

# THE BIG LISTEN FEEDBACK

DECEMBER 2010

52 families consulted across 4 different settings:

- Spring Lane
- Howe Barracks
- St Stephen's
- Northgate



COMMENT	ACTION (where required)
<p><b>WEBSITE</b></p> <p>It would be helpful if during the severe weather conditions (like snow) the Riverside website could be updated with announcements on times and closures.</p>	<p><b>We totally agree with this comment and will now advertise any group or centre closures on our website and Facebook page.</b></p>
<p><b>COURSES</b></p> <p>First aid courses and some basic cooking with healthy options would be great.</p>	<p><b>Due to popular demand We are currently looking into running a First Aid/ basic cooking course. If we are able to run these courses we will advertise them widely.</b></p>
<p>More Solihull Parenting Courses and First Aid</p>	<p><b>We will be running our next Solihull Parenting Course in March and hope to run more throughout the year.</b></p>
<p>Food and Hygiene and First Aid</p>	<p><b>We are aiming to run more courses for parents and volunteers. A First Aid Course is due to start at St Stephens shortly due to requests from parents.</b></p>

<p>Parents Towards Employment was great. I am now doing my maths and English course at Skills Plus Centre. It has also given me the confidence to go to college and do my flower arranging course. I love the Tuesday group and so does Tripp, and I love doing the craft work, very therapeutic. My only complaint is that at the Tuesday group they don't always have enough chairs.</p>	<p><b>We received excellent feedback and outcomes from the Parents Towards Employment Course. We will run this course again this year and the course will be advertised widely. All participants commented on how useful the Skills Plus service at the Canterbury High School was, and how it's helped to plan for the future.</b></p> <p><b>The Tuesday group is very popular and team members have noticed how busy this group has become. We will try to make sure that there will be enough chairs for all parents/carers, but due to high numbers it may mean very occasionally there is a shortage of chairs.</b></p>
<p><b>REQUESTS FOR ADDITIONAL/ENHANCED SERVICES</b></p>	<p><b>We recognise that our annual trips are very successful and are enjoyed by everyone that attends them. We hope to be able to arrange a trip this year so look out for it as it will be advertised widely through our Newsletter, groups and our Facebook page.</b></p> <p><b>We currently have a music group that runs on an afternoon and we will be reviewing our timetable from September 2011 to incorporate more afternoon sessions</b></p> <p><b>We run a group called Saturday Fun Time at the Centre which is very popular with dads and granddads.</b></p> <p><b>We run a group for women suffering from peri natal depression and we also have a counsellor who can see people at the centre.</b></p>
<p>We would like to go on an organised yearly outing.</p> <ul style="list-style-type: none"> <li>• Zoo</li> <li>• Swimming</li> <li>• The Park</li> </ul>	
<p>More afternoon activities, drop ins and after school.</p>	
<p>More things for Dads to do, especially on a Saturday. It would be nice to go along with staff that you know.</p>	
<p>I would like to see more services available for Mums who suffer from depression, ect. We need more support with general life problems.</p>	

<p>Lack of Children’s activities in the school holiday’s!! why stop!!</p>	<p><b>Last year we ran a programme of weekly events during August &amp; advertised other activities that were on offer in the area.</b></p> <p><b>However, we understand that parents really miss the groups through the long Summer break and other holidays.</b></p> <p><b>Unfortunately we can’t run groups all year as we are a small team and this the time where staff need to plan for the next term and take their annual leave. We really hope that families enjoy the events we hold through the holidays and we would welcome any ideas you may have for the future.</b></p>
<p><b>LOCAL COMMUNITY</b></p>	<p><b>We raised this comment with the City Council’s Comm Dev &amp; Outdoor Leisure Service and it was explained that at the last upgrade the number of pieces of equipment for the younger children were increased from 4 to 8.</b></p>
<p>St Stephen’s Play Park – There is nothing for my toddlers to play on without adult supervision. All the apparatus are designed for older children, which is a huge disappointment or us. Smaller frames would be very welcome!!</p>	
<p><b>GROUPS : TOYS AND TIME OUT</b></p>	<p><b>Thank you for your lovely comments. We have had great feedback about Toys and Time and this will help us plan for the future.</b></p> <p><b>We are planning to run a range of courses throughout the year, so look out for these in our Newsletter.</b></p> <p><b>Carolyn and Kirsty are planning activities for this group and would really welcome ideas from parents on what they would like to do in this session.</b></p>
<p>It’s good to come along to group on a Monday. I get to chat with other mums.</p>	
<p>We just love coming along to the Monday group.</p>	
<p>Really good groups, I enjoy them all.</p>	
<p>The traffic is a nightmare. It’s good to have a group that’s so close to home ( Spring Lane)</p>	
<p>More time out groups or half and half groups like St Stephens.</p>	
<p>An extra hour at Toys and Time out St Stephens on Tuesday. 10-1pm</p>	
<p>Toys and Time out helps the children so please keep it going.</p>	
<p>Carry on Toys and Time out. Have another group at St Stephens on a Thursday or Friday.</p>	
<p>I think “Toys and Time out” group is fantastic, I hope it continues. I really enjoy the courses, such as “Parent towards employment” and I would like to see more of these groups.</p>	
<p>Really enjoy Toys and Time Out and pleased with the running of it, but would like to do more in the time out hour.</p>	

Never stop Saturday. Fun time!	<b>Pleased to hear you are enjoying it! We know that for Dads and Grandads and working parents Saturday is often the only time they can come to a group</b>
My son enjoys the Northgate group and St Stephens group. All the staff are very friendly and there is a wide range of toys. I would like a messy play group with sand/water, paint etc	<b>This is so good to hear as we know lots children absolutely love it and learn so much from messy play. This comment was feedback to the team so that they can bring more messy play into the planning of existing groups</b>
Parent and Toddler groups are fantastic. Especially Tuesday Chartham and Thursday Northgate. When me husband walked out and left me with a 14 month old and 2 and a half year old, I found the leaders an emotional support and source of comfort. I would like to see in Canterbury a group for lone parents which would enable them to sit and chat either with the children in a crèche or within the group. At this group it would be useful to have an advice on benefits, CSA etc.	<b>During 2011/12 we will hold an event for lone parents and during it we will find out what other services these families would find helpful</b>
I like groups like this but I live in Hales Place, if I want to go to a group I have to walk a big distance to get to one.	<b>We run our groups across the area so hopefully all families will have a group within easy reach. Your nearest Surestart group would be Toys and Time Out at St Stephens Community Centre</b>
I would rather pay double fees than lose the playgroups Riverside run!	<b>We understand that families are anxious that Surestart services will be cut during these times of economic uncertainty.</b>
Please keep the Thursday playgroup at Northgate ward. We are happy to pay more to use this group.	<b>Our budget will be reduced next year but we still don't have exact details of how much or how it will affect our services. Running groups will remain a high priority for us. We are committed to continuing to run at least one group in all of our different areas for as long as possible and certainly until September 2011.</b>
These groups mean a lot to me and my daughter especially the music group at Riverside and the groups at Northgate. The girls are lovely, without these groups my baby would not interact with other children her own age. They need to stay open.	
I think the Sure Start services are really important to families who would otherwise have little direction or purpose in the early years of parenting. I think the Thursday group particularly is meeting the needs of the surrounding community and would not like to see the funding go.	
Keep-Thursday morning playgroup -This group is popular, good location and invaluable. Happy to pay more for this group i.e. increase to £2	
Very pleased with Northgate ward group today.	

<p>Lots of different things for the children to do as well as meeting Santa with a lovely atmosphere. Thank you.</p>	<p><b>Thank you for these comments it's great to hear we providing groups and services that are meeting your needs.</b></p>
<p>We really need children centre or play group to let our children have a safe place to play and meet with other children. Children need a lot of friends in there dame age to develop their social skills and personality.</p>	
<p>Both my girls enjoyed the Northgate group (ages 1 and 3). Also go to Chartham on Tuesdays. Fantastic groups that should continue to be available.</p>	
<p>My children love the Northgate ward Thursday Sure Start group. They have so much space to run about and so many things to keep them entertained. I feel comfortable coming alone as this group isn't clicky and everyone is friendly. My children look forward to the group.</p>	
<p>Parent and children groups very valuable for socialisation-both adults and children benefit greatly.</p>	
<p>Riverside is a saviour for new parents. It was the place I felt most comfortable as a new parent. It networked me with other mums and educated me in bringing up a new baby. As my child has grown into a toddler the parent and toddler groups provide excellent social and physical stimulation for my daughter which as a play-at-home mum I would find hard to give her myself. We benefit greatly form the services Riverside provides.</p>	
<p>Thank you for all you do-breastfeeding support in the early days, providing help for the healthiest start to for baby and for me. I have trained as a peer counsellor and now help others-I've been inspired by your help. Playgroups, my son said "I loved the party and seeing Father Christmas. I love the toys and the big bricks". We would really miss the playgroups of they no longer ran- they are the highlight of our week. If it no longer ran, life could be very isolating. We don't live in town and with two children under 3, I find it hard getting to groups but Thursday is our weekly treat. We are so grateful for all your help. We wish you all a Merry Christmas and hope you all have a happy and healthy 2011. THANK YOU</p>	
<p>Good that Sure Start groups are a pound and there are different activities to join with. Get good use out of our Sure Start cards, helps towards swimming lessons and discount helps when want to take whole family swimming. Thank you.</p>	