



# Report

## **Quarter 3 Fitter Futures Warwickshire**

### **Report**

**For Period 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

**For the:**

- **Physical Activity/Healthy Lifestyles on Referral Service**

- **Family Weight Management Service**
- **Weight Management on Referral Service**

**\*NB Due to reporting requirements, this report would usually run until 31<sup>st</sup> December not 8<sup>th</sup> December therefore numbers of referrals etc. will look lower than usual**

### Number of Referrals per Fitter Futures service in Quarter 3:

Fitter Futures Service Completions	2015 – 2016 Total	2016 – 2017 Total	Q1 - 2017	Q2 - 2017	Q3 - 2017
Adults Age 16+. Physical Activity on Referral	1055	1595	407	414	334
Maternal Pathway. Physical Activity on Referral	28	29	6	7	8
Young People Age 12-16. Physical Activity on Referral	10	27	6	2	2
Children Age 4-12. Change Makers (Family Weight Management programmes for families)	359	747	171	99	97
Parents/Carers. Change Makers (Family Weight Management programmes for families)					
Adults Age 16+. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral Service	30	153	34	27	4
Young People Age 12-16. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral	0	0	0	0	0
Adults Age 16+. Slimming World	668	2090	691	697	504
Maternal Pathway. Slimming World	37	73	26	40	15
Young People Age 12-16. Slimming World	6	28	3	7	9
<b>Total No. of Referrals</b>	<b>2278</b>	<b>4749</b>	<b>1347</b>	<b>1293</b>	<b>973</b>

### Number of People Completing a Fitter Futures Service in Quarter 3:

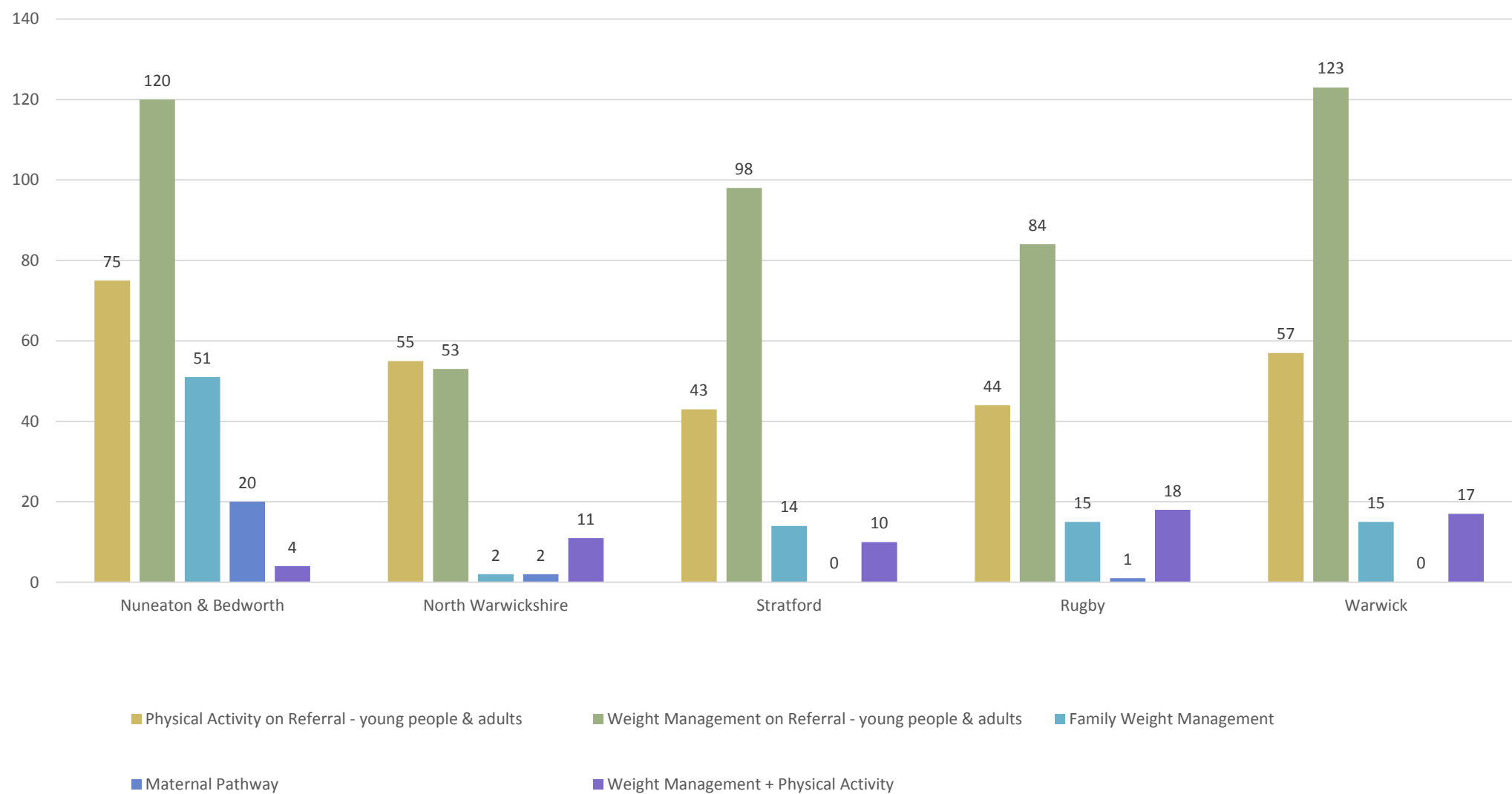
Fitter Futures Service Completions	2015 – 2016 Total	2016 – 2017 Total	Q1 - 2017	Q2 - 2017	Q3 - 2017
Adults Age 16+. Physical Activity on Referral	121	331	73	59	92
Maternal Pathway. Physical Activity on Referral	4	5	0	1	1
Young People Age 12-16. Physical Activity on Referral	3	7	0	1	1
Children Age 4-12. Change Makers (Family Weight Management programmes for families)	65	203	62	39	56
Parents/Carers. Change Makers (Family Weight Management programmes for families)	46	185	53	42	57
Adults Age 16+. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral Service	2	41	9	5	2
Young People Age 12-16. Nuneaton and Bedworth Healthy Living Network. Weight Management on Referral	0	0	0	0	0
Adults Age 16+. Slimming World	73	869	363	447	337
Maternal Pathway. Slimming World	0	7	1	4	3
Young People Age 12-16. Slimming World	0	0	4	1	0
<b>Total No. of Completions</b>	<b>326</b>	<b>1654</b>	<b>565</b>	<b>600</b>	<b>549</b>

### Q3 Cancer Rehabilitaion, Dementia and Pre-diabetes Referrals

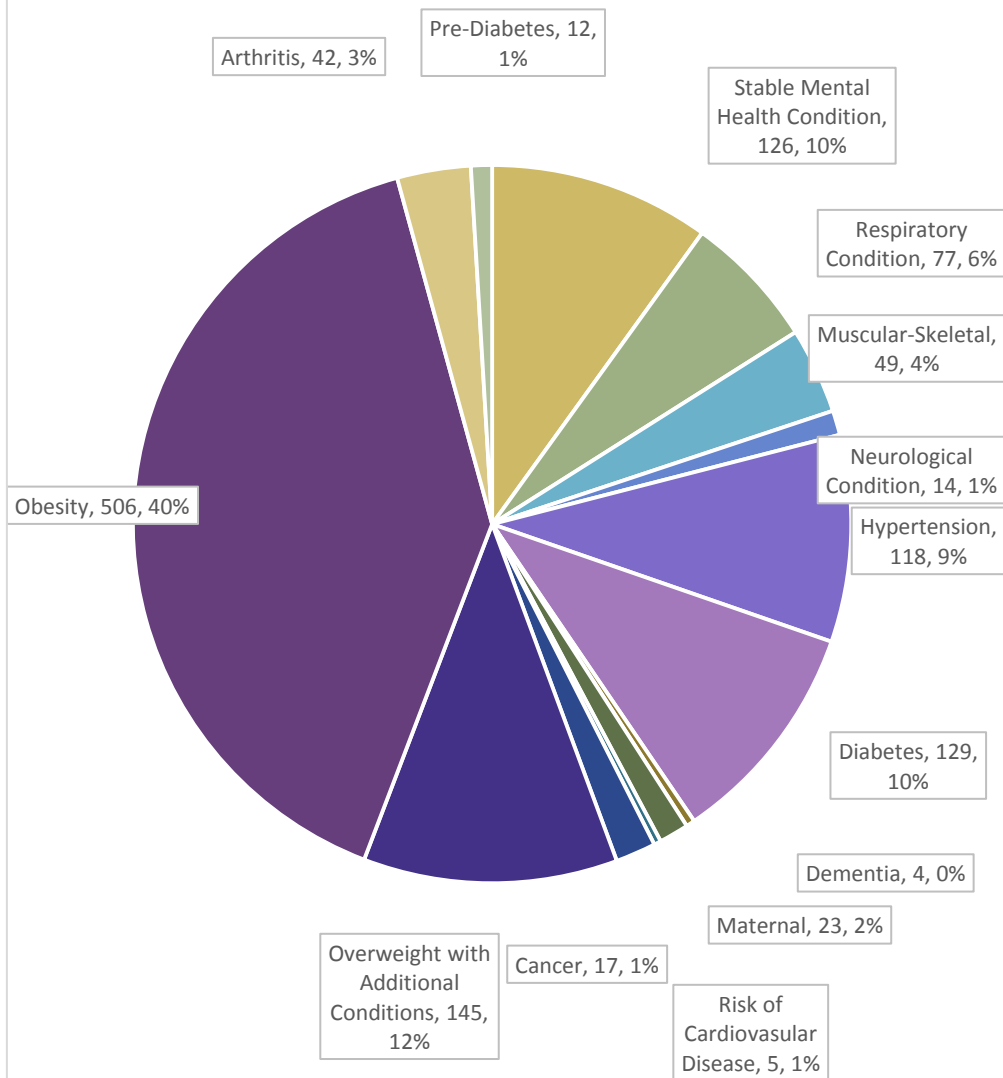
The table below shows the number of Cancer Rehabilitation, Dementia and Pre-diabetes referrals who have started and completed a Fitter Futures service during Q3. These are included in the above tables. However, they have also been identified separately in the table below because they are priority groups for a variety of workstreams which are in progress across Warwickshire. Highlighting them here, makes it easier for project teams to identify data at a quick glance.

Physical Activity on Referral Breakdown for Cancer Rehabilitation, Dementia and Pre- diabetes specifically.	Starters in Q3	Completers in Q3 (starters may still be in progress)
Cancer Rehabilitation	4	3
Dementia	2	1
Pre-Diabetes	2	0

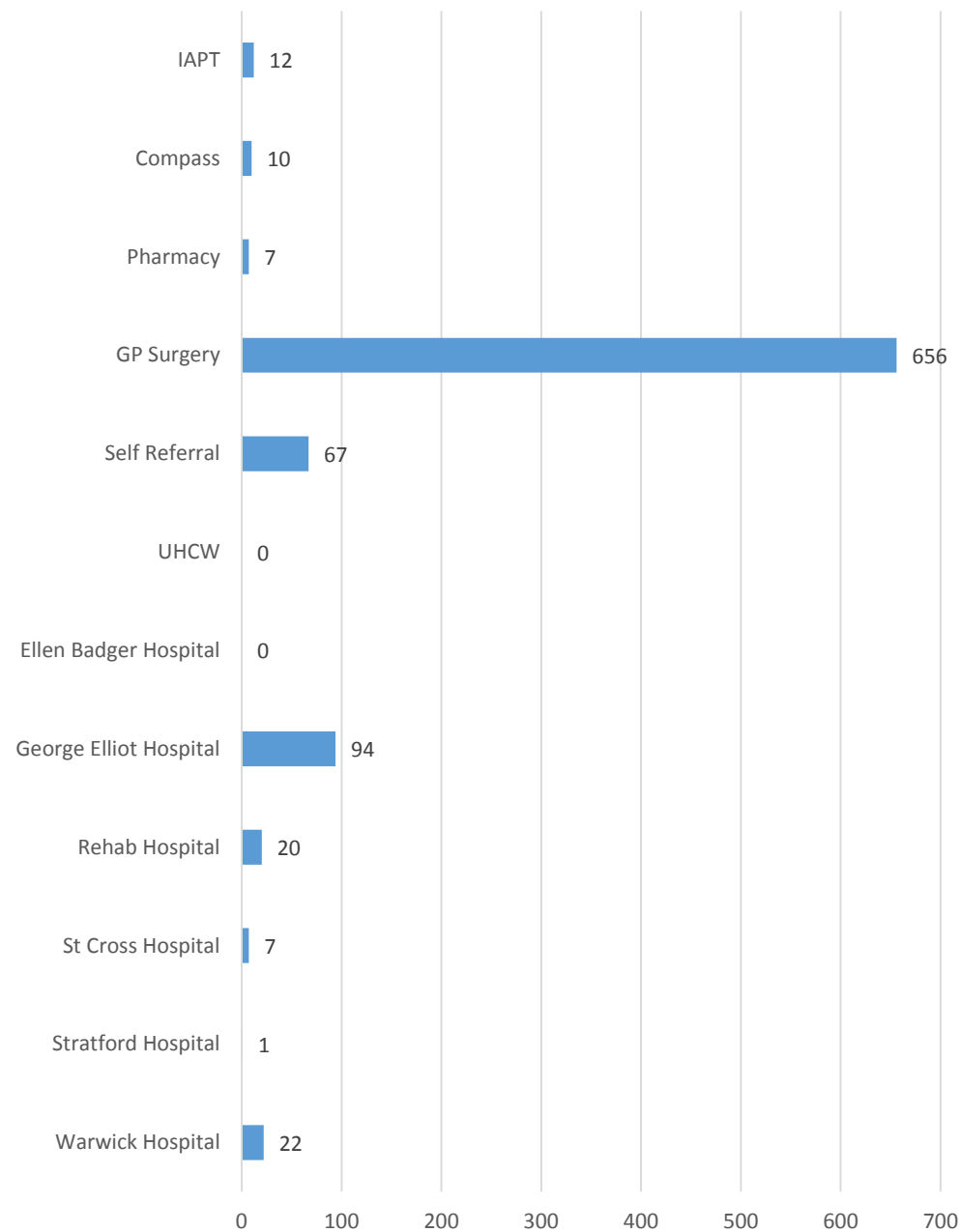
Referral Numbers, Q3 1st October - 8th December 2017



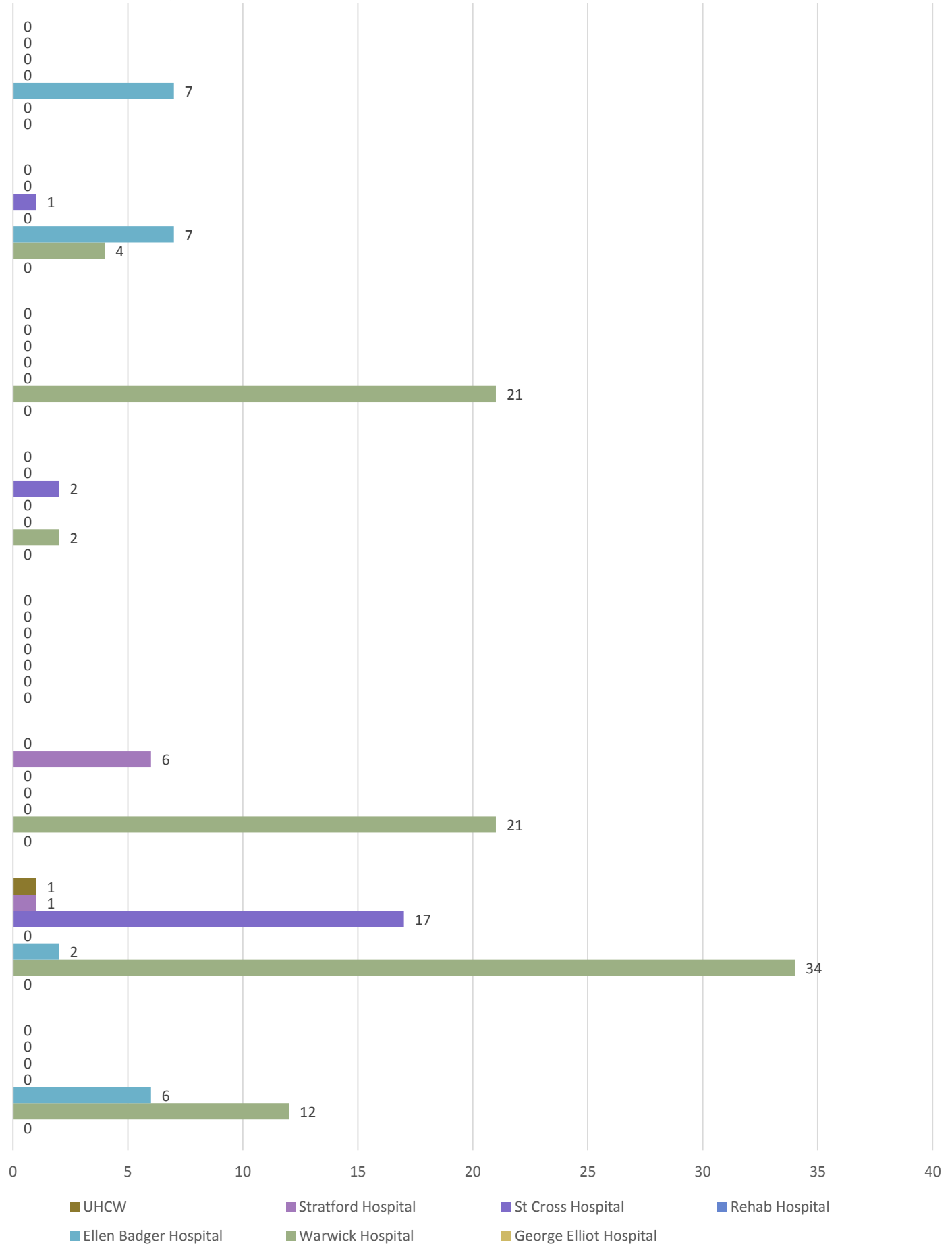
Reason for Referral, Q3 1st October - 8th December 2017



Source of Referral, Q3 1st October - 8th December 2017



# Hospital Department Referrals, Q3 1st October - 8th December 2017



**Q3 Health Improvement Outcomes Achieved by Service Users Completing  
All Fitter Futures Services during Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017 - Broken Down per Service**



**Q3 Fitter Futures Warwickshire Physical Activity/Healthy Lifestyles on Referral Service**

Data shows average health improvement changes across all service users completing a Fitter Futures service during Q3:

Average	Leisure Centres		Physical Activity Consultants (NBLT)	
	Week 1 (n=47)	Week 12 (n=47)	Week 1 (n=15)	Week 12 (n=15)
Weight (kg)	96.7	93.6	104.5	102.1
Systolic Blood Pressure	138	133	133	120
Diastolic Blood Pressure	81	76	88	83
Resting Heart rate (b/minute)	71	71	75	73
BMI	34.6	32.5	37.4	35.4
Body Fat %	36	33	39	37
Wellbeing score (0-70)	49	64	51	63
Fruit & Vegetable consumption (portions per day)	4	4.5	2.3	3.5
Light activity levels (minutes per week)	44	74	34	139
Moderate activity levels (minutes per week)	14	155	18	163
Vigorous activity levels (minutes per week)	0	10	0	43



**Q3 Fitter Futures Warwickshire Change Makers Service – Family Weight Management on Referral Service**  
**Health Improvement Outcomes achieved during Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

All Health improvement outcomes increased or maintained at Week 9 for both adults and children during Change Makers. This is a positive health improvement outcome.

Children Change Maker Stats – (Average)	Week 1 (n=61)	Week 9 (n=56)
BMI	21	19.9
Fruit and Vegetable intake (portions per day)	3.2	3.5
Physical activity levels (minutes per day)	52	62
Self-esteem score	20	22

Adult Change Maker Stats – (Average)	Week 1 (n=61)	Week 9 (n=57)
BMI	29.5	28.8
Fruit and Vegetable intake (portions per day)	3.7	3.8
Physical activity levels – Light (minutes per week)	48	48
Physical activity levels – Moderate (minutes per week)	120	125
Physical activity levels – Vigorous (minutes per week)	60	66
Well-being Score (0-70)	30	40
Companionship Scale (0-40)	17	17



### Q3 Fitter Futures Warwickshire - Weight Management on Referral Service

**Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

During Q3, 2 service providers delivered the Weight Management on Referral Service. Service users are offered a choice of service when they are referred. The following health improvement outcomes were achieved during Q3 (please note that as the services are 12 week programmes, this data will not align with the number of referrals and number of completers data):

#### **Weight Loss Achieved by Service users during Q3:**

<b>Weight Management statistics</b>	<b>Achieved 5% weight loss</b>	<b>Achieved 10 % weight loss</b>
<b>Slimming World</b>	173	48
<b>Healthy Living Network</b>	2	0

## Health Improvement Outcomes Achieved by Service Users during Q3:

All service users who completed a Weight Management on Referral service during Q3 achieved positive health improvement outcomes as follows:

	Week 1 Fruit & Vegetables (portions per day)	Week 12 Fruit & Vegetables (portions per day)	Week 1 Activity levels (minutes per week)	Week 12 Activity levels (minutes per week)	Week 1 Wellbeing score (0-70)	Week 12 Wellbeing score (0-70)	Week 1 Companionsh ip scale (0-40)	Week 12 Companionsh ip scale (0-40)
<b>Slimming World</b>	5.14	5.66	28.14	33.59	44.45	47.36	4.05	3.95
<b>Healthy Living Network</b>	3	6	30	150	37	49	18	12

**Case Study from one service user during Quarter 3**

**Q3 – 1<sup>st</sup> October 2017 – 14th December 2017**

## Change Maker Halloween Party

During October half term Nuneaton & Bedworth's Family Lifestyle Advisor hosted a Halloween inspired post completion follow up party at the Jubilee Centre. The event included Halloween mini Olympics, spooky bowls, family relays, arts & crafts, fancy dress, healthy snacks, 1-2-1s and data collection. Spider webs were placed around the rooms with riddles attached, completed cards were raffled with sports equipment as a prize. 9 families with 13 children aged 4 -12 years old attended the party, all of whom had completed a Change Maker course. Post data information was obtained from all the families.

### Referrals

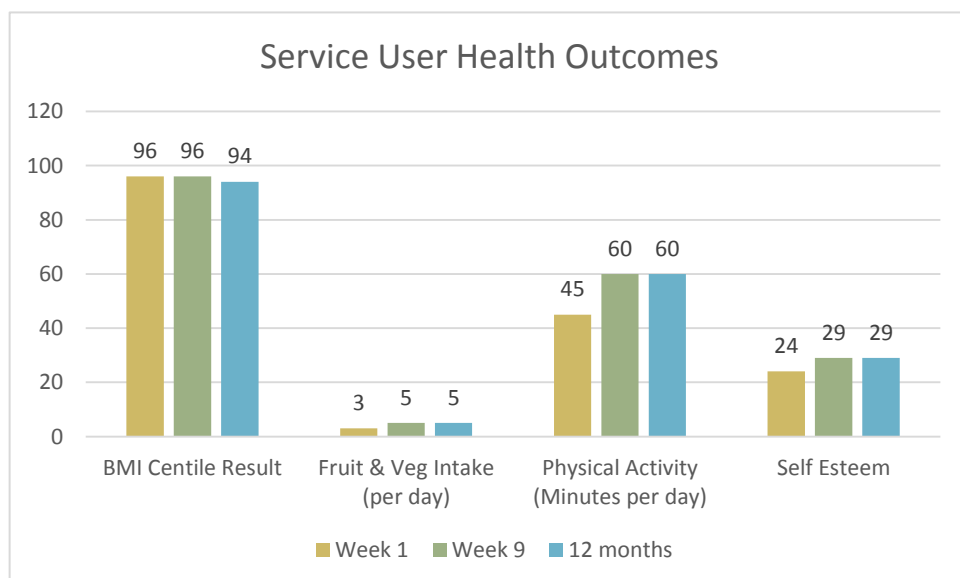
- ✓ Health Visitor Team for an overweight toddler
- ✓ Compass for poor toileting habits
- ✓ Compass for misbehaviour and possible psychological issues alongside a visit to the GP
- ✓ Referral to REACH via Compass

### Positive Behaviour Changes

- ✓ Breakfast cereal swaps to less sugary versions
- ✓ Swapped from white bread and pasta to wholegrain
- ✓ Reduce takeaways from once a week to once a month
- ✓ Increased water intake and stopped drinking Coca Cola

**"I was very touched by your phone call, I was on the verge of a breakdown and it was nice that you helped us!"**

**"Since attending Change Makers my kids attend weekly swim lessons and as a family we take the dog out for a walk. I am now part of a netball team."**





## Nuneaton and Bedworth Healthy Living Network – Weight Busters

### Case Study from one service user during Quarter 3

Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017

#### Case Study Title

A Case Study of a client referred from Nuneaton & Bedworth Healthy Living Network.

#### Background - What is the background to the Case Study?

The clients starting BMI was 31. The client had tried many slimming groups but never managed to keep the weight off.

#### Activity - What was involved? Who? Where?

The Client joined Weight Busters, Newtown, Nuneaton class on 26<sup>th</sup> July 2017 and completed 12 weight management sessions with Nuneaton and Bedworth Healthy Living Network.

#### Outcomes - What were the outcomes or learning points?

The client is retired and struggled to balance a busy social life and eating healthily. The client tended to be hungry at night time and would over eat due to not eating enough filling food throughout the day. By going back to basics the client learnt how to fill up by eating more nutritious, healthier foods to combat late night hunger. With the help of the Weight Management Officer healthier options were identified for meals out.

The weight loss was steady each week despite holidays and a busy social life, by the end of the 12 sessions the client had lost 6kg; 8% of their starting weight. The client's BMI reduced from 31 to 28.4.

The client continued to attend Weight Busters after the 12 weeks and is now only 1kg away from reaching a healthy BMI

- Weight decreased from 81.2kg to 75.2kg within 12 weeks
- Increased Fruit & Vegetable intake increased from 3 to 6 per day
- Physical Activity increased from 60 minutes per week to 300 minutes per week
- Wellbeing Score & Confidence Score improved

#### Quote/Testimonial - Feedback given from the individual

When asked for the client's thoughts on what had been learnt and lifestyle changes made, the client replied:

'I have found this so much simpler than other weight loss classes and I have still been able to go out for a meal especially this week as I've been invited to so many with Christmas'

'I've learnt to 'balance the scale' and if I know I'm going out for a meal then I do a little more of my exercise DVD- which I now do religiously.'

'When I am out I choose healthier options and think about the foods I'm eating- I would never have done that before. Also I have learnt that if there a treat I want to have I'll eat a smaller portion.'

'I know that this has worked because this week I've been out for a lot of meals and I've still lost a pound in weight! Somethings clicked and my behaviours have changed.'

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**Case Study Title:**

Cancer Rehabilitation - Empire Gym and Studios - Physical Activity on Referral

**Background - What is the background to the Case Study?**

The service user (M.T) was referred by his Macmillan dietitian after being diagnosed with oropharyngeal cancer followed by chemotherapy and radiotherapy. M.T still had chronic fatigue to his immune system being so low and a feeding tube was in situ (gastrostomy in his stomach) and only eating small amounts orally.

**Activity - What was involved? Who? Where?**

After the first consultation it was immediately obvious that M.T had fears about the journey he had been on to date and the surroundings i.e. being in a gym. M.T went into great detail about what had happened and how it had impacted his life with daily functional living but also state of mind. He had developed a phobia of chewing food orally and had lost all strength within all daily duties. This had also impacted M.T's confidence a lot. We decided that a small bitesize gym programme based on functional moves and building of stamina through rehabilitation would be the best way to start, this not then putting too much pressure on M.T to run before he can walk and feel completely in control and gain confidence through success. Generally a gym based programme would include the initial consultation followed by week one programme setting and then a week 6 change of programme and again at week 12. This also includes body stats and evaluation of the rehabilitation. Although, due to M.T's experience with his prognosis and what he had gone through I adapted the meetings to his needs which I felt weekly would be good for the first 6 and to observe his developments with a view to fortnightly through to week 12.

**Outcomes - What were the outcomes or learning points?**

I started by giving M.T a 10-15 minute cardio programme, remaining by his side for the first 4 sessions. Over the first four weeks M.T became very familiar with the gym and the staff at 'Empire Gym & Studios' so much so that he once said to me he felt it was like home from home due to the kind and welcoming staff. From week four we then increased M.T's programme by keeping the existing exercise along with three additional MSE work (Muscular). As M.T reported back to me that his stamina and confidence with the programme had grown considerably. By week 6 M.T has started to get involved in daily living activities i.e. walking his dogs that he used to love dearly, and even having the strength and mind set to get up and mow his lawn. From week 7 onwards M.T had started to relax some more about where he had me from and focus more on where he was going, so much so that he also said he had increased the amount of food he was consuming orally. By week 9 he had his feeding tube removed and had increased his gym programme up to a 60 minute mixed workout also including interval training.

**Learning Points** - What would you do differently?

Overall M.T did himself proud. If I was to add anything further to his referral experience I may have given him additional stretches and functional exercise to reiterate at home although M.T's mindset and my encouragement made this happen.

**Quote/Testimonial** - Feedback given from the individual/organisation

Having gone through a horrible experience and being reduced to less than half the man I was, the referral to fitter futures gave me more than light at the end of the tunnel. I have my life back. I have a great improvement in my mobility, stamina and equally my confidence. Thank you Emma so much, what an inspiration.

## Case Study from one service user during Quarter 3

Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017

**AGE:** 26

**START WEIGHT:** 20st 0lb

**CURRENT WEIGHT:** 12st 13lbs

**TOTAL WEIGHT LOSS:** 7st 1lb

**CONSULTANT:** Sam

**GROUP DAY:** Wednesday, 17:30, 19:30

**GROUP:** Stockingford Sports & Social Club, Arbury Road, Nuneaton, Warwickshire, CV10 7NJ

I've been overweight since I was about 11 years old. It never used to bother me in such a way that I was desperate to change the way I ate or how active I was.

When I was 24, my dad died. He was only 51. He'd struggled with his weight for 11 years previous to this, including a heart attack in his 30s, a stroke in his 40s, continued heart problems, diabetes and other weight related illnesses. After he died, it was like I didn't care about myself anymore and my weight spiralled.

The next year, I went out with my family to celebrate Fathers' Day and what would have been my dad's birthday. Looking at the photos from that day started to open my eyes. Then 2 weeks later, the dress I wore that day didn't fit me anymore – I couldn't do it up. I resolved to make a change – not just for the clothes but also for my health as I didn't want to die of weight-related illnesses like my dad did.

I went to the doctors to ask for help losing weight and one of the nurses there told us about Fitter Futures. I was offered Slimming World on Referral and I accepted even though I was very sceptical of it working. If I hadn't have been given the referral, it's very unlikely that I'd have joined Slimming World, but because I had the referral I felt that I wasn't losing anything if it didn't work for me.

I went along to my first group on my own. I was nervous and didn't know what to expect at all! I thought I'd be judged by the way I looked and my weight at the time. However the first week on plan completely converted me! I lost 6½lbs in my first week and realised I didn't have to give up everything I loved to eat, but just make changes such as how I prepared food or how much of it I ate.

I love the fact that it's not a diet, it's all about choices and educating yourself and changing the way you live your life. I don't think I could ever go back to how I was before slimming world as I know the effect it would have on me, my weight, my confidence and my day to day mood/thoughts/wellbeing.

I love the group I go to! Sam (my slimming world consultant) is so welcoming at all times, she's always got a friendly ear for everyone, she never judges anyone and is always up for a laugh. She's so supportive at all times, even when she has a hectic personal life, Sam is always willing to listen and to help and to give support to her members, even when it's not always food related! The group is so welcoming, no one judges anyone else and everyone has tips and recipes to share whenever someone is struggling, and the members become your friends. You find yourselves talking about anything and everything, as well as celebrating the weight losses and awards and commiserating over the gains and providing support for the upcoming week.

Losing the weight that I've carried for so long has changed me as a person. I feel more confident in myself and I feel like I have more self-worth than a year ago. It's made me realise that my thoughts, and me as a person, are just as important as anyone else's and I shouldn't let anyone convince me otherwise. As a result of being more confident in myself, I'm also more confident in my professional life. Whilst I haven't found new employment yet, I now have dreams and aspirations that I wish to see fulfilled.

Through being overweight I'd also developed polycystic ovary syndrome and whilst this hasn't gone away completely, it has gotten better. Other than this, my physical health was never poor, but since losing weight I don't struggle to go upstairs and I can walk for longer periods of time. I don't get tired as easily doing everyday tasks and I find I have a lot more energy and will-power to do things.

Sam never takes enough credit for herself, she's an inspiration and I wouldn't be where I am today without her, the group and the nurse who first told me about slimming world on referral and talked me into giving it a go. I love going to group, it's the highlight of my Wednesday, I love helping out on the social team and talking to everyone as they come through. I'm a completely different person to who I was when I joined at the end of July 2016.





**Q3 Customer Satisfaction Survey Results from Service Users Completing a Fitter Futures Warwickshire Service – Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**



**Physical Activity on Referral Service Satisfaction Questionnaire**

**Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

**1. How did you find out about the scheme?**

Health Professional	Fitter Futures Website	Friend / Family member	Leisure Centre / Gym	Promotional film - YouTube	Social Media	other
75%	0%	0%	25%	0%	0%	0%

**2. Was the scheme good value for money?**

Definitely	Yes	Don't know	No	Definitely Not
60%	40%	0%	0%	0%

**3. Are you satisfied with the impact that the scheme has had on your health?**

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
44%	44%	12%	0%	0%

**4. Were you satisfied with the promptness in which your referral was made to when you began your 12 week programme?**

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
33%	34%	33%	0%	0%

**5. Were you satisfied with the staff member who delivered your 12 week programme?**

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
76%	12%	12%	0%	0%

**6. Do you feel that the equipment provided for your 1 to 1 sessions was appropriate for you?**

Definitely	Yes	Don't know	No	Definitely Not
74%	26%	0%	0%	0%

**7. Do you feel that your 12 week programme was appropriate to you and your health conditions?**

Definitely	Yes	Don't know	No	Definitely Not
72%	24%	4%	0%	0%

**8. How satisfied were you with the quality of support available outside of your 1 to 1 sessions?**

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
72%	24%	4%	0%	0%

**9. Has the scheme made you more aware of the benefits of physical activity?**

Definitely	Yes	Don't know	No	Definitely Not
72%	24%	4%	2%	0%

**10. Do you feel that the scheme has given you the skills to become more physically active on your own?**

Definitely	Yes	Don't know	No	Definitely Not
72%	24%	4%	0%	0%

**11. How likely are you to use the exercise advice given to you to help your family?**

Very Likely	Likely	Don't know	Unlikely	Very Unlikely
40%	44%	16%	0%	0%

**12. In terms of your health condition(s), do you feel that the scheme has helped improve them?**

Definitely	Yes	Don't know	No	Definitely Not
48%	48%	0%	4%	0%

**13. Has the scheme helped you to become more physically active?**

Definitely	Yes	Don't know	No	Definitely Not
56%	36%	4%	4%	0%

**14. How likely are you now to get involved in local sporting / active sessions?**

Very Likely	Likely	Don't know	Unlikely	Very Unlikely
72%	20%	4%	4%	0%

**15. Do you think the exercise referral scheme is a good idea?**

Definitely	Yes	Don't know	No	Definitely Not
48%	44%	8%	0%	0%

**16. Overall, how satisfied are you with the exercise referral scheme?**

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
64%	36%	0%	0%	0%

**Testimonials:**

“The fitter futures scheme has helped me improve my life in many ways. The staff at the Leisure Centre were always there to talk to and very willing to help. The scheme has made me realize I can do these activities and I feel healthier and fitter. It has improved my confidence too and I have made some friends at the Centre. I am continuing to follow my exercise plan and I know the staff will still support me with the difficulties or changes to my routine. Without this scheme I would still be feeling very poorly and depressed. I now enjoy the exercise and hopefully will reduce medication in time.”

“I was more than satisfied with all the help I got at Polesworth Sport Centre. There was always someone willing to help if I wasn't sure or needed extra exercise would recommend to anyone, carry on the great work.”

“When I was referred to the Empire Gym I was able to get a unique advice from the health advisor. The gym staff are excellent and the entire 12 weeks programme went very well. I accomplished to a certain degree a commitment towards my physical health and wellbeing. It increased my motivation for health and exercise. Brilliant service I must say. Thank you.”



## Weight Busters Service

**Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

1. How did you find out about the scheme?

Health Professional	Fitter Futures Website	Friend / Family member	Leisure Centre / Gym	other
26%	4%	11%	0%	60%

2. Are you satisfied with the impact that the scheme has had on your health?

Definitely	Yes	Don't know	No	Definitely Not
37%	54%	9%	0%	0%

3. Were you satisfied with the promptness in which your referral was made to when you began your 12 week programme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
49%	33%	16%	0%	0%

4. Are you satisfied with your weight loss?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
14%	21%	47%	18%	0%

5. Were you satisfied with the staff member who delivered your 12 week programme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
75%	14%	11%	0%	0%

6. In terms of your health, do you feel that the scheme has helped?

Definitely	Yes	Don't know	No	Definitely Not
51%	40%	7%	2%	0%

7. Do you think the weight management referral scheme is a good idea?

Definitely	Yes	Don't know	No	Definitely Not
58%	40%	2%	0%	0%

8. Overall, how satisfied are you with the weight management referral scheme?

Excellent	Very satisfied	Satisfied	Unsatisfied	Very Unsatisfied
47%	37%	16%	0%	0%

**Q3 – 1<sup>st</sup> October 2017 – 8<sup>th</sup> December 2017**

“This referral has kick started me into a better lifestyle & feeling so much better! Thank you”

“I am very pleased with Slimming World. They make you feel very welcome. Everyone is so friendly. In the 3 months I have lost 1 stone 11½lbs - only 2½lbs to my 2st award. Thanks for your help.”

“It encouraged me to take control over one area of my life that had been depressing me, so was extremely useful. I probably would not have done that without participating in this scheme.”

“There is always help available from others that have been through the same issues. I will continue with Slimming World long-term.”

“I am more confident wearing tighter clothes. I can breathe better and have more energy doing exercise. I sleep better most of the time. I am only just noticing the size difference. I wish I could continue as it is building my social skills, helping my depression as well as physical health!”

“Weight loss has helped my medical conditions”

“I feel better and fitter than I did before and will continue going to Slimming World and continue to lose weight until I have reached a weight I feel happy with”

“I'd heard people mentioning these weight loss groups before but didn't have a clue what they were about nor whether they worked. Thanks to the referral scheme, I was given a brilliant opportunity to help me with my weight loss. Since going to the first meeting and getting used to the system, I've never looked back and I'm very happy I've joined Slimming World. Slowly but steadily, I'm losing the weight and feeling with a lot more energy and more confident as I get back to my pre-pregnancy clothes.”

### Feedback and Satisfaction Results:

#### 1. Thinking about travelling to the place where the service is held, how convenient for you is this location?

Very convenient	Convenient	Neither	Inconvenient	Very inconvenient
76%	19%	5%	0%	0%

#### 2. How satisfied were you with the venue?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
74%	25%	1%	0%	0%

#### 3. How convenient are the days and times of the sessions for you?

Very convenient	Convenient	Neither	Inconvenient	Very inconvenient
62%	33%	4%	1%	0%

#### 4. Thinking about talking with the programme advisors, how satisfied were you with the information given to you during the sessions?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
79.5%	19%	1%	0.5%	0%

#### 5. How satisfied were you with the way the programme advisors supported you?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
86%	13%	1%	0%	0%

#### 6. How satisfied were you that the programme advisor understood your concerns and needs?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
74.5%	23%	2%	0.5%	0%

#### 7. How satisfied were you that the activities and sessions you took part in were appropriate to your family?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
83%	16%	0.6%	0.4%	0%

#### 8. Would you recommend this programme to others?

Definitely	Probably	Probably not	Definitely not
86%	13.5%	0.5%	0%

#### 9. Overall, how satisfied were you with the programme?

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
82%	16%	2%	0%	0%