

KITES Family Information Service

Quarterly report summary

1 October 2008 – 31 December 2008

Quarter 3

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KITES produce a report each quarter to record work completed, analyse trends and provide information for partners about our work. This report is placed on the KITES page of the council's website at

www.eastsussex.gov.uk/childrenandfamilies/childcare/parentsandcarers/finding/default.

It is also available in paper format.

Please contact KITES if you would like to view the full length report.

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KITES' resources

- **Generating new information**

Last quarter we were able to add new information on local leisure, and support services. We added 14 new leisure, 6 parent and toddler groups and 5 new support group records. We closed or suspended 11 parent and toddler group records.

- **KITES publications in development**

Our development of a new information booklet and supporting leaflet is progressing well. We hope the new publications will be available shortly in print and online.

- **Displays**

We ran displays on Contact a Family, All About Parenting, and the Christmas message.

If you have any suggestions for themes or would like your service to be featured please let us know.

- **Consultation with families – the KITES survey**

Our consultation with families closed on 20th September. We are looking at the information families told us they need, how they currently receive it and how they would like to receive it. We received over 750 completed surveys and achieved a 40% return rate. Work began on analysis and we will have the results in early 2009.

We would like to give our thanks to all the groups and individuals who helped us to reach communities across the county and to achieve such a wonderful response.

IT Work

This quarter saw the continuation of updating information with our providers via emails. This has been very successful.

An email was sent out to providers with email addresses, showing the current details we have about them and their provision. This email was sent out on the 1st October 2008 and then every two weeks after, a total of six e-mailouts for the quarter.

In total, we sent 2521 emails and received 854 replies. This is a higher response rate from the last quarter. This stands at a 34% response, which is up 6% from last quarter.

Positive Activities for Young People (the Youth Offer)

The KITES team have been continuing to raise awareness of the new web based youth directory by visiting practitioner team meetings, attending conferences and including information in all new KITES literature. We are also using the web directory to provide information to parents and carers enquiring about services for 11yrs+.

The directory is continuing to expand and develop with more information being added each day.

Anyone who would like to see their organisation's details added should contact Sarah Daniel, Youth Directory Officer, at KITES on 01323 737294.

Outreaches

KITES attended 27 outreaches across the county. Alongside regular post-natal sessions we attended a *Living Life* show, a *Live Better for Less* event and a lone parents course.

Networking

KITES continue to work with various partners and professionals throughout the county who work with children and families. This quarter KITES worked with Lewes area Homestart, Eastbourne childcare providers and Jobcentre Plus.

Please contact KITES if you would like a talk from the KITES team or an information pack.

Helen Harrison's networking

Helen Harrison has attended meetings with the following partners and agencies:

Department for Children's School and Families (DCSF) in London.

Partners working to join up information provision across the county.

Local partnership groups across the county including the voluntary sector.

Family Information Services (FIS) at regional meetings.

Those involved in the development of a Children's Services Contact Centre.

Advertising

KITES has placed adverts with the National Childbirth Trust for the areas of Lewes, Battle and Uckfield.

KITES' enquiries

How did people contact KITES?

The majority of enquiries (67%) were received by phone, an increase of 3% from last quarter. 13% of people contacted us at outreaches and 9% visited us at Eastbourne library.

How did people hear about KITES?

The largest percentage were repeat callers (nearly 40%), 12.5% heard of us via a health visitor and via outreaches.

What enquiries did we receive?

49% of enquiries were about childcare, a slight decrease from last quarter. 21% of calls were about parenting and family support and 28% of calls were classified as 'other'. 'Other' calls are where we give information or signpost clients over the phone and do not take further details.

Most commonly we were asked for information on childminders (21%) and nurseries (19%). Also popular were drop-ins (15%).

Monitoring and evaluation (July - Sept 2008)

By the end of September 2008 396 monitoring forms had been sent with 31 returned, a return rate of 7.8%, down 5.2% from the previous quarter.

KITES staff were helpful & friendly

Strongly Agree = **94% (29)**, Agree = **6% (2)**.

KITES helped me quickly

Strongly Agree = **100% (31)**

The information and/or advice I received was clear and easy to understand

Strongly Agree = **90% (28)**, Agree = **10% (3)**

The information I received was useful and correct

Strongly Agree = **84% (26)**, Agree = **16% (5)**

The information KITES sent me was what I needed

Strongly Agree = **90% (28)**, Agree = **10% (3)**

I would recommend KITES to others

Strongly Agree = **94% (29)**, Agree = **6% (2)**

I think KITES service is

Excellent = **97% (30)**, Good = **3% (1)**