

User Satisfaction Survey 2009 Results

In February 2009 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 90 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 recommended actions to be taken in response to the feedback. These Actions are highlighted through the report in red.

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

93% said that they were satisfied or very satisfied with services generally in the area.
(An improvement on last years figure of 79%)

1% said that they were unsatisfied or very unsatisfied (An improvement on last year which was 1.5%)

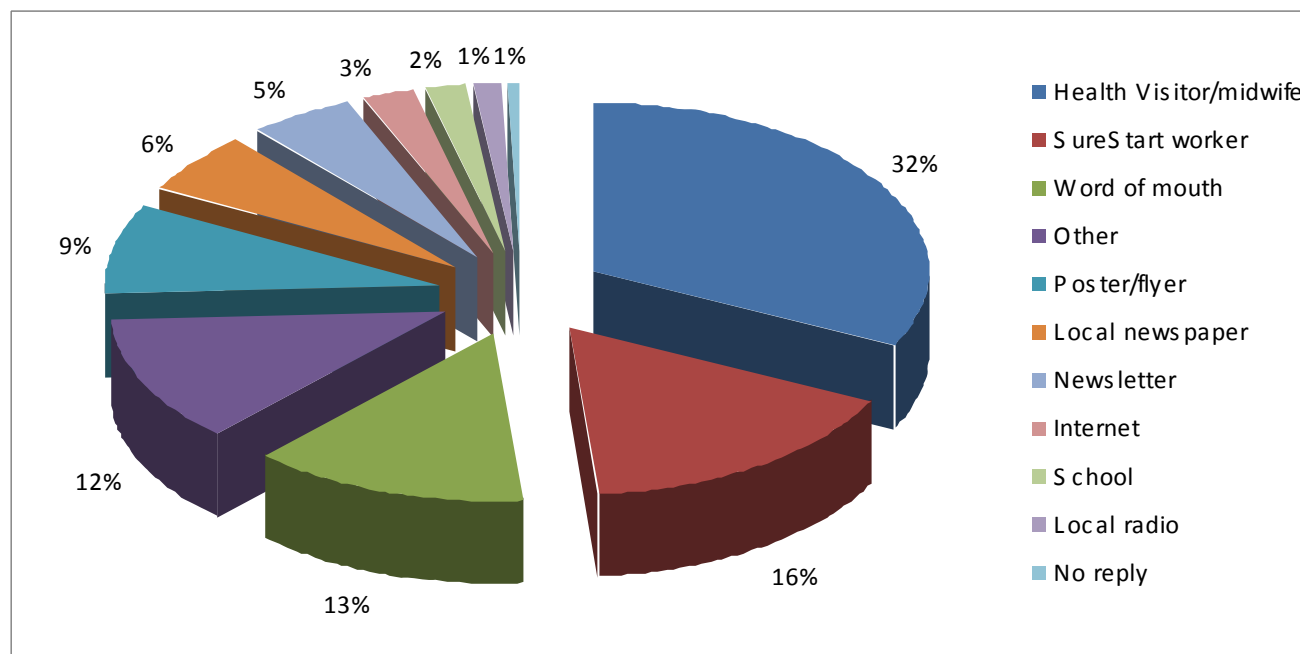
5% either didn't reply or said don't know

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

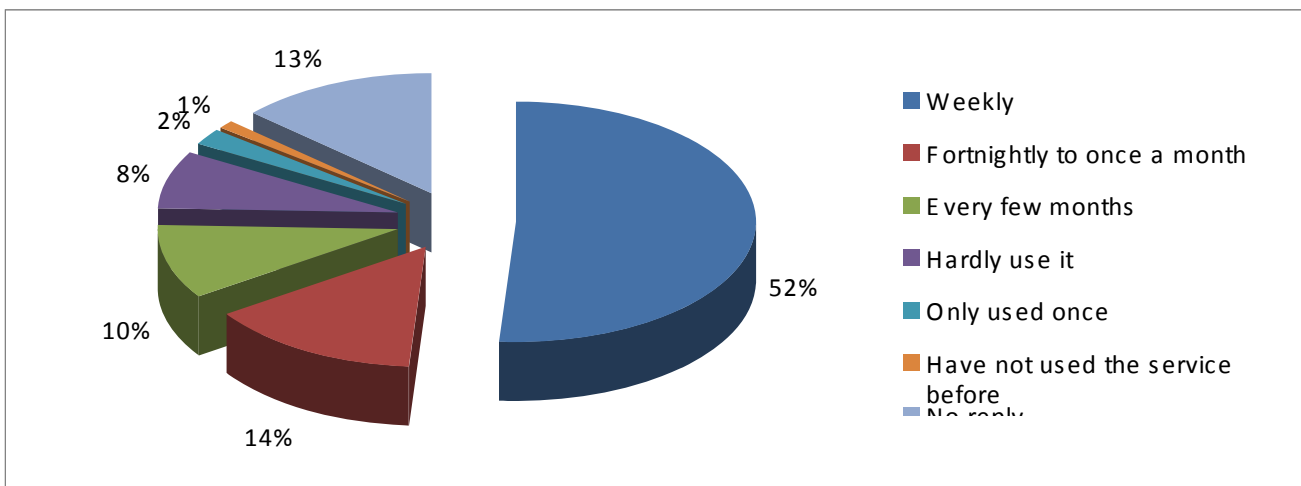
99% replied YES 1% replied No

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

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"> • Afternoon groups (4 responses) • Parents who work can't make many groups but do appreciate Saturday Fun time 	<ul style="list-style-type: none"> • At least one existing morning group to be rescheduled for an afternoon slot – likely to be the group held at Northgate as there is a group held at Poet's Corner at the same time.
<ul style="list-style-type: none"> • More family days out with a low cost 	<ul style="list-style-type: none"> • Trips currently being organised to low cost venues such as Blean Woods & Stodmarsh Nature Reserve.
<ul style="list-style-type: none"> • If there was more variety eg Music Group 	<ul style="list-style-type: none"> • A Sign & Rhyme Group & Music Group do run at the Centre – these will promoted more widely
<ul style="list-style-type: none"> • More Saturday facilities for working parents • Since returning to work I'm unable to use services but I do use the Saturday play time 	<ul style="list-style-type: none"> • Family Funtime on a Saturday has proved really popular with families and will continue to run with a monthly health visitor clinic.

4. How groups & services are rated

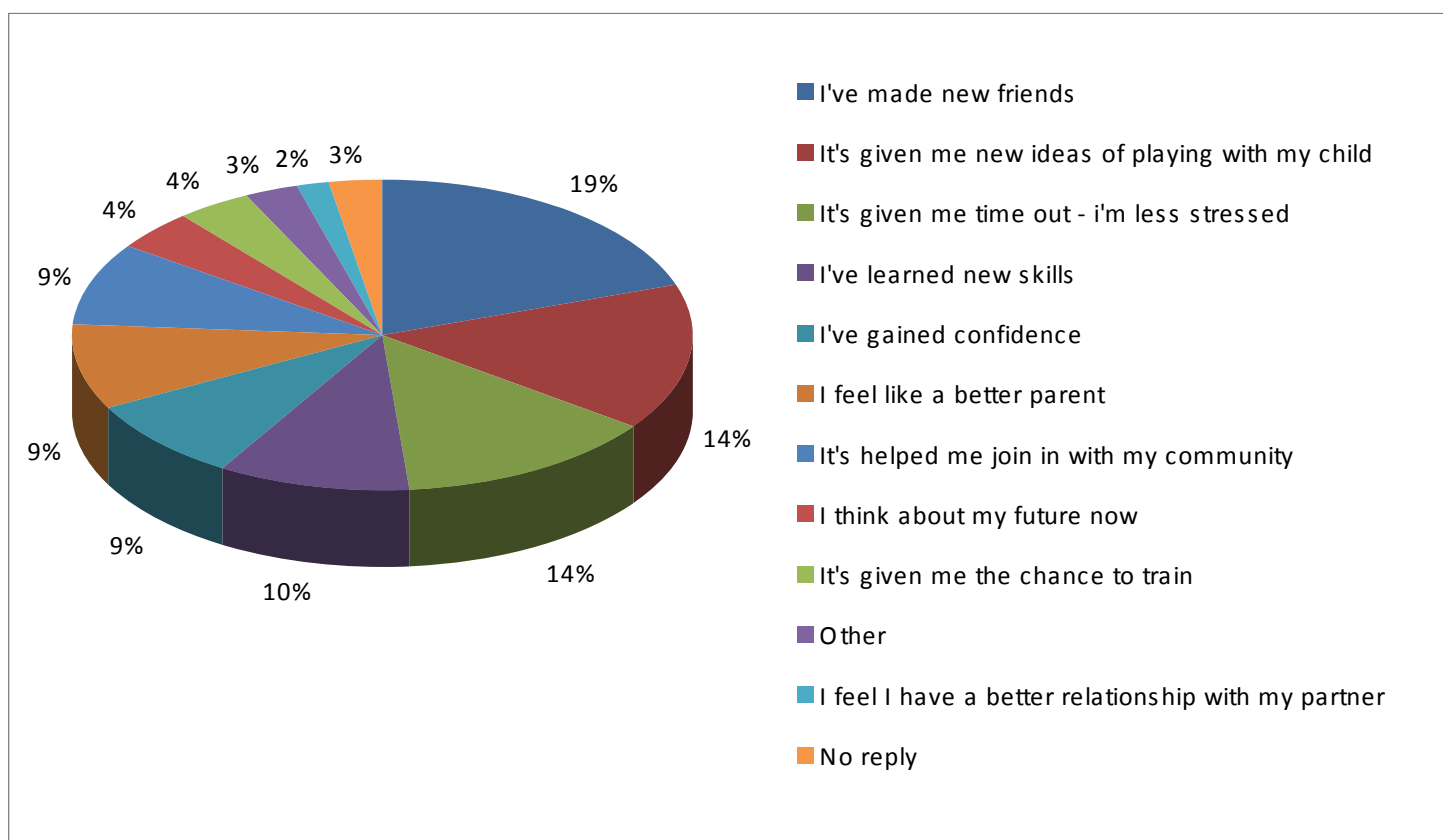
Overall respondents rated groups & services highly

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	Total	Count	Average
Young Able Parents Group (YAPS)	5	1	5.00
Daddy Cool	20	4	5.00
Drop in group at Querns	10	2	5.00
Drop in group at Poets Corner	25	5	5.00
Breakfast group at Poets Corner	45	9	5.00
Family funtime at Riverside Children's Centre	54	11	4.91
Outreach team (home visiting)	19	4	4.75
DV advice and support	33	7	4.71
Baby massage	78	17	4.59
Breastfeeding group	114	25	4.56
Baby sign	36	8	4.50
Post natal depression group	45	10	4.50
Big tums and little ones	93	21	4.43
Sign and rhyme	91	21	4.33
Tiny talkers	13	3	4.33
Northgate family group	65	15	4.33
Parent, baby and toddler group at Poets Corner	42	10	4.20
Drop-in time	32	8	4.00
SNAAP-EY's	4	1	4.00
TGI's at the Barracks	40	10	4.00
Children centre champions	4	1	4.00
Toys and time out at St Stephens Community Centre	27	7	3.86
Toy Library	18	5	3.60
DV Freedom programme	7	2	3.50
Family group at Querns	3	1	3.00
Music Group	15	5	3.00
Homestart Family Group at St Stephens Church Hall	0	0	0.00

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



91% said that “YES” Riverside Children’s 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, make friends and feeling part of the community** was to them:

A chance to meet other people (x 6)

A nice place to go to meet new people and to be able to exchange problems and advice

Feeling part of the community and meeting other people with children of similar ages

Has made it easier to fit in to the community I am in

I really enjoy meeting other mums. The atmosphere is really welcoming

It’s given Skye & me more of a chance to meet other parents & children. As Skye is an only child I feel a bit isolated and would like to go to more groups for Skye

Meeting other mums and sharing experiences

Made lots of new friends (x 5)

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

Given me a place to go and lots of accessible activities

It gives me an option to get out of the house every day. It is within walking distance so we get exercise too!

It offered me somewhere to go when I first had my son.

For other parents the **support and advice** they received for a range of issues has helped them in their role as parents:

Attending the breastfeeding group allowed me to feel more at ease about feeding and as a result I have fed my second child longer.

By advising me on what to do about my daughter who us on the Need register

By being a base when things were very hard in the early days/weeks after my baby was born.

Also knowing there are professionals to talk to as well as peers.

Helped me through domestic violence

I have learned new skills to do with my child.

Improves skills through courses provided to parents.

It helped so much with my PND. I wasn't sat at home moping.

There were other comments about the **friendly and helpful staff team**:

The main receptionist is very friendly and welcoming.

Jo's enthusiasm

Life was a little harder until I met Carolyn and Nicky.

The outreach workers are always available to talk with you, so it's great when you just need to talk through certain problems as talking can sometimes be all that's needed

Support I have received from the staff has been invaluable. They have been a true life support to me.

Nice atmosphere, you feel welcome and the staff are very friendly

Gaining & sharing skills with others:

I have been welcomed into the centre and my breastfeeding peer support skills have been welcomed.

*I'm now a peer counsellor for breastfeeding, I wouldn't have done this otherwise
 Improves skills through courses provided to parents.
 Trained as breastfeeding peer counsellor. Now a very big part of my life. Also have a busy social life due to making new friends*

And finally, opportunities to enjoy and have fun being a parent

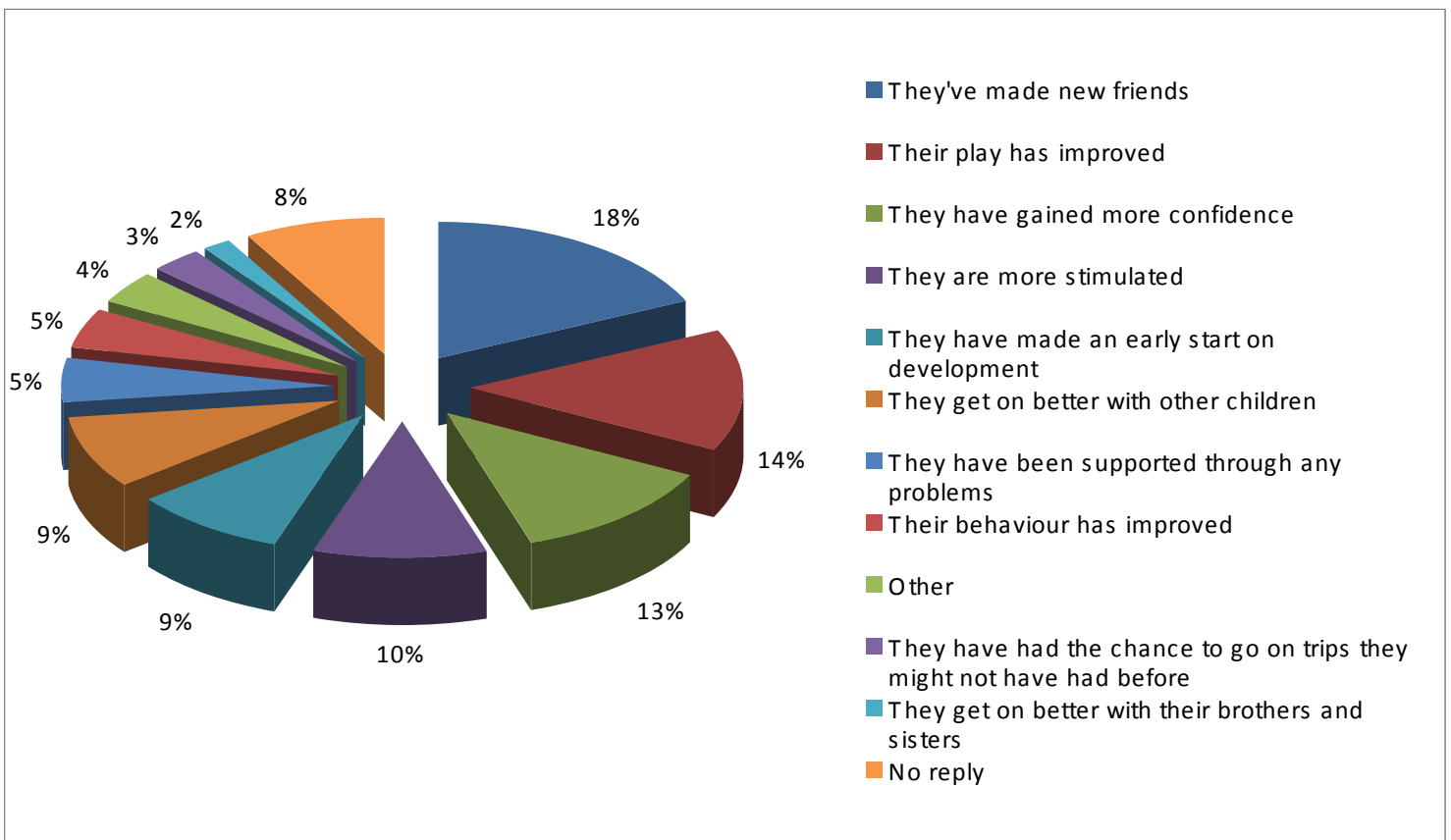
*Gabriel is a much happier baby and so is his mummy.
 Given confidence to me and enjoy meeting new people and love watching my children have fun whilst learning
 I look forward to spending time with my son at Saturday play time. It's great watching his confidence grow.
 It has given me the chance to enjoy play time with my children*

9% said that it hadn't made a difference to their life:
 5 people said *I was okay before*
 3 people said *I didn't like going to groups on my own.*

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

Sorted by popularity

77% 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**

Ben is only 6 months old, so every experience is a new one. He really enjoys the opportunity to see and play with other babies, and breastfeeding and Big Tums are his highlight of our week.

Chances to meet and play with children her own age.

Has made her a social baby. She's very happy spending time with other babies

He has gained more confidence in playing amongst other children. At first he wouldn't leave my side, now he plays with other children and their mums.

He was met and interacted with other babies and toddlers.

Allowed him to learn to play with other children

Helping them to learn to mix and play with other children.

Lots of social opportunities.

Mixed with more children of different cultures. More social.

Very confident with other children. Very sociable. Interacts well with people.

William is a lot more independent; he loves TGs and looks forward to going.

Yes he plays with everyone and all the toys; he talks more now.

Yes, she interacts more with other children.

Chance to play - love coming here!

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

Improved activity level - chance to play outside

It has provided an outlet for their energy in a safe environment

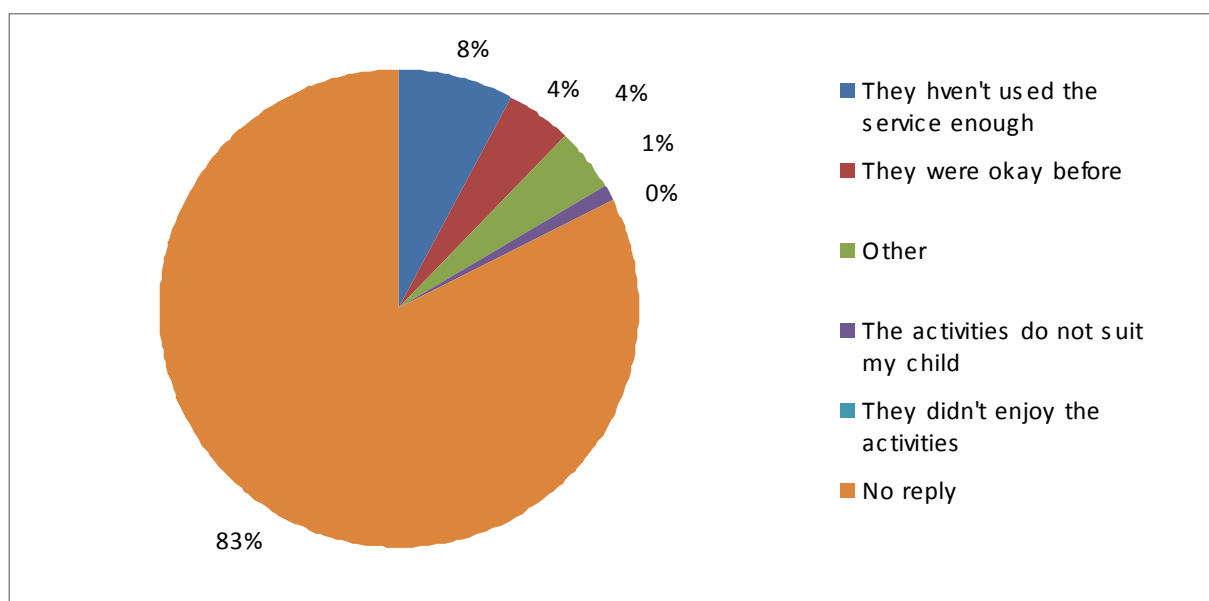
Assisting with the preparation & transition into pre school or primary school was another benefit:

Almost all of the above for Ellis, now in year 1, reading and going very well at school. (Thank you!)

Confidence in playing with others and preparing him for nursery

Giving them reassurance that after playing in crèche etc, I do come back and that they can have fun without me too and they enjoy telling what they have done or made.

18% said that "NO" it hadn't made a difference to their child's life :



Please specify other:

Cannot tell as used once.

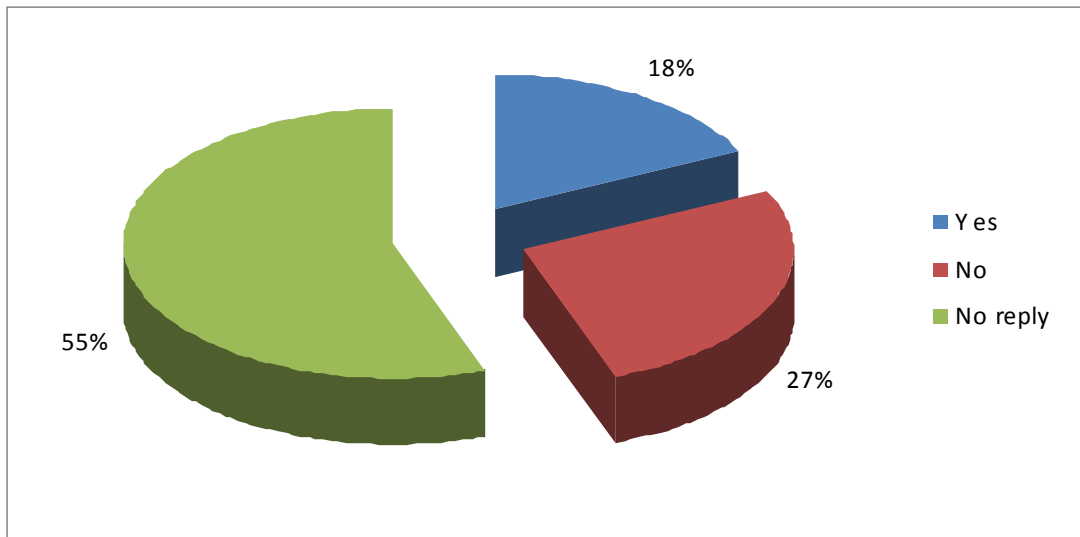
No kid yet.

Too young yet!

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

Bowel problems (on going). Delayed development in motor skills.
 Cerebral palsy
 Delayed speech.
 No (x 26 responses)
 No, skin eczema
 Yes, 15 year old with ADHD and autism

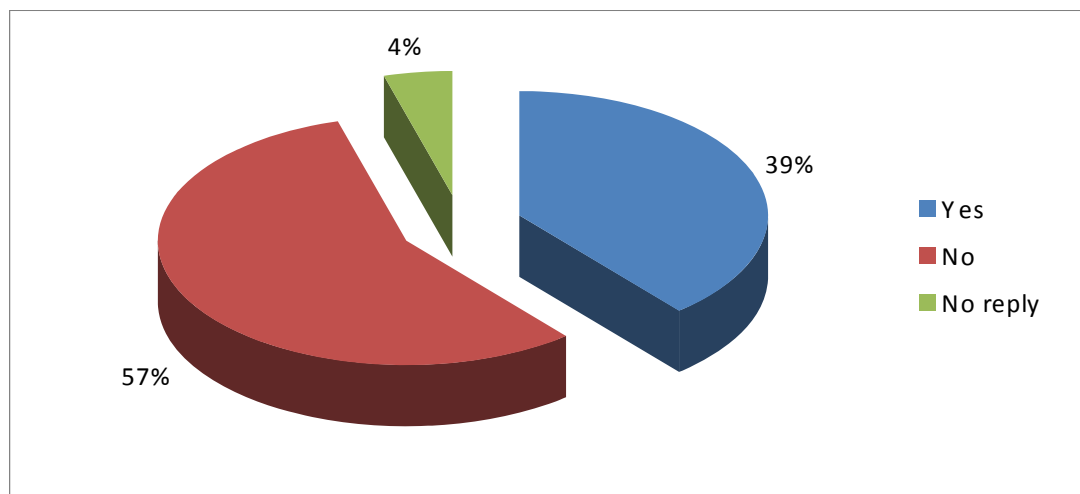
Does this child participate in activities run by Riverside Children’s Centre?



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"> I don't know about the groups 	<ul style="list-style-type: none"> SNAAPEY's group to be widely advertised and the new multi sensory room that is available to parents to be promoted
<ul style="list-style-type: none"> I don't think the groups are accessible - wrong times/wrong venue 	<ul style="list-style-type: none"> A morning parent/toddler group will be rescheduled to an afternoon slot following requests from parents. Wherever possible venues are accessible for disabled people & additional facilities such as a multi sensory room are now available

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



39% of parents knew how to get involved and 57% said they didn't know.
 32% said that they would like to be involved in the following ways:

as a volunteer helping at groups	18	20.00%
as a parent representative on the operational board	13	14.44%
being consulted on services through Children Centre Champions	14	15.56%
No reply	62	68.89%

The Parent Participation Officer will be promoting different ways to get involved through Children Centre Champions or through volunteering opportunities. A new volunteering policy is currently being implemented which will encourage recruitment & retention of volunteers and in some cases support volunteers gain accreditation through their work with us.

Do you regularly use childcare?

38% parents said that "YES" they do use childcare. 53% said that they didn't (9% no reply)
 This represents a slight increase on last year.

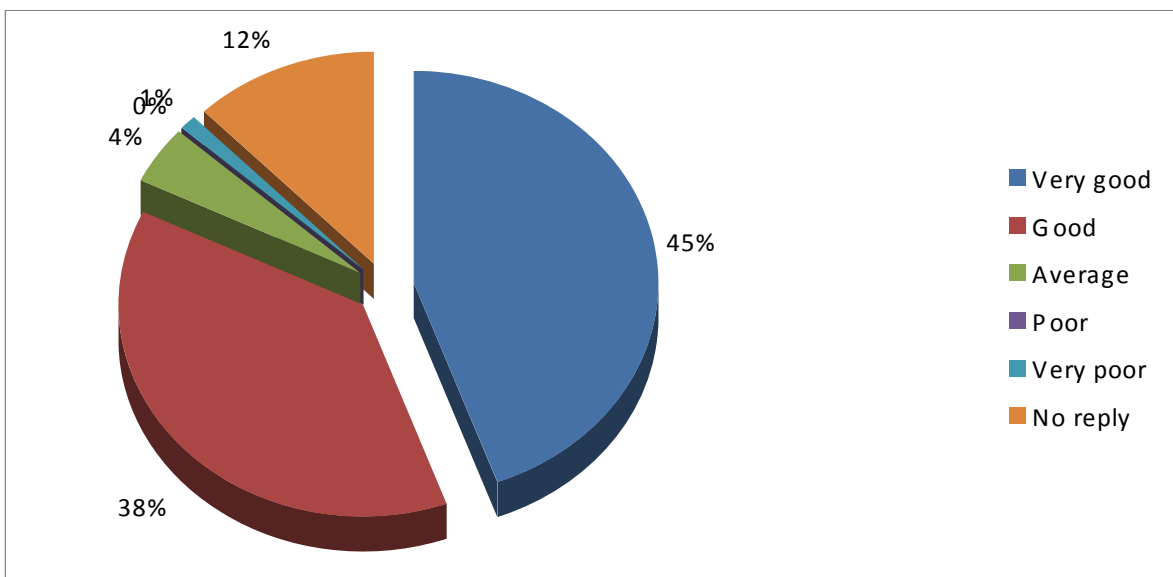
Of those that did use childcare, nursery provision was the most commonly used with 27% using local nurseries & 18% used family & friends

- Nurseries most commonly used were:
- Busy Bees x 7 (which one parent described as excellent)
 - Lilliputs x 6
 - Howe Barracks pre-school x 4
 - Canterbury Day Nursery x 2

About the newsletter

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

82% people rated the newsletter as good or very good:



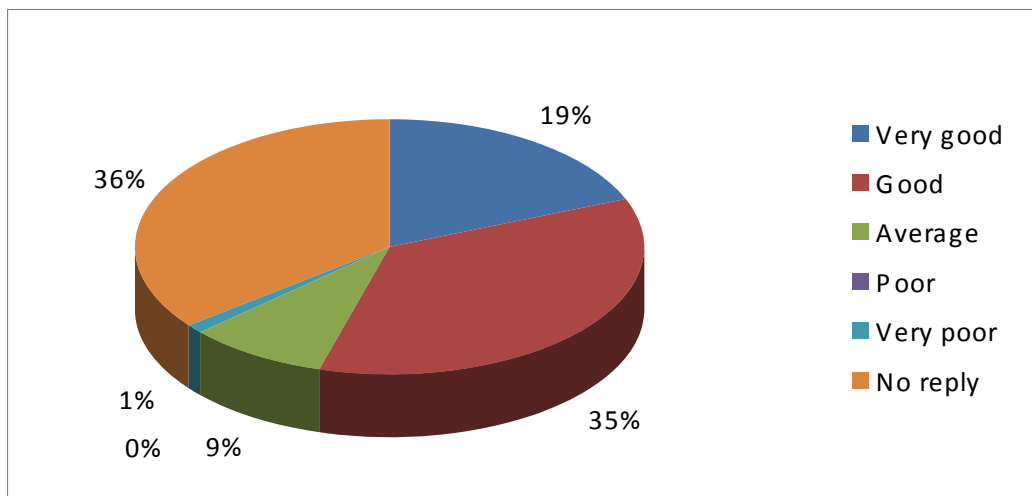
What would you like us to include in the newsletter in the future?

A number of people said that it covered everything they wanted. But there were some suggestions for other 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.

- A simple note welcoming all dads to groups.
- Different pictures of different children / Photos of children in sessions - think this might encourage new parents to come.
- Maybe ideas for activities you can do with your children or places to go that aren't expensive eg good walks, play parks etc.

Overall how would you rate our website www.riverside.childrencentres.org

55% people rated it as good or very good



Customer Service

This year we decided to ask parents how they rated our Customer Service. We received feedback that all aspects of customer service measured was Good to Excellent:

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).

	Total	Count	Average
Respect your right to privacy and confidentiality.	282	60	4.70
Treat you fairly, courteously and professionally.	330	71	4.65
Using customer friendly, jargon free language in our information that is easy to understand.	317	70	4.53
Make it clear how, where and when you can contact us.	290	64	4.53
Keep you informed of any delays or changes in our services.	238	55	4.33
Replying to all letters, enquiries and requests for information within 10 working days.	159	37	4.30
Respond to complaints and feedback in a positive manner.	135	32	4.22
Answering the telephone within 15 seconds and telling you whom you are speaking to.	254	62	4.10

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

A very friendly and welcoming place.

Excellent receptionist. She is always helpful, friendly and helps you out practically (eg. holding baby when trying to fill in forms).

Nice and friendly staff.

The centre is a very easy place to go to. Staff are always ready to help and advise, and do not judge.

The staff I have dealt with at Daddy Cool have all been excellent.

There were a few comments about either difficulty getting on a group or not being told when a group is cancelled:

Seems that the group Big Tums - little ones are always busy. I call as early as I can on Monday morning to book but it is always booked, no places available. And I always call first thing.

Sometimes not told when groups cancelled.

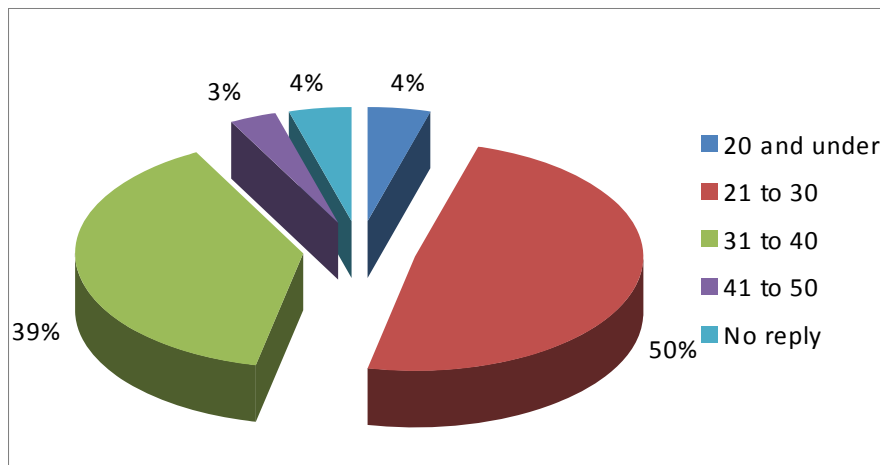
Although one parent commented that:

It was very nice to be informed when a group was cancelled

About you

Majority of people responding were **women 92%** and only **6% were men** (2% no reply).

How old are you?



How old are the children you care for?

Altogether there were 133 children cared for by respondents:

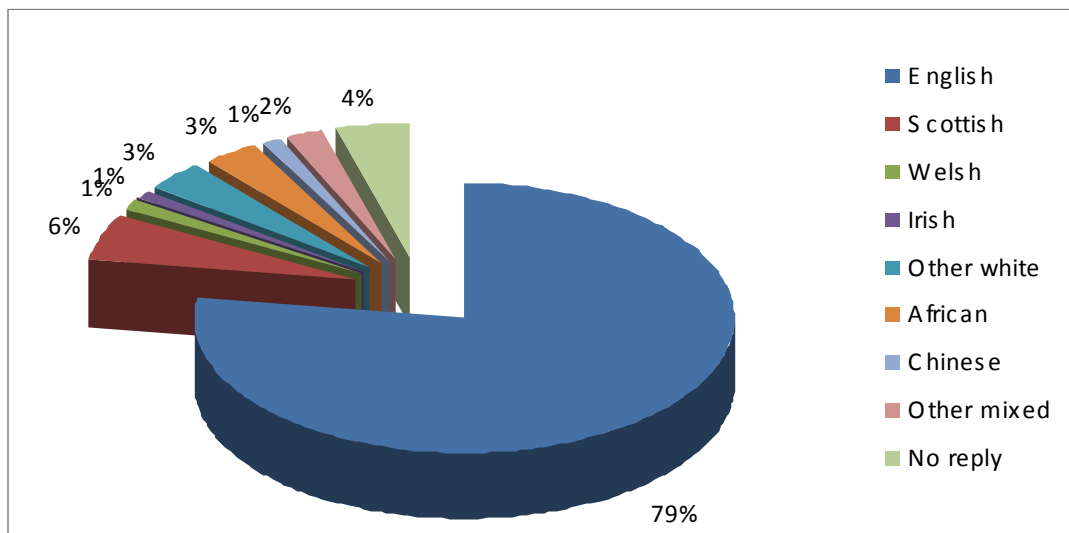
Average age of child: 4.2years

Minimum age: Less than one year

Maximum age: 19 years

Respondents currently pregnant: 3

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

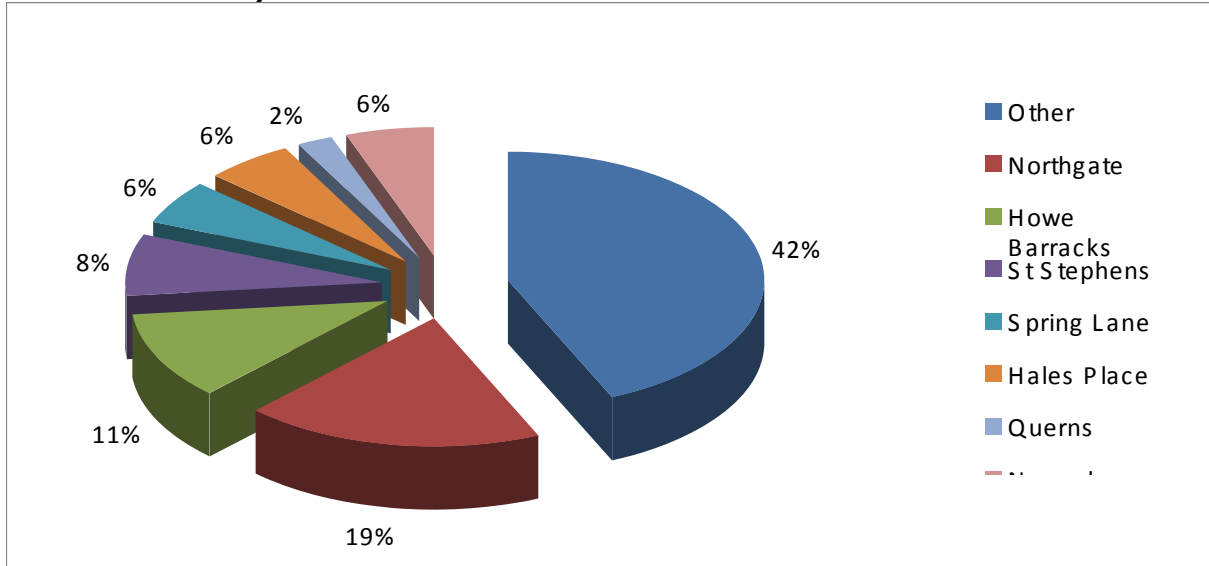


White other:
 Italian
 New Zealander
 Northern Irish

Other mixed:

White and Native American
 Indo Caribbean and Arab

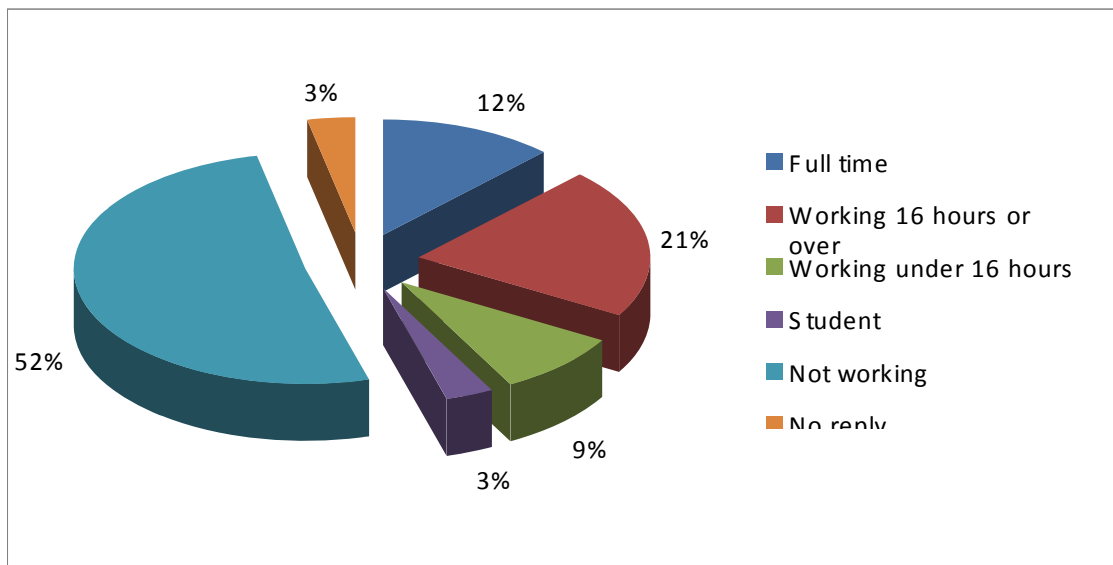
Which area do you live in?



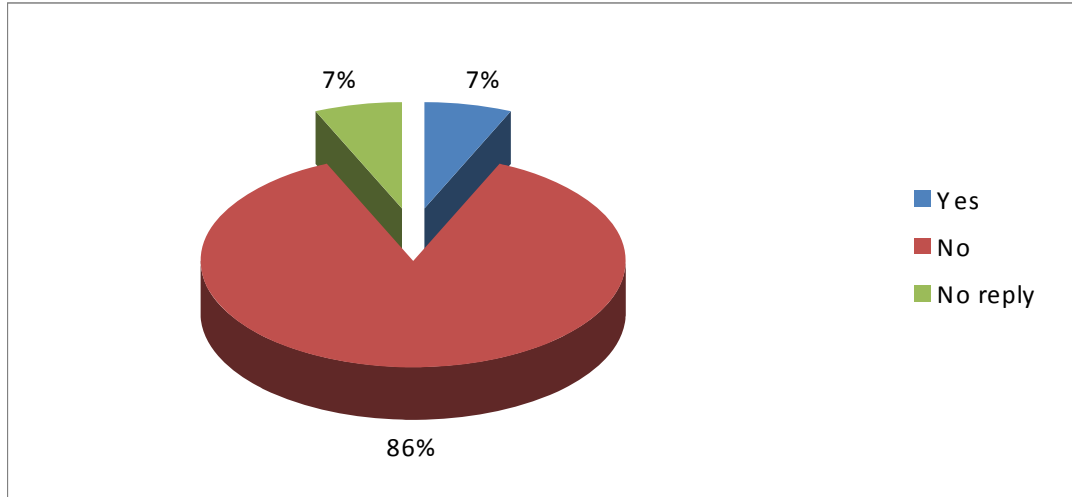
How many years have you lived in this area?

Less than a year	17	18.89%
1 to 5 years	44	48.89%
6 to 10 years	13	14.44%
11 years or more	13	14.44%
No reply	3	3.33%

Please indicate your working status



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



If yes, please specify

Father) Emphysema - breathing problems.
12 year old also with delayed speech and is at Orchard school.
Daughter - cerebral palsy; son - ADHD
Dyslexia
Eldest son has an A.S.D.
Son - ADHD and autism.