

Nottinghamshire Children
and Families Partnership



Sure Start Children's Centres

Stapleford & Chilwell Children's centre

Patient opinion report Jan – Dec 2015



Nottinghamshire Healthcare **NHS**
NHS Foundation Trust

"Are dads missing out on sure start?"

Posted by Lion (as a parent/guardian)

I have accessed sure start since the birth of my son and have really valued the experience of the groups they run along with the courses I have attended and the guidance they have offered.

The groups have helped support me as a first time mum and given me the opportunity to meet with other mum which has been invaluable.

The courses like first aid and baby massage have built my confidence as well as being very informative.

The guidance I have received has been second to none. The sure start team has been so supportive and have really helped me with finding help through one of the toughest times of my life, becoming a single parent to my baby boy; I can't thank them enough.

The one thing I think is missing from the service is the options for dads to attend; while I know everyone is welcome, dads often work and so their only available time is at weekends. Sure start was part of my bonding process with my little boy and I really feel that dads and working mums miss out.... I certainly feel like I would benefit from a weekend session at SureStart Stapleford but I do think that dads need their own separate session.

The father of my son needs somewhere he can learn to play with his son, somewhere he can build confidence and I can't think of a better place than the place that helped and supported me, Stapleford SureStart. If there was flexibility at weekends maybe even the incredible years course too it would be a great opportunity.

Response from Steve Lack,

Hi Lion,

Many thanks for the suggestions and compliments you posted on the 'patient Opinion' website.

It is encouraging for managers and staff to hear what the impact the service offered at Stapleford has had. It certainly appears that the centre has helped you and your child in a number of ways by giving you extra confidence and providing support to you with parenting issues, thank you for this acknowledgement.

On the subject of services and support for Dads, I have spoken to the Children's Centre Coordinator and we are exploring the idea of a group specifically for Dads on a Saturday morning, similarly we are looking into offering a 'Parenting Course' on an evening targeting Dads. We are constantly reviewing the services we offer to identify how better we can meet the needs of local parents and in this way we welcome your suggestions.

Thank you once again for this posting (which I have shared with all staff), we are glad that we were able to assist with supporting you and your child in those early years.

Response from Steve Lack

Hi Lion,

Since I last e-mailed you we have been making progress in terms of meeting the needs of Dads within the area, to provide them with the support to manage parenting issues more effectively. As a result of these plans which were 'triggered' by your initial posting we have recently delivered a behaviour management course on a Saturday aimed at Dads. The 1,2,3 Magic course focused on, cognitive therapy and behaviour management and teaches strategies aimed at changing behaviours. We are now planning others courses and activities on a weekend that working Dads are able to participate in.

Thanks

Steve

Response from Andy White

Hi Lion

We have a further 123 magic course planned to start in September @ Stapleford children's centre on Saturday 12th September 2015 10am - 12pm. please do get in touch with the centre for further details.

"Stapleford sure start centre"

Posted by Geme (as a parent/guardian)

I have been using the sure start centre for 6 years with my two son's. When my youngest son was not developing his speech at a normal rate I spoke to the staff with my concerns and they were very helpful with putting me in touch with the right people, referring us to various courses such as home talk and supporting me with my concerns. The children's workers have also been very good in engaging with Liam listening to him even though they cannot understand him and talking back to him.

Response from Steve Lack

Hi Geme,

Thanks for this posting, I'm glad you have benefitted from using the Children's Centre and hope you will continue to do so.

A key area that we focus on within the Children's Centres is around Speech and Language and recognises that the ability to communicate and be understood is essential to a child's development. Hopefully, now you have utilised some of the services on offer your child will reap the benefits of this.

Finally, the staff team really values your comments and it is feedback like this that helps staff to know that they are providing the right kind of service.

"Keep up the good work"

Posted by Yonder802 (as a parent/guardian)

I have been coming to the sure start centre for 4years now, and it has been a great journey to where my two children have become.

I have done a few courses here including incredible years and behaviour course. These two courses have helped me a lot and have seen the difference in my children. Although it is a short course and I feel it would have gotten me further if the course was a bit longer. At the sure start play days I feel there should be a few more activities for the children such as Baking, day trips and more messy play.

Throughout the whole 4 years of coming to Stapleford sure start there has never been a disappointing moment for my children. All the staff are lovely and caring for you and the children, they are great at listening and giving advice if needed. Keep up the good work!

Response from Steve Lack

Hi Yonder802,

I am really pleased that you have enjoyed the activities on offer within the Stapleford Children's Centre and glad you feel that what has been provided is helping you in your role as a parent.

We are always looking for ideas about what we should include within our activities and plan to offer lots of different activities so that what is on offer is what parents and children want. We will be incorporating your ideas into the planning for our summer activities and offering a comprehensive programme that includes activities that parents have requested.

The staff team at the centre I'm sure will appreciate your comments and value your contribution in helping us deliver a service that responds to what parents tell us

Thanks Steve

"My son loves Stapleford sure start"

Posted by Zenith7261 (as a parent/guardian)

We have just been to the sure start centre in Stapleford to prepare my son to go to nursery, he absolutely loves it here and I can't wait until September when he can come to the sure start centre more frequently as he loves it here, he loves all the staff here.

I have also done a few courses here which I have enjoyed and would like to do more if they have any more, but I cannot make it to the Chilwell centre, as it is too far away from nursery and school.

I would love this centre to do more messy play days as they seem to always be happening in Chilwell but not at Stapleford. I would love there to be more things happening in the half term holidays so that both of my children can enjoy it.

Response from Steve Lack

Hi Zenith7261

Thank you very much for this posting I am pleased both you and your son enjoy the activities at the Stapleford Children's Centre, the workers try really hard to make sure that what we are offering is meeting the needs of children and parents. We are constantly looking at how we can deliver a flexible programme of activities so that what we provide is regularly changing and stays interesting for the children attending.

Messy play is one of those activities that proves very popular with children and will always remain as one of the core activities within our programme. This will be a particular element of our summer provision at Stapleford and we hope you are able to attend these, we will also be delivering activities at Chilwell which you are welcome to attend and whilst I realise this is further for you, - you may find yourself with more time in the holidays to be able to travel there.

Finally thanks once again for this posting - I know the staff really welcomes your positive feedback

Yours

Steve

"Breastfeeding support at Stapleford

Sure start"

Posted by CC Manager (as a staff member posting for a patient/service user)

Below is a copy of a letter we have received at Stapleford Children's Centre from a mum who dropped into the centre to access breastfeeding support from one of our family support workers - Nicola Roulstone. We have contacted mum and she has consented to the letter being made public.

"Dear Nicola

I am writing to you because I wanted to say 'thank you'. I came to Stapleford Children's Centre on Thursday 21st May in order to speak to someone about breastfeeding. There were no peer support ladies available, so I got to speak to you. My baby Daniel, was 2 and a half months old (and I came with Nathan who is just over 2) I had received lots of help with breastfeeding and lots of reassurance that I was doing it correctly but I still wasn't sure everything was happening as it should.

The things you shared with me completely changed my breastfeeding and I spoke of you to everyone I met for the next week! We talked about not looking at the clock or timing feeds but using only Daniels cues for feeding. We also talked about not being able to spoil a baby and offering the breast if I wasn't sure whether he was hungry or not. You observed me feeding Daniel and noticed that he wasn't quite latching on correctly and encouraged me to retrain him to open his mouth wider before latching. You also explained to me how babies feed like it's a three course meal, which was not something I had heard before and explained perfectly the way that Daniel was feeding.

After your advice, I went 'cold turkey' on clock watching and stopped looking at the clock completely (for both time of feed and length of feed). I offered Daniel the breast whenever I wasn't sure if he was hungry or not and I could tell almost immediately that he was much more content. I was much more relaxed about the fact that he was feeding in bits, as you had explained about the different courses of a meal, and I am pleased to say that now, at 4 months, he usually feeds in one block. He is also latching better so I am no longer sore when feeding.

I felt that you completely understood what it is like to be a new mum of 2 children, and what it was like to be breastfeeding Daniel. You were encouraging, reassuring and easy to talk to. I came away feeling that you 'got it' in a way that no one else I had spoken to about breastfeeding had.

Thank you so much for all that you did for me that morning. I will never forget it"

Response from Andy White

Always nice to hear positive comments about the support received from children's centre staff. All of our staff members are trained to a standard to be able to support mums on a 121 basis but it's always helpful to have a member of staff who has those extra skills and experiences to provide a high standard of service to our families.

"Going to groups at the centre"

Posted by Vik87 (as a parent/guardian)

We use almost every group that is available to us, it's is good for mixing with other mums and my lg with other children and getting plenty of support on things that us parents may need help with. There are a few groups that could do with a few more people to come to i.e. babes and infant massage wasn't as good as I thought it was going to be.

I like that they do parent forms to see what new things, things we'd like more of etc. and a few new groups have started to which I have made new friends.

Response from Steve Lack

Hi Vik87,

Thanks for your posting, I'm glad that you have attended a number of activities at the Stapleford Children's Centre and have valued meeting other Mums. You raised an interesting point regarding some activities could do with more people in attendance - at the Children's Centre we recognise that some activities can be 'packed to the rafters' yet some struggle in terms of attendance - we are always trying to promote the work we do to members of the community to increase numbers but also recognise that sometimes families prefer a smaller group as they feel safer with small babies in a group with less children.

Maybe this is something you would like to discuss with other parents at the parents forum meeting about how we get more people to attend sessions yet cater for those who may be less confident about bringing their child to a busy session

Thanks

Steve

"They've helped me a considerable amount"

Posted by Top dad (as a parent/guardian)

Sure start Stapleford do a wonderful job at what they do they've helped me a considerable amount other the years that I and my children have been coming here they've gave me a lot of confidence in myself it's a very nice place to come with the children as there's lots to do

"Mindfulness has helped depression and anxiety"

Posted by Shiv2015 (as a service user)

I took part in a mindfulness course through Central College at Chilwell children's Centre for five weeks.

During this time I have learnt of ways and techniques of dealing with my anxiety and depression through mindfulness. I really found this course beneficial and has really helped with my self-esteem as well.

I have been using the things I have learnt from this experience to help me in different areas of my life and I am really grateful to have had the opportunity to attend this course through sure-start they really do have some amazing courses running and provide the crèche for the children which really helps when you have no childcare.

I am really impressed with everything and give it a ten out of ten :)

Response from Steve Lack

Hi Shiv2015,

Many thanks for this encouraging ten out of ten for this course; I am glad you have found it useful.

We are always glad to hear what parents feel about the opportunities we provide as it is important that we try and get our provision right. We hope your children enjoyed the crèche and that you and they continue to benefit from what you learn on the courses delivered at the centre.

Thanks

Steve

Update posted by Shiv2015 (a service user)

Hi Steve,

Thank you for your reply. I have been using the center since my son was a baby and have mostly had positive experiences and made some amazing friends too 😊

I'm looking forward to lots more positive experiences.

Response from Steve Lack,

Hi Shiv2015,

I'm sure with services we are planning these experiences will be positive and benefit you in a similar way to the mindfulness course and I hope you will let us have comments about how courses or activities you and your child participate in have been useful.

"Stapleford Incredible Years Course"

This letter was received in a card from a parent who has just completed the Sept-Dec 2015 course. Verbal permission was granted for this to be posted.

Nicola and Susan,

I wanted to write you a note because I'd probably get all emotional saying this to your faces! I can't thank you enough for everything you've done for me and my family during Incredible Years. This course came along at a particularly bad time for Abbi I personally - which has turned out to be an absolute god send.

I came to the group with a few hopes but not really any expectations. And I'm leaving with more positivity than I thought possible!

I know I've still got a lot of work to do but you've given me the tools to do the biggest job of them all, being a good parent.

Not only that but you've actually helped me in a way the course isn't really designed for...keeping me sane!

During these last 3 months, those 2 hours a week I've spent with you both and the rest of the group have been the best anti-depressant ever! I've been able to leave the house, socialise and know my little girl was safe and having fun in the mean time. Things are looking so much brighter now but it's been a very dark time - you ladies have been a shining light!

Thank you for your honesty, you've never pretended to be 'the perfect parents of the perfect children, ' its nice to know even the pro's have problems! Thank you for your patience, guidance and endless supply of coffee and biscuits!

I feel very lucky to have had this opportunity for learning and will be forever grateful.

Thank you again and HAPPY CHRISTMAS!

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships last week

"Many thanks for taking the time to compose such a complimentary letter.

The Incredible years course is a course designed to equip parents/carers the skills to manage children's behavior more effectively. A child who is having behavioral difficulties does cause untold stress on households. This can effect many elements of family life and I'm glad the course helped you to not only better manage your childs behavior but also to help you feel better within your self.

Nicola and Susan bring with them a wealth of experience not only with supporting families but also facilitating parenting programmes and it certainly sounds like you have benefited from this.

I hope you can now be an advocate within the community and spread the good word

"The Course was really useful"

Posted by CL4 (as a parent/guardian), October 2015

In October, I attended the Saving a Baby's Life workshop with my one year old child. The course was really useful. However, I wish I could have done it when my child was younger. This is for two reasons; firstly I think it should be compulsory that all new parents (both mum and dad should do the course) do this in the first couple of months, as there is nothing more important than this. Secondly it would have been easier for me to concentrate on the course if my baby hadn't been mobile.

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago We have made a change

Hi CL4 thanks for taking the time to feedback.

This is the first time we have delivered the save a babies life workshop at Chilwell and Stapleford children's centre and the feedback we have had is very positive.

We have now negotiated with the Royal life saving society for them to come back every term to both Stapleford and Chilwell Children's centre to deliver this very important session.

We are now also going to ensure the course is targeted towards those with non mobile babies because like you said it helps the learner to concentrate and therefore enhances the learning experience. We we will also be using our various partnership networks to ensure as many parents as possible take up the opportunity to attend.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Thanks for this posting glad to hear you found the course useful, I take your point about a mobile baby in the room where the course is being taught and as Andy says we are taking steps to alter our focus in the future

"Sessions"

Posted by Nottingham Nursery Teacher Sep 2015

Michelle and Sarah ran 4 weekly 2 hour sessions in June/July 2015 for children due to start our Nursery at Banks Road Infant school in September 2015.

They were approachable and helpful.

The relationships with children were good. The relationships with parents were good and parents were supported. I am grateful.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships [2 months ago](#)

Hi Nottingham Nursery Teacher,

Thanks for this posting and your positive comments. It is really useful for us to gain feedback regarding our activities from both participants and professionals and I'm glad you feel our 'Ready for Nursery' groups are of use to parents and children

Thanks

Steve

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships [2 months ago](#)

Hi

thanks for taking the time to post your feedback.

The getting ready for nursery sessions we deliver in partnership with local schools are a vital part of our work in making sure children have a smooth transition from children's centre services to school.

This is also a big step for parents as its often the first time they have left the responsibility of looking after their child to somebody else and this again is not an easy process.

its nice to hear positive comments on the success of these courses and if you have any comments in which we can improve the course I would be most interested to hear them.

I agree we have had very positive feedback from parents this September as those who knew their children needed time to settled came to all the ready for nursery sessions with them and this allowed them to build up trust and confidence before their children started.

Response from Nottingham Nursery Teacher [2 months ago](#)

It has also been really lovely to see a couple of children who really lacked confidence on the ready for nursery sessions take to nursery like a duck to water because they knew what to expect having been with mum a few times. I hope you will run these again in the summer

"Sleep tight course at Chilwell"

Posted by Kayleigh197 (as a parent/guardian), 2 months ago

When joining the course my daughter had a terrible bedtime routine. Her average time getting to sleep was 9.30pm, with the latest time being 11.50pm. Her body clock was all over the place. She is also a sleepwalker so I would often spend my nights following her around. It's safe to say we were exhausted.

Through the course I have learnt how to retrain her body clock to go to bed at a reasonable time. By the end of the course she was asleep by 8pm every night. We are now using the same techniques to eventually get her asleep by 7pm every night which will be beneficial to her when she begins nursery.

I now enjoy the time we spend together doing the bedtime routine, reading stories etc, and don't dread it because of the battle we had before. Her daytime mood has changed too. She is a lot less grumpy (as am I) due to her getting her full sleep quota. I also have learnt to embrace her sleepwalking, she's safe and I can't stop it so why worry?

Teresa and Susan have helped my family immensely. Thank you

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Thank you for taking the time to add another posting and your positive comments regarding the Sleep programme we ran at Chilwell Children's Centre. It is encouraging for us to know the impact the course has had on you as a family and it's great to hear of how you have put the learning from the course into practice and the significant results it is having on your lives. From a delivery perspective both Teresa and Susan are keen to gain feedback as to how the course has helped and the impact their delivery has made

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago

we deliver many parenting courses within children's centres and sleep course is definitely one of the most popular. One of the difficulties we do have is measuring the impact the courses have for those who participate. Your story evidences this perfectly so thanks for taking the time to tell your story and I will pass this onto Susan and Teresa.

"I'm not just a mum!"

Posted by chuggabopps (as the patient)

Prior to becoming pregnant I had a long established career in offices. I was busy and well-used to the buzz of the workplace. I am a quiet and introverted person by nature and work provided me with solid reasons to get out of the house and talk to other people.

On becoming a mother I learned just how isolating being alone with a baby during the day can be. My friendships melted away without the time or energy to go to out at night. My hair and clothes took a much lower priority than before. I no longer felt "professional". I was losing part of my identity.

I attended baby groups fairly regularly but on my son's first birthday I cried. I was happy with my life and proud of what I had achieved. However part of me was missing- I felt like I hadn't truly connected with any of the other mothers. I needed more conversation during the day, and much as it was hard to admit to myself, I needed time away from my child.

When I saw the confidence course was available I saw it as a way to introduce my son to the idea of being apart from me for short periods of time in the crèche, and to give me something else to think about. Specifically the course has helped me to gain an understanding of where confidence comes from and to be more open to building it for myself. It has enabled me to feel part of a great class of hugely talented and inspirational women who all want to connect and work on ourselves.

The other learners have shared their ideas and experiences over the weeks. We have enthused, and become each other's cheerleaders and at times comforters. I feel privileged to get to know them. In addition to the other students I also include the tutor, Emma Castledine. She is a warm and generous spirit, who has led us and encourages us to want to better ourselves, without judgement.

Several of us moved on together to take Emma's subsequent courses on Transferable Skills and Assertiveness. During these I feel that I kept on building on the work done through the Confidence course. I learned more about myself and my choices in interacting with other people. I also felt inspired to rewrite my CV. I am not currently looking for work outside of the home- but fully recognise that I need to have it ready for when I do want to return to the workforce, as well as my "professionalism", self-identity, and self-worth that had been a little ground-down by motherhood.

One aspect of parenting that we discussed in Transferable Skills, that I had not previously considered is leadership. I now try to remember this when I am with my husband and my son and think we have all benefited as a result. Similarly my relationships with my extended family have all benefited from my taking the assertiveness course.

Our self-development work continued and most recently we have embarked on the Mindfulness course. This proved to be both easy and hard. Easy to understand the basis of it, and so very hard to do in practise in "real life". This is something I plan to take forward by

keeping a gratitude journal to help me recognise more of the positives in my life, and also the mindfulness meditations.

The companionship from the other students that have shared this journey with me has proved to be an enormous boost to my life. This combined with increased self-confidence and assertiveness is all cumulatively having a positive effect on my mental health. (I have previously suffered bouts of depression). The tools it has given me will help me to combat negative feelings at future times- I only wish I had the knowledge of some of the things we covered years ago.

My son has enormously enjoyed his times in the crèche too- so my confidence in being able to be separated from him has also gone up. This has helped me to feel a more rounded person, and a better parent. The play leaders could not have done more for us and I am so grateful for their input into this process.

I want to express a huge thank you to everyone involved in making this happen- the Sure Start Chilwell Children s Centre, Central College, the lovely tutor Emma and to the other mums. I am sure we have all made strides together and benefited from knowing each other. I can only hope that other future learners get the opportunities that I have had from such courses. I got part of me by doing this, and I cherish it. I am not just a mum.

Response from Steve Lack

Hi,

Thank you very much for this posting it is great to hear of your journey and how much this course has benefited not only yourself but other members of your family. I am glad that the courses have given you the confidence to tell your 'story' and appreciate the time you have taken to construct a very honest account of where you felt you were and how you have progressed. I am pleased that through attending these courses your social network has increased and you are able now to have other people to share your thoughts with.

The mindfulness course certainly seems to have had a really positive impact on attendees and we will make every effort to ensure courses of this nature are a regular occurrence within our activity programme. Your comments regarding the crèche were pleasing and I will ensure staff get the praise they deserve in terms of the services offered. It is great that you feel you have retrieved some of yourself!

Thanks

Response from Andy White

Hi Chuggabobs

What can I say..... a fantastic story which I have shared with the Stapleford and Chilwell team. Your Story highlights the impact the service is making to families lives across Broxtowe.

The course was originally identified as a course parents wanted during the summer of 2014 and we acknowledged this by working with our colleagues at Central College to facilitate a confidence building course. This course proved really popular with those who attended (due mainly to the close bond you formed as a group and of course the tutor Emma) and as a result you requested similar future courses. We again responded to this feedback by facilitating transferable work skills, assertiveness and finally the mindfulness course. Your story evidences the impact of these courses for you as an individual and subsequently for your family.

I know from attending the last session you have requested that we could perhaps get partners and dads involved so they could learn some of the strategies you have and I have today discussed this within our leadership team to facilitate a twilight "building health relationships" course to be delivered in the autumn so watch this space.....

Thanks again for sharing your story....

"Transition in to the Community"

Posted by lizatree (as a service user)

We relocated from Ripon, north Yorkshire to Chilwell, Nottingham when I had my second daughter Ella.

Settling in the community with my two little girls and husband who works with the Armed forces and away most of the time on deployments made it very difficult and challenging to settle.

Being new to the area and my child due for weighing, I was directed to Chilwell Children Centre where having finished weighing my child, realised it was a very good setting and have friendly atmosphere.

The environment was welcoming, safe and family based so I started a routine of going to the centre with my children to play with other children while I also try to blend in by socialising and also get to know my community more since I did not have many friends.

The staffs made me aware there were courses running if I am interested I can enroll and crèche is available for children during the time of the programme. I thought it was a golden opportunity for me to improve on my career and qualification so I grabbed it with both hands.

Since then I have successfully attended few courses such as:

- Confidence Building
- Assertiveness
- Mindfulness
- IT and Job Search

Which have really enhanced my knowledge in life and also helped me to make more friends. In effect looking at where I started and my situation now I have made progress and am quite happy because these have built my confidence and prepared me in way to find a job and pursue my long go career ambition as a Nurse and feel a lot happier now!

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships [3 weeks ago](#)

Hi Lizatree,

Thank you for this posting. I am really pleased that you have found the Children's Centre a warm and welcoming environment and you feel that the courses are of benefit to you. It is great to hear how you have been able to find new friends through your attendance at the

centre and that you now feel more confident and prepared to meet the challenges that pursuing a career within nursing will present.

I wish you all the best in the future and hope you continue to use the Children's Centre whilst pursuing your goal.

Response from Andy White

Hi Lizatree

As a Children's Centre we have been working hard to ensure our services are accessible and equitable for all families within the local community especially armed service families. We understand how difficult it can be integrating into a new community and we work to help with this transition. We offer a weekly messy play session every Monday afternoon on Chetwynd Barracks and have recently supported the Chillfest event on the barracks to help promote the service we offer. We are also looking at providing adult education courses on the barracks in September. I'm glad your experience accessing our children's centre is a positive one and I do hope you will involve us further in your journey. Our community development worker Eleanor would be more than happy to help you with accessing your "access to nursing" course and help empower you further to fulfill your career ambition.

Many thanks

"Chilwell Childrens Centre IT Course"

Posted by dasharvey (as the patient), 3 weeks ago

I am quite upset about the taxi not arriving today because it was an important day on my IT course doing CV's which I've had to miss out on. Also to get here on time I also had to rush my children with their breakfast and getting them dressed which upset them. It's a bit silly not sending the taxi when it had already had been booked and not phoning to say what the situation was and its inconvenient for myself, my children and the staff at Sure Start as well.

Response from Andy White

Hi Dasharvey

I really do apologise for the poor standard of service you have experienced today. Nottinghamshire Healthcare trust commission a county wide taxi service to transport service users to various appointments/access services and this is not the first issue we have had with taxis not turning up on time or on some occasions not at all. We have escalated this to both the taxi service we use and those within the trust who are involved in the commissioning of the services. I will ensure you receive a full and proper response and can only apologise once again.

Response from Andy White

Hi Dasharvey

Just to update you as a result of your posting we have now changed the way in which we deliver our taxi services county wide.

Please see statement below

Changes to taxi companies used by the Trust

From 1 August 2015, new contracts will begin with companies providing the Trust with taxi services. This document explains more about the taxi companies we will be using and how to book journeys from August.

Who are the new Taxi companies we need to use from 1 August?

We have split out the taxi service into two areas.

1. For journeys originating in the north of the county (Mansfield area) then the taxi provider remains ACE/ABC

2. For journeys originating in the south of the county (Nottingham area), there are now two providers to choose from; DG Private Hire and Cloud Cars. Customers can book from either company, but please note Cloud Cars only has a small fleet of vehicles so may not be able to meet all your journey needs.

Why are we changing providers?

The Trust currently uses ACE/ABC as its main provider across the Nottingham and Mansfield area. ACE/ABC subcontracts the majority of Nottingham work to Nottingham Cars. In addition Cloud Cars, a small enterprise also provides a limited service within the Nottingham area.

The current contract with ACE/ABC ended so we ran a competitive tender process to ensure we were still getting value for money for the service. This process also allowed us to use feedback from customers across the Trust on how we could improve the service.

What are the benefits of the new contracts?

Benefits of the new contracts to the Trust include:

- More choice for customers*
- A focus on customer service*
- No subcontracting arrangements, so all journeys are carried out directly with the contracted provider*
- A strong focus on reducing carbon emissions; Cloud Cars Fleet is all Hybrid (petrol / electric) vehicles and DG Private Hire has 20% Hybrid vehicles within its fleet.*
- Cheaper fares*
- Planned training for taxi drivers of passenger mental health requirements.*
- A greater range of vehicles with disabled access.*

"IT & job search"

Posted by XLH (as the patient)

I found out about the course through what's on guide. Signing up was very easy. The course tutor was very friendly and professional. There were some really useful info on the course.

Response from Steve Lack

Hi XLH,

Many thanks for your posting I am glad you found the process of registering for the course easy and that the course was of some use to you.

"The tutor was very helpful and friendly"

Posted by MissSA (as a parent/guardian), last week

I completed a six week IT and job search course at the sure start centre. It was very useful and I completed a CV and covering letter which I will use when I start applying for jobs. I also learnt how secure the passwords I use online are (or aren't). The tutor was very helpful and friendly.

While I was doing the course, my two children stayed in the crèche. They really enjoyed it there and there was a lot for them to do and play with. They were given fruit at snack time which I think is really good. The staff were very friendly. Also, there was transport provided to and from the sure start centres which made it easy for me to get to.

Response from Steve Lack

Hi MissSA,

Thank you very much for this posting, I am pleased that your children had an enjoyable time at the crèche and that there was a lot of things to entertain them. It is also good that you found the Sure Start workers friendly. I do hope you continue to utilise our services and wish you all the best in your job search.

Response from Andy White

Hi Miss SA

Thanks for the post really appreciate the time taken to feedback on our services. I'm glad you found the course useful. One of our core purposes as a Children's Centre is to help families overcome barriers such as childcare and transport to enable them to attend training courses in order to help equip them with the skills to find employment. We have had a number of compliments about the tutor which we have fed back to our adult education provider Central College so thank you for that. Please do get in touch with our Community development worker Eleanor Cooney eleanor.cooney@nottshc.nhs.uk if you need further support to find a job as she would be more than happy to help.

"Adult Education"

Posted by Kayleigh197 (as a parent/guardian), 2 months ago

I have taken part in several adult education courses this year-Confidence building, assertiveness, mindfulness, transferable skills.And some parent and child courses-CBeebies learning through play, storytime fun, 123 cook with me.

There's has not been a single course that I have not benefited from.

Firstly Confidence Building. When I joined this course I was having a really bad time in my life. I was already having cbt therapy and struggled alot around people I didn't know. The techniques I learnt during the course helped me in so many ways. I slowly managed to go to places and do things that once would have terrified me. I also made some good friends on the course that were going through similar things as me. That lead on to assertiveness and mindfulness which together have helped me to find the old me again.

I would also like to say that Emma Castledine the course tutor was brilliant. She led the classes in such a way that benefited every person there, we were able to grow, improve and learn together without having to fear anything.

The courses I did along side my daughter were so much fun. She couldn't wait to attend each week and the activities we need she still asks to do at home. We both learned a lot during our time on the courses.

I want to thank sure start for all the help and support I have received from them. When I had my daughter I had no friends in my area and was extremely shy. Sure start gave me the confidence to mix with other parent/carers in my area, be myself and allow my daughter to play and learn in a place of safety. I have never felt uncomfortable in the sure start and recommend to everyone I know with young families.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Many thanks for your posting and your positive comments. We are pleased you value the courses we are delivering within the Chilwell Children's Centre and that the course has helped build your confidence.

Feedback of this nature is really useful as it helps us to gain a participants perspective regarding how the course is being delivered and the benefits families derive from attending. Furthermore it helps within the planning of services and evidence some of the impact our services are having. Thanks once again for tghis posting.

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago

Hi Kayleigh197

Its so nice to hear you have accessed many of the courses we offer and have found them beneficial. Confidence building was a course delivered in response to feedback from families. A lot of the work we do in children's centres is aimed at helping parents getting back into employment if they do so wish. The feedback we received was that there is no point putting on job search courses or CV writing workshops without first putting on courses to help build confidence.

The course we delivered in partnership with Central college was a huge success and Emma contributed significantly to this success.

Its great to hear the impact attending the course has had in helping you increase confidence, make new friends and has increased opportunities for your daughter to play and learn.

"Parking at Chilwell Children's Centre"

Posted by Dee123 (as a service user), 2 months ago

I am no longer able to park in the Chilwell Car park. Now I have to take my toddler out of the car on a main road which is not safe. Then leaving I need a three point turn on a narrow road. It doesn't seem sensible to me that we are no longer allowed to use the car park. Surely it is the responsibility of the other parents to take care of their children in car parks. You can't close all car parks in supermarkets etc so parents should learn to be aware of potential dangers.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

I am sorry to hear that you find the closure of the car park an inconvenience and a potential danger to yourself and your child, however I will talk to the centre co-ordinator as to the reasons as to why the car park is closed and get back to you as to whether there can be alternative arrangements for parents with young children.

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago

Thanks for taking the time to post your feedback.

The car park at Chilwell children's centre has always been a staff only car park. All schools and 95% of Children's Centres in Nottinghamshire also adopt this policy.

By leaving the gates open we have found that this has encouraged families attending the centre to park in the car park when there is space available. Not only this, it has also encouraged those walking to the centre to walk through the car park and not using the pedestrian entrance.

We want to do all we can to help safeguard those attending the centre and reduce the risk of an accident occurring as much as we can. We have had a near miss incidents in the last few weeks where by a car in the car park has narrowly missed a child walking through the car park.

It was based upon the learning from this that we have taken the decision to help reduce this risk by closing the gates to the car park. We have found that the pedestrian entrance to the centre is now used more effectively and we don't know have situations with children walking about in the car park near moving cars.

If you would like to discuss this with me further please do not hesitate to post further feedback or to come and see me at Chilwell children's centre.

"123 magic Stapleford sure start"

Posted by Susanna123 (as the patient), 2 months ago

I'm quite upset as it's the last session but have loved it all thank you so much for your help ladys

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Many thanks for your posting, I am really glad that you enjoyed the course and hope that you continue to use our services.

"Stapleford sure start – 123 magic course"

Posted by Richg (as the patient), 2 months ago

Really useful, well ran course. Very helpful and given a lot of support by staff and others on the course.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Many thanks for your posting, it is always very good to hear how you feel the courses we run are benefitting parents, we hope that you continue to use our services.

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago We have made a change

The idea to facilitate a 123 magic course at a weekend was of direct result from feedback left on this website. It was identified that dads and male carers were missing out on the opportunity to attend such a great course because we have historically only delivered them on a week day (when a lot of male carers and dads were at work)

Thanks to the flexibility of the staff delivering the course we were able to pilot this course which was delivered on a Saturday at Stapleford children's centre. The course has evaluated really well and has been a huge success in terms of increasing accessibility of the course to working parents.

We will be looking at delivering more services at a time when weekend parents can attend so please do like our facebook page or sign up to our e mail service to be kept up to date.

"123 magic course"

Posted by Antony123 (as the patient), 2 months ago

I learnt new ways of challenging my son, s behaviours and the course was good to go on.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Many thanks for your posting, we are glad you found the course useful and you enjoyed attending

"123 magic classes really helped us"

Posted by Jaynedee (as the patient), 2 months ago

My son was diagnosed with ASD so we went to one two three magic classes and they really helped us understand our son better helped us deal with his challenges and understand him better.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Thank you for this posting, really pleased that you found the course beneficial and we are glad that it has helped you understand your child's diagnosis. It is useful for us to receive feedback from course participants as it helps us plan services. and I hope you continue to use the activities we deliver.

"Very supportive"

Posted by Woody3 (as a parent/guardian), 2 months ago

Struggling with various aspects of my sons behaviour so needed some support with this.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Thank you Woody 3 for your response, it is always encouraging to hear that these courses are beneficial and that you find the staff supportive.

"I don't know where I'd be without these services"

Posted by BecP (as the patient), 3 months ago

I am new to the area and moved here a week before I gave birth to my daughter. My health visitor, Jo Lyons, contacted me as soon as she had my details and arranged to come out and see me (however my waters broke before I could have my appointment!).

Jo came out to see me once our daughter had been born, and I have been so impressed with the support that I have received. Jo provided me with lots of useful information such as local groups that I can attend and an emergency contact number should I need to hear back from a health visitor quickly if she wasn't available. Jo also gave us fantastic advice about how to care for our daughter, for example when she had a problem with a 'sticky eye'. Jo really put us at ease and answered any questions that we had.

Jo passed on my details to the local breastfeeding support worker which has been a fantastic help, as it meant that I found out about a breastfeeding support group called Babes which is run at the Stapleford Care Centre. I have been attending that group since my daughter was 2 weeks old and it has been an important activity for me as it has encouraged me to continue to breastfeed even when I was struggling. This is due to the support received from Carole, the support worker, and the other mums who attend the group. Without this group I probably wouldn't get out of the house on a Tuesday! It has also helped me to meet some lovely people.

Jo also told me about the local Surestart Centre in Stapleford which has been a real lifeline for me. This involves a weekly group called Newborn Bundles which gets me out and about on a Monday morning. This is run by a lovely member of staff and volunteers who are very supportive and answer any questions that us new parents may have.

The services that I have accessed have been invaluable. They are the reason that I get out of the house and am meeting lovely new people. They have also helped me to continue to breastfeed my baby successfully. I don't know what I would do without these services and groups

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

Thank you for this posting it is really useful for us to receive feedback of this nature.

I am glad that you have found the services both helpful and beneficial to both you and your child and that these groups have helped you continue breastfeeding. I hope you will continue to use the Children's Centre and Care Centre in the future and that you continue to find the staff helpful and supportive. I will pass your comments on to staff who I'm sure will welcome your comments

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago

Thanks so much for taking the time to share your story.

As a children's centre we are so dependent on our partnership working with key agencies in order to provide the best possible service to the families in our area.

Your story is a fantastic example of this partnership working and its effectiveness, from your introductory visit with the health visiting team followed by the 121 support you received from the infant feeding support worker right through to attending our BABES group to gain support from our trained peer support volunteers which then encouraged you to access our new born bundles group.

We do hope your journey with us continues as we try and provide a seamless service from ante natal care right through to children starting school.

If you do have any suggestions in any ways we can improve our service I would be most pleased to hear this either by posting on this page or contacting me direct at the children's centre.

Response from Sherrel Dudley, General Manager for Children's Services, Universal and Targeted Children's Services, Health Partnerships 2 months ago

Thankyou so much for taking the time to share your experience of the invaluable support and advice you received from Jo as your Health Visitor, the Breastfeeding support worker and staff and volunteers at the Children's Centre. I'm really pleased that you found the information Jo gave you useful and felt confident to attend the Babes and Children's Centre Newborn Bundles group, especially as you were new to the area.

It is so important to get feedback from you so that we can make sure our services are the best that they can be.

"very valuable service"

Posted by Flits432 (as the patient), 2 months ago

I attended staple ford sure start breast feeding support group in May, with my 4 week old baby girl. I was encouraged to go by a friend.

I was having a very difficult time breast feeding due to recurrent mastitis and nipple damage. I had already seen my GP, health visitor and have been referred to the hospital breast clinic. I was feeling low and tearful about this and considering giving up breast feeding ((this was my 2nd baby and I had breastfed my first child for a year)

I was made very welcome at the support group "babes", there was a friendly supportive atmosphere and I was seen and advised by Nicola, who was helpful, encouraging and gave practical advice as well as being a good listener regarding my issues.

Four months on I am still breastfeeding my baby and realise how much I really valued the input at the group and advisor when I struggled. I have since returned to the group. I feel it is a very valuable service.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 2 months ago

I am really glad that you have found the Breastfeeding group useful and that it has supported you to continue Breastfeeding. Your feedback helps us plan and evaluate our services and we are always looking for stories of this nature that evidence the impact these groups are making, it also helps to make staff aware of the value you place on their services. Thanks once again for your posting

Response from Andy White, Children's Centre Coordinator, Sure Start Children's Centres, Health Partnerships 2 months ago

Its always a pleasure to read such positive feedback about the services we are providing to local families. One of the benefits of having a breastfeeding support group within a children's centre is that its an inviting environment and families are made to feel welcome whenever they drop in.

Our next challenge is then to offer a service which is valued. As an organization we work hard in up skilling all of our staff from children's workers right through to management to offer breastfeeding support. We also train our volunteers to a similar standard which ensures the key messages are consistent with those our health colleagues are also promoting.

It also helps when within your staff team we can draw upon the knowledge and expertise of staff such as Nicola who can go that extra step.

"123 method"

Posted by Scooby15 (as a parent/guardian), 4 months ago

Teresa came to help us with our eldest son behavior. She told us about doing the 123 method. It didn't work with our eldest but however helped with our youngest son who we thought May have the same problem has his brother. Now we don't see a difference with our eldest son but however has helped loads with our youngest son

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 4 months ago

Thanks for this posting, feedback of this nature really helps our future planning. I am pleased the techniques that our worker demonstrated were of use and although you felt they didn't benefit your older child they were helpful with your younger child. For me this demonstrates the flexibility of the programme and how things can be changed to fit other purposes

"Family support helped a lot"

Posted by [Rwin](#) (as the patient), 4 months ago

The help I received from family support I thought helped a lot. The suggestions I got from Teresa about my sons behaviour have defiantly helped and it's now a lot easier for me and I now have different ways to deal with my son'

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships [4 months ago](#)

Hi Rwin,

Thank you very much for this posting, we are pleased that you found the advice useful and that things are getting easier - feedback of this nature helps us to evaluate the impact of our services and is of a real value. Thanks once again

"going to groups at the centre"

Posted by vik87 (as a parent/guardian), 4 months ago

We use almost every group that is available to us, it's good for mixing with other mums and my lg with other children and getting plenty of support on things that us parents may need help with. There is a few groups that could do with a few more people to come to i.e babes and infant massage wasn't as good as I thought it was going to be.

I like that they do parent forums to see what new things, things we'd like more of ect and a few new groups have started to which I have made new friends.

Response from Steve Lack, District Manager (Broxtowe Cluster), Sure Start Children's Centre, Health Partnerships 4 months ago

Thanks for your posting, I'm glad that you have attended a number of activities at the Stapleford Children's Centre and have valued meeting other Mums. You raised an interesting point regarding some activites could do with more people in attendance - at the Children's Centre we recognise that some activities can be 'packed to the rafters' yet some struggle in terms of attendance - we are always trying to promote the work we do to members of the community to increase numbers but also recognise that sometimes families prefer a smaller group as they feel safer with small babies in a group with less children.

Maybe this is something you would like to discuss with other parents at the parents forum meeting about how we get more people to attend sessions yet cater for those who may be less confident about bringing their child to a busy session