	<b>Number</b>	<b>% of respondents</b>	<b>Numbers</b>	<b>% of respondents</b>	<b>Numbers</b>	<b>% of respondents</b>	<b>Number using</b>
		<i>very helpful</i>		<i>helpful</i>		<i>Not Helpful</i>		<i>No response</i>		
CAB	29	25	54	16	35	3	7	2	4	46
Halton Family Groups	16	17	65	8	31	1	4	0	0	26
Cook and Taste	16	16	62	10	39	0	0	0	0	26
Early Learning Group	28	38	69	7	31	0	0	0	0	45
Creepy crawlies	25	26	67	13	33	0	0	0	0	39
Tots Time	14	14	64	8	36	0	0	0	0	23
Rhyme and Bounce	11	6	35	9	53	2	12	0	0	17
Child Safety Equipment	61	72	74	16	16	0	0	9	9	97
Dads/Mums & Kids Swimming	14	18	78	4	17	0	0	1	4	23
Family Group Reading	8	9	69	3	23	0	0	1	8	13
Fun Days & Events	39	40	63	17	27	1	2	6	9	64
Chatterbox	3	4	100	0	0	0	0	0	0	4
Speech and Language Therapy	6	6	67	3	33	0	0	0	0	9
Portage Home Visiting	6	6	67	2	22	0	0	1	11	9
B4 4 Crèche	20	29	91	3	9	0	0	0	0	32
40 Month Check	25	23	59	10	26	0	0	6	15	39
Pampering Group	33	35	66	15	28	1	2	2	4	53
Breastfeeding Support	10	12	75	3	19	1	1	0	0	16
Webster Stratton Group	6	9	100	0	0	0	0	0	0	9
Pregnant Mums Quit Smoking	2	3	100	0	0	0	0	0	0	3

Baby Massage	33	45	87	7	14	0	0	0	0	52
Adult Learning	16	22	88	2	8	0		1	4	25
Adult Study Club	5	7	88	1	13	0	0	0	0	8
Drop in Study Club	2	3	100	0	0	0	0	0	0	3
Basic Computer Skills	8	13	100	0	0	0	0	0	0	13
Sleep Clinic	8	7	58	3	25	1	8	1	8	12
Feel Good Group	11	11	61	7	39	0	0	0	0	18
Decorate Your Nursery	7	4	36	6	55	1	9	0	0	11
Card Craft	9	7	50	7	50	0	0	0	0	14
Sewing Class	6	6	67	1	11	1	11	1	11	9
Time For Me	5	8	100	0	0	0	0	0	0	8
Being a Parent	3	3	75	1	25	0	0	0	0	4
Parenting Group	6	7	70	3	30	0	0	0	0	10
Community Café	36	34	59	19	33	2	3	2	3	58

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**Appendix 7**  
**Complete list of respondents' comments**

## ADDITIONAL COMMENTS

'The Sure Start service is fantastic! Support & services for non-working mums is like a lifeline and keeps me sane. My children have loved the services provided by Sure Start and its getting better all the time. Well done!' (1).

'It is a shame that the service has to stop as soon as your child reaches the age of four years old.'(6).

'Sometimes receive information through the post about various groups starting but quite often the information has been sent out when the courses have already started (they may have had 1 or 2 sessions already).' (9).

'I have always received information on Sure Start but I've never been on any course.' (10).

'Sure Start trailblazer is a very helpful, very supportive group that parents like myself can turn to for help when it is needed.' (11).

'Once child turns 4 Sure Start drops you like a hot brick. It should be until they go to school. They don't use Upton enough. They need to get the classes full (more advertising). (12).

'I would probably use Sure Start more but I have found the staff seem to pay more attention to people (and their children) who seem less educated. No matter how many qualifications a person has nobody has a qualification in being a parent so I feel all parents (+ families) should be treated equally. I am well aware that some people do need extra support but this support should be given outside of group activities so people like me don't feel like an outsider ( I am sure other people have felt the same as me).' (13).

'When we were first introduced we were told which classes would be beneficial with regards to my sons age & disability but since haven't been advised what other classes he could attend. i.e. creepy crawlies, tots time.' (15).

'Sure Start has helped me to get a job and go to college. They always give me support with my children. I think this is a great service.' (17).

'The loan scheme was really good. I used it a number of times for skips and strimmer, power washer etc.' (20).

'Sure Start is a fantastic service for families as it also concentrates on the parents and not just the children. My child has benefited greatly from some of the groups and I have always found the staff helpful and friendly.' (23).

'I have only used Halton Family Group at Chaplefield which I go to almost every week. I find this group very welcoming and friendly. Different to other groups which are lead by group leaders. I have never received any other information, despite asking when my little girl was a baby.' (24).

'I couldn't use these services because I work full time mon-fri 8.30-5.30 + these activities are never Sat-Sun or after 5.30pm.' (26).

'I am not really fully aware of the services and anything else that Sure Start actually does for families, as I only receive a newsletter every four months or so and this is when I find out about some of the things Sure Start actually does, it do not advertise properly, providing every bit of info on what Sure Start actually does.' (27).

'I think it is a very good service for people with young children. It is an excellent way to get support and for parents to meet new people. Keep up the good work!' (28).

'I would have been to the pampering group, but as my older child is not in school yet I have nobody to leave him with. I feel the group should cater for women who have babies and older children too. Maybe a separate crèche for 12 months +. I think then maybe more mothers would attend. Also I believe there should be more groups based in the Upton community centre then it wouldn't be as expensive to travel all the way to Ditton as I have to do.' (29).

'Did not have chance to use the services, But now baby is here hoping to get the chance to use services you provide.'(34).

'I used some services when on maternity leave with first child but back in work no groups for me to access. I have had a little correspondence regarding my second child and not as official service, nothing offered at home.' (35).

'I think Sure Start Widnes is excellent and if I didn't work full time I would use it a lot more.' (36).

'I did not know that this many things are available. I think better advertising would be better.' (37).

'My youngest son is now at school but I am planning another child at the moment so I would be very interested in using the services at Sure Start in the future as I've heard very good reports about them and I came to Sure Start quite late.' (38).

'Halton Family Groups- a great idea- my eldest loved it!' (39).

'Sure Start Trailblazer has kept me busy and if it wasn't for this place I think I would go mad. So thank you very much.' (43).

'I was told that I am not in a Sure Start area and therefore not entitled to use the service. There are things I would be interested in if I am, and I would be happy for you to contact me if possible.' (45).

'I have always thought Trailblazer as a lifeline to me. From the moment I found the Pampering Group the team have not and will not get rid of me!!! There is so much support and all the team are so friendly. There is so much for me and my son to get involved in. I am honest when I say that I have no idea what I would have done without them. I have made new friends and new contacts that I know will remain in my life beyond Sure Start.' (46).

'Most services are centred around the same group of parents and families i.e. low-incomes, single parent families, poor educational background. A wider range of support needs to be developed for parents who do not fall into the above categories e.g. further education /higher education, crèche places would be a great help. Some people want to better themselves educationally while their children are small so they can get a better job in the future but can't as they have no care support.' (47).

'My daughter and I also attend Musical Minis which we both really enjoy. The pamper group is very beneficial to both of us. I not only get some "me" time but my daughter is a much more sociable baby due to all the interaction with the other babies. Sure Start gives me the opportunity to meet other parents & share experiences & that is more valuable than reading any book/leaflet/magazine. Thank you.' (48).

'The venues are always clean. The toys provided are excellent. The staff are always helpful and polite, and are a credit to Sure Start. Without them and their enthusiasm Sure Start would not be as successful as it is.' (49).

'Possibly some activities/events for people with children at different ages. It is difficult to attend if the class only allows one age group and you have say a 2 year old and 6 month old. Many classes poorly attended-lots of 'non-Sure Start' parents keen to attend but cannot due to location which seems a shame-willing to pay!.' (55).

'Thank you!' (56).

'It would be helpful for somebody to talk to you through each group, to help you decide which ones would be right for you, and help with a weekly timetable (should be asking more about the groups as some people like myself need a bit of a push and encouragement to go along).' (58).

'Offer fantastic sessions with the greatest effort put in every time. Was not aware of some of the services. My husband takes the children weekly to Tots Time and Messy Play, as I work and is made to feel very comfortable.' (60).

'I would like some family support but I really don't know where to turn.' (62).

'Me and my 2 year old son have recently began going to the Early Learning Group at All Saints school which I have really enjoyed and my son has loved it. We only found out about the group due to an invitation to attend coming through the post, but as far as all the other groups and classes mentioned in the questionnaire I know nothing about them. I would be interested in more information about the different groups and classes.' (64).

'I haven't used Sure Start as much since having my second child Sure Start is a good service. Hopefully I will get to use the service more.' (66).

'Didn't know about it other than at the local leisure centre where swimming is free (as part of Sure Start) for small children.' (69).

'I would like more information on the Trailblazer in Widnes and what they do there and for what ages is it for because I would like to use this for my children.' (70).

'I would use and go to some of the stuff at Sure Start but I never get any up dates, times or days so I never know what's happening or going on. Half of these services I never knew Sure Start did.' (71).

'Due to the fact that I work full-time I have been unable to access any of the services provided. I would especially have like to attend the Mums and Kids Swimming but unfortunately it is timetabled assuming that mums do not go out to work- it does however provide a dads evening swimming session which I feel is highly prejudiced and sexist – assuming dads work but mums don't!' (73).

'My experience of Sure Start services has been great. I am only off work on Wednesday so try and fit in what I can that day. There are quite a lot of classes that day so can't make them all. Will continue to use Sure Start as [child] will be able to take part in more classes as she grows. I'm even considering changing my day off to access an early learners group. I think everyone with children pre-school age should be making use of all the services on offer. All staff I've met have been really down to earth and helpful. Newsletter sometimes arrives late and was waiting a while for a new timetable of classes to get started, earlier in the year.' (75).

'Sure Start was a service I did not know was available until I had problems with my daughter at 3 – I could not have asked for any more help and support.' (76).

'As I work I don't have the time to use a lot of the services. I feel these are more set up for mums at home. If there were more groups available after 3pm or weekends I would appreciate the groups more.' (77).

'Half the courses listed I wasn't aware of else I would have probably used them. I have tried to go on a couple days out but they were booked.' (78).



'Sure Start provides a fantastic service. The girls are very helpful, friendly and full of advice. Unfortunately, I work full time and so haven't had the opportunity to use lots of these facilities. However, the one I have used were great- I really enjoyed the baby massage and the pampering group – having twins made these groups invaluable as it was a chance to talk to other mums. The weaning visit was very useful and the boys (+ grandparents!) enjoyed creepy crawlies. Keep up the good work. P.S. the sleep clinic was a lifesaver.' (80).

'I would like to register with Sure Start! And would like to know information about Sure Start.' (81).

'Intend to use services in the future as indicated with comments on questionnaire.' (83).

'Whenever I have rung Ditton community centre for advice I have always been told I am out of the area for Sure Start and received no help whatsoever.' (84).

'Not used the services up until now I'm planning to start going as the services look great.' (86).

'Through the help and support of the Sure Start trailblazer team I have gained much more confidence in myself and my parenting skills. Through the volunteering opportunities in the crèche and especially the portage volunteering programme I have now gained employment which I really enjoy doing. The community café is also a great place to meet up with people you have met through Sure Start. Thank you Sure Start Trailblazer.' (87).

'Trailblazer staff offer a friendly atmosphere and make you feel very welcome. They are all very helpful and are a great asset to the area.' (89).

'We are currently awaiting a place in the Chatterbox group. I have accessed more services after using Sure Start Trailblazer services at home – the home visit gave me more idea as to which groups were best suited to my children. I wish I didn't have to work because I would definitely take more advantage of the services available if I were a stay at home mum. I also used the services of the psychologist whilst suffering post-natal depression - she was great.' (91).

'I think Sure Start is really helpful, but I find it difficult to join groups with my baby. I would like to get involved to help me and my 7 month old baby. Could you send information on different groups please. I am a very young mum and would like to interact with other mums.' (92).

'How would I get involved with Sure Start.' (93).

'Filling in this survey has shown me how little I know about Sure Start facilities. It would be useful to make a booklet to accompany the Sure Start timetable, outlining what each activity is and who it's aimed at.' (94).

'Very polite, willing to help and informative. It will be a shame when my youngest turns four this year and we won't be involved any more.' (96).

'Would be good to see a 'baby sign' group. Don't agree with the boundary thing. My road isn't in the boundary but the road you turn off is. I had to be referred. There shouldn't have to be a reason for you to be able to access the facilities.' (98).

'I think it is a great service and would like to participate more.' (99).

'I think Sure Start should be available to all areas. They have really helped me a lot. Without them I would have gone mad.' (100).

'All friendly and would deffo come to more of the groups if work didn't get in the way. Do manage to go to Musical Minis and Musical Mayhem. It's very helpful. Please keep sending the invites.' (101).

'Sure Start is brilliant. My son has come on a great deal because of the services we use. Also, I don't drive and don't get to take him on days out very often so the day trips are great plus affordable! Well done!' (102).

'Need more advice on what's out there and at what age children can use/go to groups not on leaflets!! New mums need to be told what's out there for them.' (105).

'I have found it to be very helpful and supporting. It's helped me to be more confident with the needs of the children. They have been a great team.' (106).

'Very satisfied with the services that I have used. I didn't know about a lot of these and I am having a baby due 8 July so hopefully will be able to use more of the services'. (108).

'I intend to use the services again, but she is a little young to use them at the moment but will use when she is older.' (111).

'The staff are always pleasant and helpful. I just do not seem to have the time to do it, plus it is quite a way to go for some sessions.' (112).

'I am very satisfied with the service.' (113).

'The staff are brilliant and good with the children. It is motivational for the children, open for different age groups which is good. I really love all the groups we attend.' (114).

'It is difficult to attend with me working. It's been handy as there was nothing like this when we had our first child, it is nice just knowing someone is there.' (116).

'I don't really get the time because I am also at university so I am busy, but have asked for more information about the services.' (118).

'Some services do have long waiting lists. I had never heard of Sure Start until the midwife told me. Not sure if that was because I wasn't looking until I was pregnant, but could be advertised more.' (119).

'I have found it very helpful and the times of the sessions are good as well, especially with it being so close.' (120).

'I am aware of the services but don't get round to using them. I should use them more'. (121).

'I don't get the chance to use the services because I work and so does my partner. We looked at things like dad's and kid's swim but it is on in the afternoon. It would be nice for some sessions to be evenings and weekends.' (126).

'I have put my name down for a couple of groups and just waiting really.' (127).

'Sure Start is the best thing ever. Very good for children of all backgrounds. I am so glad I live in a Sure Start area. The staff are all very helpful and considerate.' (128).

'Just difficult to attend as I work various hours. They are really helpful when you go there.' (129).

'Really good idea but I work full-time and don't get the chance to go.' (130).

'I don't use any services but they let me know everything that is going on so I can't complain. They are excellent and they don't give up on me.' (132).

'I do enjoy the services that I go to.' (134).

'I work as well so can't get to all the services.' (135).

'The staff are fantastic and the way they organise things is brilliant. I have no complaints whatsoever.' (136).

'Everyone is very friendly and approachable if you have any problems.' (137).

'All services are really fantastic and the staff are fantastic too. If I don't attend a session they will even ring up to check I am ok if I've not been well.' (139).

'I don't get the chance because of working.' (140).

'I have found all services useful and have been very good. It is really positive for a people.' (141).

'The only disappointment I had was they didn't have a crèche for my older child and I think they should have that. Apart from that there has never been a problem.' (142).

'It was really helpful and I still get information through telling me all about the services, plus I know I can pick up the phone if I need help.' (143).

'They seem to slot the services in to help with picking up of other children. The staff are all friendly and easy to talk to.' (144).

'I am very keen on trying out a lot more services. Sure Start is a great idea, my daughter is only 8 months and I believe she will benefit a lot in your groups. Thank you.' (145).

'All very nice and enjoy going to the services and to work with them. I get to meet other people in similar situations and make new friends.' (146).

'All the staff are very approachable and friendly.' (149).

'I haven't been as much now I have the two children as it is hard work, but the services are available and some are coming up soon. The staff are great.' (151).

'It is an absolutely fabulous service, very helpful for all.' (153).

'The only thing there is not a lot of groups at the end of the week/weekends so people who work can not attend. It seems to cover a lot though but a lot at same times and days i.e. Wednesdays. But I love what Sure Start offers.' (154).

'Mums and tots, and peeps groups are really good and the gifts are really helpful.' (155).

It is really really good, very helpful for a lot of people.' (156).

'As a child minder it would be good to be able to take children along to more with Trailblazer. The time of some services is not always practical; some could be in the evenings to allow people to go.' (157).

'I didn't know they offered so much, but I've just not got round to using anything yet.' (158).

'Could you send me more details on the B4 4 crèche as I would soon like my child to start nursery. Thank you!' (159).

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**Appendix 8**  
**A comparison of user satisfaction and service usage between**  
**2003 and 2005 surveys**

<b>Community Service</b>	<b>Number of respondents 2003</b>	<b>Number of respondents 2005</b>	<b>% of respondents in 2003</b>	<b>% of respondents in 2005</b>	<b>respondents satisfied users in 2003</b>	<b>respondents satisfied users in 2005</b>
CAB	24	46	16	29	95	93
Halton Family Groups	17	26	12	16	100	96
Cook and Taste	29	26	20	16	100	100
Early Learning Group	19	45	15	28	100	100
Creepy crawlies	22	39	15	25	90	100
Child Safety Equipment	72	97	50	61	99	100
Dads/Mums & Kids Swimming	4	23	3	14	100	100
Family Group Reading	14	13	10	8		100
Fun Days & Events	72	64	49	39	94	98
Chatterbox	4	4	3	3	100	100
Speech and Language Therapy	12	9	8	6	91	100
Portage Home Visiting	18	9	12	6	100	100
B4 4 Crèche	33	32	22	20	100	100
40 Month Check	17	39	12	25	100	100
Pampering Group	36	53	25	33	100	98
Breastfeeding Support	12	16	8	10	92	94
Webster Stratton Group	1	9	1	6	100	100
Pregnant Mums Quit Smoking	1	3	1	2	100	100
Baby Massage	27	52	19	33	100	100
Adult Learning	33	25	22	16	100	100
Adult Study Club	5	8	3	5	100	100
Sleep Clinic	14	12	10	8	85	91
Feel Good Group	14	18	10	11	100	100
Decorate Your Nursery	16	11	11	7	100	91
Being a Parent	7	4	5	3	100	100

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## **Appendix 9**

### **Service use by categories**

**Table A9.1 Disability and number of services used**

Child or parent/carer disability	Number of services used										Total No. of service users
	None		1-3		4-6		7-9		10+		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Yes	1	17	2	33	0	0	0	0	3	50	6
No	17	11	52	34	39	56	17	11	27	18	152

**Table A9.2 Single parent status and number of services used**

Family status	Number of services used										Total No. of service users
	None		1-3		4-6		7-9		10+		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Single parent	7	22	10	31	6	19	1	3	8	25	32
Other	11	9	43	34	33	26	16	13	22	18	125

Two respondents failed to indicate family status when completing their questionnaire.

**Table A9.3 Number of children in respondents' households and number of services used**

Number of Children	Number of services used									
	None		1-3		4-6		7-9		10+	
	No.	%	No.	%	No.	%	No.	%	No.	%
<b>1</b>	11	18	21	34	18	29	4	6	8	13
<b>2</b>	4	6	18	29	13	21	11	17	17	27
<b>3</b>	2	7	10	37	8	30	2	7	5	19
<b>4+</b>	1	17	5	83	0	0	0	0	0	0

One respondent failed to indicate number of children in the household when completing their questionnaire.



**Table A9.4 The number of services used by each of the age groups**

Age	Number of services used										Total No. of service users
	None		1-3		4-6		7-9		10+		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Under 20	1	33	2	66	0	0	0	0	0	0	3
20-24	6	21	12	43	6	21	2	7	2	7	28
25-29	5	14	12	32	9	24	3	8	8	22	37
30-34	2	4	15	31	17	35	7	15	7	15	48
35-39	3	12	6	24	6	24	3	12	7	28	25
40 and above	1	7	6	40	1	7	2	13	5	33	15

Three respondents failed to indicate their age when completing their questionnaire.