

Riverside Children's Centre Satisfaction Survey 2008 Report on Results

In February 2008 we sent out over 300 questionnaires to find out what parents and carers thought of our service. The questionnaires were sent out to registered Surestart families on our database.

We also encouraged parents to complete the questionnaire at our Open Day in February. We had 66 returned questionnaires; a good response rate of 17%. 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 the Riverside Childrens Centre Operational Board who were responsible for deciding on what actions would be taken in response to the feedback.

Actions are highlighted through the report in red.

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

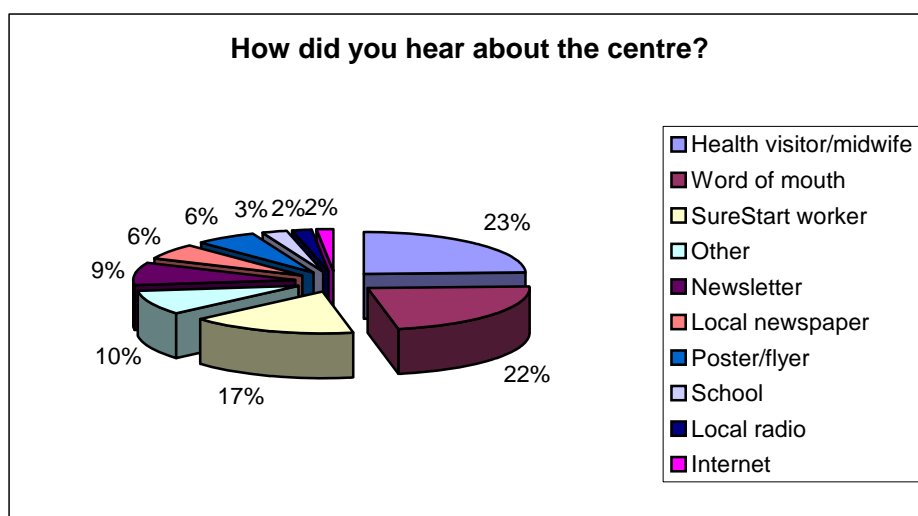
92% replied YES (8% No reply)

As the questionnaires were sent to families already registered on our database it was expected that the majority would have heard about Riverside Childrens Centre. The majority had heard through their health visitor or midwife or through word of mouth.

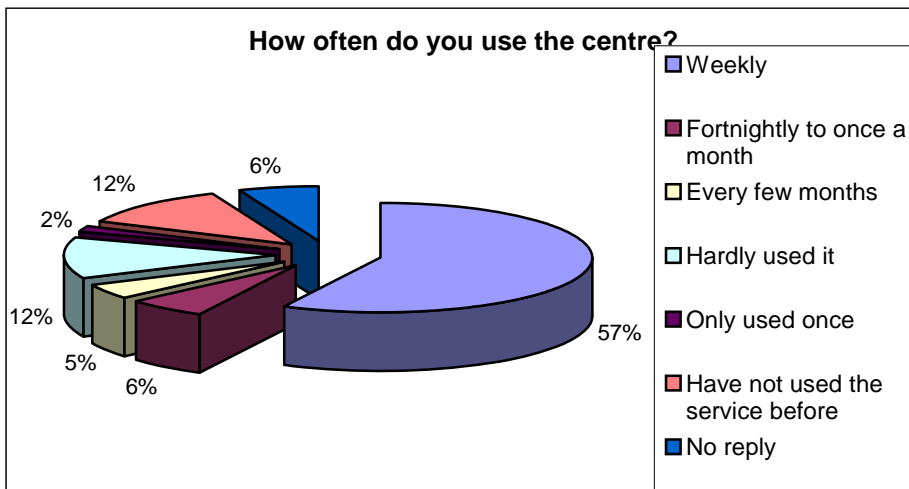
Homestart have been carrying out welcome visits to families with new borns in the area. This year it is planned to pass over responsibility for welcome visits to Health Visitors.

In order to reach vulnerable families that move into the area through homelessness we will be asking Housing Officers to register families as they sign up for their tenancy or license agreement. This will then be followed up by a welcome visit once the family are moved in.

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



2. **How often do you use the centre?**



What would have encouraged you to use our services more?

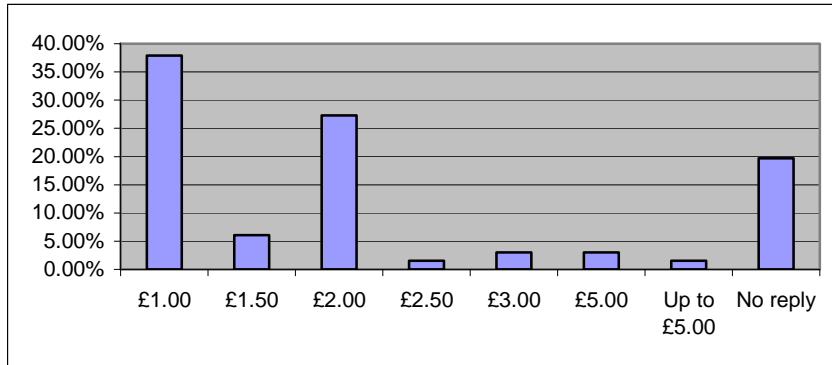
Comments/Suggestions	Actions to be taken
<p>Timings of Groups</p> <ul style="list-style-type: none"> • Afternoon or evening slots • Outside working hours • More at beginning of week 	<ul style="list-style-type: none"> • Group has started on a Saturday morning which includes a monthly health visitor & speech & language clinic. • If new groups are developed we will be starting at 1.00 (needs to finish about 2.30 to allow parents go on school run)
<p>More advertising generally</p> <ul style="list-style-type: none"> • Advertise can just pop in for cup of tea • Personal invites 	<ul style="list-style-type: none"> • We have a marketing plan and will continue to advertise services through monthly newsletter
<ul style="list-style-type: none"> • Take male views more seriously 	<ul style="list-style-type: none"> • Male views are taken very seriously and we have an active fathers group representative on the Operational Board.
<ul style="list-style-type: none"> • Not having to ring to reserve a place (Big Tums & Little Ones) 	<ul style="list-style-type: none"> • Places have to be limited due to space restrictions but we are looking at starting a sister group at Spring Lane Neighbourhood Centre.
<ul style="list-style-type: none"> • More parent and baby/toddler groups at Riverside Childrens Centre 	<ul style="list-style-type: none"> • In response to requests for group at Riverside childrens Centre we started Family Funtime on a Saturday which also allows access to the outdoor play space.
<ul style="list-style-type: none"> • Not such "clique" groups 	<ul style="list-style-type: none"> • All of our groups welcome new families

3. Would you still come to activities if a small donation was asked for?

89% responded that they would be happy to pay with only 4.5 % saying they wouldn't. (7.5 no reply)

When asked how much they would be willing majority said between £1 and £2

If yes, how much would you be happy to pay?



As a result of this feedback a charge of £1 per family will be made for groups. By contributing to the costs it is hoped that families will value the service and feel a sense of ownership and that can have a say in how it is run. The money raised will also assist in making these services sustainable.

4. Overall how satisfied are you with services for young children in this area?

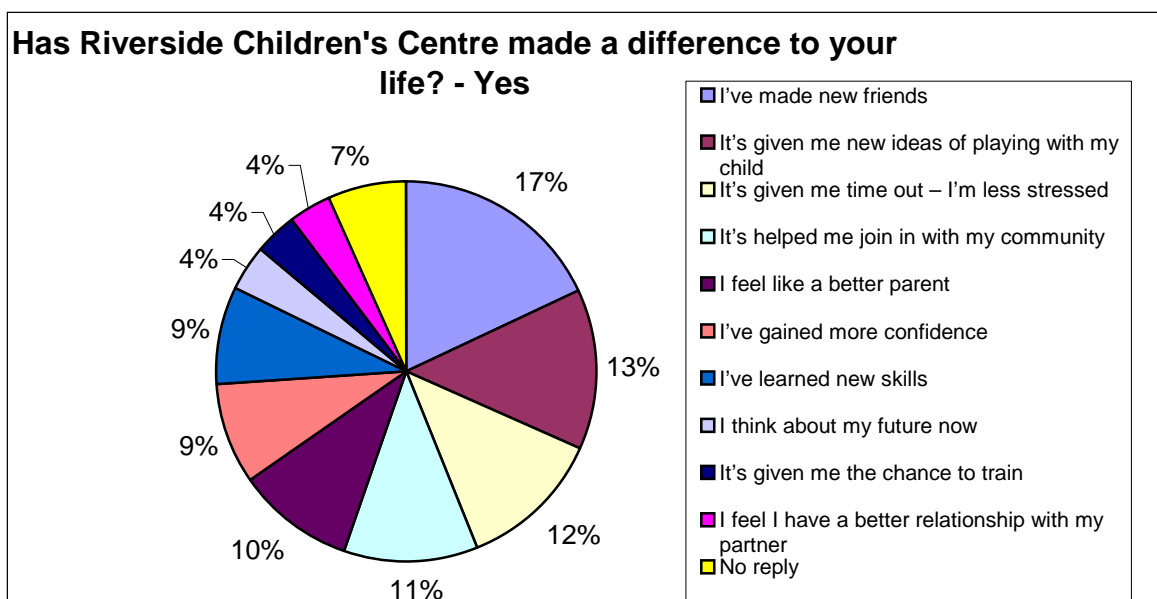
89% said that they were satisfied or very satisfied with services generally in the area. 9% said that they were unsatisfied or very unsatisfied.

5. Overall how satisfied are you with Riverside Children's Centre services?

79% said that they were satisfied or very satisfied with Riverside Childrens Centre Services generally. Only 1.5 % said that they were unsatisfied or very unsatisfied

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

Sorted by popularity



80% said that “YES” Riverside Childrens Centre services had made a difference to their lives. The graph above shows the response to comments that were suggested on the questionnaire.

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 really appreciate meeting other mums going through the same things.
I made some good friends and as a new mum it helped me get out of the house and motivate myself.
..able to relax with people that go to groups.
It's nice to get out & have structure to the week and meet my friends

Other comments related to **improved confidence and self esteem:**

It helped me gain confidence I needed to make my return to work as calm as possible
Has boosted my confidence knowing there is support available and somewhere to go

For others, **supporting them in their role as parent** was important:

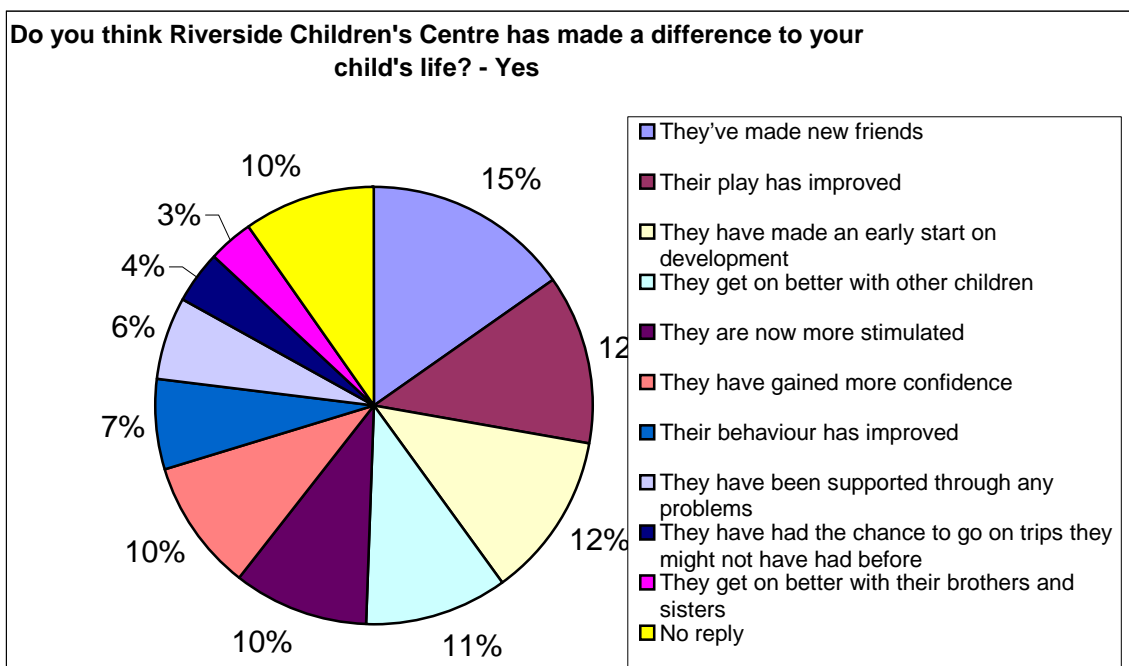
Helped me to cope, listened to my particular problems, put into place a support structure, not felt alone.
The Riverside Centre is somewhere you can go if you are in need or just need advice - it's reassuring to know it's available.

Only 6% said “No” mostly saying that *I was okay before* and one that said *I didn't feel I fitted in.*

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

Sorted by popularity

70% said that “YES” Riverside Childrens 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 **experience new & positive play opportunities**

A different set of toys and environment are stimulating as well as interacting with a variety of different babies

Given us somewhere to go to play when it's been raining and when there are no other activities in Canterbury.

He has had different experiences which I couldn't have provided at home.

Now he loves playing so much, he's now better at home and will play more; giving me time to do housework

My daughter enjoys music and playing with the instruments.

They look forward to the groups and what they are going to be doing. They come away from the groups talking about what they have been doing, and want to do the different things at home with mum and dad. They are happy which makes us happy as parents.

Developing social skills and making friends with other children was another common benefit which was very much linked to increased confidence:

Have found it has helped my son socialise as he doesn't have brothers or sisters and he really enjoys this

A lot more confident and independent.

L. is a lot better when she plays with other children before she would hit and bite them but now she is really kind to everyone.

She gets to interact with other children and she's grown in confidence

Confidence to make a friend.

Gets them out of the house and playing with children their own ages.

She is comfortable in new situations and when surrounded by new people so her start in nursery has been easier than we expected.

Improved speech development & early learning skills were also noticed by parents:

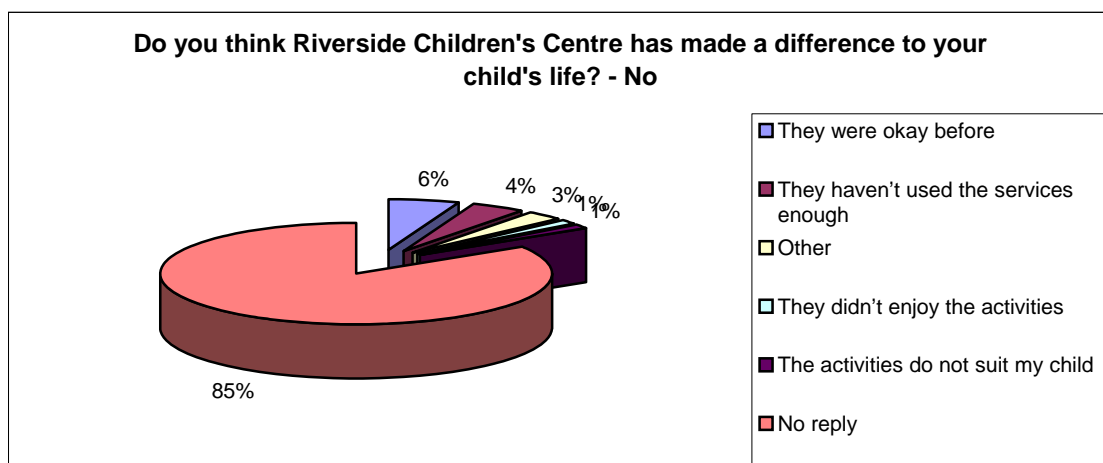
Before my son could speak. He was able to ask for food or drink, which was very helpful. This was down to the baby sign group he attended.

Gave E. a head start before starting primary school. Excellent services.

His speech has come on really well since he's been mixing with other children his age.

I hope that the signing will help her to communicate with me

17% said that "NO" it hadn't made a difference to their child's life :



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

Daughter has sight problems and limb stiffness; son has ADHD.
 I thought my son was delayed in his speech but after a session with the speech it really reassured me and I now know that he is ok.
 No (x 16)
 Not that I'm aware.

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

Yes	21	31.82%
No	8	12.12%
No reply	37	56.06%

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

Comments/Suggestions	Actions to be taken
<ul style="list-style-type: none"> J is two, C 11 weeks. No groups cater for both. More afternoon groups might be helpful as everything seems to happen in the mornings. I don't think the groups are accessible - wrong times/wrong venue 	<ul style="list-style-type: none"> Starting in September a development worker employed by SNAAP will be running a weekly term time drop-in group where children can play, learn & have fun and the parents can meet & support each other.
<ul style="list-style-type: none"> They're not included. Shame sensory room never materialised. 	<ul style="list-style-type: none"> Plans are in progress to build & equip a multi sensory room at Riverside Childrens Centre this year.

Do you know how to get involved in the decisions and planning of Riverside Children’s Centre services?

The main way that parents can be involved is through the Childrens Centre Champions Meetings. 41% of parents were aware of how to get involved and 53% said they didn’t know.

The same number said that they did want to get involved – 41% and over 55% said that they didn’t wish to be involved.

Do you regularly use childcare?

36% parents said that “YES” they do use childcare. 55% said that they didn’t (9% no reply)

Of those that did use childcare, nursery provision was the most commonly used with 24% using local nurseries.

20% used family & friends and 3% used childminders.

Is there anything else you would like to tell us?

Along with a list of suggestions tabled below there were also a number of general comments praising the Riverside Children Centre services:

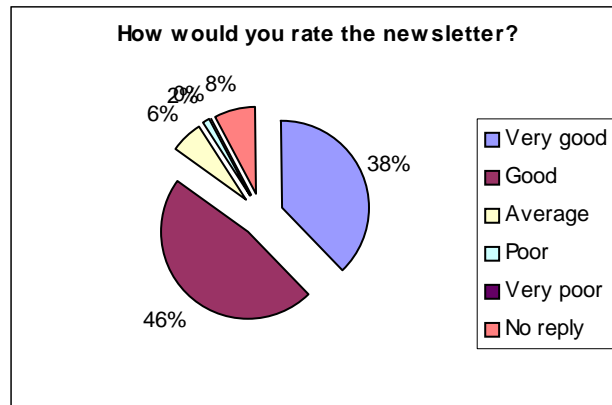
- *I am truly grateful for all the work you do and feel incredibly lucky to have the Riverside just down the road. Thank you all very much indeed. And Happy Easter!*
- *Overall I think SureStart do a brilliant job. I use the groups for the benefit of my children and they enjoy it. I don't know what I would do without SureStart. The benefit of SureStart are great*

Comments/Suggestions	Actions to be taken
<ul style="list-style-type: none"> • I recently gave birth to my fourth baby and would like to do baby massage 	<ul style="list-style-type: none"> • Baby massage course runs at Riverside Childrens Centre every Tuesdsay
<p>More Groups</p> <ul style="list-style-type: none"> • I would like more groups - in particular on Wednesday afternoons • More activities needed in the afternoon, as my daughter has a morning sleep, • There are no groups at Spring Lane. 	<ul style="list-style-type: none"> • If new groups are developed we will be starting at 1.00 (needs to finish about 2.30 to allow parents go on school run • A new group will be starting at Spring Lane run by Canterbury & District Eraly Years Project. We are also looking a running a sister Big Tums & Little oNes group at Spring Lane too.
<ul style="list-style-type: none"> • It would be nice to have healthy options on Saturday. 	<ul style="list-style-type: none"> • New healthy snacks will be available at all of our groups from September
<ul style="list-style-type: none"> • It's not very often we can give our thanks back to all the team at Riverside. Would like to see the ones that work at Riverside like Sally pop to groups more often, so that people can put a face to the phone. 	<ul style="list-style-type: none"> • Sally has been helping out a 2 of the largest groups recently and Elaine regularly helps to run the Saturday Funtime Group
<ul style="list-style-type: none"> • Free swimming lessons - you receive a letter to say you are on list - you ring several times - my son's been waiting over a year! 	<ul style="list-style-type: none"> • Elaine has met with Active Life and they are putting new systems in place to "track" applications which should enable better information for parents who are waiting for a place
<ul style="list-style-type: none"> • People would like to know about the trips and not be the last to know. Like when you live up Querns, we are always the last to know, like you could let the Querns group know. Just because it's Querns doesn't mean we need to be the last to know - sometimes it would be nice to be the first. 	<ul style="list-style-type: none"> • Trips and events are advertised by sending out letters to everyone at our groups so no particular group will have information before another.
<ul style="list-style-type: none"> • Perhaps some groups could be extended, eg Big Tums and Little Ones - could there be two sessions to allow more people? 	<ul style="list-style-type: none"> • Currently investigating running a sister group at Spring Lane Neighbourhood Centre
<ul style="list-style-type: none"> • I would have used more childcare if it was better regulated, better staffed, less expensive, easier to visit, 	<ul style="list-style-type: none"> • Working with the Childrens Information Service we are able to assist families choose from a whole range of childcare options. We also have a dedicated outreach worker who can advise on returning to work or training linked to childcare.

About the newsletter

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

85% people rated the newsletter as good or very good:



The things that most people liked best were that it was **informative, colourful and well laid out:**

Bright, colourful, eye catching, informative

It's colourful, friendly, easy to read and informative.

Colourful and easy to read

Very clear and friendly tone.

It has lots of information and is very bright and colourful.

How it keeps people informed of what is happening with different groups and in the community.

The timetable on the back cover was singled out as being particularly useful:

Keeps me up-to-date with what's happening and any timetable changes

The calendar at the back that sets out the activities and meetings in a clear and concise manner

Gives good information and up to date timetable.

Timetable is essential, also informative about new groups, special events.

Parents also liked the **photos** that personalise the newsletter:

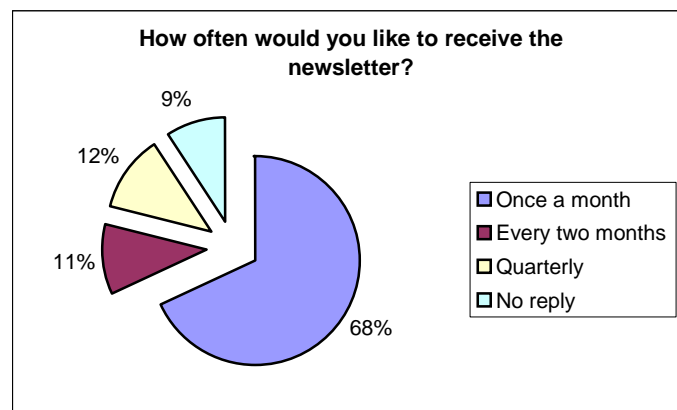
The happy faces of parents and the news from the parents.

Photos!

The way it reminded me of big events taking place eg Valentines party and Busy Bees day.

How often would you like to receive the newsletter?

The newsletter currently goes out on a monthly basis and the majority of people (68%) were happy with this frequency.



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

There were loads of suggestions for things to include in the newsletter. The Operational Board members chose the best suggestions (listed below), and these will be incorporated into the newsletter over the next year.

1. Fun things to do with children
2. Dads Section
3. Tips & recipes
4. Parent feature

Do you access the website?

About a quarter of people (24%) use the website. 67% don't access the website – it's unknown whether this is to parents not have access to the internet or , as some of the comments indicate, not knowing about it .

There were also positive comments:

Good schedule and much information, which is very useful

Comments/Suggestions	Actions to be taken
<ul style="list-style-type: none">• Didn't know there was one. Information is easily accessible at centre. Could direct people to it more.• Didn't know there was one. Information is easily accessible at centre. Could direct people to it more.	<ul style="list-style-type: none">• All new stationary etc will have the website on• A postcard will be produced with the website address on & this will be put into registration packs
<ul style="list-style-type: none">• It's okay, needs more info on playgroups or pre-schools in area	<ul style="list-style-type: none">• There is a link to the Childrens Information Service on the website which provides comprehensive listings
<ul style="list-style-type: none">• Need more info on under 5's learning.	<ul style="list-style-type: none">• Qualified Teacher will include a new early learning section for the website including advice for parents whose children are starting pre-school or nursery

About you

Majority of people responding were women 91% and only 5% were men (4% no reply). Age ranged from 18 years to 48 years with an average age of 30 years old.

How old are the children you care for?

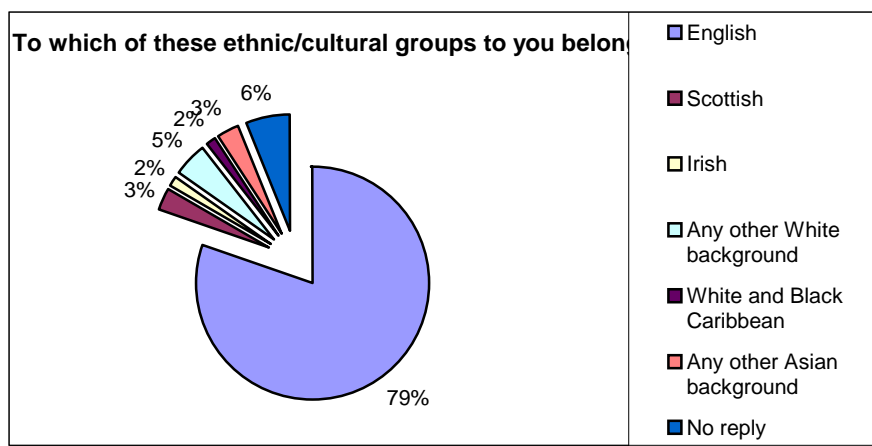
Altogether there were 97 children cared for by respondents :

- Average age of child: 3.6 years
- Minimum age: Less than one year
- Maximum age: 19 years
- Respondents currently pregnant: 3

The majority of parents were caring for 1 or 2 children: 35% looked after 1 child, 44% looked after 2 children.

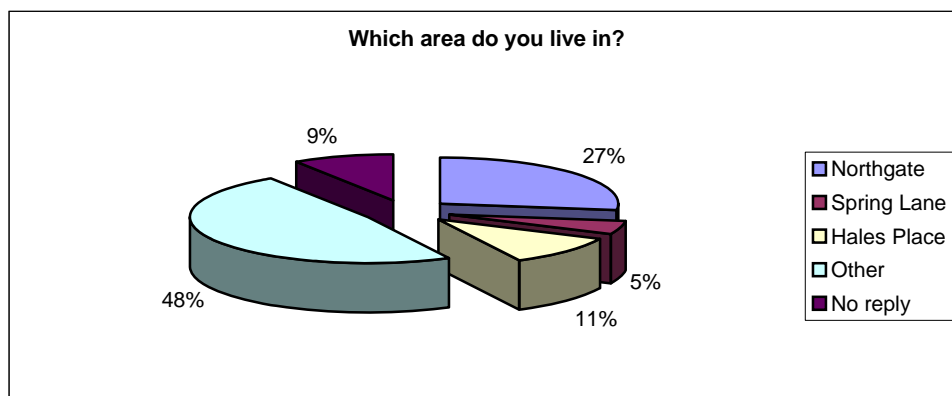
Some did however have larger families: 6% had 3 children, 8% had 4 children and 2% had 6 children.

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

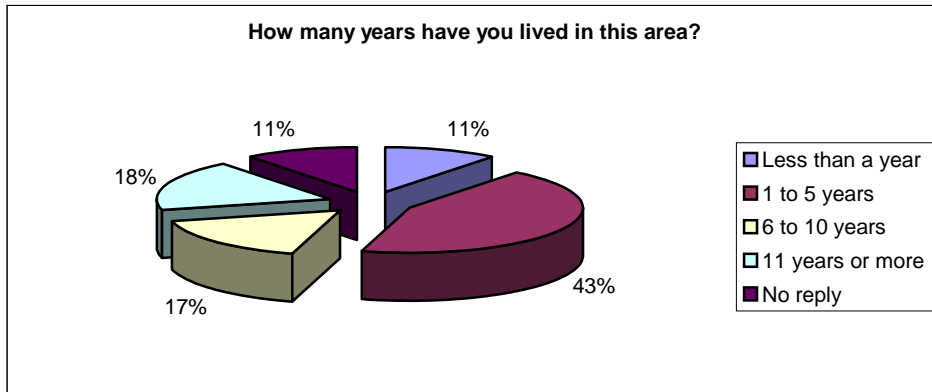


Other White: Northern Irish, Philipino
Other Asian: Nepalese, Cambodia

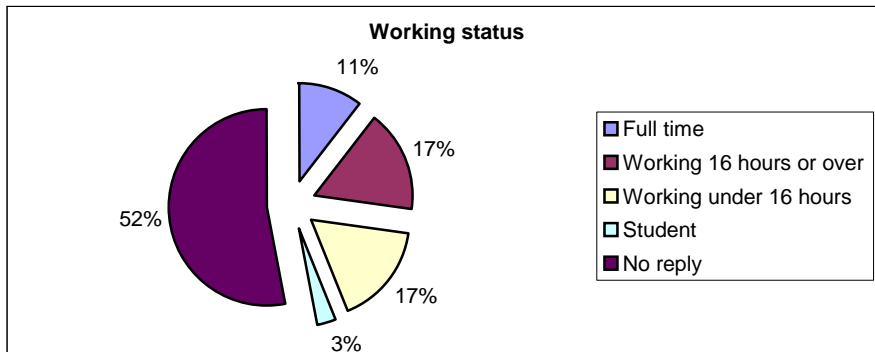
Which area do you live in?



How many years have you lived in this area?



Please indicate your working status



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

Yes	4	6.06%
No	50	75.76%
No reply	12	18.18%

If yes, please specify

Daughter sight and mobility problems; son ADHD; myself dyslexia and hearing loss.

Diabetic six year old.

Dyslexia

Myself I find reading, writing and spelling hard. I'm worried about not being able to help my son when he goes to school.