

Tinsley Sure Start User Satisfaction Survey - Executive Summary

205 people, mostly women, took part in the User Satisfaction Survey conducted jointly during June-September 2004 by Tinsley Sure Start and the East End Quality of Life Initiative. This compares with 129 people who took part in a similar survey before Sure Start came to Tinsley in July 2001.

In this year's survey, almost three-quarters of the people who took part were Pakistani, and 18% were White-British, the 2 main ethnic groups in Tinsley. Their average age was 29-30. Most were in good health, and health generally seemed to have improved since the first survey was undertaken.

Services and activities for pregnant women and parents with very young children

Overall, people were either very or fairly satisfied with services and activities provided for pregnant women and parents of very young children (family doctor, midwife, hospital, health visitors, home visitors, antenatal classes, breastfeeding support, parent/toddler group, mother and baby swimming, etc.) The highest levels of dissatisfaction (fairly or very dissatisfied) were recorded for the family doctor (7%) and mother and baby swim sessions (8%). Over the last 2 years, there has been some uncertainty about 1 of the GP practices in Tinsley, and the sudden closure of the nearest swimming pool (in Rotherham) could have affected how people responded to these questions. Improvements suggested included drop-in surgeries at GPs, more home visits, more time with professionals, and more leaflets and written information.

Services and activities for parents with children aged 2-4

In 2001, an increase in the availability of childcare had been a high priority for parents of young children in Tinsley. In this year's survey, we found high levels of satisfaction with all aspects of childcare (availability, quality and cost), and with other activities and services such as playgroup, nursery, speech and language therapy, Tumbling Tots, special needs provision, activities in school holidays and trips. The highest level of dissatisfaction was 9% (fairly or very dissatisfied) for the cost of childcare, and family activities during school holidays. Improvements suggested included more activities during school holidays, more information and improved publicity, and more childcare places.

Services and activities for parents

We asked how satisfied people were with a range of activities and services, some of which are provided by Tinsley Sure Start, and some by other organisations (Tinsley Forum, Tinsley One Stop Shop, Tinsley Advice Service, Tinsley Parents & Children's Consortium, etc.) Most people were either very or fairly satisfied with these services. Highest levels of dissatisfaction (fairly or very dissatisfied) were recorded for the cost of local activities (9%), availability of training courses (8%), the quality of advice (7%), and the availability of health services (7%). Some of this dissatisfaction may be due to the closure of Tinsley Advice Service for 2 years (2001-2003) and uncertainty some time ago about 1 of the GP practices. Improvements suggested included better publicity, and various aspects of training courses (more variety, more levels, more frequent).

Quality of life in Tinsley

In 2001, we asked a few questions about quality of life in Tinsley. In this year's survey, many more questions were asked about a wider range of issues.

Tinsley as a place to live

Levels of satisfaction with Tinsley as a place to live had increased a great deal between 2001 and 2004. In the second survey, a lower proportion of people had lived in Tinsley a long time, perhaps indicating that some of those people who had been very dissatisfied in 2001 had moved away in the intervening 3 years. However, this alone would not account for the huge shift in satisfaction with all the different aspects of the area we asked about.

More than half the people in our survey said they liked the "friendly people" in Tinsley, and over 50% said that Tinsley had improved in the last 2 years. Comparing the 2 surveys, satisfaction (those who said they were fairly or very satisfied) increased with:

- * general appearance of the area (from 22% to 62%)
- * quality of education in local schools (from 58% to 71%)
- * access to training (from 35% to 74%)
- * availability of jobs for local people (from 13% to 53%)
- * public transport to where you want to get to (from 51% to 75%)
- * quality of local shops (from 47% to 74%).

Access to a healthy diet

Generally people said they could buy fresh fruit and vegetables locally at a reasonable cost and quality, in order to provide their family with a healthy diet.

Aspects of life in Tinsley

People generally agreed quite strongly with statements such as "there is a good community spirit", "you can rely on your neighbours when you need to", and "there is not enough for young people to do." Opinions were more divided about whether "younger and older people respect each other", "this is a safe place for kids to play", "people keep themselves to themselves", "the area has a bad reputation", and whether there were problems with drugs, hooliganism and vandalism in the area.

Social life

Most people knew a lot of people locally, and they got on well with each other. There were reasonably high levels of trust expressed in groups such as local councillors, the local council, local employers, and the police. 86% of people interviewed said they trusted Tinsley Sure Start and their neighbours, and most people (97% and 98% respectively) said they trusted their friends and family.

Fear of crime

88% of the people we talked to said they felt safe alone in their homes at night, and 75% said they felt safe walking alone in their local area after dark. However, people said their quality of life was affected by fear of crime to a higher degree than might be expected, with an average score overall of 4.95 (where 0 is no effect and 10 is total effect).

What would make Tinsley a better place to live?

85 people made comments about many aspects of life in Tinsley. Most comments, as in 2001, were about improving the local recreation ground. This was closely followed by people who wanted improvements to the maintenance of the area, especially street and subway cleaning. A youth centre and more activities for young people in the area were

suggested by a number of people; more shops, increased police presence and a local police station, improved public transport, more sports and leisure activities, more activities in school holidays, and safe play areas for children were also suggested.

Conclusions and Recommendations

Overall, life in Tinsley seems to have improved dramatically over the last 3 years. Tinsley Sure Start has made a substantial contribution to this, by improving existing services and introducing new ones (such as the Home Visiting team) for families with children aged 0-4. Sure Start has improved access to activities such as swimming and health walks for women and children, and introduced courses to help build a stronger, healthier community. At the same time, other important changes have occurred in Tinsley. Tinsley Forum opened the Tinsley One Stop Shop in September 2002, vastly improving local access to training and IT facilities, and helping local people back into employment. Tinsley Advice Service closed in 2001 due to withdrawal of funding, but re-opened in 2003, providing much needed support with a wide range of issues. The local co-op shop closed and then re-opened under local management. Tinsley Parents and Children's Consortium (TPCC), working closely with Tinsley Sure Start, have more than doubled the number of childcare places available in Tinsley, offering extended and affordable childcare to help working parents, and helping to train more local childminders. The TPCC have also been successful in attracting funding for a worker to improve sports and physical activities for women in Tinsley. Tinsley Sure Start are working closely with Sheffield City Council in a joint effort to regenerate the local recreation ground, including the building of a new, environmentally sustainable Family and Community Centre in the park. Other environmental issues, such as traffic noise and air pollution (Tinsley is in 1 of Sheffield's 2 Air Quality Action Areas, due to the proximity of the M1 motorway and its access roads which cut through the area) continue to be actively pursued by projects such as the Tinsley Tree Project and the East End Quality of Life Initiative.

Recommendations regarding the way forward for Tinsley Sure Start include:

- Improve publicity - newsletters, posters and leaflets need to be timely, well designed and well placed, to ensure everyone has the opportunity to get involved. More important information should also be available in Urdu. Joint publicity with other organisations (TPCC, Tinsley Forum, Tinsley One Stop Shop, and the recreation ground improvements) should be actively pursued, to ensure information reaches the wider community.
- Tinsley Sure Start should be very focused on their provision for families of 0-4 year olds, but continue to work closely with other organisations in Tinsley to ensure good quality provision of activities and services is extended to everyone in the community, especially older young people (aged 12 and over).
- Improvements to the local recreation ground remain a high priority for local people, and Tinsley Sure Start should continue to work closely with Sheffield City Council and other partners to ensure the lengthy consultation phase very soon becomes a physical reality, with improved facilities for all members of the community, and an environmentally sustainable building which shows a real commitment to the future of the community.
- Family activities during school holidays should be improved. This would require joint working with the local council and other providers to ensure good quality activities are offered to children of all ages.
- More involvement from local parents is needed if Tinsley Sure Start is to continue to respond to local needs and maintain its current high levels of satisfaction. This would

also build capacity within the local community and help to maintain the sustainability and continuity of the project when Sure Start funding starts to diminish.

More information

- If you would like more information about Tinsley Sure Start and the activities and services it offers, please contact the office at Unit 3 Highgate, Bawtry Road, Tinsley, Sheffield S9 1UY, tel. 0114 261 8181.
- If you need information about childcare in Tinsley, please contact the TPCC at the Roundabout Centre, Bawtry Road, Tinsley, tel. 0114 244 8885.
- If you would like to see the full reports analysing the User Satisfaction Survey, please call into the Tinsley Sure Start office (as above), or contact the East End Quality of Life Initiative, 10 Montgomery Terrace Road, Sheffield S6 3BU, tel. 0114 285 9931, where copies are available.
- Electronic copies can be emailed to you. Contact Barbara Rimmington on either barbara@sheffieldct.co.uk or barbara.rimm@btconnect.com.
- If you would like to know more about the work of the East End Quality of Life Initiative, please contact Barbara Rimmington, the Research Officer, as above, or Neil Parry, the Project Officer, at the same address, tel. 0114 285 9911.

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