

2003 Sure Start Lightbowne & Harpurhey User Satisfaction Questionnaire



Aim

- ◆ To carry out a local evaluation of user satisfaction with parents in the Lightbowne and Harpurhey programme area

Objectives

- ◆ To establish baseline levels of satisfaction with services, using a method which can be repeated over time
- ◆ To inform the future planning of services across the programme area

Introduction

M·E·L Research were commissioned to carry out a survey and a series of chattabout sessions with local parents. Local parents were recruited and trained to participate in the interviewing.

Method

M·E·L Research designed a baseline survey of user satisfaction, and recruited and trained local parents to participate in the interviews. Over 600 face-to-face interviews were completed on a household basis by local interviewers, and seven chattabout sessions were designed, arranged and facilitated.

Report

A report was produced for the programme, including a short summary of findings.

Timescales

September 2003 to February 2004.