

## User Satisfaction Survey 2010 Results

In February 2010 we sent out over 400 questionnaires to find out what parents and carers thought of our service. The questionnaires were sent out to registered Sure Start families on our database.

We also encouraged parents to complete the questionnaire at groups.

We had 59 returned questionnaires; a response rate of 15%. A prize draw of a £50 Early Learning Centre Voucher was offered as an incentive to return the questionnaire.

The comments and suggestions were sorted and presented to Children's Centre Champions meeting and then to the Riverside Children's Centre Operational Board June meeting who recommended actions to be taken in response to the feedback. These Actions are highlighted through the report in red.

### IMPROVING THE RESPONSE RATE NEXT YEAR

- **Timetable dedicated time in groups and events to ask people to complete the questionnaire**
- **Put questionnaire on Facebook & website so can be completed on line**
- **Parent volunteers and members of Operational Board to go door to door in areas where there has been a poor response rate**
- **The respondents included a representative sample of people from ethnic minority groups and from disabled families. The response rate from dads and male carers however, was low and so next year, additional efforts will need to be made to increase the return rate.**

### 1. Overall how satisfied are you with Riverside Children's Centre services

98% said that they were satisfied or very satisfied with services generally in the area.

(An improvement on last years figure of 92%)

2% did not reply.

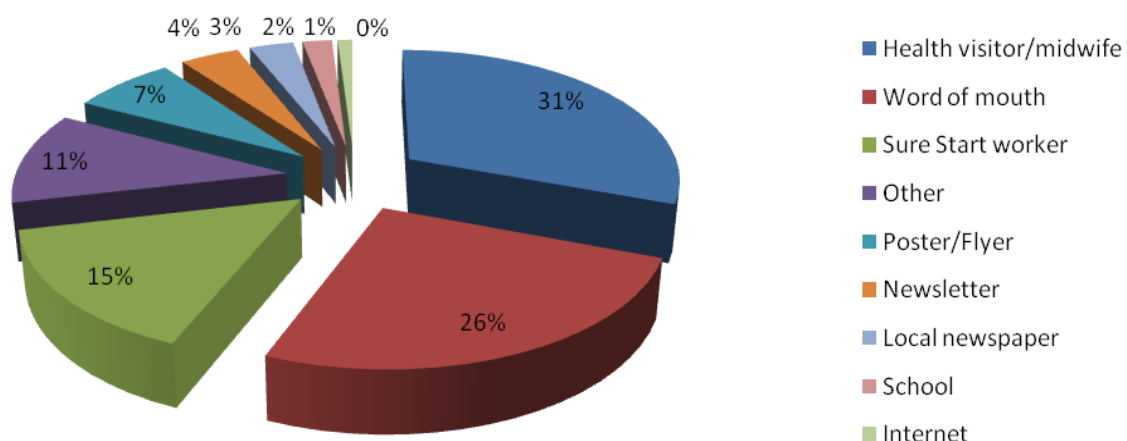
### 2. Have you heard of the Riverside Children's Centre?

98% replied YES 2% replied No

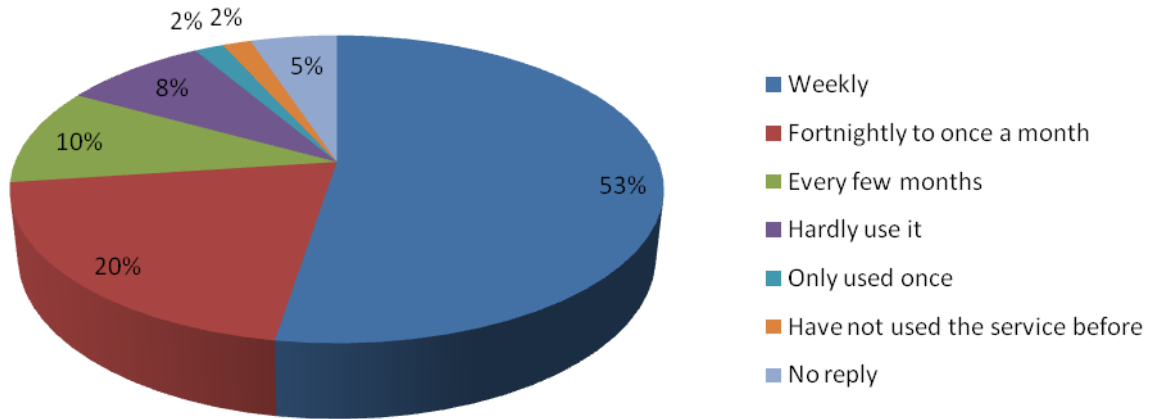
As the questionnaires were sent to families already registered on our database it was expected that the majority would have heard about Riverside Children's Centre.

The majority of people had heard about the centre through their Health visitor or midwife (over 50%) whilst word of mouth or through a Sure Start worker was the next most common way.

### If you answered yes, how did you hear about the centre?



### 3. How often do you use the centre?



### What would have encouraged you to use our services more?

Comments/Suggestions	Actions to be taken
<ul style="list-style-type: none"> <li>Was working but more information about the post natal depression group please</li> </ul>	<ul style="list-style-type: none"> <li>A flier will be produced and given to health visitors and G.P.'s. Details of groups will appear in the newsletter together with an article about PND in the forthcoming Sept issue</li> </ul>
<ul style="list-style-type: none"> <li>More afternoon activities (x 2)</li> </ul>	<ul style="list-style-type: none"> <li>Music Group to be moved to 2.30p.m. start</li> <li>Any new groups or courses to be considered for afternoon slot</li> </ul>
<ul style="list-style-type: none"> <li>Early evening groups</li> </ul>	<ul style="list-style-type: none"> <li>Unfortunately we would not have the resources to deliver in the early evenings but we are open Saturday morning so that working parents can access the centre.</li> </ul>
<ul style="list-style-type: none"> <li>More parking</li> </ul>	<ul style="list-style-type: none"> <li>Measures to improve existing parking have been taken- including new signage. However we will continue to review this.</li> </ul>
<ul style="list-style-type: none"> <li>Mixed group- something where parents with different aged children something for toddlers and babies</li> </ul>	<ul style="list-style-type: none"> <li>Northgate Group on Thursdays now has dedicated baby area</li> <li>Music Group caters for both</li> </ul>

### 4. How groups & services are rated

Overall respondents rated groups & services highly

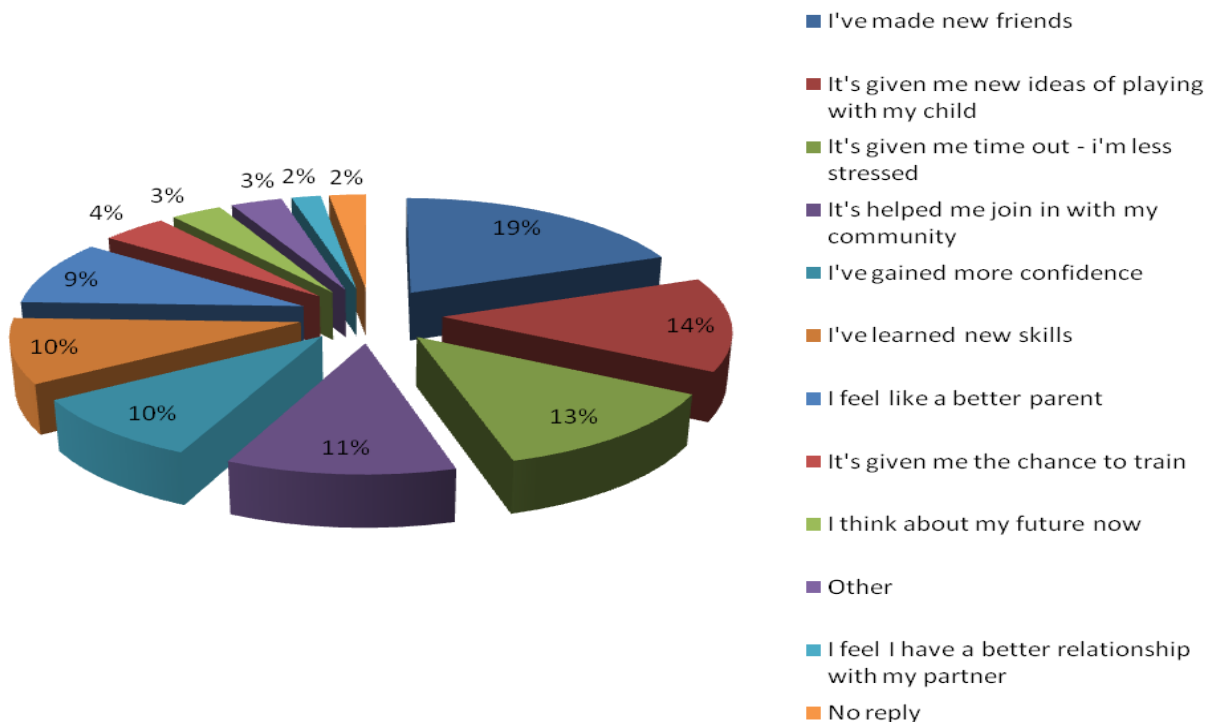
If you use or have used any of the following services or groups, please rate the ones you have used on a scale of 1 to 5, where 5 is excellent and 1 is poor. Leave the box blank for any service you don't use.

As the respondents have scored each participating activity out of 5, we can add these up for an overall score. However, more popular activities will have a higher score, so to get a true reading of each activity's popularity among attendees, regardless of how many attendees there are, an Average score is calculated. The table below is sorted in order of those averages. The top five groups did, in fact, get 5 out of 5 among all the participants.

Activity	Sum	Count	Average
SNAAP-EY's	5	1	5.00
Outreach team (home visiting)	20	4	5.00
Toys and time out at St Stephens Community Centre	42	9	4.67
Breastfeeding group	79	17	4.65
Breakfast group at Poets Corner	37	8	4.63
Parent, baby and toddler group at Poets Corner	41	9	4.56
Drop in group at Poets Corner	9	2	4.50
TGI's at the Barracks	27	6	4.50
Big tums and little ones	76	17	4.47
Family funtime at Riverside Children's Centre	58	13	4.46
Toy Library	31	7	4.43
Post natal depression group	35	8	4.38
Baby massage	29	7	4.14
Sign and rhyme	44	11	4.00
Homestart Family Group at St Stephens Church Hall	8	2	4.00
Daddy Cool	12	3	4.00
Drop in group at Querns	16	4	4.00
Northgate family group	52	13	4.00
DV advice and support	19	5	3.80
Music Group	31	9	3.44
Young Able Parents Group (YAPS)	3	1	3.00
Parent, baby and toddler at Spring Lane Neighbourhood Centre	3	1	3.00
DV Freedom programme	5	2	2.50
Family group at Querns	0	0	0.00
Children centre champions	0	0	0.00

## 5. Do you think Riverside Children's Centre has made a difference to your life?

*Sorted by popularity*



There were many other comments that parents had added too.

Many of these were about how important the opportunity to **meet people and make friends** was to them:

*I have made friends and feel less depressed and lonely. I can look to future.*

*I was new to the area. I have made friends and been offered to train on a course.*

*Making friends.*

*Meeting other mums.*

*The friends I have made who I see away from the centre.*

*I got in contact with other mums. I'm new in UK so I had no friends, the group helped both me and my son to make friends.*

*As a new mum it was great to meet other first time mums, didn't feel so isolated.*

Many people have talked about how it has helped them **grow in confidence**

*Found confidence to join more groups.*

*Helped my confidence and making new friends.*

*Confidence and support.*

*It gave me confidence after moving to a new area.*

*More confident now, made new friends.*

For some people having **somewhere to go** made a big difference:

*Now that I am aware of this group it will give me another option to go somewhere with my children. This will enhance my bond with my kids and give my wife a rest.*

*Snappy-eyes is great because you can have a tea or coffee and have help with your child during play etc.*

*Somewhere to go to get out of the house which doesn't cost the earth.*

*Take child to interact with others and both of us not be segregated alone at home.*

*It encourages me to go to groups with just my children and not rely on any family or friends.*

*Feel welcome even if we go on our own.*

For other parents the **support and advice from other parents** :

*As a new parent it has given me valuable support and an opportunity to share experiences etc with other parents.*

*Being around other parents who you can ask advice from has been great. My husband is in the army and when we moved here we didn't know anyone and I missed getting help and reassurance off family. Now get it from groups instead.*

*By meeting other mums and sharing advice.*

There were other comments about the **support and advice from staff**:

*Again, knowing that there is support and services to help you and baby and to also get out of the house. Particularly helpful to parents with very little or no support*

*I was post natal depressed and when I was down I could go in there and someone was always there for me. I had the best councillor Marfie and Mary (HV) is one of the best I have met*

*Improved with PND and don't feel alone, feel I can come for advice etc.*

*I can talk to my midwife about anything. She is really nice and helpful.*

A few also mentioned the opportunities it gave them **to be a volunteer**

*I became a breastfeeding peer supporter, through volunteering. I have since gained employment with the NHS. I would not have had the opportunity without the Riverside Centre. Introduced me to the breastfeeding group, new friends and I now volunteer as a peer supporter.*

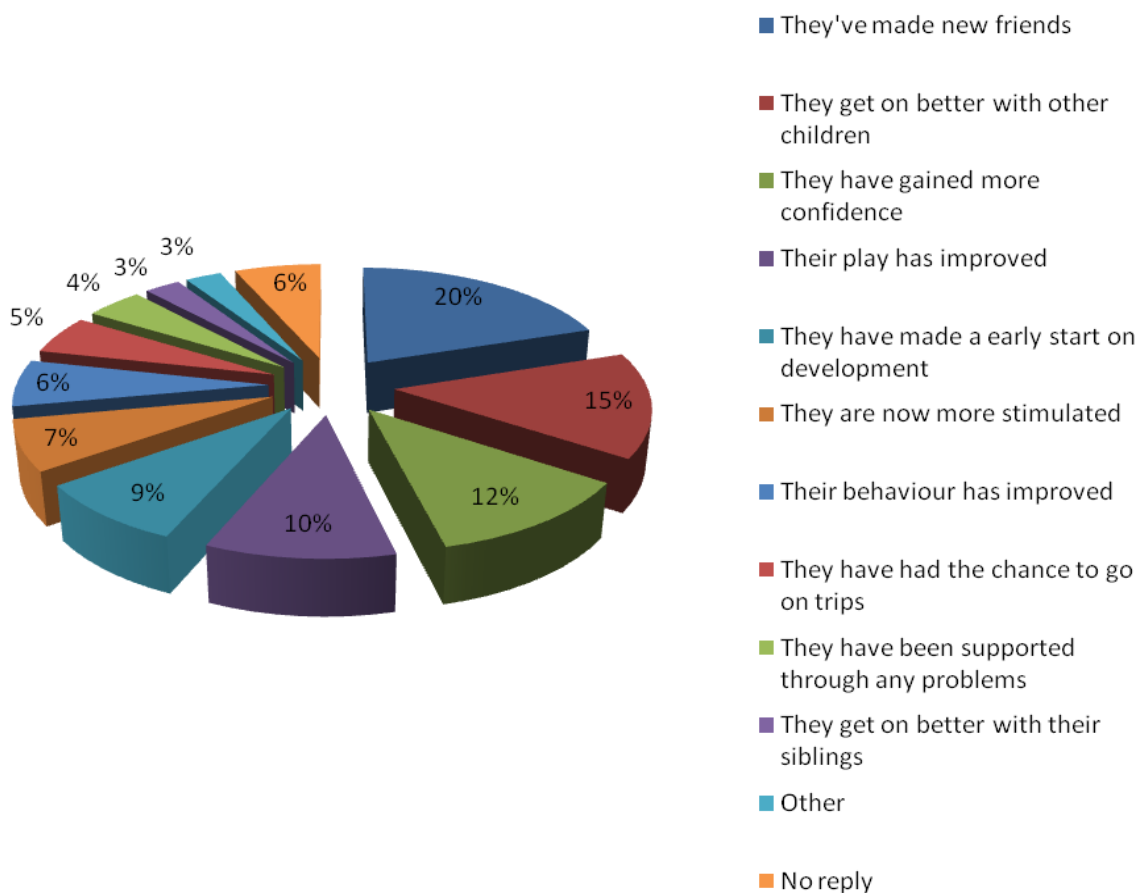
11% said that it hadn't made a difference to their life:

I was okay before	3	5.08%
I didn't like going to the groups on my own	3	5.08%
Other	1	1.69%
No reply	53	89.83%

## 6. Do you think Riverside Children's Centre has made a difference to your child's life?

*Sorted by popularity*

90% said that "YES" Riverside Children's Centre has made a difference to your child's life.



In the comments section many parents talked about how important it has been for their child to **socialise & play with other children**

*As an only child, I feel my daughter was missing contact with other children (being away from family didn't help this). The services at the Riverside Centre have definitely helped.*

*He is relaxed around other children and he communicates positively with other children.*

*He plays better with other children.*

*Helps with social skills, confidence.*

*It has helped Sonny form friendships with older children, helping him learn to share.*

*It taught him how to be social, he is an only child.*

*Learning to socialise and share with other kids, that not everything belongs to him.*

*Make friends and being more sociable.*

*Excellent caring staff, my children love it when Carolyn and Nikki come round.*

*Interacted with other babies and children*

*My son has learnt how to behave and share with other children and to take turns with toys.*

*Oliver has gained more confidence through going to the groups.*

*Providing opportunities to socialise.*

*If not introduced to Riverside my daughter would not be able to make friends.*

*Not alone!*

*Sharing improved*

*Because we attend lots of groups and they get to socialise lots*

*He is a very sociable child.*

*When our son is at school our daughter will be able to attend more and I feel she will benefit from this as she loves playing and making friends with the helpers.*

*Chance to interact with other people - children and adults. I have social phobia and anxiety so this had helped lots*

Parents also commented on the benefits for their children to be able to **take part in different fun activities outside the home:**

*They enjoyed playing*

*They've tried out games we don't have/can't play at home.*

*To get out the house*

*Useful to learn baby signing.*

Parents also commented on how it has **contributed to their child's development:**

*Through going to groups has helped with their development*

*His talking has got so good and fast.*

*Given them confidence and fun place to go and play*

*More confidence*

**Assisting with the preparation & transition into pre school or primary school was another benefit:**

*A generally excellent pre-school experience.*

*Set up for school.*

*An all-round pre-school experience.*

*Pushing/stretching her abilities, social skills, life experiences, holistic development, sharing, behaviour (appropriate), language, play - creative/imaginary/reading/ songs.*

10% said that "NO" it hadn't made a difference to their child's life :

They were okay before	4	6.78%
They haven't used the services enough	2	3.39%

**7. Does your child or children have any disabilities or additional needs (please give a brief description)?**

*Behaviour. Still in nappies at bed time.*

*Cerebral palsy, HPE*

*Kayleigh has hemiplegia (right side).*

*My daughter has (MDS) mosaic downs syndrome.*

*Not the two that have used the services. he's too old.*

*Seizures, eczema, chest problems, bowel problems.*

*Sometimes hits people and does not listen to me all the time.*

*Son has ataxia, global developmental delay, suspected autism and speech and language difficulties. Daughter is asthmatic.*

**Does this child participate in activities run by Riverside Children's Centre?**

Yes	10	16.95%
No	11	18.64%
No reply	38	64.41%

**If No, is it because:**

*Percentages for this question calculated only for people responding 'No' to previous question, so 11 people = 100%.*

I don't know about the groups	3	27.27%
I don't think the groups are accessible - wrong times/wrong venue	1	9.09%
I don't think my child's needs would be catered for	-	-
No reply	7	63.64%

**Any additional comments about our facilities for children with disabilities or additional needs.**

*Didn't feel Della could use Snappy-eyes as other than health problems she is very bright, sensory room is great.*

*Glad to see SNAPP finally catered for and up and running. The sensory room remained unused for way too long as more of a cupboard.*

*He's at school now.*

*The facilities are very good, am pleased and feel happy to bring children here.*

**8. Do you know how to get involved in the decisions and planning of Riverside Children's Centre services?**

37% of parents knew how to get involved and 57% said they didn't know.

31% said that they would like to be involved in the following ways:

as a volunteer helping at groups	9	15.25%
as a parent representative on the operational board	9	15.25%
being consulted on services through Children Centre Champions	5	8.47%
No reply	42	71.19%

## LETTING PEOPLE KNOW HOW TO GET INVOLVED

- Holding a recruitment campaign to coincide with Volunteer Week
- Putting information on Facebook

### 9. Do you regularly use childcare?

41% parents said that “YES” they do use childcare. 46% said that they didn’t (14% no reply)  
Once again this shows an increase on last year.

Of those that did use childcare, nursery provision was the most commonly used with 67% using local nurseries & 42% used family & friends. No participants indicated that they used childminders.

Nurseries most commonly used were:

Acorns x4  
Busy Bees x 3  
Howe Barracks pre-school x 3  
Squirrels Pre-school x2  
Lilliputs x 2  
Aylesham Catholic School  
Knights Avenue  
Pilgrims Way

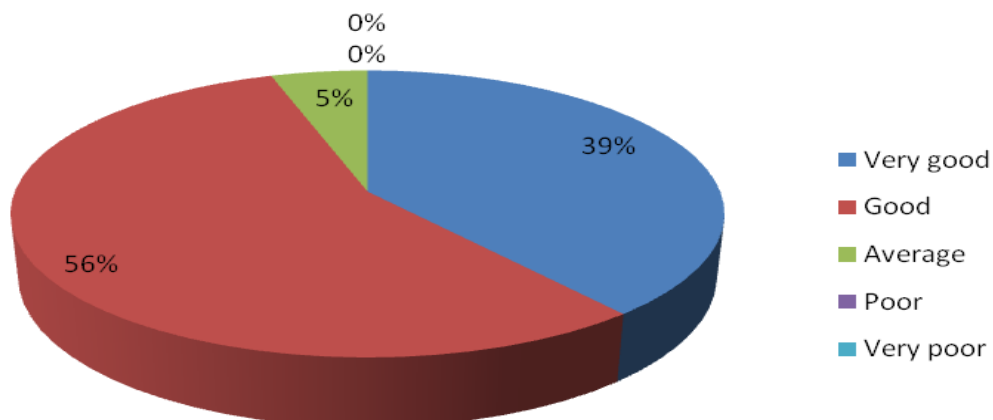
## INCREASING TAKE UP OF CHILDCARE

- Run a series of “articles” in the newsletter explaining benefits of childcare including using childminders

## About keeping you informed

### Overall how would you rate the newsletter that accompanied this questionnaire?

95% people rated the newsletter as good or very good (An increase on last year)



### What would you like us to include in the newsletter in the future?

*Can't think of anything.*

Contact information on types of services.

It's a great newsletter! Keep up good work!!

It's all good.

Maybe other family activities in and around Canterbury, not just at Riverside. Child friendly places to eat too. Also I always get the newsletter about a week or two into the month so have sometimes missed some of the things advertised before I find out about them.

More activities for kids.

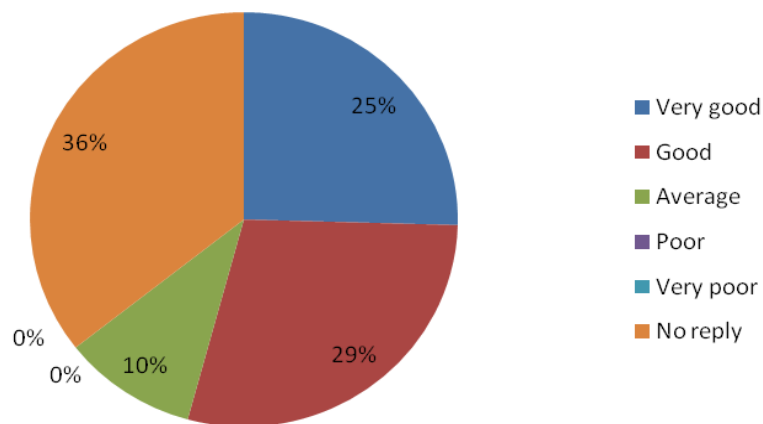
More information on groups available to fathers.

Not been on website.

When I have been to the website before it has been difficult to navigate but I haven't been on in a while.

### Overall how would you rate our website [www.riverside.childrencentres.org](http://www.riverside.childrencentres.org)

55% people rated it as good or very good



### Do you know about our Facebook site?

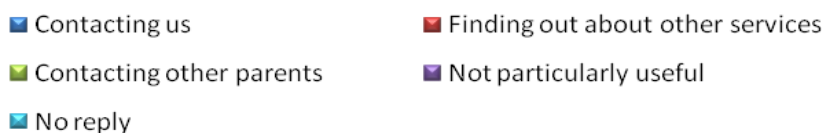
31% knew about the Facebook site, 64% said that they didn't know about it and a further 5% did not reply.

### LETTING PEOPLE KNOW ABOUT THE FACEBOOK SITE

- Marketing campaign to let people know about the site

### If yes, did you find it useful for:

Percentages for this question calculated only for people responding 'Yes' to previous question, so 18 people = 100%.



## Do you have any additional comments about the Facebook site?

Alerts about courses are great - can you also sent out alerts about one off groups, or those that run in the holidays etc?  
Good if there has been any changes to normal timetable and if any courses have arisen.  
Have not used it.  
I do not have a computer.  
It was easy to get in touch with particular staff ie Jo Treherne.  
Not really used it but I am a member.

## Customer Service

We received feedback that all aspects of customer service measured was Good to Excellent:

	Total	Count	Average
Respect your right to privacy and confidentiality.	179	38	4.71
Treat you fairly, courteously and professionally.	206	44	4.68
Using customer friendly, jargon free language in our information that is easy to understand.	207	46	4.50
Make it clear how, where and when you can contact us.	171	39	4.38
Respond to complaints and feedback in a positive manner.	74	17	4.35
Keep you informed of any delays or changes in our services.	152	36	4.22
Replying to all letters, enquiries and requests for information within 10 working days.	89	22	4.05
Answering the telephone within 15 seconds and telling you who you are speaking to.	140	36	3.89

*As the respondents have scored each participating activity out of 5, where 5 is excellent and 1 is poor. we can add these up for an overall score. The scores below have been sorted by popularity average (amount of points scored divided by number of people voting in that category).*

Once again there were a number of comments about how friendly & helpful the staff team were:

*Always a friendly face on reception.  
Could try to encourage communication and other similar things with those whom are known, to SureStart, to have difficulties in that area, like me.  
I have never had any problems and I used Riverside a lot.  
I think YAPS at the hut should be for anybody.  
Never had a complaint.*

## Is there anything else you would like to tell us?

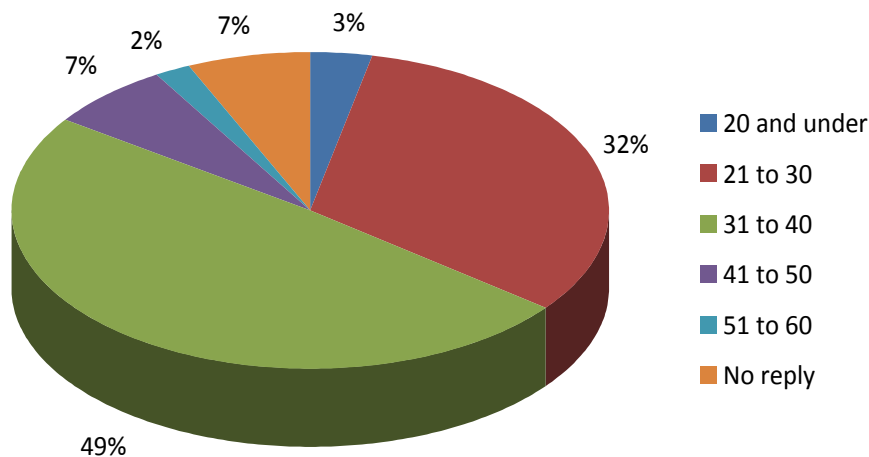
Comments/Suggestions	Actions to be taken
<ul style="list-style-type: none"> <li><i>I think the catchment area for SureStart should be widened to include Tyler Hill - no where else does!</i></li> <li><i>Please widen the catchment area to include Tyler Hill.</i></li> </ul>	<ul style="list-style-type: none"> <li>Tyler Hill comes under Chartham Children's Centre. AS this is in early stages of development proposal will be to consult residents about options</li> </ul>
<ul style="list-style-type: none"> <li><i>We need more play/adventure parks for our children or locally run activities, ie Saturday football/karate/judo etc for 5-10 years.</i></li> </ul>	<ul style="list-style-type: none"> <li>Comment passed on to Sports Development and Children &amp; Youth Team</li> </ul>
<ul style="list-style-type: none"> <li><i>It would be nice if there were more baby groups available.</i></li> </ul>	<ul style="list-style-type: none"> <li>Northgate Group on Thursdays now has dedicated baby area</li> <li>Music Group caters for babies</li> <li>Amazing Baby Confidence for new parents has also started this year</li> </ul>
<ul style="list-style-type: none"> <li><i>Please can you get in touch with the council and get a zebra crossing outside your centre, it is so dangerous as it is.</i></li> <li><i>Would love a group to be accessible for our son as he hasn't been able to attend a Snaapy-ys session as clashes with Mary Sheridan and I know other children in the session at Mary Sheridan would also live to attend.</i></li> </ul>	<ul style="list-style-type: none"> <li>Although there is a subway to avoid crossing the road this is a long way round.</li> <li>Comment passed to SNAAP to see whether timings can be changed.</li> </ul>
<ul style="list-style-type: none"> <li><i>Is it possible for a jug of cold water to be provided at all groups, for diluting juice and drinking alone? I would love it if we could use plastic or metal cups and plates at Saturday Funtime rather than disposable - more robust for kids and better for environment. Can staff be encouraged to check the garden at the end of the day? I hate finding wet, ruined books and toys in the bushes in the morning.</i></li> </ul>	<ul style="list-style-type: none"> <li>Water is available at all groups</li> <li>Plastic plates and cups will be available at Saturday Funtime</li> <li>Play area is checked before each group</li> </ul>
<ul style="list-style-type: none"> <li><i>Disappointed that our drop in coffee mornings at Poets have stopped</i></li> </ul>	<ul style="list-style-type: none"> <li>Unfortunately funding has been reducing each year. We are. However, making sure that there is at least one group running in all our communities.</li> </ul>
<ul style="list-style-type: none"> <li><i>I think there some more things dad can do.</i></li> </ul>	<ul style="list-style-type: none"> <li>A new programme of activities just for dads has been introduced for the year called "Dadventures"</li> </ul>
<ul style="list-style-type: none"> <li><i>Star cards are great! Has been annoying having to get them for each family member though</i></li> </ul>	
<ul style="list-style-type: none"> <li><i>Thank you for the kindness of the ladies at reception.</i></li> </ul>	<ul style="list-style-type: none"> <li>It's great to hear that we are making a difference!</li> </ul>

- *Thank you! Wouldn't have coped moving here without some of these groups.*
- *Yes - please keep Riverside there - I do not know what I would have done without the help, support from all the groups and staff. PND is hard and they all helped. Thank you.*
- *Keep up the good work!*
- *Having been 'out of the picture' for a long time re Riverside Children's Centre, it is really good to hear about new projects eg SNAAP and hear very positive feedback on how things are developing. I also hear about a lot of support being given to local families via the nursery which is excellent and something that was not in place in the very early stages and fabulous news about the development of a small play area at front.*

## About you

Majority of people responding were **women 88%** and only **5% were men** (7% no reply).

### How old are you?



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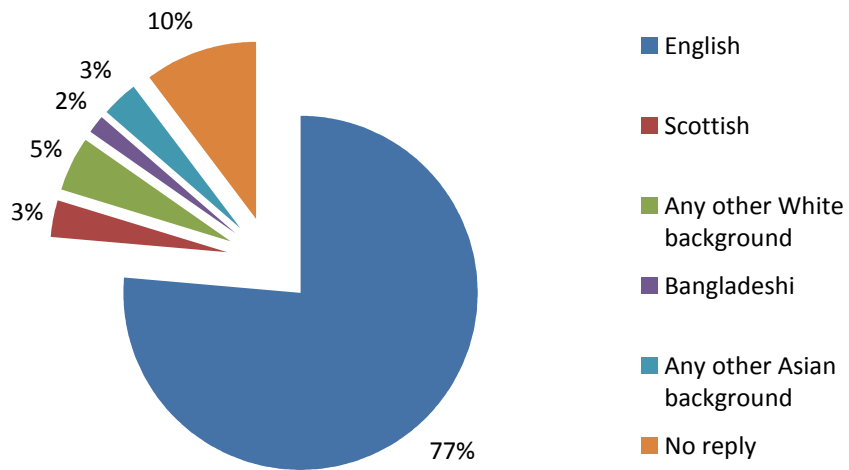
Altogether there were 95 children cared for by respondents:

Minimum age: Less than 1 year  
 Maximum age: 16 years  
 Average age: Approx 3 years 10 months  
 Women expecting: 5

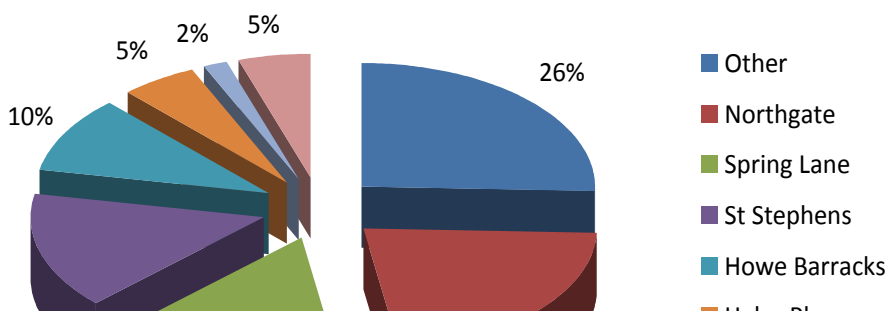
Age of child	Amount	Percent
Less than 1	16	16.84%
1	13	13.68%

Age of child	Amount	Percent
2	13	13.68%
3	14	14.74%
4	10	10.53%
5	9	9.47%
6	5	5.26%
7	1	1.05%
8	2	2.11%
9	1	1.05%
10	2	2.11%
11	1	1.05%
12	2	2.11%
13	1	1.05%
14	2	2.11%
15	1	1.05%
16	2	2.11%

**To which of these ethnic/cultural groups do you consider you belong to?**



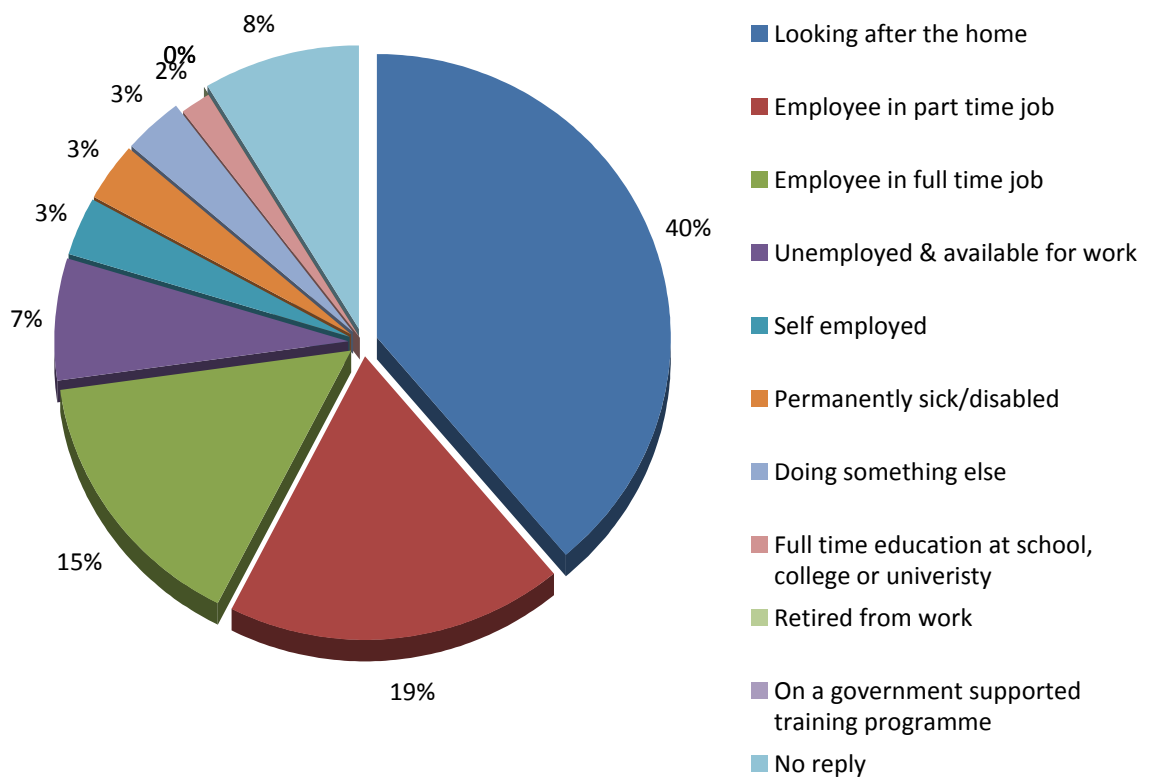
**Which area do you live in?**  
*Sorted by popularity*



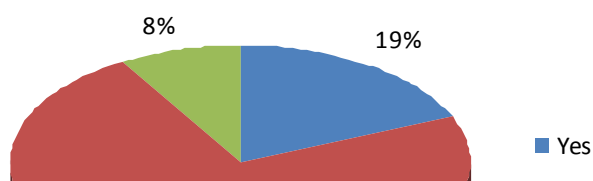
### How many years have you lived in this area?

Less than a year	11	18.64%
1 to 5 years	32	54.24%
6 to 10 years	9	15.25%
11 years or more	4	6.78%
No reply	3	5.08%

### Please indicate your working status



### Do you or any member of your family have any disabilities or additional needs?



**If yes, please specific**

ADHD, CP, HPE

Behaviour. Still wear nappy at night time.

Caitlin has MDS.

Daughter with hemiplegia.

Delayed speech, also showing signs of autism.

Learning English Canterbury Adult Education and apply Canterbury College Foundation Course

Mental health - PND, depression, social phobia, severe anxiety, asthma that does affect badly - all me.

My nine year old daughter has behaviour problems and has autism.

Myself - back and hip problems.

Oldest with ADHD and autism.

Sister has spinabifida hydrocethelus.

Stepdad - dying of leukaemia. Nephew - liver disease and blind.