

Summary of the Sure Start Bournemouth Family Survey

The primary aim of the 'Family Survey 2004' was to assess what local parents with children under six who live in the Sure Start Bournemouth area think about:

- Sure Start services which are available
- the professional support (pre-, post-natal and up to attending full-time school) for their youngest child
- special needs services for children under six
- health matters
- other local community services and issues

Five hundred and forty-four (544) questionnaires were distributed in total. Ninety-seven (97) families within the Sure Start Bournemouth area completed and returned a questionnaire. Within these returns, eighty-three (83) were completed by Sure Start registered families (357), giving a response rate for registered families of 23%.

A number of important issues have emerged from the analysis of this data which include:

- Views about Sure Start Bournemouth services and groups
 - Overall parents who are accessing Sure Start Bournemouth services expressed high levels of satisfaction
 - Awareness and uptake of services and activities are increasing, especially the Toy library and the home visiting service
 - Positive findings mirrored the findings from the in-depth evaluations of the Breastfeeding group, Let's Play and the Toy Library.
 - Some families are still not using Sure Start services for a variety of reasons.
- Sure Start Bournemouth's response to community need
 - It is clear from the findings of the survey that Sure Start Bournemouth has made excellent progress in responding to families needs in the area since the last community survey (2002)
 - There has been the introduction of new courses, groups and services based upon what parents and children want. Computer and DIY courses have been the most popular along with the 'make and take' course. All courses have creche support which has been vital to uptake.
 - The programme has been working hard to encourage more Dads to get involved in Sure Start activities. Since the first survey it is clear that there has been an increase in Dads accessing courses and services.
 - When considering the Sure Start objective of *improving children's health*, it is clear that Sure Start Bournemouth have made great progress in addressing these targets. The Breastfeeding group and the introduction of a midwifery team is responding to these objectives, along with an integrated Speech & Language service, stop-smoke courses, infant massage, stress and relaxation and first aid courses.

- Environmental issues and community concerns
 - This section of the questionnaire yielded the biggest response. Residents felt very strongly about many community issues, especially relating to crime and litter.
 - Satisfaction with local parks was low, this was the case in the first community survey (2002) which indicates there has been little or no improvement in the standard of parks and outside play areas.
 - Respondents were generally satisfied with other local amenities, such as libraries, shops and transport.
 - The refurbishment of the new Play area at the Sure Start site in recent weeks has been an important development and will need to be evaluated in the future.

The value of the model of integrated service delivery employed by Sure Start Bournemouth has been evident in all of the individual evaluations carried out. Levels of satisfaction with both Sure Start and non-Sure Start community health and social care services provided in the area have increased since the first survey (e.g. Speech & Language, Midwifery). This is encouraging in terms of services working together, delivery at the point of access leading to continuity of support.

- The way forward

The conclusions from this Community Survey have provided valuable insights into family profiles, satisfaction with services and service development needs. The survey findings will be used as one of the means of assessing whether Sure Start Bournemouth is achieving not only Sure Start National Objectives, but also responding to local need. Good progress has been made with all Sure Start Project Workers now in post and many services and activities available or being developed, which will, in turn, be evaluated during the life of the programme.

Sure Start Bournemouth have made great progress in adopting the Sure Start principles which draw on best practice learnt from delivering childcare, early education and Sure Start local programmes (Sure Start Guidance 2004-2006). By adopting these principles Sure Start Bournemouth can continue to mainstream the Sure Start approach.