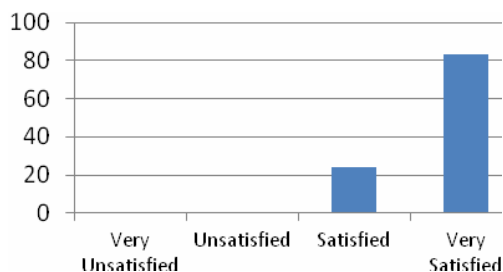


# Netherton Park Children's Centre

## Parent Satisfaction Survey 2011

110 PPSs were completed

# Overall, how satisfied are you with Netherton Park Children's Centre?



Very Satisfied	83	78%
Satisfied	24	22%
Unsatisfied	0	0%
Very Unsatisfied	0	0%

100% of all service users who completed the PSS said that they were satisfied with Netherton Park Children's Centre.

## General comments

*"I think that the children's centre offers fantastic facilities for pre school children"*

*"The children's centre is very warm & welcoming"*

*"Teachers are very informative & brilliant with parents & kids"*

*"Sam has only attended 6 sessions and were very satisfied with the centre & staff"*

*"Excellent clean facilities"*

*"A very friendly place"*

*"My other child came here too. It gets better & better"*

*"I have only been twice but the staff are so friendly & welcoming"*

*"All staff are very good"*

*"Moved from Wales this year, registered my daughter for September. Made a good impression and have only been three times"*

*"Offers very good service with friendly staff"*

*"This is an excellent centre"*

*"The range of activities for the children to do is very good"*

*"I wish I had found you 12 months earlier"*

*"Always open on time"*

*"Very well supervised"*

*"I'm happy"*

*"The staff are always friendly and make me and my child feel welcome"*

*"Very friendly & welcoming staff. Lots of services on offer"*

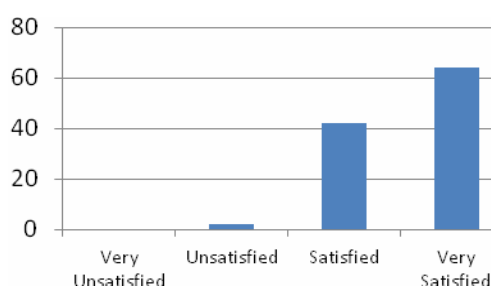
*"Excellent team"*

*"Excellent nursery and family centre"*

*"I am extremely happy with the services I receive for my daughter from kindergarten she is very happy & comfortable in nursery. However I feel that the costs are a little high"*

*"My daughter loves going to nursery every day, it's very nice"*

## How satisfied are you with services for children under 5 in the area?



Very Satisfied	64	59%
Satisfied	42	39%
Unsatisfied	2	2%
Very Unsatisfied	0	0%

98% of all service users who completed the PSS said that they were satisfied with services for children under 5 in the area.

Many service users comments refer to services delivered by the children's centre not services for under 5s in general

### General comments

*"Brilliant"*

*"Fantastic equipment & great Ideas, my daughter is very happy & settled"*

*"Services are mainly at the children's centre"*

*"Really good school"*

*"Stay & Play is good for children"*

*"We have never been short of anything"*

*"The baby club is very friendly"*

*"Judging by the centre they are excellent, not sure what else is available though"*

*"Only use NP not sure about other services"*

*"Helpful / Friendly"*

*"I think there are loads of things for the children"*

*"Only used the centre, don't know about anywhere else"*

*"Compared to Wordsley they are excellent"*

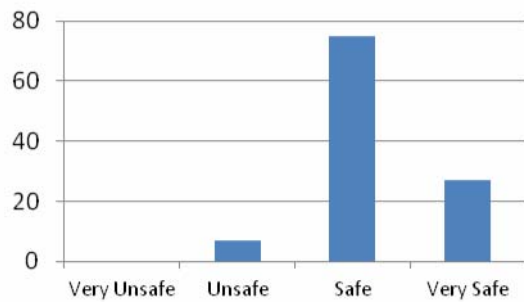
*"My daughter loves it here, it's exceeded my expectations"*

*"Wide variety of activities and great outdoor play area"*

*"My son has been offered lots of services, but are all in Stourbridge or Dudley area, nothing around Halesowen"*

*"I travel 20 minutes plus to Stourbridge, Sedgley etc, to go to lessons like Music Bugs, Baby Yoga etc. If I had the money I would turn one of the old night clubs into an under 5s facility. Physical play is very limited e.g. gym etc"*

# How safe do you feel in the local area?



Very Safe	27	25%
Safe	75	69%
Unsafe	7	6%
Very Unsafe	0	0%

94% of all service users who completed the PSS said that they felt safe in the local area.

8 comments were made about the park adjacent the children's centre.

## General comments

*"I drive, would not walk at night"*

*"Never had any problems"*

*"Unsafe when cars are pulling on and off the car park"*

*"Sometimes I am nervous of young people drinking in the playground"*

## Comments about the park

*"Hate walking through the park"*

*"Lighting could be better in the park – especially towards Recreation Street"*

*"Can feel unsafe in winter months due to poor lighting in the park"*

*"There could always be improvements made, like more police in the park area"*

*"It's a shame about the park, otherwise good local area"*

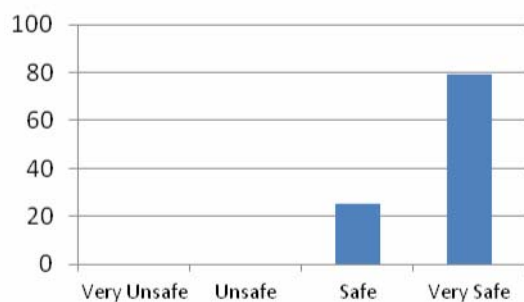
*"I don't like the park when its dark, but I'm happy to use the car park entrance"*

*"Good to be able to use the car park in dark winter months rather than having to walk through the park to collect children"*

*"During winter months when the evenings are dark I don't like walking through the park, especially since a 13 year old got attacked last week"*

*Unsafe when cars are pulling on and off the car park"*

## How safe do you feel as an adult using the children's centre?



Very Safe	79	76%
Safe	25	24%
Unsafe	0	0%
Very Unsafe	0	0%

100% of all service users who completed the PSS said that they felt safe as an adult in the children's centre.

### *Very Safe - comments*

*"The centre is very safe, using cameras & being buzzed into reception"*

*"Very safe as staff know everyone. Buzzing in system helps"*

*"It's a lovely place"*

*"Everyone has been helpful & supportive"*

*"Very safe, security measures are good"*

*"The staff at the centre are very friendly, supper & they are always very helpful"*

*"Very safe & friendly environment"*

### *Safe - comments*

# Is there any additional support the children's centre could offer you?

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*"No" x 16*

*"The centre offers a very high level of support"*

*"No, I feel everything is here"*

*"At this time I don't feel we need any additional support - Sam attending all day on a Friday seems to be working well."*

*"Not at the moment, they offer more than enough"*

*"No, I think the centre caters for anyone and everyone is welcome. I've told a few friends about the centre to encourage them to use it"*

*"I get the support I need"*

*"It's been very supportive"*

*"I don't think so"*

*"Don't think so at the moment"*

*"Not really to be fair, I think Netherton Park Nursery is a lovely nursery and this is why I'm pleased to send my other daughter here in September. So thank you"*

*"More stay & play sessions"*

*"To have a baby group where I could bring my toddler along too as I'm finding it hard to watch both of them in a children's centre as my son wants to play whilst my baby wants to be held and fed."*

*"Music / singing group"*

*"Round about 3's group! was very good for getting my eldest used to being there without me and no longer offered. Only service offered is to those on benefits."*

*"Support in knowing what's around as I'm a new resident to the area. "*

*"Baby groups that also allows toddlers would be ideal as it's a nice way to meet other parents with children of similar ages, but I haven't found any that allow siblings."*

*"Baby Massage"*

*"No, cover everything & more"*

*"More activities in the school holidays"*

*"I did think 5.30pm was to early to close"*

*"A regular childminder group to attend"*

*"Continue offering support to childminders"*

*"Continue to run the childminding support group"*

*"Courses for parents"*

# What would encourage you to use services more?

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*"Nothing" x 4*

*"I feel I access the centre when I can and use it already as much as I can"*

*"I don't need any of the services at the moment, but I know they are there if I want/need them"*

*"If I lived closer"*

*"Nothing really, I've always enjoyed my time here and so has my children"*

*"We access the services we can/need. We don't require any further services at the moment but we do value the services that we do use highly"*

*"Times clash with my work schedule, but I understand that this is unavoidable"*

*"If I lived closer to the centre"*

*"we will be using the kindergarten"*

*"If I worked part time"*

*"Tender loving care to my kid"*

*"Already have a range of services"*

*"its fine"*

*"Variety of class's maybe. But more than happy"*

*"Play sessions for 3yrs + - Loved the PEEPs groups but my son is now too old for those"*

*"If there were more stay & play days available"*

*"More playgroups"*

*"More stay & play groups"*

*"More early stay & play or equivalent"*

*"Better outdoor facilities for stay & play group"*

*"Fun Days"*

*"more play groups like stay & play"*

*"If there could be courses for adults with crèche facilities available (e.g. serving classes, beauty classes, cooking)"*

*"Would like adult courses available when Megan is at nursery. It would be very helpful and give me the chance to have some more qualifications "*

*"Being able to take pushchairs into the centre"*

*"Due to working full time it's difficult to access services"*

*"If they could offer a crèche I would be able to attend some of the courses you offer"*

*"More groups for summer holidays"*

*"More trips"*

*"Different choices in courses / more variety"*

*"To have heard about these services and what they offer"*

*"Continue offering support to childminders"*

*unreasonable. If I were a new parent enquiring about day care this would totally put me off"*

# Is there anything you are not happy with about the children's centre?

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*"No" x 43*

*"We find the children's centre very welcoming and think it's a very pleasant environment for both children and adults. We don't see anything that we aren't happy with"*

*"No, it's lovely"*

*"No, overall very happy"*

*"No, it's great"*

*"I am happy with all services that the children's centre gives us. Thank you to everyone for your help and support"*

*"Parking has sometimes caused difficulties"*

*"Unhappy the Monday playgroup had to be cancelled due to staffing, but understand government financial cuts"*

*"How over subscribed you are for things like PEEP. As family who don't 'tick' the boxes I feel like I'm left out a bit because I can afford to pay to do things"*

*"That there is no play group on a Monday"*

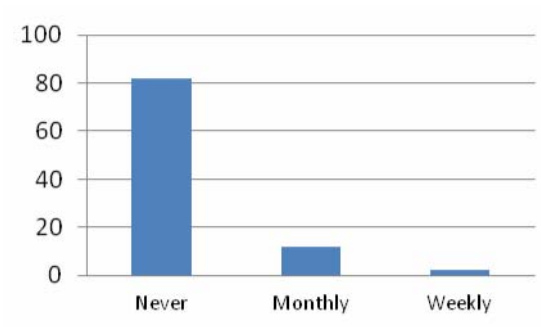
*"We sometimes feel unsafe when walking through the park when there is nobody around. Would be lovely to have a car park like before when my grandson came a few years ago"*

*"Missing out on baby PEEP because letter got lost in the post"*

*"Kindergarten fees are extremely high in comparison to other centres, although I am, very pleased with the service & wouldn't want my child to be anywhere else. I think the fees are slightly*



# Do you ever use the children’s centre website?



Weekly	2	2%
Monthly	12	12%
Never	82	86%

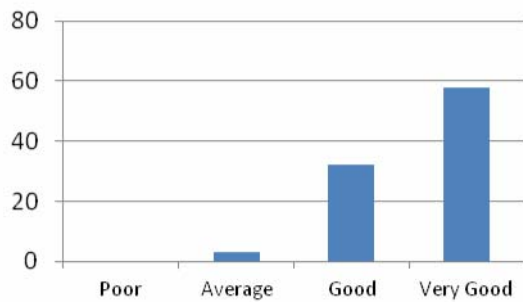
9 service users who never use the website were unaware that the children’s centre has a website.

## Never - Comments

- “Didn’t know of it. Will look for it in the future”
- “Didn’t know there was one”
- “No internet”
- “Will do now I know about it”
- “Didn’t know there was one”
- “Will have a look at it”
- “Didn’t know they had one”
- “Didn’t know there was one”
- “Never, but will use in the future”
- “Will start to use”
- “Get all the info needed from staff and reception”

- “Get enough information from the newsletter”
- “All the information I need is on the newsletter”
- Monthly - Comments
  - “Used it once when moved up here to research the nursery”
  - “To see if groups I attend are on”

# How would you rate the newsletter?



Very Good	58	62%
Good	32	34%
Average	3	3%
Poor	0	0%

96% of all service users who completed the PSS rated the newsletter good or very good.

4 service users stated that they had not seen or received a newsletter.

## Very Good - Comments

*"Gives information to reader"*

*"Keeps me up to date with event & activities in nursery"*

*"From the one I have it seems very good and informative"*

*"There is a lot of information"*

*"Very good, it's nice to know what's going on with the centre"*

*"Really good to have written info and dated to remember"*

*"It makes you proud as a parent to see your child in there doing different activities you can see them learning"*

*"Everything I need to know is in the newsletter"*

*"I have always found everything I needed to know in there"*

*"I enjoy reading it and seeing how things are going and what's on and where"*

## Good - Comments

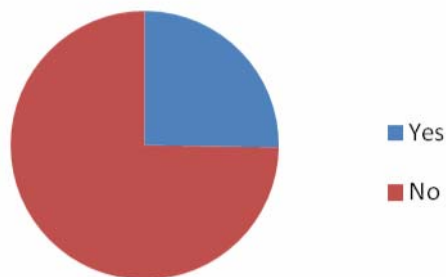
*"Sad that the reported childminding group will not be running in July / August"*

*"Very useful"*

*"Very informative & easy to read"*

# Would you like to become more involved in decision making and planning at the children's centre?

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Yes	24	25%
No	71	75%

## No - Comments

*"I'm back at work"*

*"they don't need my view because they know what they are doing"*

*"I think that the staff at nursery are doing a good job"*

*"Happy to go along with whatever is planned for my child as long as it's safe"*

*"Does a good job as it is"*

*"Not at the moment"*

*"You do a good job without me"*

*"I'm happy with what gets decided"*

*"I feel very informed"*

*"Unable to commit time"*

## Yes - Comments

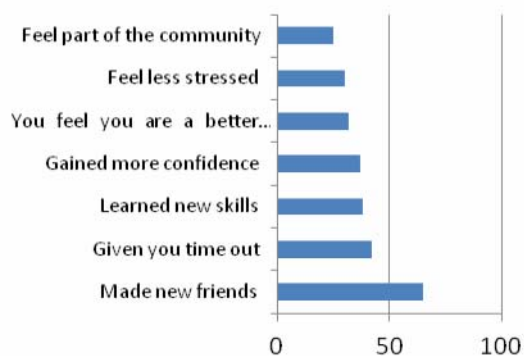
*"I would like to bring an opinion of a 1<sup>st</sup> time mom and a new resident to the area"*

*"Yes – as the centre is focused around children & parents"*

*"Perhaps a quarterly group to discuss new Ideas"*

*"I'd like to help in the development area because it helps loads. Books etc...."*

# Do you think Netherton Park Children's Centre has made a difference to your life?



Made new friends	65	59%
Given you time out	42	38%
Learned new skills	38	35%
Gained more confidence	37	34%
You feel you are a better parent	32	29%
Feel less stressed	30	27%
Feel part of the community	25	23%

Percentage of the 110 PSS completed

The above are tick box suggestions. Below are additional comments.

## Additional Comments

*"Given me peace of mind, I'm pleased and feel more relaxed leaving my children in Kindergarten"*

*"My child loves nursery and I'm pleased that she has made so many friends"*

*"Knowing Sam is experiencing new things is good for us and Sam"*

*"I think it's really important for parents and children to make friends"*

*"That you are not the only one going through certain things with children, there are others out there in the same position"*

*"Services have helped our family"*

*"Became a breast feeding buddy"*

*"I know my child is safe while I'm at work"*

*"We have the walk to school, we talk and share time on our own every day because I also have 2 sons but it's my time with my daughter talking about shops, school, her friends..."*

*"Services have enabled me to make friends and feel more confident as a parent"*

*"It has given invaluable social support to my wife"*

*"Good for all our mental health"*

*"Gives me a chance to get out the house"*

*"Prepared my children for nursery"*

*"Ideas to adopt in my childminder setting"*

*"Always look forward to coming"*

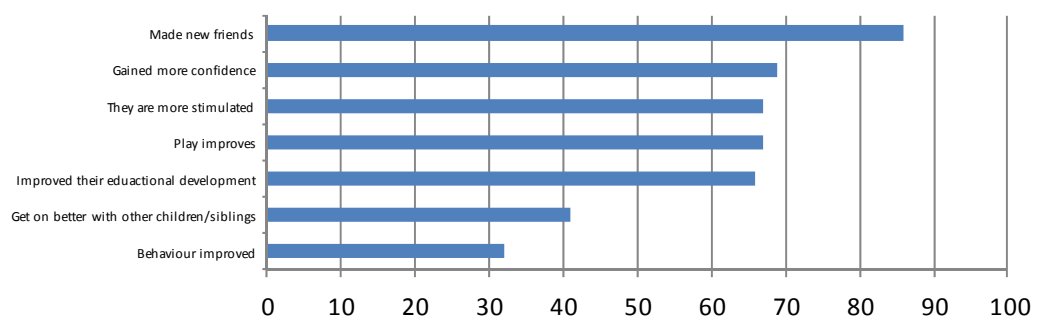
# Do you think the children's centre has made a difference to your

*"She is such a forward and bright little girl. She has come on leaps and bounds, loves nursery and has lots of new friends"*

*"My son is a very quiet child, but since coming to the centre he runs about & sings. He is really coming out of his shell"*

*"Myself and my husband have always taught him to be polite and share but being in an environment with other children has really worked for him"*

*"Since starting your nursery the support the staff have given my son has been excellent, he has come*



## Childs life?

Percentage of the 110 PSS completed

The above are tick box suggestions. Below are additional comments.

### Additional Comments

*"Given them the chance to meet and play with other children"*

*"He knows how to share. Helping him to learn to talk as the time he didn't talk. He sees others talking and tries to learn"*

*"Has helped her discover new toys as we live in a flat and can only have so much stuff"*

*"Gives my daughter the chance to play with other children and interact more"*

*"More emotionally secure"*

*"Child has developed his speech and creative abilities"*

*on in leaps and bounds in all areas of his development"*

*"We feel the more experiences our son has the more it will help his development"*

*"My son has enjoyed open Saturdays with his dad"*

*"The kindergarten is very stimulating and safe environment and the practitioners are excellent in supporting my child's learning development. Thank you x"*

*"She is happy"*

*"My daughter has gained so much from all his experiences at the children's centre"*

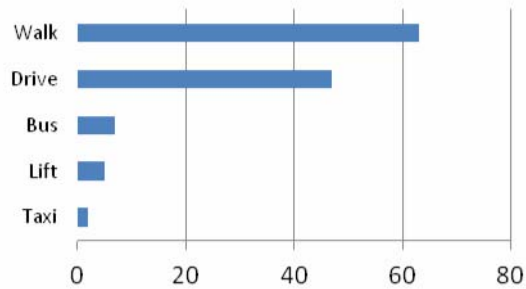
*"Lillie loves nursery and enjoys going. She asks to go more"*

*"Leah is happier, more confident girl, she loves coming to nursery. Leah's behaviour has improved with the added discipline of nursery. She is also more independent"*

*"Brings their little personalities out"*

*"Only live in Chichester Ave so I'm able to walk without touching the road"*

## How do you access the children's centre?



Walk	63	51%
Drive	47	38%
Bus	7	6%
Lift	5	4%
Taxi	2	2%

Percentage of the 110 PSS completed

### Drive - Comments

*"Parking can be difficult"*

*"Depends on the weather"*

*"Have to drop son off on the way to work, so have to drive"*

*"Parking is a problem with the time restrictions that are in place"*

*"Live four miles away"*

### Walk - Comments

*"Depends on the weather"*

*"Sometimes drive"*

*"We enjoy walking to nursery through the park as my son remembers that we go to the park to play afterwards"*

## Any other suggestions or comments?

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*"I have used the centre now for the past 10 years; it has been a benefit to all four of my children and me. It's a very welcoming environment with very approachable staff. Lots of lovely memories for our family to share. Thank you. Will miss the centre lots"*

*"I would just like to say a big thank you to Sian, Sarah for getting me a place here when my babies were so young. It's helped me and my children so much and I am just so grateful"*

*"The Stay & Play session is fantastic for me. I am a childminder of three children aged 1, 2 and three and the activities not only cover all areas of the EYFS but are also suitable for all ages. They all love coming. Additional sessions would be fantastic"*

*"I don't go to the children's centre much but do go to Play & Stay at St Peters Rd and find it really good for my son. He's made lots of friends and really enjoys himself"*

*"Generally don't use the facilities at the centre except for my Childs nursery"*

*"Keep up good work"*

*"A crèche for a couple of hours (I know it's not possible"*

*"I would like to say a very big thank you to Kate and her team for the love, care and great support she has given us along with her encouragement to do more. Thank you so very very much, I will really miss this"*

*"We've loved coming"*

*"Really enjoy what I have been invited to so far"*

*"I just think it's great"*

*"My only other comment would relate to the kindergarten and the early (5.30pm) closure and the raise in fees. That is my only negative because from a personal point of view it has caused some financial stress and work related pressure. However I cannot fault the quality of care"*

*"Longer opening times 7-6 would help to give enough time to get to and from work"*

*"I would like to thank all staff and the nursery, they have worked really hard to help my son and I'm very grateful"*

*"A big thank you to my child's key worker Michelle for her time and support. Due to working full time I struggle to have the contact with nursery. Whenever I have called her or asked questions I have been pleased with the response I have received"*

*"More classes for adults like English language"*

*"I suggest that the centre advertises its location a little more as a few people have mentioned that they don't know where it is"*

*"All three of my children have attended the centre over the last 7 years. I will be sad to say goodbye"*