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**Widnes Sure Start  
Patterns of registration and service usage  
in 2002-2003**

**Jenny Jones  
Miranda Thurston**

**July 2003**

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## **Acknowledgements**

The data monitoring requirements for Sure Start programmes are extensive. This report had been made possible because of the efforts of a large number of people in the data gathering process. There are a number of people in particular whose contribution we want to acknowledge.

Recognition must be given to Lorraine Axon and Lynn Morris who put in a great deal of time and effort to manage and maintain the registered families database.

Thanks should also go to all those individuals who completed data monitoring forms.

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## Table of contents

			Page
	Acknowledgements		i
	Table of contents		ii
	List of tables		iii
	List of figures		iv
1	Introduction		1
2	Summary		4
3	Results		6
	3.1	Registered families	6
	3.2	Data collection and monitoring on a monthly basis	6
	3.3	Summary of information taken from all contacts over the year	7
	3.4	Monthly changes to the registered families database over the year	8
	3.5	About the families using Sure Start services in the twelve-month period	9
	3.6	How many services are families using?	10
	3.7	Services accessed by area and different groups	11
	3.8	Contacts with families	13
	3.9	Families with high use of Sure Start services	14
	3.9.1	Teenage mum	14
	3.9.2	New families	14
	3.9.3	Single mums	15
	3.9.4	Families where dads had significant numbers of contacts	15
	3.10	Summary measures for contacts and services used	16
	3.11	Contacts with individuals	16
	3.11.1	Eligible children	17
	3.11.2	Ethnic groups other than British	18
	3.11.3	People with disabilities	18
	3.11.4	Dads	18
	3.12	First contacts with the Sure Start programme	19
	3.13	Geographical reach of the Sure Start programme	20
	3.14	Area WA8 4D to 4Y	20
	3.15	Area WA8 7B to 7Y	22
	3.16	Area WA8 8A to 8Y	24
	3.17	Areas of low registration	26
	Appendix 1	Monthly analysis of data	27
	Appendix 2	Service summaries for the twelve-month period	52

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## List of tables

<b>Table</b>		<b>Page</b>
3.1.1	Numbers and percentages of eligible and registered children and families by postcode area	6
3.2.1	Average numbers of new and existing children on database each month and percentages seen (by age group)	7
3.7.1	Services showing significant differences in use by postcode area	12
3.14.1	Percentages of eligible families and contacts per eligible child in postcodes WA8 4D to WA8 4Y	22
3.15.1	Percentages of eligible families and contacts per eligible child in postcodes WA8 7B to WA8 7Y	24
3.16.1	Percentages of eligible families and contacts per eligible child in postcodes WA8 8A to WA8 8Y	25
3.17.1	Eligible children in postcodes areas where registration is low	26

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## List of figures

<b>Figure</b>		<b>Page</b>
1.1	Widnes Sure Start area with postcodes	3
3.4.1	Number of new and existing families on the database each month	8
3.4.2	Number of new and existing children on the database each month	9
3.6.1	Percentage of families by number of services accessed	10
3.7.1	Percentage of families using each service	11
3.7.2	Services that show significant differences in use for new and existing families	12
3.8.1	Monthly contacts with Sure Start	14
3.11.1	Comparison of percentages of individuals and contacts for different categories of users	17
3.11.2	Percentage of dads and contacts with services	19
3.14.1	Numbers of eligible children and registered children in postcode areas WA8 4	21
3.15.1	Numbers of eligible children and registered children in postcodes WA8 7	23
3.16.1	Numbers of eligible children and registered children in postcodes WA8 8	25

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## Widnes Sure Start

### Patterns of registration and service usage 2002-2003

#### 1. Introduction

The purpose of this annual report is to look at monitoring information gathered from the beginning of June 2002 to the end of May 2003. It has three aims:

- firstly, to summarise information about families and individuals who have been registered with Sure Start during the year;
- secondly, to summarise information about families and individuals who have used Sure Start services during the year;
- thirdly, to assess the 'reach' of the Sure Start programme.

Assessing the 'reach' of the Sure Start programme and individual services is a complex issue, and to do this five factors have been considered:

- the proportion of eligible children who have been registered;
- the number of families using services;
- how many of the services are used and how often;
- the geographical 'reach' in order to explore the extent to which all areas within the Sure Start boundary were covered by registration;
- the use of the services by different groups of people: those with disabilities, single parents, ethnic minorities, and teenage parents.

By February 2002, the Sure Start programme had been running for approximately three years and was well established. As both the number of registered families and the number of individual services increased, information gathering for Sure Start monthly returns was proving time consuming and difficult to administer. For the purposes of monitoring, and to enable easier counting for the monthly data returns, a database was set up to carry out both these functions effectively and efficiently.

On the database, the following information is recorded for each individual:

- Sure Start family reference number;
- name;
- date of birth;
- position in the family: first, second, third child, (with mothers and fathers being identified by the codes 8 and 9 respectively and grandparents by the codes 10 and 11);
- ethnicity;
- disability status;
- whether the individual is a single parent;
- address;
- GP;
- contact telephone number;
- contacts with individual services.

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Each month, the database calculates:

- the ages of all individuals on the database;
- the total number of contacts for each individual.

To show that the local programme is reaching the intended population, the Sure Start Unit requires information, on a monthly basis, about children under 4 years old in the catchment area who have been seen. This information is broken down by age, disability status and ethnicity and whether the child is an *existing* user of services or *new* to the programme. The Unit also requires information on the number of families seen and whether these are new or existing registrations. It does not, however, require information on the different services used or how many times, but for monitoring purposes this information is vital.

Information on the original database was incomplete in some respects, but by September 2002, complete and accurate records were established for all individuals.

'Baseline' data for the area needed to be established in order to make valid comparisons. This data has been gathered from the following sources:

- the database of registered families;
- data from the Public Health Service (NHS) which shows that in the Widnes Sure Start area as a whole, in June 2003, there are 943 eligible children in 791 families.

Additionally, for the purposes of analysis, the Sure Start area has been divided geographically by postcode, into three areas:

- postcodes WA8 4: the area north of the railway line where there are 254 (28%) eligible children;
- postcodes WA8 7: the area bounded by the railway line, Liverpool Road and Dundalk Road where there are 237 (26%) eligible children;
- the remainder of the area, i.e. to the boundary of the Sure Start area with Liverpool Road and Dundalk Road as the other boundary lines. This area has postcodes WA8 8. In this area there are 416 (46%) eligible children.

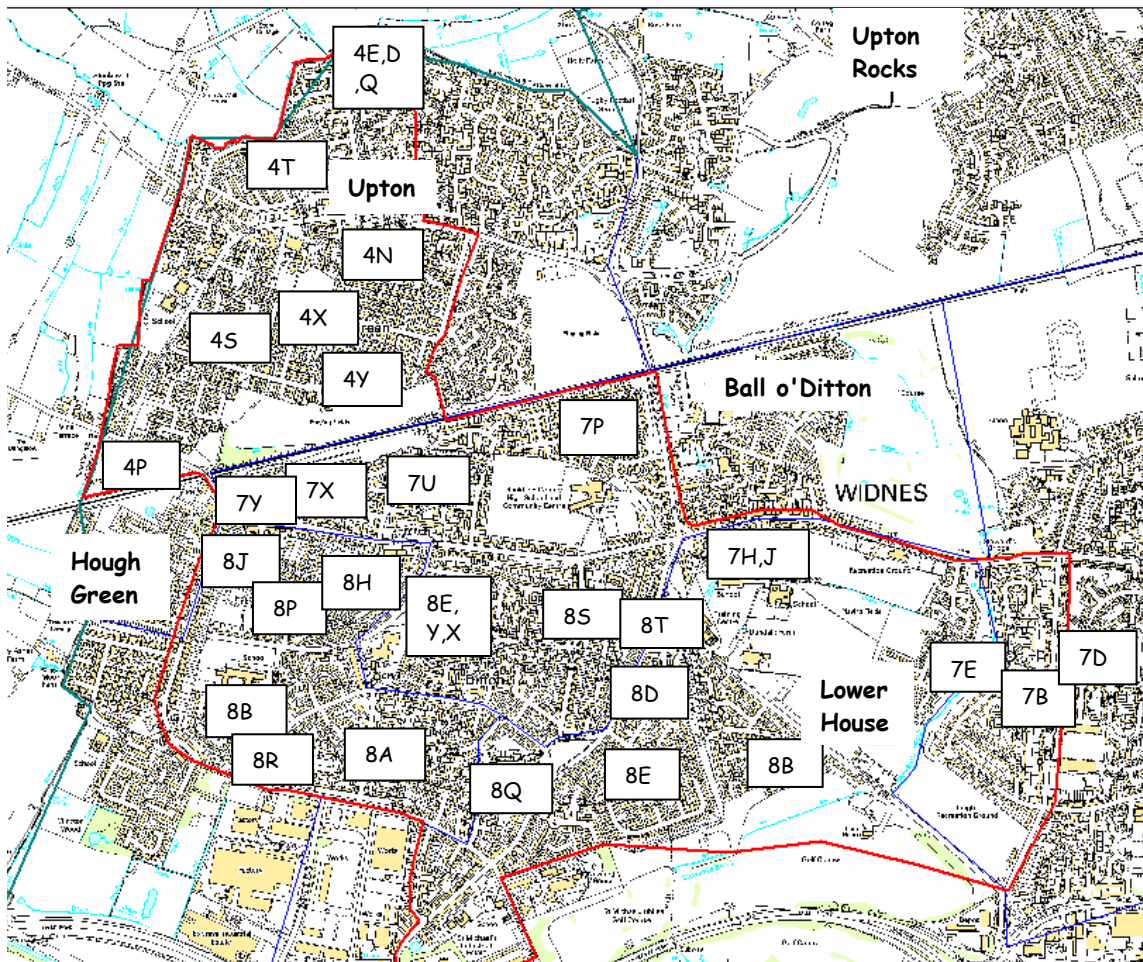
When making comparisons, the percentages of eligible children have been used to estimate the number of eligible families:

- in WA8 4, the estimated number of eligible families is 222;
- in WA8 7, it is 207 families;
- in WA8 8, the estimate is 362 families.

Figure 1.1 overleaf shows the Sure Start area with postcodes.



Figure 1.1 Widnes Sure Start area with postcodes



The red line marks the Sure Start boundary

Map courtesy of Halton Public Health Service (NHS).

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## 2. Summary

In the twelve-month period from June 2002 to May 2003, 2,498 people in 842 families have been on the registered families database. Contact was made with 579 (69%) individual families. The number of contacts varied from one to 664, with half of the families having more than ten contacts.

On average, over the year, a third of all families were seen each month and a quarter of all individuals. More than a quarter of all eligible children were seen each month. However, almost 40% of the youngest children (those under 12 months old) were seen.

A total of 272 new families (690 individuals) have been added to the registered database during the year.

Overall, almost three quarters of the families had contact with one, two or three services. The remaining quarter had contact with between four and 15. The Community Development worker had the highest number of contacts and saw the highest number of families with 3,224 contacts in 254 families.

Significant differences in use of the individual services were highlighted.

By area:

- much higher percentages of people in WA8 4 were using Behaviour Support, Portage and Halton Family Groups than the other two areas;
- WA8 8 showed the highest percentage of families using Speech and Language Therapy.

Single parents:

- were less likely to have used the Toy Library;
- were more likely to have used CAB.

Families where there are people with disabilities were more likely to have used:

- the Portage service;
- the Food project;
- Behaviour Support.

For new families, they were:

- more likely to use the Health Visitor service;
- less likely to use Community Development, Adult Education, Food, Speech and Language Therapy, Behaviour Support, Early Years and Halton Family Groups.

First contacts with Sure Start for new people tended to be with the Health Visitor, the Nursery Nurse and Community Development.

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Across the whole area, 74% of eligible children and 79% of families are registered. This has shown a marked increase since an interim report in November 2002 that showed there 60% of eligible children and 62% of families registered. Other than where there were very small numbers of eligible children, there were two areas where the percentage of eligible children registered falls below 60%. These areas are generally defined by:

- near Ball O'Ditton: postcodes 7H, 7J and 7P;
- 8J, 8P and 8Y, an area towards the Ditchfield Road boundary in the west of the Sure Start area including Mayfield Avenue, Lune Way, Ayecliffe Avenue and Appleby Walk.

There was some difference in the number of services used across the areas. However, the number used appears to be related to the length of time people have been registered, rather than the area they live in: the longer they are registered, the more likely they are to be using more services.

Anecdotal evidence suggesting that there are disparities in service use might stem from the fact that there were 23 families who each had more than 150 contacts over the year. In total they had a third of all recorded contacts throughout the year.

These families were examined in some detail in Section 3.9. They represented a reasonable cross section of Sure Start families: they were not all from the same areas; there were new and existing families; single parents; teenage mums; and, dads. However, there were no families where there were people with disabilities or from ethnic groups other than British. The majority of them had been on the registered families database for the whole 12 months.

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### 3. Results

#### 3.1 Registered families

The database of registered families for May 2003 has:

- 629 registered families;
- 1,744 individuals;
- 668 eligible children evenly distributed across the four age groups;
- 180 single parents, one is a single father;
- 12 people with disabilities, two mothers, two fathers and eight children all from different families;
- 46 people in 29 families of ethnic groups other than British.

Figures from the Public Health Service show that there are 907 eligible children in 791 families across the Sure Start area.

The May 2003 database has 74% of all eligible children registered and 79% of all eligible families. These percentages differ slightly, but not significantly, across the three postcode areas.

**Table 3.1.1 Numbers and percentages of eligible and registered children and families by postcode area**

Postcode area	Children			Families		
	Eligible No.	Registered No.	%	Eligible No.	Registered No.	%
WA8 4	254	192	76	222	185	83
WA8 7	237	174	73	207	163	79
WA8 8	416	302	73	362	281	77
Overall	904	668	74	791	629	79

#### 3.2 Data collection and monitoring on a monthly basis

Broadly speaking, the Sure Start Unit requires the following information on a monthly basis:

- how many *families* have been seen;
- how many *children under 4 years old* have been seen;
- whether these were *new* or *existing* clients.

It does not take into account 'contacts', i.e. the number of times an individual may have been seen, or which services have been accessed. The information required by Sure Start Unit has been summarised briefly below.

*For families*, on average, each month there were:

- 597 families and a third, 34%, were contacted each month;

- 574 existing families and 34% were contacted;
- 23 new families added and 27% of these were seen.

*For individuals, on average, each month:*

- there were 1,656 registered individuals each month and 24% were seen;
- of the 1,599 existing individuals, 24% were contacted;
- of the 58 new individuals, 14% were contacted.

*For eligible children, the table below shows the average figures each month. Children in the youngest age group were more likely to be seen.*

**Table 3.2.1 Average numbers of new and existing children on database each month and percentages seen (by age group)**

Age in months	New		Existing		Total	
	No.	% seen	No.	% seen	No.	% seen
Under 12	9	35	136	40	145	39
12 - 23	4	37	163	22	167	22
24 - 35	4	25	148	25	152	25
36 - 47	3	22	139	22	142	22
All age groups	20	31	586	27	606	27

Appendix 1 contains a monthly analysis of the information required by the Sure Start Unit together with the number of individuals seen and the number of contacts made in the month. For each of the 17 services, the number of contacts, the number of individuals seen and the ratio of contacts to people is tabulated.

Additional information was extracted from the database each month, such as the number of single parents, teenage parents and those in ethnic groups other than British. For all these groups, the number on the database and the number seen are given.

### **3.3 Summary of information taken from all contacts over the year**

During the twelve-month period from June 2002 to May 2003, 2,498 people in 842 families have been on the registered families database. Almost half of the families (47%) had been on the database for the whole year and 70% for six months or more. Additionally, the following information is known about the families:

- 822 families (98%) were British and 20 (2%) families from other ethnic groups;

- three quarters of families (634) had one child registered or were expecting a child and the remaining quarter had two or more children;
- 30% (256) were single parent families;
- 56 (7%) families had teenage parents: 51 families had one teenage parent and five families had both parents aged under 20 in May 2003;
- 17 (2%) families had either a child with disabilities (13) or a parent with disabilities (4).

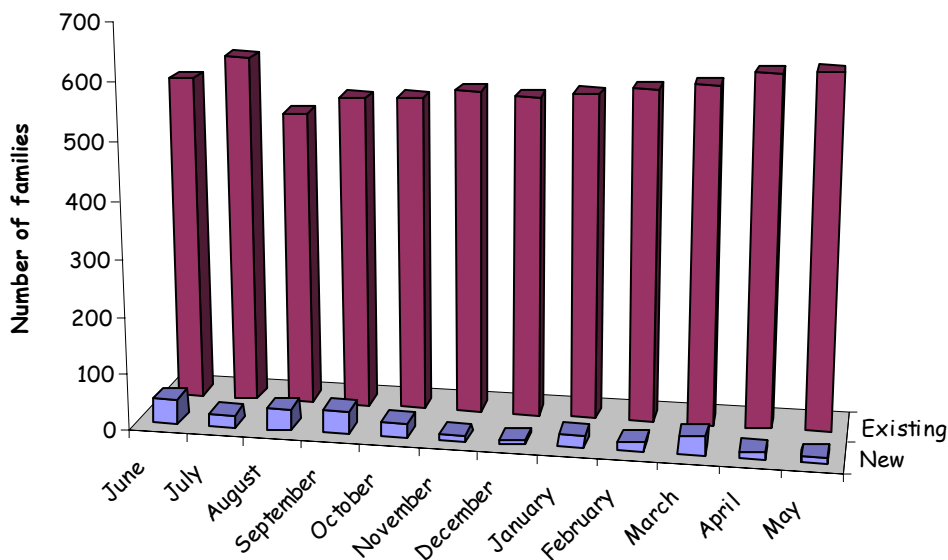
### 3.4 Monthly changes to the registered families database over the year

New families were added to and existing families removed from the database each month. From August 2002, the number of registered families rose each month to its maximum value of 629 families in May 2003. During June and July 2002, changes were still being made to clean up the database.

A total of 272 families and 690 new individuals have been added to the database during the year.

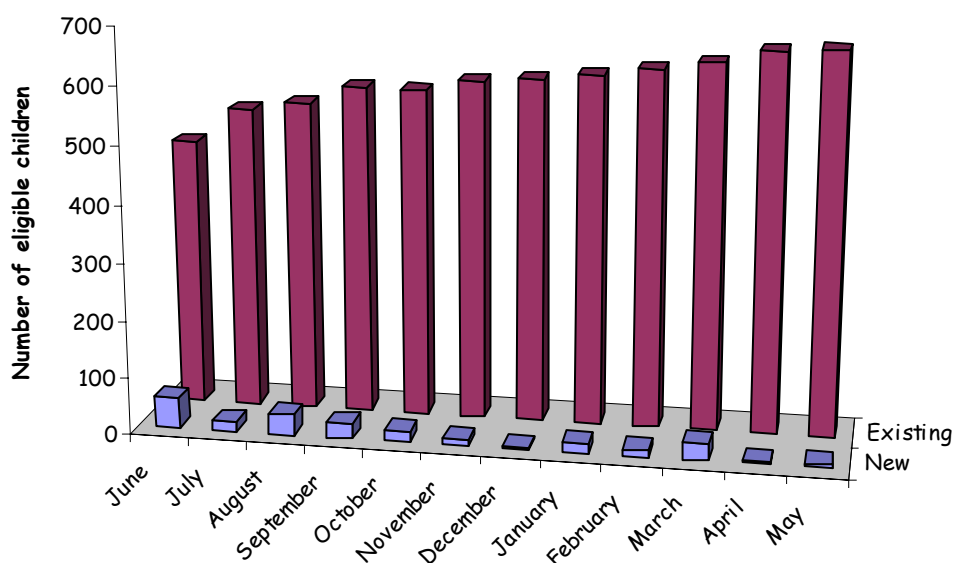
Of the 842 families who have been on the database during the year, almost one third were new (272, 32%). Although there was a slightly higher percentage, 37%, in WA8 4, this was not enough to be significant.

**Figure 3.4.1** Number of new and existing families on the database each month



The number of eligible children has also risen steadily from 520 in June 2002, to 667 in May 2003. Children who were no longer eligible were removed from the database each month and 237 new eligible children were added over the year.

**Figure 3.4.2 Number of new and existing children on the database each month**



The number of single parents has varied slightly throughout the year: on average there were 172 single parents on the database each month, the majority being single mothers. In May 2003, there were 179 single mothers and one single father. The number of people with disabilities has fallen from 15 in June 2002 to 12 in May 2003.

### **3.5 About the families using Sure Start services in the twelve-month period**

Of the 842 families who have been on the registered families database at some time during the year, 579 (69%) families, with a total of 17,694 contacts, have used the services.

- This percentage applied equally across the three postcode areas.
- 63% of all single parent families were users of services compared with 71% of families where there is more than one parent.
- 75% of new families have used services compared with 66% of existing families.
- All 17 of the families where there is a disabled person have used services during the year.
- 18 of the 20 families from ethnic groups other than British have used services in the year.

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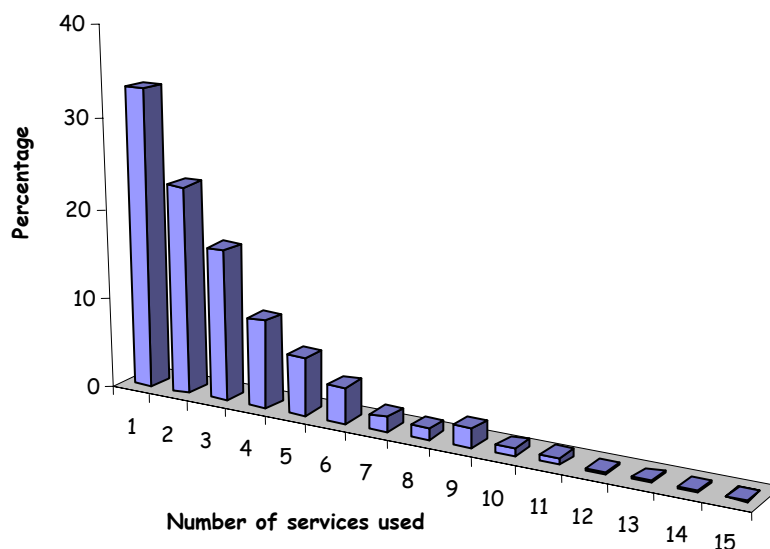
### 3.6 How many services are families using?

The longer the family is registered, the more likely they are to use services:

- 12% of the 14 families who have been on the database for only one month have used services;
- however, 84% of the 398 families who have been on the database for 12 months have used services.

The chart below shows that a third of families have used only one service. A small percentage (1%, eight families) have used more than 10 services.

**Figure 3.6.1 Percentage of families by number of services accessed**



In total, 192 families (33%) accessed only one service:

- for 54 families (9%) their only contact was with Community Development;
- for 43 families (7%) the contact with the Health Visitor was their only contact;
- for 23 families (4%) the only contact was with HELPS (Halton Home Equipment Low Price Scheme).

The remaining families having only one service contact together added up to 12% of families.

4% (25) of families had used nine services or more. The only distinguishing characteristic of this group appears to be the length of time they have been registered:

- 23 (92%) of these had been on the database for 12 months;
- one for 11 months;
- one for eight months.



This again supports the fact that the longer a family has been on the database the more likely they are to use more services.

- For the 355 families who have been on the database for 12 months, the number of services accessed ranged from one to 15 with a median value of three.
- For the 244 families who had been on the database less than 12 months, the number of services accessed ranged from one to 10 with a median value of two.

There were no significant differences in the number of services accessed by area, ethnicity or single parent families but there was a difference for families with disabilities. These families were accessing on average 4.4 services compared with 2.8 services for all others.

### 3.7 Services accessed by area and different groups


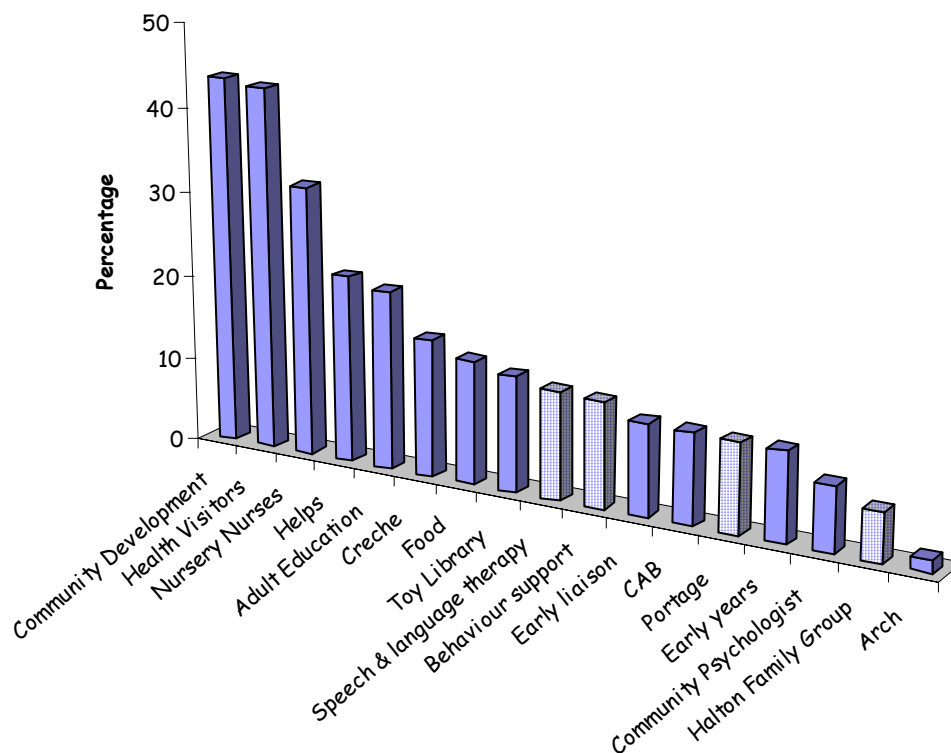
There were some variations in the services used by area; for four of the services these variations were significant. The chart below shows the percentage of families using the services. Those with checked bars  are those where there is a significant difference in percentages between the three postcode areas.

Figure 3.7.1 Percentages of families using each service



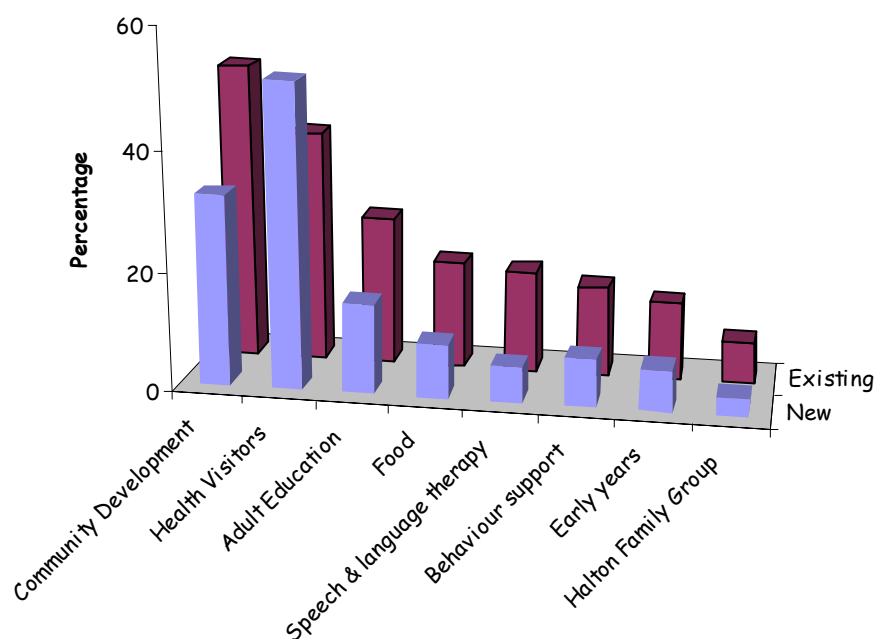
The following are the four services that show differences by postcode area. Much higher percentages of people in WA8 4 were using Behaviour Support, Portage and Halton Family Groups than the other two areas. WA8 8 showed the highest percentage of families using Speech and Language Therapy.

**Table 3.7.1 Services showing significant differences in use by postcode area**

	WA8 4 %	WA8 7 %	WA8 8 %	Overall %
Speech and Language Therapy	9	11	17	13
Behaviour Support	18	8	11	12
Portage	19	6	7	11
Halton Family Groups	12	3	3	6

When looking at services accessed by new and existing families, there were no differences in the proportions for nine of them. However, for eight services, there were significant differences. These are shown in the chart below. A higher proportion of new families accessed the Health Visitor service, but for the other seven, there were much lower proportions of new families.

**Figure 3.7.2 Services that show significant differences in use for new and existing families**



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For families where there are people with disabilities, some significant differences in services used show up. In each of these cases, higher proportions of disabled families were using the service:

- 77% of families with disabilities used the Portage service compared with 9% of others;
- 35% of families with disabilities used the Food project compared with 14% of others;
- 35% of families with disabilities used Behaviour Support compared with 12% of others.

There are no differences in service use by ethnicity.

For single parent families, there were significant differences in use for two services:

- they were less likely to have used the Toy Library: 8% of single parent families compared with 16% of others
- they were more likely to have used CAB: 15% of single parent families compared with 9% of others.

### **3.8 Contacts with families**

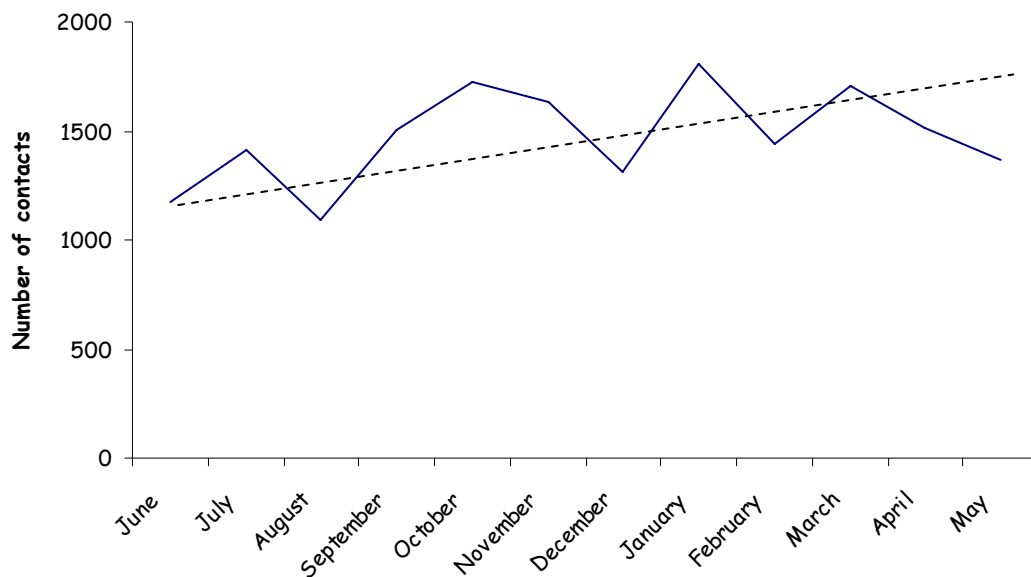
Over the year, 579 (69%) separate families with a total of 17,694 contacts have used services. The number of contacts ranged from one to 664 with the average number of contacts per family being 31:

- 50% of families had 10 contacts or less;
- 25% of families had between 11 and 30 contacts;
- 17% of families had contacts ranging from 31 to 100;
- 4% have between 101 and 149 contacts;
- 4% have 150 contacts and over.

The chart below shows that there has been variation over the year in the number of contacts, but the overall trend (the dashed line) is upwards.

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**Figure 3.8.1 Monthly contacts with Sure Start**



### **3.9 Families with high use of Sure Start services**

The 4% (23) of families who were having more than 150 contacts with services are considered in some detail below.

- These families have a total of 5,736 contacts (a third of all contacts) over the twelve-month period.
- Ten live in WA8 4, seven in WA8 7 and six in WA8 8.
- There are no families with disabilities in this group and all were British.

#### **3.9.1 Teenage mum**

One of these families had a teenage mum (the age of the father was not known). This family was new to Sure Start in September 2002 when the baby was born and both mum and baby have had contact with services each month since the baby was born. Initially it was only with the Health Visitor but by the time the baby was four months old, with the Nursery Nurse too. They have used the CAB service in five of the nine months they have been registered. The majority of the contacts were with mum and baby; the father had only 12 contacts with services in four of the months.

#### **3.9.2 New families**

There were three other families new to Sure Start during this period; two of these families lived in WA8 7 and one in WA8 8. The pattern of contacts for the two families in WA8 7 was almost identical but different from the contacts for the family in WA8 8.

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The family in WA8 8 was new in June 2002 and had two eligible children; the second child was born just before the family registered, the first then being two years old. Both parents would have been teenagers at the birth of the first child. The father had no contacts at all during the period. The mum and children accessed services in ten of the twelve months. The majority of their contacts were with Halton Family Groups, the Early Years service and the Crèche. The mum and older child used the Toy Library and mum used the Adult Education service. There was some contact with CAB, the Health Visitor, HELPS and Community Development.

The two new families in WA8 7 both registered at the time of the birth of their first child. They had been on the database for eight and ten months respectively. In each case, the father had a small number of contacts with only the Community Development service. For the mums and babies, the majority of their contacts were with Community Development, Health Visitors, Nursery Nurses, Crèche and Toy Library. Both mums used the Food project and both babies had a small number of contacts with Behaviour Support. These two families have similar numbers of contacts in the same months, live close together and have babies of similar ages; they may be friends who used Sure Start services together.

### **3.9.3 Single mums**

There were five single parent families, all of these single mums. For two of these families (one had a grandmother living with them), the majority of their contacts were with the Early Years service. There was limited contact with Adult Education, Community Development, Nursery Nurses, the Food project and Portage.

For two of the other three single parent families, the majority of their contacts were with Halton Family Groups and Behaviour Support. For the other family, the main contacts appear to be with the Health Visitors, Nursery Nurses and Toy Library. All three families had used the Crèche. They were all using ten of services to a greater or lesser extent.

### **3.9.4 Families where dads had significant numbers of contacts**

For the remaining families, five had significant numbers of contacts for the fathers. For two of these, fathers' contacts were almost all with Community Development. For the other three, dads had contacts (with the rest of the family) with Health Visitors, Nursery Nurses, Crèche, Toy Library, Portage and Early Years services.

Even amongst these high users, dads were rarely involved with the Food project, Halton Family Groups or Adult Education.

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At the other extreme, there were 66 families with only one contact throughout the period. There was no single characteristic to define this group.

### **3.10 Summary measures for contacts and services used**

As the number of months the family has been on the database has been shown to have an effect on the use of services, two measures have been used to take account of this effect. Both the number of contacts and the number of services used have been divided by the number of months on the database to give average measures per month.

For contacts, the overall average is 3.2 contacts per family per month on the database:

- there were significant differences in the number of contacts by area: WA8 4 having on average 4.1 contacts, WA8 7 having 2.6 contacts and WA8 8 having 2.8 contacts;
- single parent families were having significantly fewer contacts (2.5) than others (3.4);
- there were no differences for families with disabilities;
- families from ethnic groups other than British were having significantly fewer contacts (1.5) compared with British (3.2) families.

For Sure Start services used, the overall average is 0.34 services per family per month on the database:

- there were no significant differences in the number of services by area, for single parent family or by ethnicity;
- there were significant differences for families with disabilities (0.53 compared with 0.33).

Separate summaries for each service are set out in Appendix 2. These have been arranged in decreasing order of the number of families seen. For each service, the following information has been given:

- charts showing both the number of contacts and the number of individuals seen for each of the services each month;
- the number of contacts over the twelve-month period;
- who was seen;
- a summary by postcode.

The percentages in these summaries are of *eligible* families, not registered families.

### **3.11 Contacts with individuals**

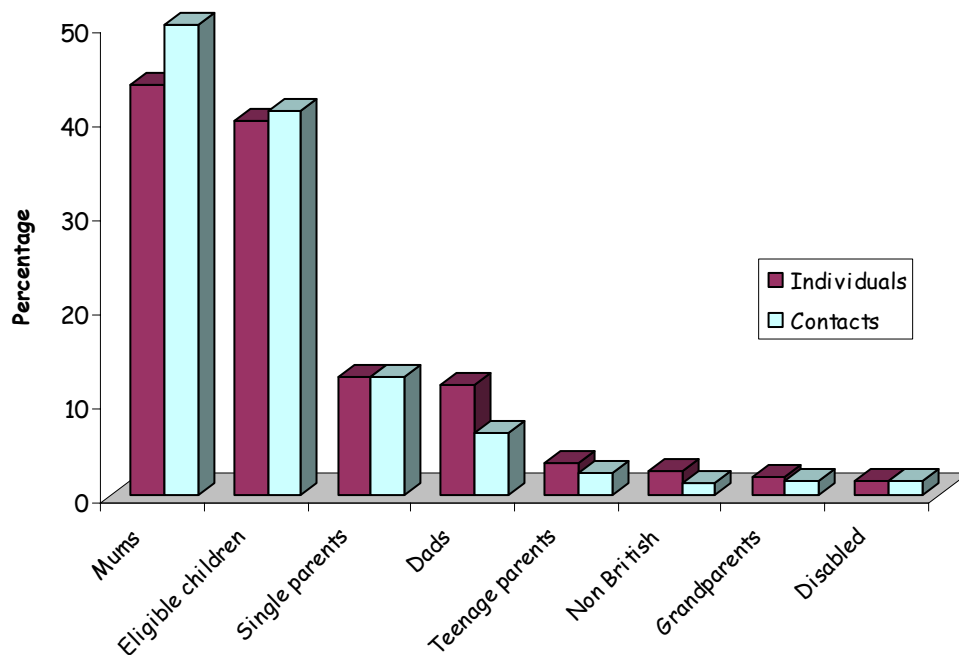
Over the twelve-month period, the following individuals were seen:

- 533 individual children, 490 of these were eligible at the time of contact;
- 538 mothers, 154 were single mothers;

- 145 fathers, one was a single father;
- 20 grandmothers and three grandfathers;
- 39 mothers and two fathers who were teenage at the time of contact;
- 32 people of ethnic groups other than British;
- 17 people with disabilities: four parents and 13 children.

For each of the separate categories, the chart below compares the percentages of all contacts and all individuals, e.g. mums make up 43% of the individuals who have used services and have 50% of the contacts. Dads, teenage parents and ethnic groups other than British all have a lower percentage of contacts than expected.

**Figure 3.11.1 Comparison of percentages of individuals and contacts for different categories of users**



### 3.11.1 Eligible children

There were 7,191 contacts with the 490 eligible children. The number of contacts ranged from one to 262.

- All 12 of the eligible children who have disabilities were using the Portage service.
- Where there is a teenage parent, 90% of the children have used the Health Visitor service compared with 42% of others. These children were not using either the Early Years or Speech and Language Therapy services.

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### **3.11.2 Ethnic groups other than British**

There were 239 contacts with the 32 individuals in ethnic groups other than British. The number of contacts ranged from one to 36. The maximum number of services accessed by this group is five with the average being less than two.

- There were no contacts with Behaviour Support, the Community Psychologist or ARCH.
- The contacts are most likely to be with Health Visitors, Community Development and Nursery Nurses.

The characteristics of this group:

- there were 13 children;
- there were eight (44%) new families;
- seven (39%) single parent families; this is significantly higher than the families as a whole (27%);
- there was no one with disabilities;
- there were the same proportions from all three postcode areas.

### **3.11.3 People with disabilities**

There were 266 contacts with the 17 people (in 17 different families) with disabilities. The number of services accessed ranged from one to nine with the average being three.

- There were no contacts with Halton Family Groups or ARCH.
- The contacts are most likely to be with Portage, Nursery Nurses, Behaviour Support, the Food project and Community Development.

The terms of the characteristics of this group:

- there were 13 children, two mothers and two fathers;
- there were five (30%) new families;
- eight (47%) single parent families, which is significantly higher than for families as a whole (27%);
- there were similar proportions from all three postcode areas.

### **3.11.4 Dads**

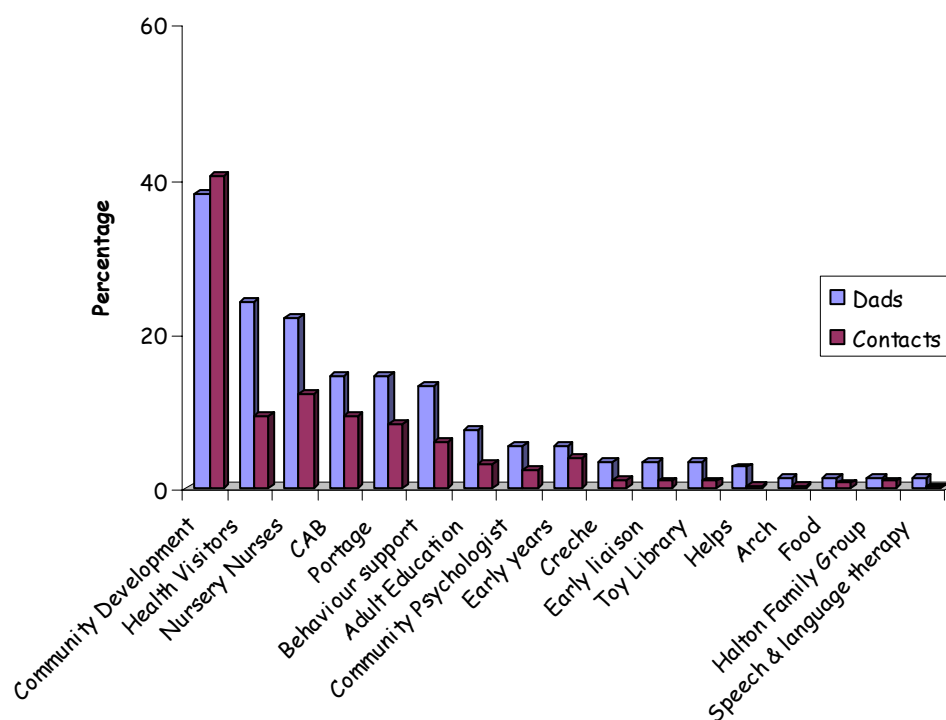
145 dads were using Sure Start services. They had 1,173 contacts, ranging from one to 93, the average being 8.1. The number of services accessed ranged from one to seven, the average being 1.6.

They were accessing all services and the chart below shows the percentage of dads accessing each service and the percentage of contacts with each service.



Dads were more likely to access, and have most contacts with, Community Development. Almost a quarter of dads were accessing the Health Visitor and Nursery Nurse.

**Figure 3.11.2 Percentage of dads and contacts with services**



564 dads have been on the registered database at some time during the year. The only difference between those who are using services and those who are not, is the length of time they have been on the database. Again, the longer they have been on the database the more likely they are to use Sure Start services.

### 3.12 First contacts with the Sure Start programme

For 394 new individuals in 208 families, the first contacts with the programme were known. There were 48 dads, 191 mums and 155 children.

The most likely contacts were with:

- the Health Visitor, used by 31% of dads, 41% of mums and 38% of children;
- Community Development, used by 13%, 20% and 12% respectively;
- the Nursery Nurse, used by 10%, 11% and 14% respectively.

HELPS was accessed by one in eight mums (12%). All other services were accessed by some people as a first contact but only small numbers did so.

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### 3.13 Geographical reach of the Sure Start programme

There are 668 eligible children in 629 registered families on the May 2003 database. The list of eligible children produced by Halton Public Health Service showed there are 904 eligible children in 791 families.

The Public Health Service, when compiling the list, gave the following guidance (personal communication):

'.....one or two points should be noted as these may potentially affect the accuracy of the population figures provided:

- Data relates only to Halton residents registered with a GP.
- The postcode address file (PAF) used to obtain co-ordinates for the postcodes, positions the postcode within the GIS system to within 1 metre accuracy of the postcode centroid. Whilst this is much more accurate than traditional PAFs, when studying very small local areas it inevitably means that there is the possibility that data for some houses which fall within the defined boundary are excluded as the postcode is plotted outside of the boundary, and vice versa.
- The postcodes are selected only if they fall within the defined boundary - thus it is important to define and digitise the area accurately. Following the line of the road on a digital map means there is the potential to exclude data for houses on the opposite side of the street - when in fact they should be included in the area.'

Across the whole area:

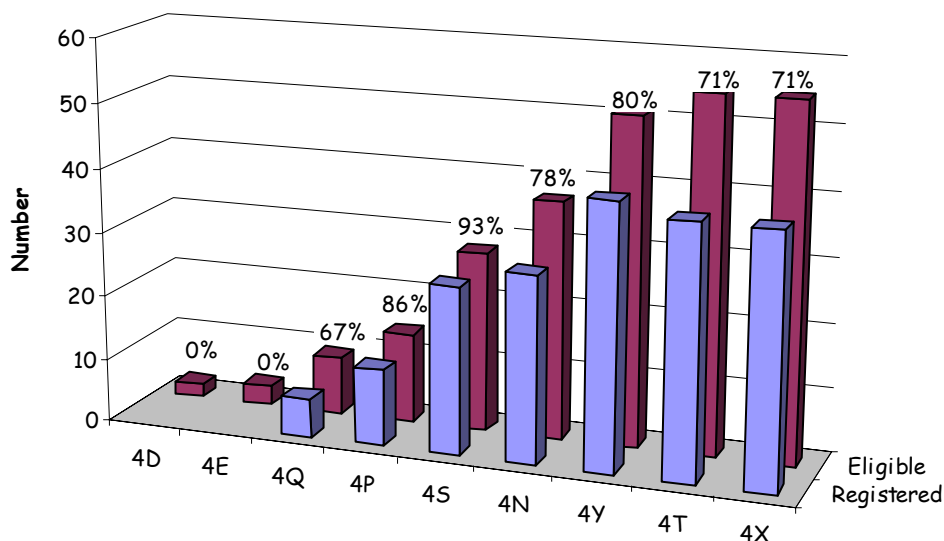
- 74% of eligible children and 79% of families are registered; there were no significant differences between the three postcode areas;
- there were, in total, 17,694 contacts with families in the twelve-month period giving the average number of contacts for each eligible child of 19.5; this varied between the postcodes with WA8 4 having 28.2 contacts, WA8 7 having 16.4 contacts and WA8 8 having 16.0 contacts.

### 3.14 Areas WA8 4D to 4Y

This is the area north of the railway line and Hough Green station to the boundary of the Sure Start area. In total in this area, there are 254 eligible children of whom 192 (76%) are registered on the May 2003 database.

Registration is high in the majority of these postcodes, the exceptions being 4D and 4E (in the north of the Sure Start area) where no children are registered. However, there are only five eligible children in these postcodes.

**Figure 3.14.1 Numbers of eligible children and registered children in postcodes WA8 4**



The percentage shown is of eligible children in the postcode area who are registered on the database.

The chart shows that, whilst the numbers of eligible children are highest in 4T and 4X, the percentage of eligible children who are registered is highest in 4S and 4Y.

However, looking at the area as a whole, and disregarding 4D and 4E where there are small numbers of eligible children (two and three respectively), the differences are not large enough to be statistically significant.

As the chart above also shows, the number of eligible children varies across the different postcodes. To estimate whether in different postcodes there is a higher use than in others, two 'measures' have been used. For each postcode:

- the proportion of eligible families using services;
- the number of contacts has been divided by the number of eligible children. This should be similar across all the postcodes.

This area has 10 high users with a total of 2,449 contacts. This considerably alters the overall picture, and the contacts per eligible child without these high users have been calculated.

**Table 3.14.1 Percentages of eligible families and contacts per eligible child in postcodes WA8 4D to WA8 4Y**

Postcode	% of eligible families using services	Contacts per eligible child for all users	Contacts per eligible child less high users
4S	94	30	23
4P	82	34	24
4N	81	24	24
4T	79	17	15
4Y	79	27	19
4X	75	45	13
4Q	64	18	18
4D	-	-	-
4E	-	-	-
<b>Overall</b>	<b>78</b>	<b>28</b>	<b>18</b>

Including high users, overall the number of contacts for each eligible child is 28. In 4X, the figure is much higher at 45.

Without the high users, 4X has the lowest number of contacts per eligible child but the differences in contacts across the postcodes are not enough to be statistically significant.

Postcode 4Q, close to 4D and 4E where none of the five children are registered, has a lower level of registration.

All Sure Start services were used in this area. Other than in 4T, where the maximum number of services used was five, all the other areas were using between nine and 14 services.

### 3.15 Areas WA8 7B to 7Y

In these postcodes there are 237 eligible children and 174 (73%) registered children. These postcodes cover three separate areas.

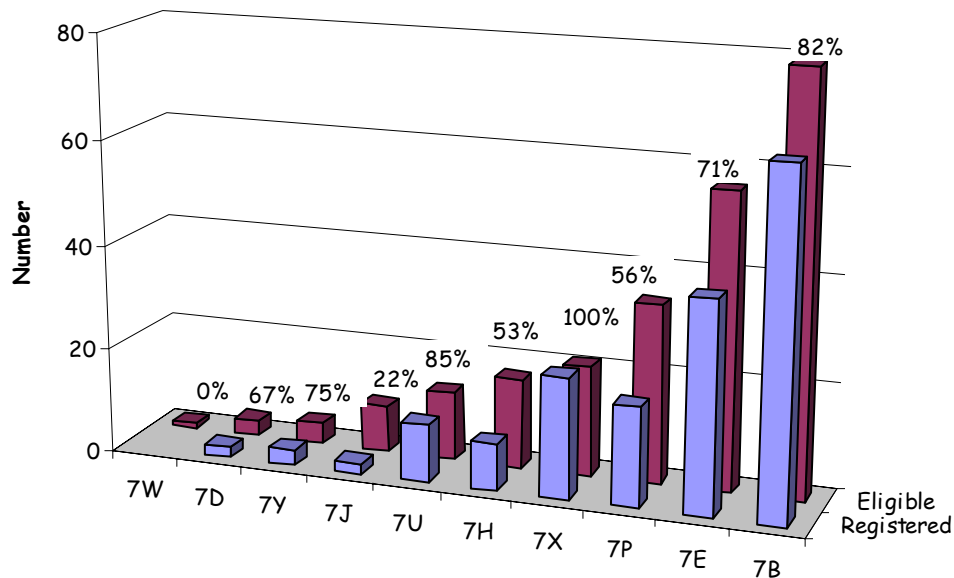
- 7B, 7D, and 7E an area bounded by Lowerhouse Lane and Liverpool Road which includes all the 'poet' streets. In this area, there are 107 registered children and 138 eligible children. 78% of the children in this area are registered.
- 7P, 7U, 7W, 7X and 7Y, an area bounded by the railway line, Liverpool Road and Prescott Road. There are 73 eligible children of which 56 (77%) are registered. Postcode 7X has a higher percentage than the average for

this area. 7P, although having the largest number of eligible children (39) has the lowest percentage registered (56%).

- 7H and 7J, an area around part of Liverpool Road, near Ball O' Ditton. There are 26 eligible children in this area of which 11 are registered (42%).

The chart below shows, in each postcode, the number of children registered on the May 2003 database and those eligible. The data have been sorted in increasing order of number of eligible children.

**Figure 3.15.1 Numbers of eligible children and registered children in postcodes WA8 7**



The percentage shown is of eligible children in the postcode area who are registered on the database.

The lowest percentage registered is in 7J although there are only nine eligible children in this area. 7U and 7P are also shown to have lower percentages than would be expected.

7E had five families who were high users; together they had 1,265 contacts. 7P and 7X had one high user family.

**Table 3.15.1 Percentages of eligible families and contacts per eligible child in postcodes WA8 7B to WA8 7Y**

Postcode	% of eligible families using services	Contacts per eligible child for all users	Contacts per eligible child less high users
7X	98	21	14
7U*	97	24	24
7Y*	86	3	3
7B	77	7	7
7E	66	31	9
7P	57	14	6
7H	40	16	16
7D*	38	27	27
7J*	38	2	2
7W	-	-	-
<b>Overall</b>	70	16	9

The postcodes marked with \* have small numbers of eligible children.

This area presents a complex picture.

- 7E has five high users but without these, the contacts are similar to the area as a whole.
- 7D has low registration but a higher number of contacts per eligible child.
- 7H again has a low level of registration but a higher number of contacts. This area is close to the Community Centre at Ditton which could account for the higher level of contacts.

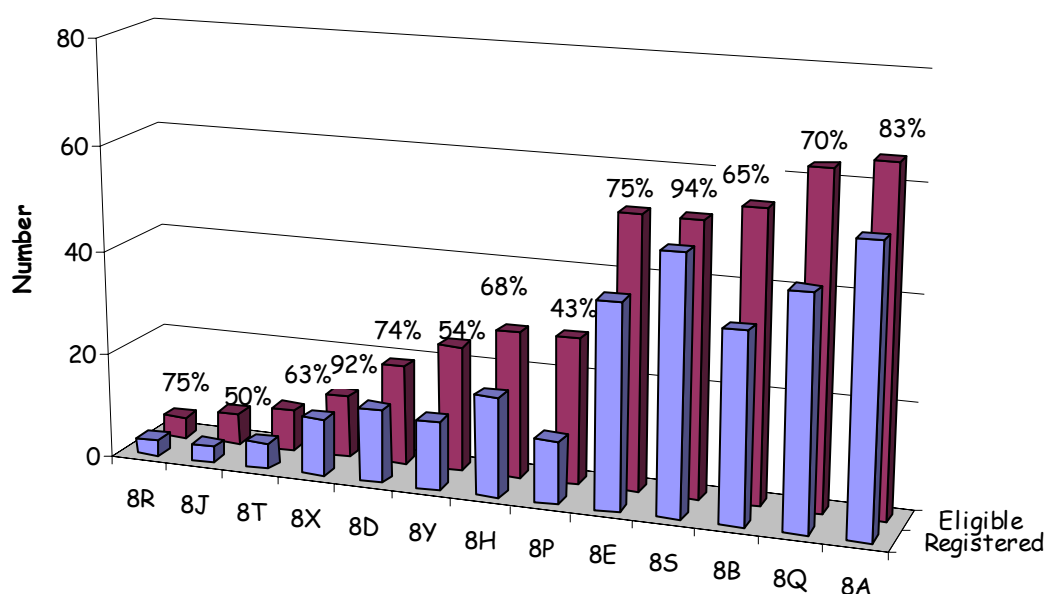
All Sure Start services were used in this area. 7D, 7J and 7Y, where there are few eligible children, were using fewer than four services. 7E used the highest number of services (15).

### **3.16 Area WA8 8A to 8Y**

This is the area bounded by Liverpool Road, Hale Road and the Sure Start boundary. In these postcodes there are 416 eligible children with 302 (73%) registered. There is little variation in registration across this area

The chart below shows, in each postcode, the number of children registered on the May 2003 database and those eligible. The data have been sorted in increasing order of number of eligible children.

**Figure 3.16.1 Numbers of eligible children and registered children in postcodes WA8 8**



The percentage shown is of eligible children in the postcode area who are registered on the database.

Registration is at its lowest in 8J, P, and Y and at its highest in 8X and S.

This area has six high users, with a total of 1,168 contacts. There were three in 8B and one each in 8A and 8Q.

**Table 3.16.1 Percentages of eligible families and contacts per eligible child in postcodes WA8 8A to WA8 8Y**

Postcode	% of eligible families using services	Contacts per eligible child for all users	Contacts per eligible child less high users
8R	100	15	15
8X	96	14	14
8S	93	21	21
8H	78	15	15
8E	77	14	14
8T	72	5	5
8A	69	17	14
8B	67	22	13
8Y	67	15	15
8Q	66	16	10
8J	57	5	5
8D	54	10	10
8P	53	9	9
<b>Overall</b>	<b>72</b>	<b>16</b>	<b>13</b>

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For postcode 8S, the percentage of families using services and the number of contacts per eligible child is high. Both these factors suggest that this postcode has high use. 8J and 8T have a low number of contacts per eligible child, suggesting low use.

8A, B and Q without the high users show average numbers of contacts.

All Sure Start services were used in all areas, but in 8J, P, R and T where there are small numbers of eligible children or low registration, four services or less were used. For all other areas, between six and 11 services were used.

### 3.17 Areas of low registration

Registration is high across the majority of postcodes. It is at its lowest (less than 60%) in the areas shown in the table below.

**Table 3.17 1 Eligible children in postcodes areas where registration is low**

Area	Number of eligible	
	children	% registered
7P	34	56
8Y	24	54
7H	17	53
8J	6	50
8P	28	43
7J	9	22
4E	3	0
4D	2	0
7W	1	0

- 7P in particular has high numbers of contacts and high numbers of services used, but the registration is low.
- 8Y and 7H have high number of contacts.
- 8P although having a relatively high number of eligible children has a very low level of registration.



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**Appendix 1**  
**Monthly analysis of data**

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## A1.1 June 2002

### Table A1.1.1 Who was on the database in June

	Existing	New	Total
Families	570	43	613
Individuals	1648	129	1777
Children under 4 years old	463	55	518

### Table A1.1.2 Who was seen in June

	Existing	New	Total	% seen
Families	177	11	188	31
Individuals	302	34	336	19
Children under 4 years old	110	18	128	25
Contacts	1068	103	1171	

The number of contacts varied from one to 20 (overall average 3.5).

- Of the 1,171 contacts, almost two thirds (732) were with parents and more than one third (439) with children.

Additionally, the following information was extracted from the database in June:

- 46 (26%) of the 180 single parents on the database were seen, one male;
- 21 people were of ethnic groups other than British, six had been seen;
- 15 people were recorded as having disabilities, 14 had been seen;
- 45 teenage parents (five of them male), twelve females had been seen.

The table below shows that while the Nursery Nurses saw the highest number of individuals, Community Development had both the highest number of contacts and the highest ratio of contacts to people.

**Table A1.1.3 Summary of contacts and people seen in June by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Community development	235	9	244	42	2	44	5.5
Halton Family Groups	180		180	47		47	3.8
Adult education	114	1	115	33	1	34	3.4
Early years	60		60	22		22	2.7
Crèche	26	7	33	12	3	15	2.2
CAB	72	10	82	36	2	38	2.2
Behaviour support	86	3	89	40	2	42	2.1
Portage	49	13	62	26	4	30	2.1
Toy library	30	10	40	15	5	20	2.0
Speech & language therapy	31	1	32	18	1	19	1.7
Food	29	4	33	19	2	21	1.6
Early liaison	11		11	7		7	1.6
Nursery Nurses	70	13	83	50	9	59	1.4
Arch	4		4	3		3	1.3
Health Visitors	54	20	74	44	12	56	1.3
Helps	15	2	17	12	2	14	1.2
Community Psychologist	9	3	12	7	3	10	1.2
<b>Overall</b>	<b>1075</b>	<b>96</b>	<b>1171</b>				

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## A1.2 July 2002

**Table A1.2.1 Who was on the database in July**

	Existing	New	Total
Families	610	20	630
Individuals	1774	53	1827
Children under 4 years old	525	18	543

**Table A1.1.2 Who was seen in July**

	Existing	New	Total	% seen
Families	205	3	208	33
Individuals	388	9	397	22
Children under 4 years old	152	4	156	29
Contacts	1398	15	1413	

The number of contacts varied from one to 24 (overall average 3.6).

- Of the 1,413 contacts, more than half (54%, 770) were with parents and 643 with children.

Additionally, the following information was extracted from the database in July:

- 49(26%) of the 192 single parents on the database were seen, all female;
- 28 people were of ethnic groups other than British, eight (29%) had been seen;
- 15 people were recorded as having disabilities, 12 (80%) had been seen;
- 46 teenage parents (six of them male), 15 (33%) females had been seen.

The table below shows that while the Health Visitors saw the highest number of individuals, Community development had the highest number of contacts and Halton Family Groups the highest ratio of contacts to people.

**Table A1.2.3 Summary of contacts and people seen in July by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	188		188	47		47	4.0
Adult education	40		40	10		10	4.0
Community development	230		230	59		59	3.9
Early years	112		112	29		29	3.9
Behaviour support	108		108	36		36	3.0
Crèche	38		38	13		13	2.9
Early liaison	22		22	8		8	2.8
Toy library	43		43	20		20	2.2
Nursery Nurses	183	5	188	88	3	91	2.1
Health Visitors	207	4	211	116	4	120	1.8
CAB	50		50	30		30	1.7
Arch	5		5	3		3	1.7
Speech & language therapy	43		43	26		26	1.7
Portage	76	4	80	49	2	51	1.6
Community Psychologist	11		11	8		8	1.4
Food	27		27	21		21	1.3
Helps	15	2	17	13	2	15	1.1
<b>Overall</b>	<b>1398</b>	<b>15</b>	<b>1413</b>				

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### A1.3 August 2002

**Table A1.3.1 Who was on the database in August**

	Existing	New	Total
Families	516	36	552
Individuals	1414	98	1512
Children under 4 years old	541	37	578

**Table A1.3.2 Who was seen in August**

	Existing	New	Total	% seen
Families	160	12	172	31
Individuals	309	27	336	22
Children under 4 years old	140	10	150	26
Contacts	1037	55	1092	

The number of contacts varied from one to 17 (overall average 3.3).

- Of the 1,092 contacts, more than half (55%, 600) were with parents and 492 with children.

Additionally, the following information was extracted from the database in August:

- 57(36%) of the 159 single parents on the database were seen, all female;
- 31 people were of ethnic groups other than British, nine (29%) had been seen;
- 14 people were recorded as having disabilities, eight (57%) had been seen;
- 47 teenage parents (five of them male), 16 (34%) had been seen, one of them male.

The table below shows that while the Health Visitors saw the highest number of individuals and had the highest number of contacts, the Early Years service had the highest ratio of contacts to people.

**Table A1.3.3 Summary of contacts and people seen in August by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Early years	146		146	33		33	4.4
Halton Family Groups	185		185	47		47	3.9
Community development	191	7	198	52	4	56	3.5
Behaviour support	69	26	95	30	10	40	2.4
Portage	40		40	18		18	2.2
Nursery Nurses	106		106	61		61	1.7
Crèche	19		19	11		11	1.7
Community Psychologist	11	1	12	6	1	7	1.7
Health Visitors	204	18	222	120	13	133	1.7
Toy library	27		27	17		17	1.6
Food	11		11	7		7	1.6
Adult education	25	2	27	20	2	22	1.2
Early liaison	2		2	2		2	1.0
Speech & language therapy	1	1	2	1	1	2	1.0
CAB							
Arch							
Helps							
<b>Overall</b>	<b>1037</b>	<b>55</b>	<b>1092</b>				

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## A1.4 September 2002

**Table A1.4.1 Who was on the database in September**

	Existing	New	Total
Families	547	40	587
Individuals	1510	86	1596
Children under 4 years old	575	23	598

**Table A1.4.2 Who was seen in September**

	Existing	New	Total	% seen
Families	237	6	243	41
Individuals	416	15	431	27
Children under 4 years old	157	7	164	27
Contacts	1479	26	1505	

The number of contacts varied from one to 26 (overall average 3.5).

- Of the 1,505 contacts, six out of ten (60%, 898) were with parents and 607 with children.

Additionally, the following information was extracted from the database in September:

- 74 (44%) of the 168 single parents on the database were seen, all female;
- 34 people were of ethnic groups other than British, eight (24%) had been seen;
- 14 people were recorded as having disabilities, seven (50%) had been seen;
- 52 teenage parents (six of them male), 18 (35%) had been seen, all female.

The table below shows that while Community Development saw the highest number of individuals and had the highest number of contacts, Halton Family Groups had the highest ratio of contacts to people.



**Table A1.4.3 Summary of contacts and people seen in September by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	185		185	47		47	3.9
Early years	131		131	35		35	3.7
Behaviour support	99		99	30		30	3.3
Crèche	51		51	16		16	3.2
Early liaison	53		53	19		19	2.8
Community development	324	1	325	133	1	134	2.4
Community Psychologist	22		22	10		10	2.2
Nursery Nurses	167		167	84		84	2.0
Food	76		76	39		39	1.9
Toy library	44		44	23		23	1.9
Health Visitors	208	21	229	111	13	124	1.8
CAB	50		50	29		29	1.7
Arch	3		3	2		2	1.5
Portage	36	4	40	25	2	27	1.5
Adult education	22		22	16		16	1.4
Helps	8		8	8		8	1.0
Speech & language therapy							
<b>Overall</b>	<b>1479</b>	<b>26</b>	<b>1505</b>				

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## A1.5 October 2002

**Table A1.5.1 Who was on the database in October**

	Existing	New	Total
Families	551	24	575
Individuals	1503	59	1562
Children under 4 years old	570	20	590

**Table A1.5.2 Who was seen in October**

	Existing	New	Total	% seen
Families	234	8	242	42
Individuals	440	14	454	29
Children under 4 years old	184	6	190	32
Contacts	1674	53	1727	

The number of contacts varied from one to 34 (overall average 3.8).

- Of the 1,727 contacts, six out of ten (61%, 1062) were with parents and 665 with children.

Additionally, the following information was extracted from the database in October:

- 61 (36%) of the 169 single parents on the database were seen, all female;
- 37 people were of ethnic groups other than British, five (14%) had been seen;
- 13 people were recorded as having disabilities, eight (62%) had been seen;
- 51 teenage parents (six of them male), 21 (41%) had been seen, all female.

The table below shows that while the Health Visitors saw the highest number of individuals and had the highest number of contacts, Community Development had the highest ratio of contacts to people.

**Table A1.5.3 Summary of contacts and people seen in October by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Community development	287		287	53		53	5.4
Early years	146		146	32		32	4.6
Halton Family Groups	174		174	44		44	4.0
CAB	72	21	93	22	3	25	3.7
Crèche	58		58	21		21	2.8
Arch	5		5	2		2	2.5
Portage	101		101	43		43	2.3
Behaviour support	76		76	36		36	2.1
Early liaison	42		42	20		20	2.1
Health Visitors	314	13	327	153	9	162	2.0
Nursery Nurses	185	14	199	93	6	99	2.0
Adult education	55		55	31		31	1.8
Food	26		26	15		15	1.7
Community Psychologist	17	3	20	11	1	12	1.7
Toy library	72	2	74	43	2	45	1.6
Helps	43		43	39		39	1.1
Speech & language therapy	1		1	1		1	1.0
<b>Overall</b>	<b>1674</b>	<b>53</b>	<b>1727</b>				

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## A1.6 November 2002

**Table A1.6.1 Who was on the database in November**

	Existing	New	Total
Families	566	9	575
Individuals	1549	25	1574
Children under 4 years old	589	12	601

**Table A1.6.2 Who was seen in November**

	Existing	New	Total	% seen
Families	177	5	182	32
Individuals	361	8	369	23
Children under 4 years old	162	2	164	27
Contacts	1613	20	1633	

The number of contacts varied from one to 52 (overall average 4.4).

- Of the 1,633 contacts, six out of ten (61%, 1001) were with parents and 632 with children.

Additionally, the following information was extracted from the database in November:

- 52 (31%) of the 169 single parents on the database were seen, all female;
- 39 people were of ethnic groups other than British, 10 (26%) had been seen;
- 13 people were recorded as having disabilities, five (38%) had been seen;
- 51 teenage parents (seven of them male); 13 (25%) had been seen, all female.

The table below shows that while the Health Visitors saw the highest number of individuals, Community Development had the highest number of contacts and the highest ratio of contacts to people.

**Table A1.6.3 Summary of contacts and people seen in November by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Community development	325		325	44		44	7.4
Halton Family Groups	167		167	43		43	3.9
Early years	138		138	43		43	3.2
Crèche	63		63	21		21	3.0
Adult education	45		45	15		15	3.0
Portage	68		68	24		24	2.8
CAB	135	8	143	51	2	53	2.7
Early liaison	27		27	12		12	2.3
Health Visitors	236	11	247	107	5	112	2.2
Nursery Nurses	151		151	70		70	2.2
Food	54		54	26		26	2.1
Toy library	107		107	54		54	2.0
Speech & language therapy	30		30	16		16	1.9
Behaviour support	40		40	28		28	1.4
Community Psychologist	17		17	14		14	1.2
Helps	10	1	11	9	1	10	1.1
Arch							
<b>Overall</b>	<b>1613</b>	<b>20</b>	<b>1633</b>				

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## A1.7 December 2002

**Table A1.7.1 Who was on the database in December**

	Existing	New	Total
Families	560	7	567
Individuals	1540	15	1555
Children under 4 years old	596	3	599

**Table A1.7.2 Who was seen in December**

	Existing	New	Total	% seen
Families	178	2	180	32
Individuals	343	2	345	22
Children under 4 years old	151	-	151	25
Contacts	1309	3	1312	

The number of contacts varied from one to 37 (overall average 3.8).

- Of the 1,312 contacts, six out of ten (60%, 783) were with parents and 529 with children.

Additionally, the following information was extracted from the database in December:

- 46 (28%) of the 164 single parents on the database were seen, all female;
- 41 people were of ethnic groups other than British, eight (20%) had been seen;
- 13 people were recorded as having disabilities, five (38%) had been seen;
- 52 teenage parents (seven of them male); 16 (31%) had been seen, all female.

The table below shows that while Community Development had the highest number of contacts, the Nursery Nurses saw the highest number of individuals. Halton Family Groups had the highest ratio of contacts to people.

**Table A1.7.3 Summary of contacts and people seen in December by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	155		155	42		42	3.7
Community development	280	2	282	88	1	89	3.2
Portage	78		78	31		31	2.5
Nursery Nurses	266		266	107		107	2.5
Early years	99		99	44		44	2.3
Adult education	18		18	9		9	2.0
CAB	48		48	25		25	1.9
Crèche	35		35	19		19	1.8
Health Visitors	168		168	98		98	1.7
Food	72		72	46		46	1.6
Behaviour support	20		20	15		15	1.3
Toy library	36		36	29		29	1.2
Speech & language therapy	15		15	13		13	1.2
Helps	14	1	15	12	1	13	1.2
Community Psychologist	4		4	4		4	1.0
Arch	1		1	1		1	1.0
Early liaison							
<b>Overall</b>	<b>1309</b>	<b>3</b>	<b>1312</b>				

---

## A1.8 January 2003

**Table A1.8.1 Who was on the database in January**

	Existing	New	Total
Families	568	22	590
Individuals	1569	54	1623
Children under 4 years old	606	16	622

**Table A1.8.2 Who was seen in January**

	Existing	New	Total	% seen
Families	215	6	221	37
Individuals	451	13	464	29
Children under 4 years old	197	7	204	33
Contacts	1766	38	1804	

The number of contacts varied from one to 25 (overall average 3.9).

- Of the 1,804 contacts, 56%, (1013) were with parents and 44% (791) with children.

Additionally, the following information was extracted from the database in January:

- 60 (36%) of the 168 single parents on the database were seen, all female;
- 42 people were of ethnic groups other than British, seven (23%) had been seen;
- 13 people were recorded as having disabilities, three (23%) had been seen;
- 51 teenage parents (seven of them male); 22 (43%) had been seen, one of them male.

The table below shows that while Community Development saw the highest number of individuals and had the highest number of contacts, Halton Family Groups had the highest ratio of contacts to people.



**Table A1.8.3 Summary of contacts and people seen in January by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	158		158	40		40	4.0
Community development	535	30	565	159	8	167	3.4
Early years	114	2	116	35	2	37	3.1
Food	30		30	10		10	3.0
Crèche	98		98	37		37	2.6
Health Visitors	322		322	138		138	2.3
Adult education	73	2	75	33	2	35	2.1
Portage	80		80	38		38	2.1
CAB	46		46	22		22	2.1
Behaviour support	20	2	22	9	2	11	2.0
Toy library	67		67	38		38	1.8
Nursery Nurses	160		160	93		93	1.7
Arch	5		5	4		4	1.3
Community Psychologist	17		17	14		14	1.2
Early liaison	7		7	6		6	1.2
Speech & language therapy	13		13	12		12	1.1
Helps	21	2	23	20	2	22	1.0
<b>Overall</b>	<b>1766</b>	<b>38</b>	<b>1804</b>				

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## A1.9 February 2003

**Table A1.9.1 Who was on the database in February**

	Existing	New	Total
Families	580	16	596
Individuals	1606	37	1643
Children under 4 years old	620	11	631

**Table A1.9.2 Who was seen in February**

	Existing	New	Total	% seen
Families	197	5	202	34
Individuals	390	12	402	24
Children under 4 years old	165	5	170	27
Contacts	1426	13	1439	

The number of contacts varied from one to 21 (overall average 3.6).

- Of the 1,439 contacts, 58%, (841) were with parents and 42% (598) with children.

Additionally, the following information was extracted from the database in February:

- 47 (28%) of the 167 single parents on the database were seen, all female;
- 45 people were of ethnic groups other than British, 12 (27%) had been seen;
- 13 people were recorded as having disabilities, three (23%) had been seen;
- 51 teenage parents (seven of them male); nine (18%) had been seen, all of them female.

The table below shows that while Community Development saw the highest number of individuals, the Nursery Nurses had the highest number of contacts. Halton Family Groups had the highest ratio of contacts to people.

**Table A1.9.3 Summary of contacts and people seen in February by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	152		152	38		38	4.0
Nursery Nurses	274	2	276	111	2	113	2.4
Crèche	163		163	73		73	2.2
Portage	91		91	41		41	2.2
CAB	25		25	12		12	2.1
Health Visitors	161	2	163	79	2	81	2.0
Early years	89	3	92	47	3	50	1.8
Community development	235	5	240	126	5	131	1.8
Food	50		50	28		28	1.8
Early liaison	18		18	11		11	1.6
Adult education	38	1	39	23	1	24	1.6
Toy library	46		46	32		32	1.4
Behaviour support	33		33	24		24	1.4
Community Psychologist	14		14	12		12	1.2
Helps	21		21	19		19	1.1
Speech & language therapy	13		13	13		13	1.0
Arch	3		3	3		3	1.0
<b>Overall</b>	<b>1426</b>	<b>13</b>	<b>1439</b>				

---

## A1.10 March 2003

**Table A1.10.1 Who was on the database in March**

	Existing	New	Total
Families	591	33	624
Individuals	1642	86	1728
Children under 4 years old	634	30	664

**Table A1.10.2 Who was seen in March**

	Existing	New	Total	% seen
Families	204	11	215	34
Individuals	399	24	423	24
Children under 4 years old	170	13	183	28
Contacts	1648	61	1709	

The number of contacts varied from one to 28 (overall average 4.0).

- Of the 1,709 contacts, 55%, (943) were with parents and 45% (766) with children.

Additionally, the following information was extracted from the database in March:

- 47 (27%) of the 177 single parents on the database were seen, all female;
- 46 people were of ethnic groups other than British, seven (15%) had been seen;
- 12 people were recorded as having disabilities, five (42%) had been seen;
- 52 teenage parents (eight of them male); 17 (33%) had been seen, all of them female.

The table below shows that while Community Development saw the highest number of individuals, the Early Years service had the highest number of contacts. Halton Family Groups had the highest ratio of contacts to people.

**Table A1.10.3 Summary of contacts and people seen in March by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	174		174	40		40	4.4
Food	43		43	12		12	3.6
Early years	235		235	71		71	3.3
CAB	31		31	12		12	2.6
Crèche	172	3	175	71	2	73	2.4
Adult education	57		57	24		24	2.4
Nursery Nurses	180	20	200	81	6	87	2.3
Community development	227	2	229	99	2	101	2.3
Portage	134		134	61		61	2.2
Behaviour support	57	22	79	38	6	44	1.8
Health Visitors	166	11	177	91	8	99	1.8
Early liaison	60		60	37		37	1.6
Toy library	66	2	68	44	2	46	1.5
Arch	7		7	5		5	1.4
Community Psychologist	12		12	10		10	1.2
Helps	21	1	22	18	1	19	1.2
Speech & language therapy	6		6	6		6	1.0
<b>Overall</b>	<b>1648</b>	<b>61</b>	<b>1709</b>				

---

## A1.11 April 2003

**Table A1.11.1 Who was on the database in April**

	Existing	New	Total
Families	614	12	626
Individuals	1707	26	1733
Children under 4 years old	656	5	661

**Table A1.11.2 Who was seen in April**

	Existing	New	Total	% seen
Families	177	2	179	29
Individuals	377	3	380	22
Children under 4 years old	167	1	168	25
Contacts	1513	5	1518	

The number of contacts varied from one to 25 (overall average 4.0).

- Of the 1,518 contacts, 55%, (839) were with parents and 45% (679) with children.

Additionally, the following information was extracted from the database in April:

- 44 (25%) of the 178 single parents on the database were seen, all female;
- 45 people were of ethnic groups other than British, six (13%) had been seen;
- 12 people were recorded as having disabilities, three (25%) had been seen;
- 51 teenage parents (eight of them male); 16 (33%) had been seen, one of them male.

The table below shows that while the Health Visitors saw the highest number of individuals, the Nursery Nurses had the highest number of contacts. Halton Family Groups had the highest ratio of contacts to people.

**Table A1.11.3 Summary of contacts and people seen in April by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	170		170	39		39	4.4
CAB	101		101	32		32	3.2
Early years	177		177	59		59	3.0
Food	31		31	11		11	2.8
Nursery Nurses	196		196	74		74	2.6
Community development	174		174	72		72	2.4
Crèche	159		159	69		69	2.3
Portage	76		76	40		40	1.9
Health Visitors	186		186	102		102	1.8
Behaviour support	66		66	37		37	1.8
Adult education	35	1	36	20	1	21	1.7
Arch	5		5	3		3	1.7
Community Psychologist	21		21	13		13	1.6
Toy library	67	2	69	43	2	45	1.5
Early liaison	36		36	25		25	1.4
Helps	15		15	15		15	1.0
Speech & language therapy							
<b>Overall</b>	<b>1515</b>	<b>3</b>	<b>1518</b>				

---

## A1.12 May 2003

### Table A1.12.1 Who was on the database in May

	Existing	New	Total
Families	619	10	629
Individuals	1722	22	1744
Children under 4 years old	661	6	667

### Table A1.12.2 Who was seen in May

	Existing	New	Total	% seen
Families	177	2	179	28
Individuals	334	3	337	19
Children under 4 years old	136	1	137	21
Contacts	1364	7	1371	

The number of contacts varied from one to 23 (overall average 4.1).

- Of the 1,371 contacts, 58%, (789) were with parents and 42% (789) with children.

Additionally, the following information was extracted from the database in May:

- 44 (24%) of the 180 single parents on the database were seen, all female;
- 46 people were of ethnic groups other than British, five (11%) had been seen;
- 12 people were recorded as having disabilities, two (17%) had been seen;
- 50 teenage parents (eight of them male); 14 (28%) had been seen, all female.

The table below shows that while the Health Visitors saw the highest number of individuals and had the highest number of contacts, Halton Family Groups had the highest ratio of contacts to people.



**Table A1.12.3 Summary of contacts and people seen in May by service**

	Contacts(A)			People(B)			Ratio
	Existing	New	Total	Existing	New	Total	A/B
Halton Family Groups	166		166	38		38	4.4
CAB	75	4	79	20	2	22	3.6
Community development	125		125	38		38	3.3
Adult education	67		67	21		21	3.2
Early years	148		148	52		52	2.8
Crèche	135		135	49		49	2.8
Food	23		23	9		9	2.6
Behaviour support	63		63	27		27	2.3
Nursery Nurses	170		170	73		73	2.3
Health Visitors	191	2	193	87	2	89	2.2
Arch	4		4	2		2	2.0
Portage	80		80	42		42	1.9
Toy library	40		40	24		24	1.7
Early liaison	30		30	18		18	1.7
Community Psychologist	28	1	29	19	1	20	1.5
Helps	15		15	15		15	1.0
Speech & language therapy	4		4	4		4	1.0
<b>Overall</b>	<b>1364</b>	<b>7</b>	<b>1371</b>				

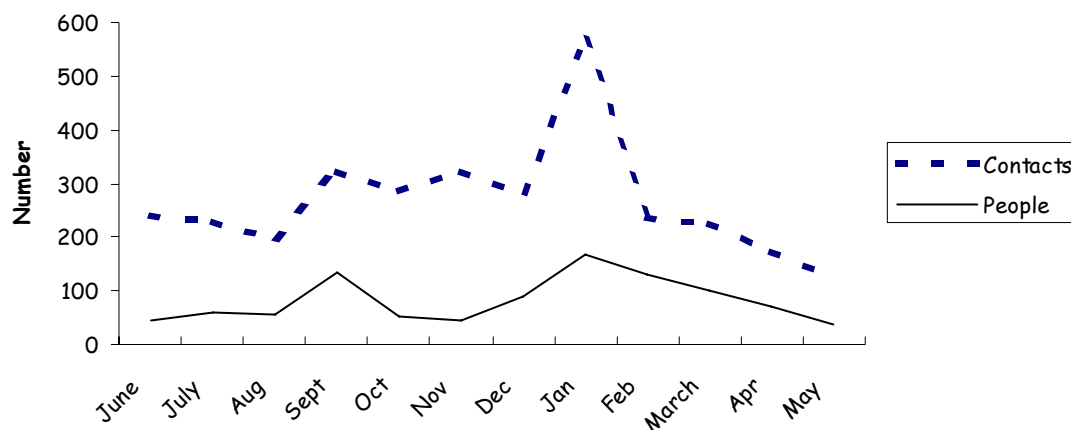
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**Appendix 2**  
**Service summaries for the twelve-month period**

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## A2.1 Community development

Figure A2.2.1 Number of people and contacts for Community Development



Over the twelve-month period, this service had 3,224 contacts with:

- 252 families;
- 243 mothers;
- 55 fathers;
- three grandparents;
- 149 children.

Of the individuals having contact:

- six were teenage parents;
- 71 were single parents;
- 14 people were of ethnic groups other than British;
- five people had disabilities.

For 54 families (9% of families who used services), this was the only service used.

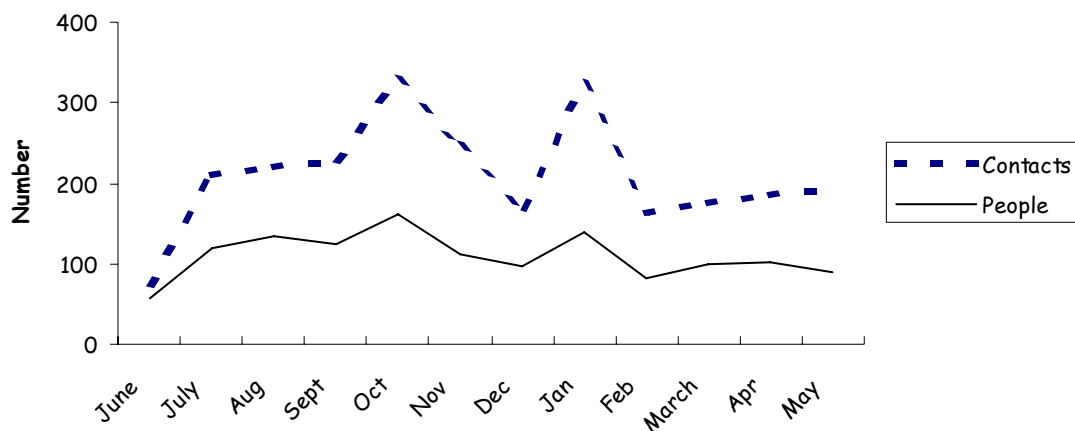
The number of contacts for individuals ranged from one to 165 and for families from one to 320. This family lived in WA8 4X.

There were similar proportions of eligible families (32%) using this service in all three postcode areas.

---

## A2.2 Health visitors

Figure A2.2.1 Number of people and contacts for the Health visitors



Over the twelve-month period, this service had 2,519 contacts with:

- 249 families;
- 226 mothers;
- 35 fathers;
- one grandparent;
- 224 children.

Of the individuals having contact:

- 35 were teenage parents;
- 60 were single parents;
- 11 people were of ethnic groups other than British;
- four people had disabilities.

For 43 families (7% of families who used services), this was the only service used.

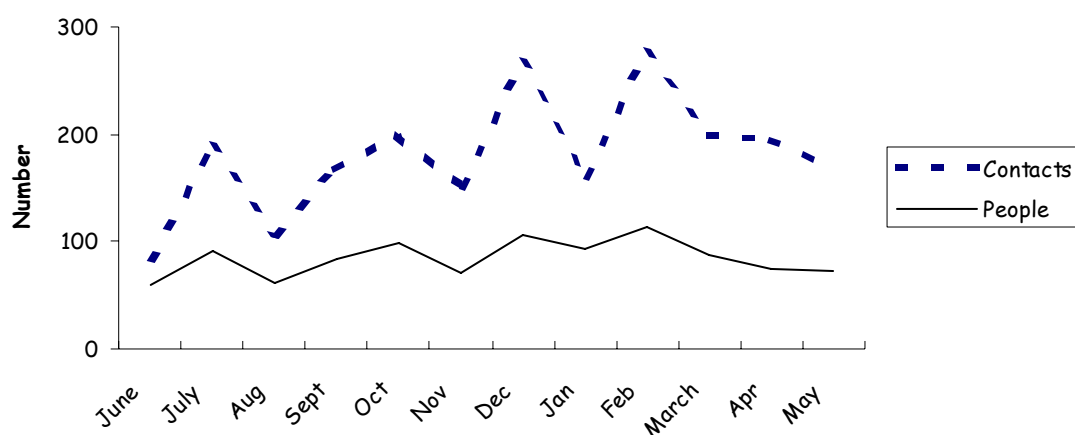
The number of contacts for individuals ranged from one to 54 and for families from one to 129. This family lived in WA8 4X.

There were similar proportions of eligible families (31%) using this service in all three postcode areas.

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## A2.3 Nursery Nurses

Figure A2.3.1 Number of people and contacts seeing the Nursery nurses



Over the twelve-month period, this service had 2,162 contacts with:

- 185 families;
- 183 mothers;
- 32 fathers;
- seven grandparents;
- 196 children.

Of the individuals having contact:

- 16 were teenage parents;
- 45 were single parents;
- 10 people were of ethnic groups other than British;
- eight people had disabilities.

For seven families (1% of families who used services), this was the only service used.

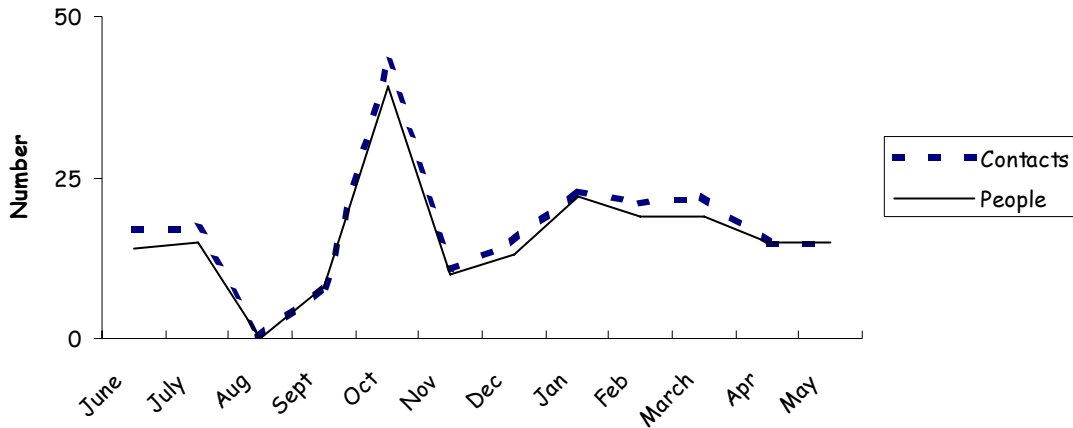
The number of contacts for individuals ranged from one to 60 and for families from one to 164. This family lived in WA8 4Y

There were similar proportions of eligible families (23%) using this service in all three postcode areas.

---

## A2.4 HELPS

Figure A2.4.1 Number of people and contacts for HELPS



As can be seen from the chart above, the number of contacts and people seen are more or less the same each month; the majority of families used this service once.

Over the twelve-month period, this service had 207 contacts with:

- 128 families, 77 used this service only once;
- 126 mothers;
- four fathers;
- one grandparent;
- one child.

Of the individuals having contact:

- six were teenage parents;
- 32 were single parents;
- one person were of ethnic groups other than British;
- one person had disabilities.

For 23 families (4% of families who used services), this was the only service used.

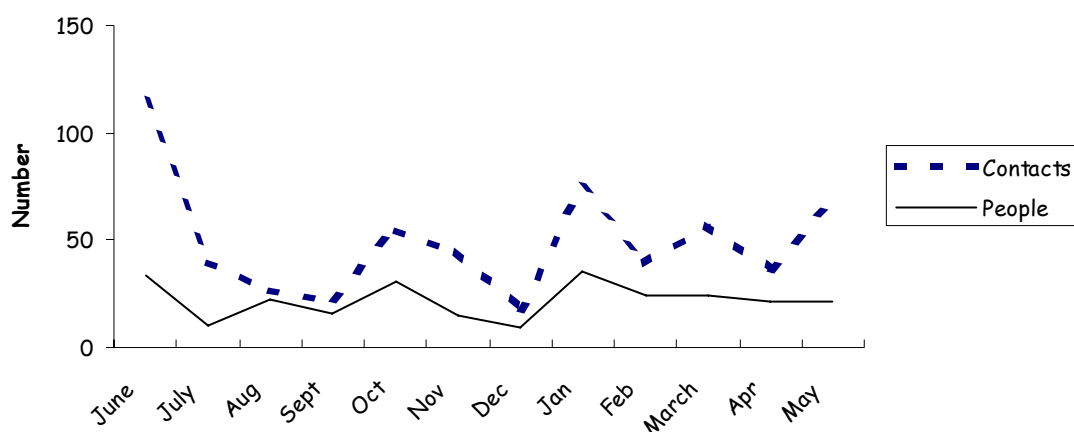
The number of contacts for individuals and families ranged from one to six.

There were similar proportions of families (16%) using this service in all three postcode areas.

---

## A2.5 Adult Education

Figure A2.5.1 Number of people and contacts for the Adult Education



Over the twelve-month period, this service had 596 contacts with:

- 122 families;
- 116 mothers;
- 11 fathers;
- one grandparent;
- six children.

Of the individuals having contact:

- 12 were teenage parents;
- 43 were single parents;
- three people were of ethnic groups other than British;
- one person had disabilities.

For 11 families (2% of families who used services), this was the only service used.

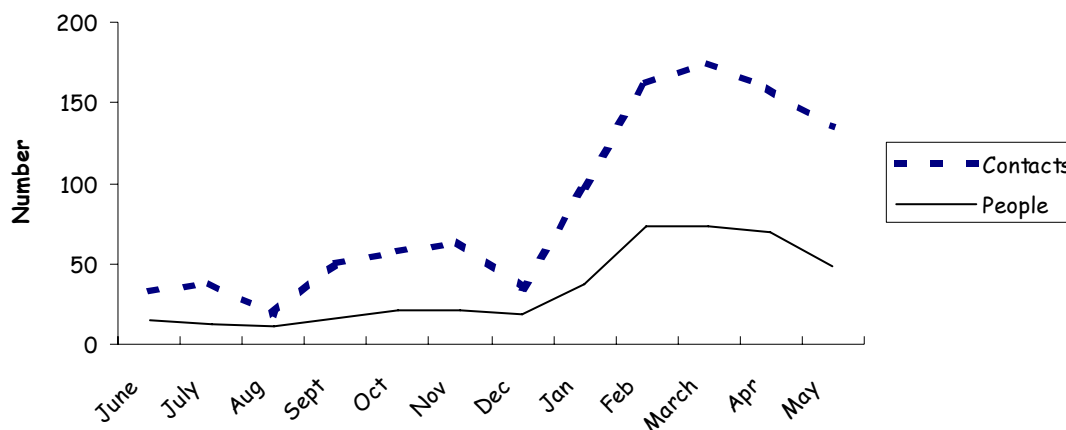
The number of contacts for individuals ranged from one to 41 and for families from one to 45.

There were similar proportions of eligible families (15%) using this service in all three postcode areas.

---

## A2.6 Crèche

Figure A2.6.1 Number of people and contacts for the Crèche



Overall, both the number of contacts and the number of people using this service has increased throughout the year.

Over the twelve-month period, this service had 1,027 contacts with:

- 94 families;
- 58 mothers;
- 5 fathers;
- one grandparent;
- 103 children.

Of the individuals having contact:

- six were teenage parents;
- 14 were single parents;
- one person was of an ethnic groups other than British;
- two people had disabilities.

For one family, this was the only service used.

The number of contacts for individuals ranged from one to 90 and for families from one to 93.

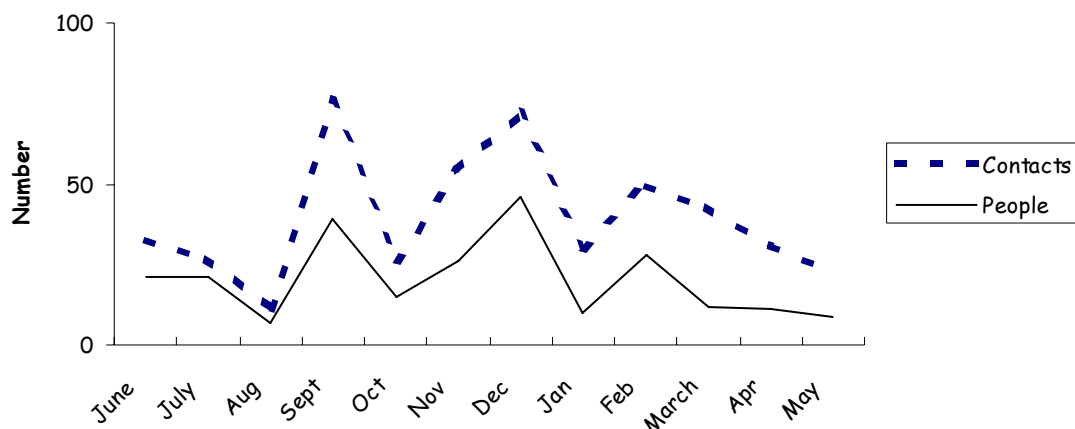
There were similar proportions of eligible families (12%) using this service in all three postcode areas.



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## A2.7 Food

Figure A2.7.1 Number of people and contacts for the Food project



Over the twelve-month period, this service had 476 contacts with:

- 84 families;
- 75 mothers;
- two fathers;
- 52 children.

Of the individuals having contact:

- one was a teenage parent;
- 21 were single parents;
- three people were of ethnic groups other than British;
- five people had disabilities.

For three families (1% of families who used services), this was the only service used.

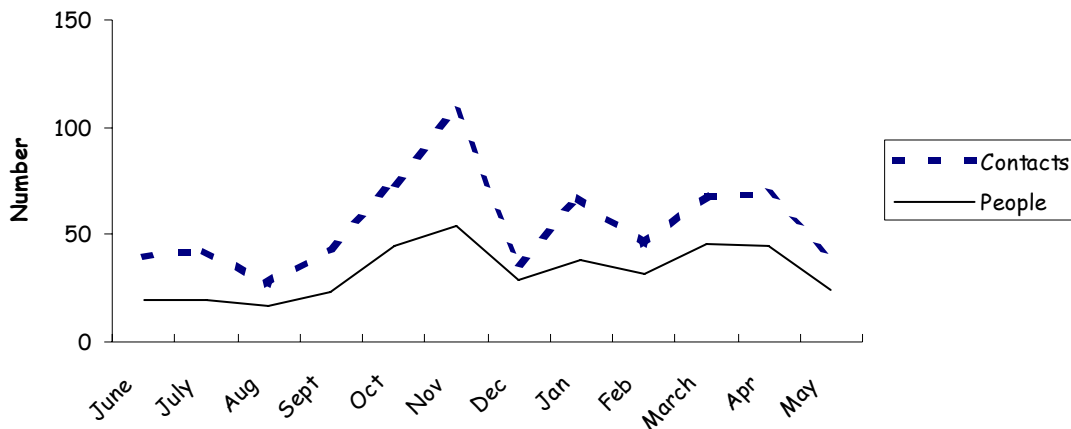
The number of contacts for individuals ranged from one to 33 and for families from one to 41.

There were similar proportions of eligible families (11%) using this service in all three postcode areas.

---

## A2.8 Toy library

Figure A2.8.1 Number of people and contacts for the Toy Library



Contacts with this service peaked in November, before Christmas. Parents who completed the user satisfaction survey said the Toy Library helped them find toys their children particularly liked to buy as presents.

Over the twelve-month period, this service had 661 contacts with:

- 79 families;
- 71 mothers;
- five fathers;
- one grandparent;
- 144 children.

Of the individuals having contact:

- five were teenage parents;
- 11 were single parents;
- three people were of ethnic groups other than British;
- two people had disabilities.

For two families, this was the only services used.

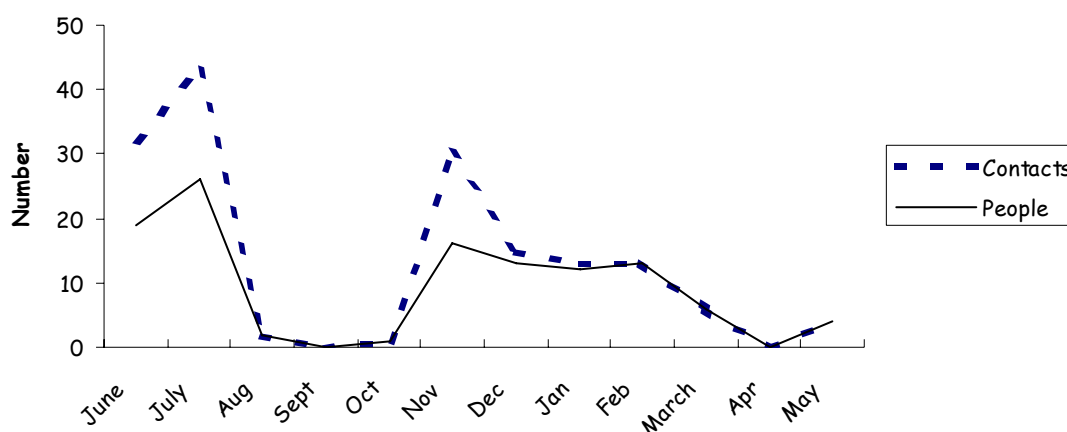
The number of contacts for individuals ranged from one to 29 and for families from one to 63.

There were similar proportions of eligible families (10%) using this service in all three postcode areas.

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## A2.9 Speech and Language Therapy

**Figure A2.9.1 Number of people and contacts for Speech and Language Therapy**



The chart above shows that, in most months, the number of contacts and the number of people using this service were similar, with the majority of families using this service only once.

Over the twelve-month period, this service had 159 contacts with:

- 74 families, 40 families used this only once;
- five mothers;
- two fathers;
- 77 children.

Of the individuals having contact:

- two were single parents;
- two people were of ethnic groups other than British;
- two people had disabilities.

For 17 families (3% of families who used services), this was the only service used.

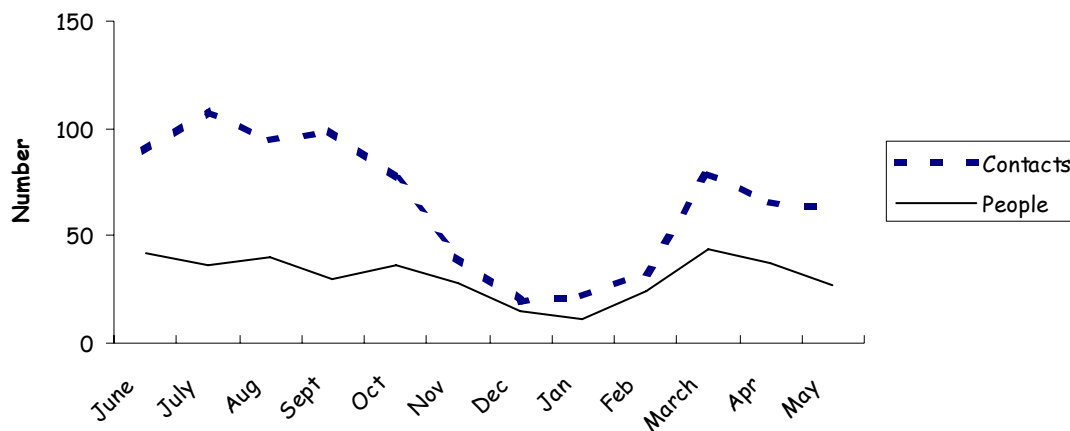
The number of contacts for individuals ranged from one to five and for families from one to eight.

There were similar proportions of eligible families (9%) using this service in all three postcode areas.

---

## A2.10 Behaviour Support

Figure A2.10.1 Number of people and contacts for Behaviour Support



Over the twelve-month period, this service had 790 contacts with:

- 72 families;
- 61 mothers;
- 19 fathers;
- two grandparents;
- 72 children.

Of the individuals having contact:

- two were teenage parents;
- 18 were single parents;
- five people had disabilities.

For five families (1% of families who used services), this was the only service used.

The number of contacts for individuals ranged from one to 25 and for families from one to 66.

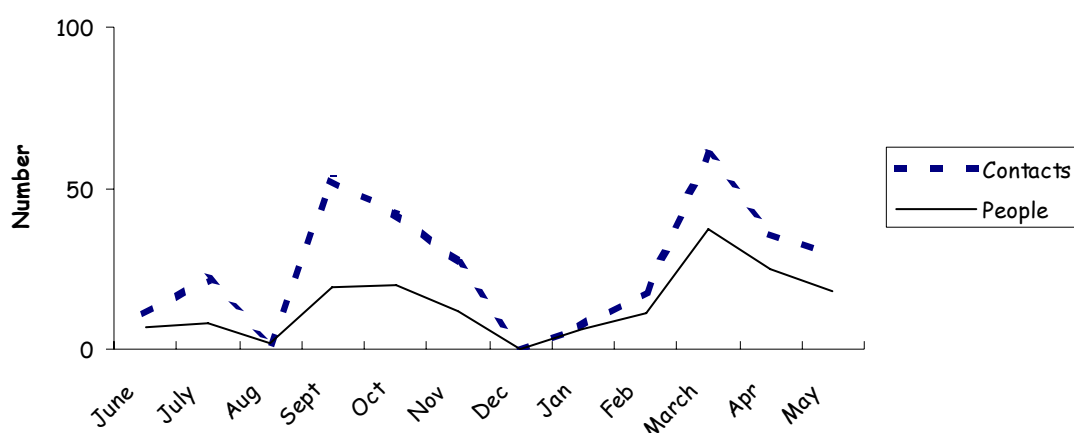
Overall, 9% of eligible families used this service. There were differences by postcode area:

- 14% of eligible families in WA4 4 from across the whole area used this service. However, 4T had the lowest percentage (6%), 4S and 4X had 20% and 25% respectively.
- 6% in WA8 7. This applied across all the postcodes in this area, other than in the postcodes where there were small numbers of eligible children.
- 8% in WA8 8. There were two postcodes, 8H and 8P, both having 24 eligible children, where this service was not used at all.

---

## A2.11 Early Liaison

Figure A2.11.1 Number of people and contacts for Early liaison



Over the twelve-month period, this service had 308 contacts with:

- 63 families;
- 46 mothers;
- five fathers;
- two grandparents;
- 53 children.

Of the individuals having contact:

- four were teenage parents;
- 16 were single parents;
- four people were of ethnic groups other than British;
- two people had disabilities.

For three families (1% of families who used services), this was the only service used.

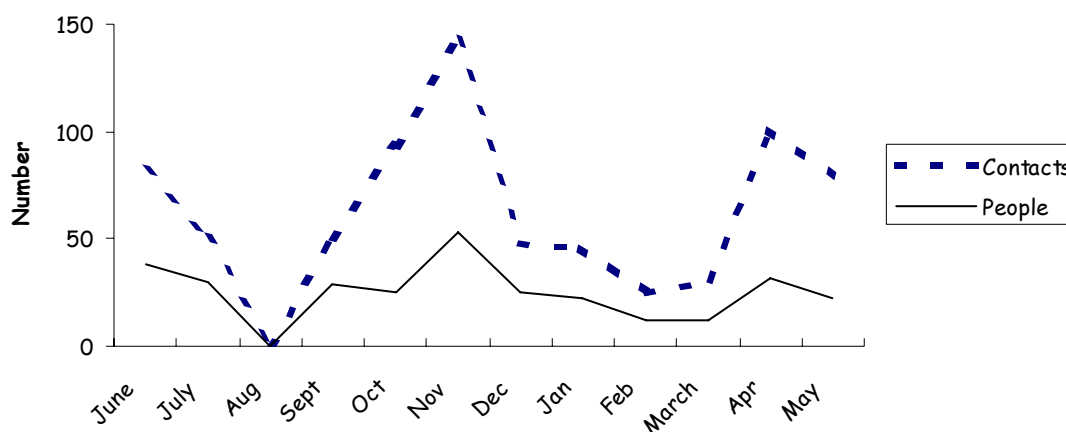
The number of contacts for individuals ranged from one to 14 and for families from one to 34. This family lived in WA8 4Y.

There were similar proportions of families (8%) using this service in all three postcode areas.

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## A2.12 CAB

Figure A2.12.1 Number of people and contacts for the CAB



Over the twelve-month period, this service had 748 contacts with:

- 62 families;
- 61 mothers;
- 21 fathers;
- 64 children.

Of the individuals having contact:

- six were teenage parents;
- 25 were single parents;
- four people were of ethnic groups other than British;
- two people had disabilities.

For three families (1% of families who used services), this was the only service used.

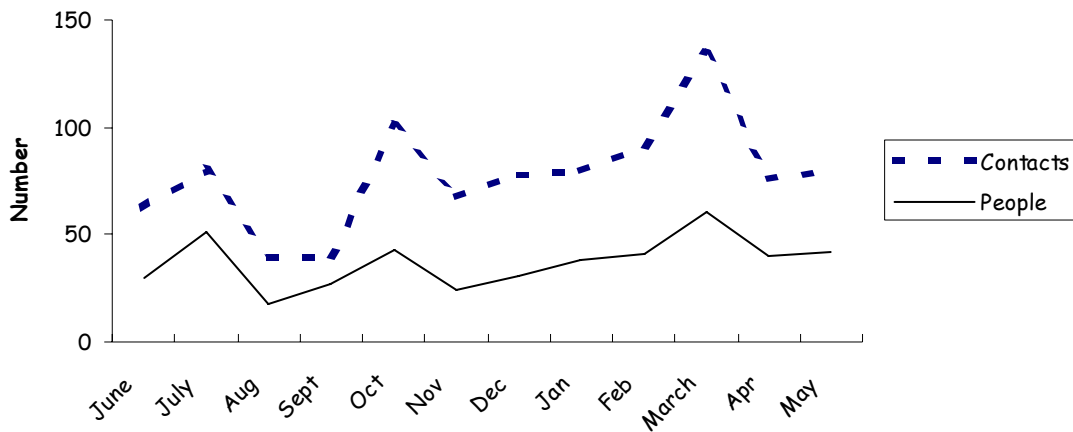
The number of contacts for individuals ranged from one to 24 and for families from one to 59.

There were similar proportions of families (8%) using this service in all three postcode areas. It was however, slightly higher in WA8 4 at 11%.

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## A2.13 Portage

Figure A2.13.1 Number of people and contacts for Portage



Over the twelve-month period, this service had 930 contacts with:

- 61 families;
- 58 mothers;
- 21 fathers;
- four grandparents;
- 66 children.

Of the individuals having contact:

- one was a teenage parent;
- 15 were single parents;
- one person was of an ethnic group other than British;
- 14 people had disabilities.

For six families (1% of families who used services), this was the only service used. The number of contacts for individuals ranged from one to 37 and for families from one to 77.

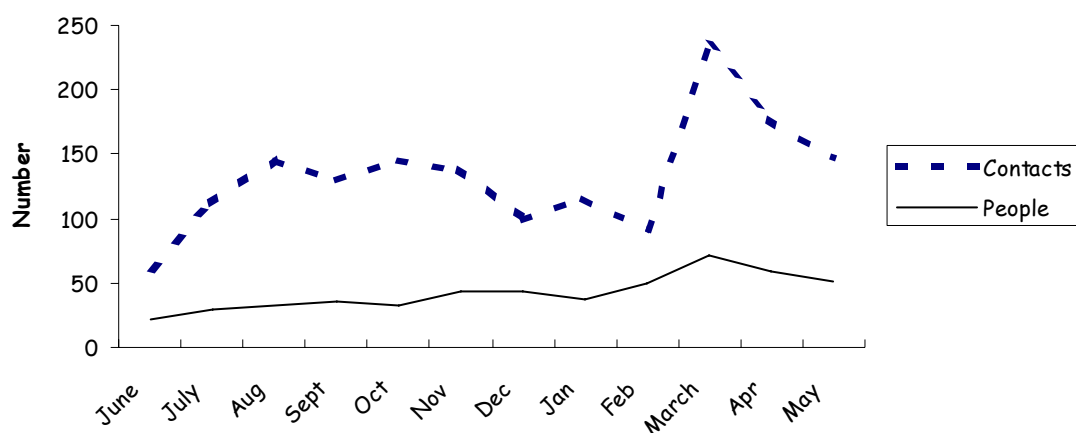
Overall, 8% of eligible families used this service. There were differences by postcode area.

- 15% of eligible families in WA4 4 used this service. It was not used in 4P. However, 4T had the lowest percentage (8%): 4S and 4Q had 38% and 33% respectively.
- 4% in WA8 7. This applied across all the postcodes in this area, other than in the postcodes where there were small numbers of eligible children and in 7H where none of the 15 eligible families used the service.
- 5% in WA8 8. This was used in only half of the postcode areas. It was not used at all in 8D, 8J, 8P, 8R, 8T and 8X.

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## A2.14 Early Years

Figure A2.14.1 Number of people and contacts for the Early Years



Over the twelve-month period, this service had 1,600 contacts with:

- 61 families;
- 57 mothers;
- 8 fathers;
- 12 grandparents;
- 67 children.

Of the individuals having contact:

- 13 were single parents;
- three people were of ethnic groups other than British;
- three people had disabilities.

For four families (1% of families who used services), this was the only service used.

The number of contacts for individuals ranged from one to 109 and for families from one to 221. This family lived in WA8 7E.

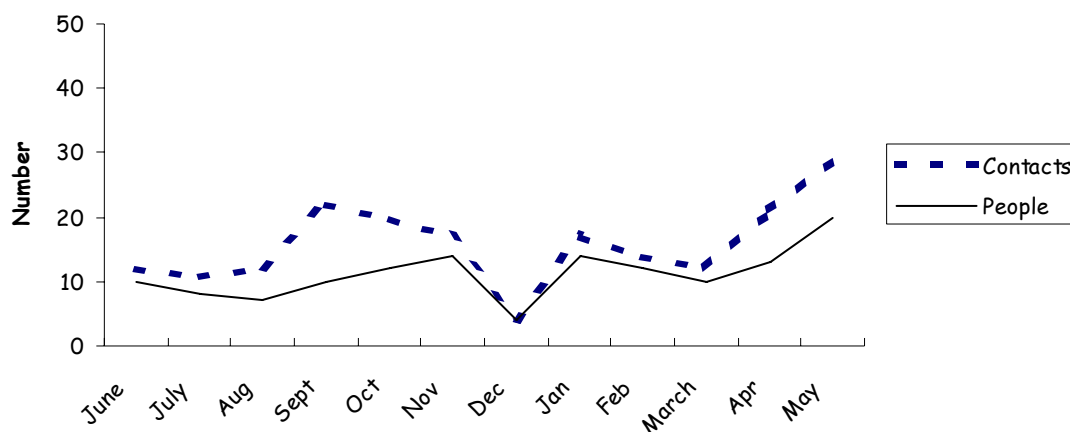
There were similar proportions of families (8%) using this service in all three postcode areas.



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## A2.15 Community Psychologist

Figure A2.15.1 Number of people and contacts for the Community Psychologist



Over the twelve-month period, this service had 191 contacts with:

- 44 families;
- 41 mothers;
- eight fathers;
- one grandparent;
- 14 children.

Of the individuals having contact:

- two were teenage parents;
- 11 were single parents;
- one person had disabilities.

For six families (1% of families who used services), this was the only service used.

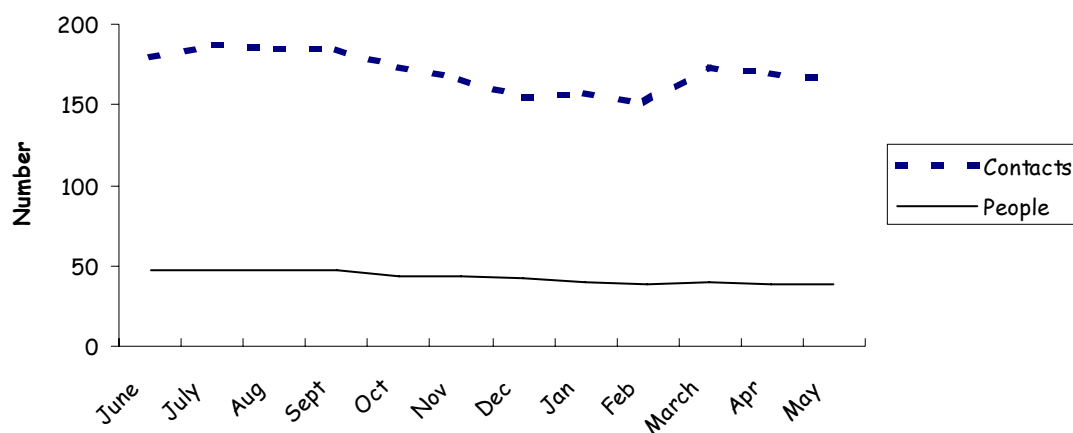
The number of contacts for individuals ranged from one to 14 and for families from one to 34.

There were similar proportions of families (6%) using this service in all three postcode areas.

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## A2.16 Halton Family Groups

Figure A2.16.1 Number of people and contacts for Halton Family Groups



Over the twelve-month period, this service had 2,054 contacts with:

- 33 families;
- 32 mothers;
- two fathers;
- 41 children.

Of the individuals having contact:

- one was a teenage parents;
- 10 were single parents;
- two people were of ethnic groups other than British.

For four families (1% of families who used services), this was the only service used.

The number of contacts for individuals ranged from one to 89 and for families from one to 207. This family lived in WA8 7E.

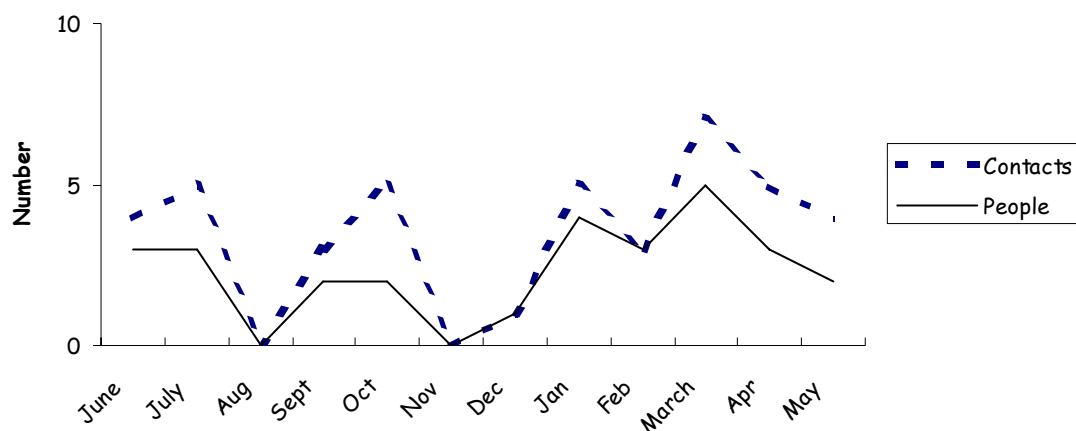
Overall, 4% of eligible families used this service. There were differences by postcode area.

- 9% of eligible families in WA4 4 used this service. It was not used in 4P and 4Q.
- 2% in WA8 7. This was used only in 7E, 7H, and 7U.
- 2% in WA8 8. This was used only in 8B, 8D, 8Q and 8S.

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## A2.17 ARCH

Figure A2.17.1 Number of people and contacts for ARCH



Over the twelve-month period, this service had 42 contacts with:

- eight families;
- six mothers;
- two fathers;
- one grandparent;
- one was a single parent.

The families using this service were all using other services.

The number of contacts for individuals and families ranged from one to 13.

This service was used in:

- 4T and 4Y;
- 7B, 7E and 7H;
- 8A and 8S.