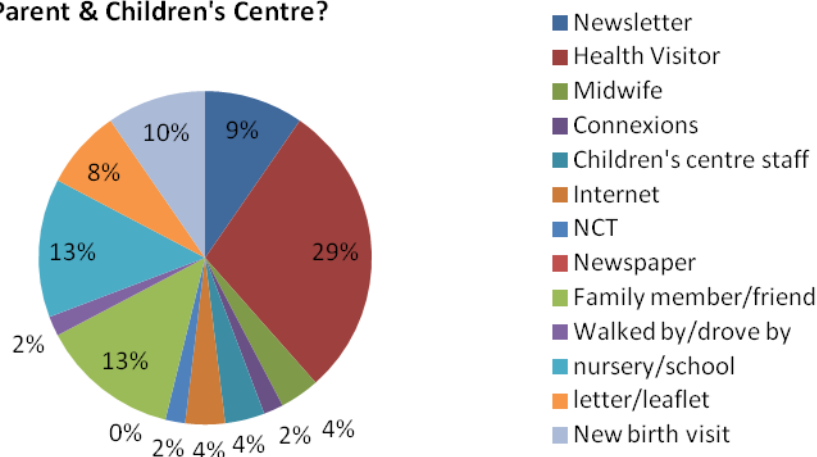


## Parental Satisfaction Survey Feedback Results 2012

A Parental Satisfaction Survey was sent out to 508 families in May 2011, of which 52 replies were received. This equates to 10.23% return.

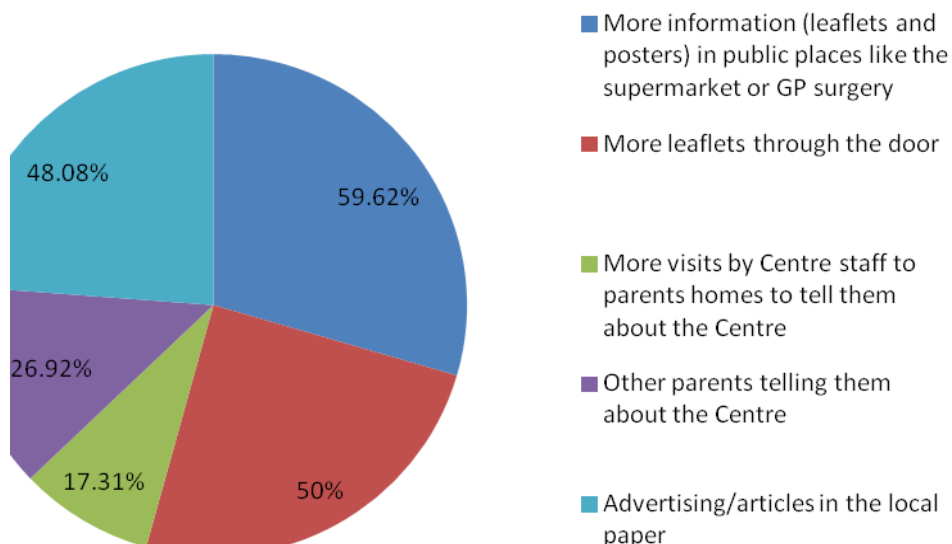
### Parents were asked how they found out about the Centre.

Parental Satisfaction Survey 2012  
How did you find out about  
Gornal Parent & Children's Centre?



Parents were asked what they considered would be the most effective way to make parents aware of the Centre. More information in public place, more leaflets through the door and advertising in the local paper were the top three answers.

Most effective way to make parents aware of the centre



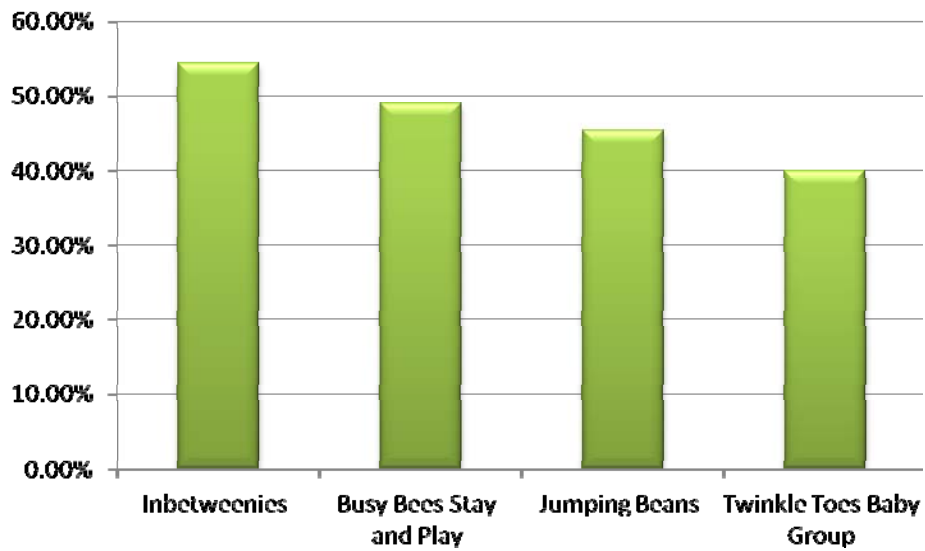
Other suggestions were Social media, Facebook etc, a Facebook page for parents to share and open days.

**Parents were asked which sessions they had attended.**

The services used by respondents were as follows :

<b>Sessions/Groups</b>	<b>Used</b>
Santas Grotto	32.69%
Tea Time Teddies	32.69%
New Birth Visit in your own home	26.92%
PEEP for 1 and 2 year olds	26.92%
Mothers Day Photos	25.00%
PEEP Babies	23.08%
Baby Massage	23.08%
School Holiday Activities	19.23%
NCT Antenatal Classes	17.31%
Midwife and Health Visitor Appointment at Centre	17.31%
Evening Baby Clinic	17.31%
Volunteer Induction Training	15.38%
Introduction to solids by Health Visitors	15.38%
Stay and Play at Straits Primary	13.46%
My Fun Bus	13.46%
Adult Learners Award Ceremony	13.46%
Speech and Language Therapist Appointment at the Centre	11.54%
Family Support in own home	11.54%
Family Learning Art Course	11.54%
Beauty Course	11.54%
Triple P	11.54%
Time for Twos	11.54%
PEEP 3 with Roberts Nursery	9.62%
TTT Group/ Gornal Talk and Support	9.62%
Lets Get Cooking	9.62%
Bumps to Babies	7.69%
Safeguarding Training	5.77%
Family Finance Course	5.77%
Citizens Advice Bureau	5.77%
First Aid Training	5.77%
Active Dudley	5.77%
Waddle and Toddle	3.85%
Jumping Beans	3.85%
Parents Voice	3.85%
Solo Group	3.85%
Breast Feeding Buddies Training	3.85%
New Nursery and Reception Parents Coffee Mornings	3.85%
Talking Tots	3.85%
Antenatal information/advice	3.85%
Bookstart Corner	3.85%
YogaBugs Mini Bugs	3.85%
Yoga Bugs Mighty Bugs	3.85%
Volunteer Coffee Morning	3.85%
Groovy Guys Dads Group	1.92%
Family Links Nurturing Programme	1.92%
Breastfeeding Buddies Support	1.92%
Primary Mental Health Nurse appointment at the Centre	0.00%

The services most used by respondents were:



The services that have the least use by respondents are Health and Wellbeing Nurse and Asthma clinic, followed by Boobiful Babies and Breastfeeding Support.

**Parents were asked to rate the sessions they had attended.**

**The sessions with the highest percentage (over 10%) of very good and good ratings were:**

<b>Santas Grotto</b>	32.69%
<b>Tea Time Teddies</b>	28.84%
<b>PEEP for 1 and 2 year olds</b>	25.00%
<b>Baby Massage</b>	23.07%
<b>Mothers Day Photos</b>	23.07%
<b>PEEP Babies</b>	21.16%
<b>School Holiday Activities</b>	19.23%
<b>Evening Baby Clinic</b>	17.30%
<b>New Birth Visit in your own home</b>	17.30%
<b>Midwife and Health Visitor Appointment at Centre</b>	15.39%
<b>NCT Antenatal Classes</b>	15.38%
<b>Volunteer Induction Training</b>	15.38%
<b>Stay and Play at Straits Primary</b>	13.47%
<b>Adult Learners Award Ceremony</b>	13.46%
<b>Introduction to solids by Health Visitors</b>	13.46%
<b>My Fun Bus</b>	13.47%
<b>Family Support in own home</b>	11.54%
<b>Beauty Course</b>	11.54%
<b>Triple P</b>	11.54%
<b>Time for Twos</b>	11.54%

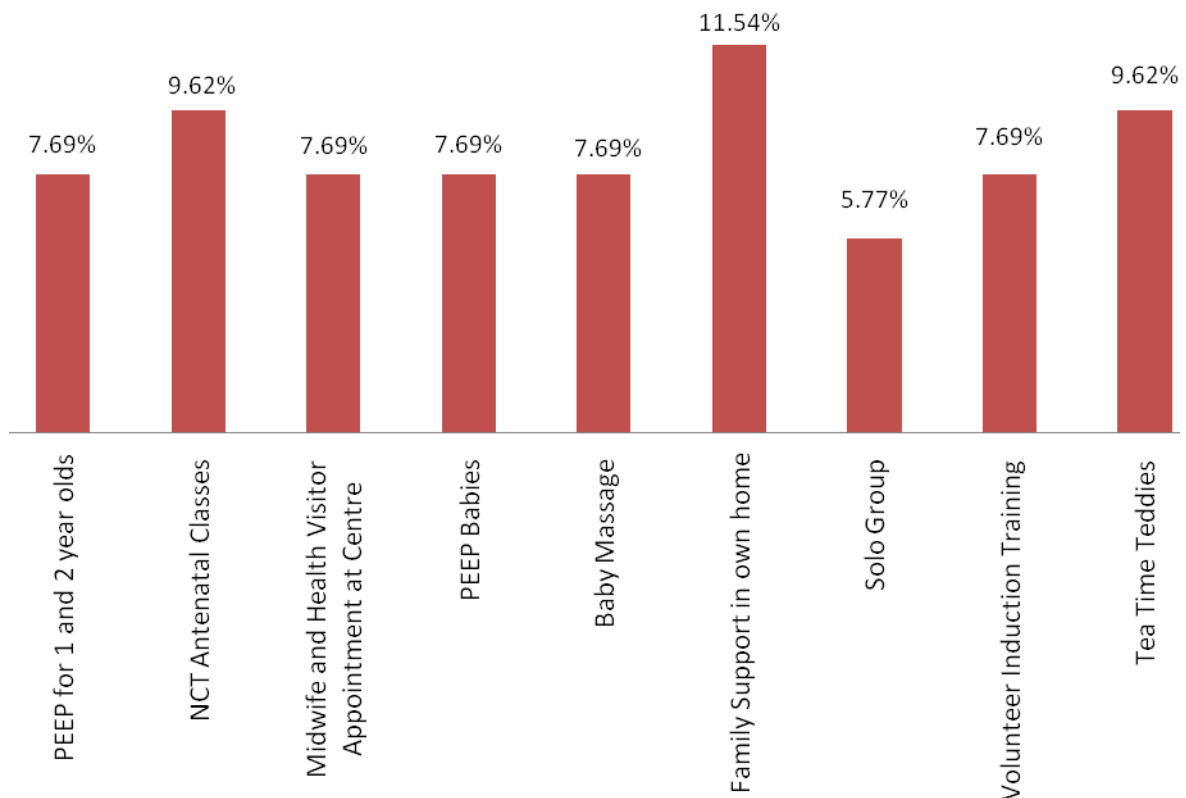
**Those with the lowest percentages were were:**

<b>Waddle and Toddle</b>	3.84%
<b>Jumping Beans</b>	3.85%
<b>Parents Voice</b>	3.85%
<b>Solo Group</b>	3.85%
<b>Breast Feeding Buddies Training</b>	3.85%
<b>Groovy Guys Dads Group</b>	0.00%
<b>New Nursery and Reception Parents Coffee Mornings</b>	1.92%
<b>Family Links Nurturing Programme</b>	1.92%
<b>Talking Tots</b>	3.85%
<b>Yoga Bugs Mini Bugs</b>	1.92%
<b>Yogs Bugs Mighty Bugs</b>	3.84%
<b>Volunteer Coffee Morning</b>	3.85%
<b>Primary Mental Health Nurse appointment at the</b>	0.00%

**Poor and very poor ratings were as follows:**

	Poor	Very Poor
<b>Speech and Language Therapist Appointment at the Centre</b>	1.92%	
<b>Lets Get Cooking</b>	1.92%	
<b>Mothers Day Photos</b>		1.92%

The services that most attracted respondents to the Centre



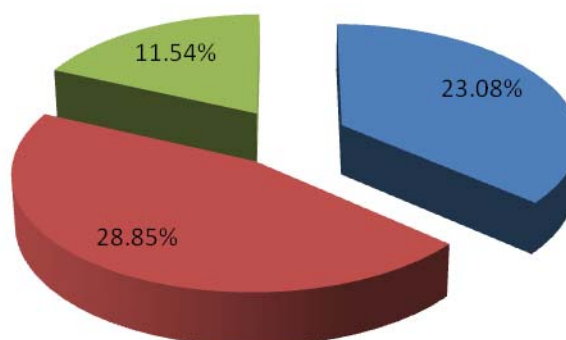
Family support in own home was the top response followed by NCT Classes and Tea Time Teddies.

**Some of the respondents were not aware of all of the sessions. The sessions they were mostly unaware of were**

Yoga Bugs Mini Bugs	11.54%
Yogs Bugs Mighty Bugs	11.54%
First Aid Training	9.62%
Primary Mental Health Nurse appointment at the Centre	9.62%
Volunteer Coffee Morning	9.62%
Waddle and Toddle	7.69%
PEEP 3 with Roberts Nursery	7.69%
Triple P	7.69%
Breastfeeding Buddies Support	7.69%
Antenatal information/advice	7.69%
Bookstart Corner	7.69%
Family Links Nurturing Programme	7.69%

**Parents considered that their child benefitted most from:**

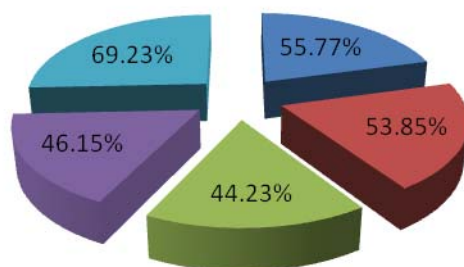
- My child is learning more or learning new skills  
(such as communication and speech, to paint, draw, write, count, read)
- My child is making friends with other children and socialising more
- My child's speech and language has improved



The most popular answer last year was 'My child is learning more or learning new skills' (20%) followed by 'It's a safe environment for my child to explore' (16.36%)

## Personal benefits to the parents highest ratings were:

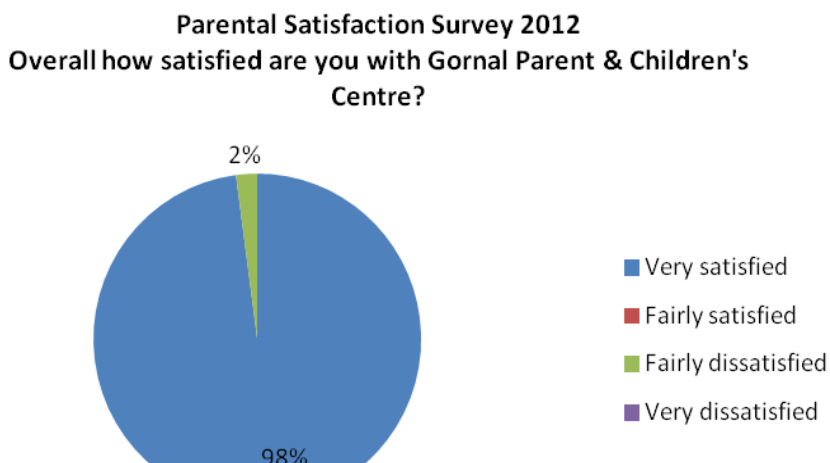
- I am meeting and socialising more with other parents
- It gets me out of the house
- I understand my child's development better
- I can get advice and support when I need it (e.g. about education, training or claiming benefits)
- It's a pleasant environment with friendly staff and quality services



The main benefit that stood out for all parents was ' I am meeting and socialising more with other parents 26.92%

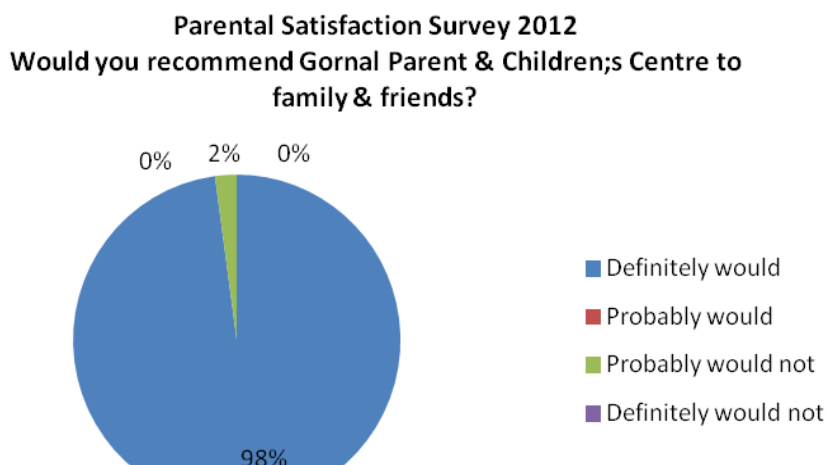
*This compares with the previous year when the top response was also I am meeting and socialising more with other parents*

## The parents were asked ' Overall how satisfied are you with Gornal Children's Centre



This shows that 98% were satisfied and only 2% fairly dissatisfied. This compares to the previous year when 92.72% were satisfied and 3.6% fairly dissatisfied. This indicates that the Centre is maintaining a high rate of satisfaction amongst users.

## Parents were asked if they would recommend the Centre to family and friends





**Parents were asked if there were any other services that the Centre could offer**

59.62% of parents could not suggest any other services that could be provided that are not already available.

17.31% made the following suggestions:

Coffee morning with crèche for full time parents

A lunch/tea time group for baby led weaners.

Baby signing

Baby Yoga

Parent exercise classes

Something to help children progress from Time for Twos into nursery

More courses and more places on the courses

Sign language

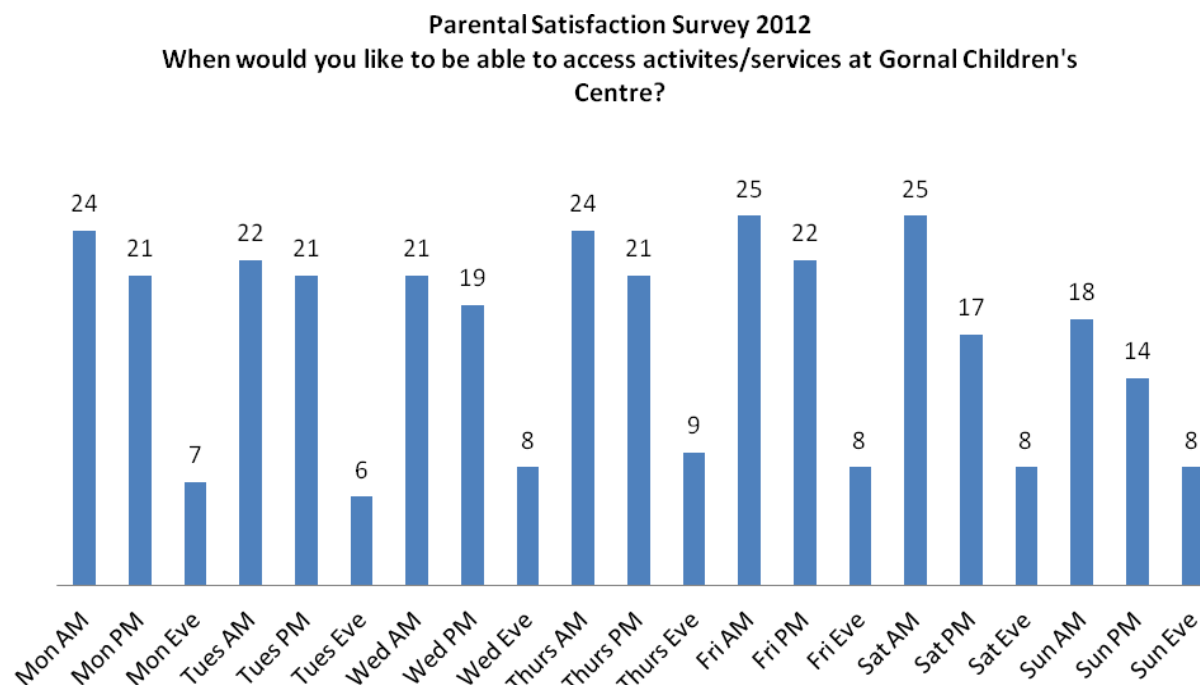
Baby massage with more places available

Gornal Talk and Support to continue through the holidays

A toy library

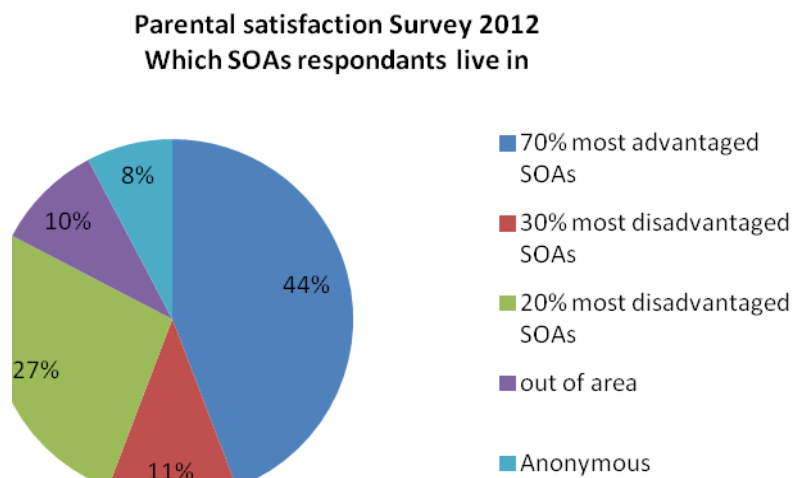
A group for full time mums.

The You said/we did table demonstrates how we have or plan to amend provisions as a result of these suggestions. (See Appendix)

**The parents were asked when they would like to access activities and services at the Centre.**

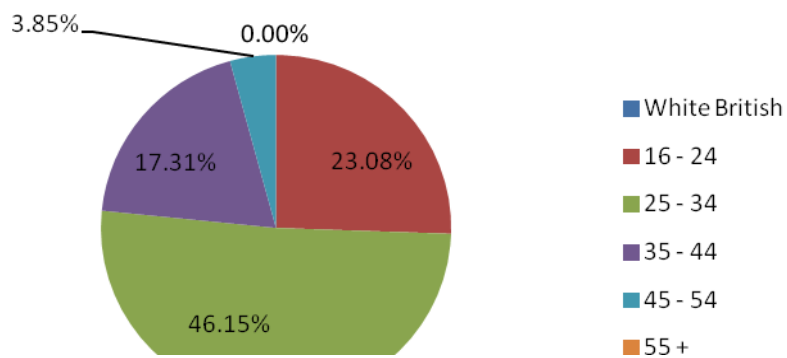
## About the respondents

The returned forms received by area were:

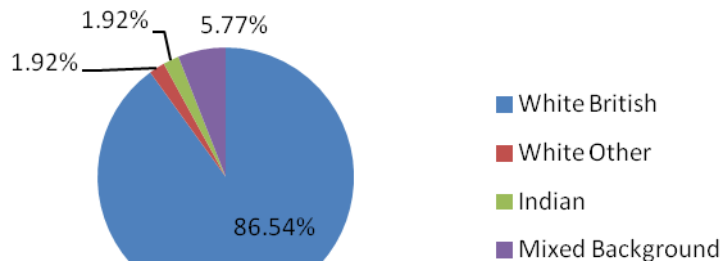


The majority of adults using the centre are female, 84.62%, males make up 5.77%. Of those 82.69% are parents.

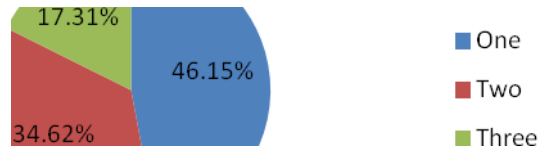
## Age of parents



## Ethnicity

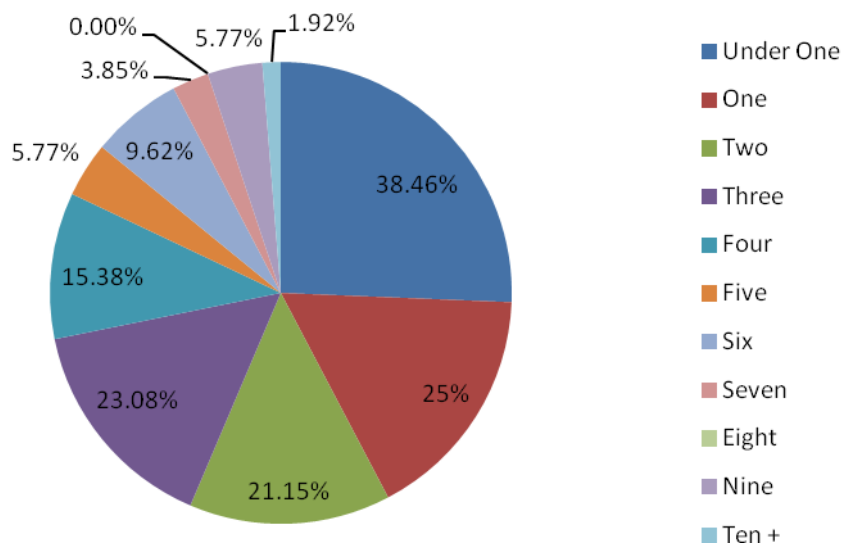


## Numbers of children living in the

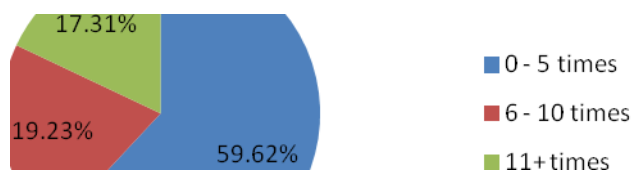


## house

### Children's ages 0 to 4 years



## Attendance in the last month



**Parents were asked if they or their children had a disability**

3.85% of adults surveyed said they had a disability. 5.77% of the children were disabled.

This compares to 3.6% of adults and 1.81% of children last year

**Further comments by parents**

The vast majority of comments that parents made were very positive and appreciative towards members of Centre staff. Some respondent wanted input earlier in pregnancy, access to services in the home due to health reasons and Saturday activities. We have produced a You said/we did table to highlight how we are reacting to parents feedback. (See Appendix)

<b>Positive comments included:</b>
I have been coming to the Children's Centre for over two years, it is great. Has really helped me a lot with different training. My child also really enjoys coming here. Would recommend it to anyone.
Would like to go to PEEP 1 - 2 again
If it wasn't for the staff being so friendly I wouldn't of come back to the Children's Centre, so thank you.
Staff are always very friendly and welcoming
You are all fabulous and we love coming to the centre
Helpful friendly staff. Clean safe environment
All staff are very friendly and understand everything what I want.
Friendly helpful staff
<b>Other comments:</b>
Needed more input earlier in pregnancy. By the time I was contacted for a home visit I had already been going to the centre for almost a month.
(In relation to when would you be able to access services) I could attend all the days and times but I work shifts and they are not set shifts
Activities on a Saturday would be fantastic
Access services in the home due to health reasons
<b>Negative Comments</b>
Found PEEP babies disappointing, Was no structure to sessions, time and day kept changing and group split in two so lost contact with PEEP. My child was not engaged because there were few activities, only 2 or 3 in 5 months we came. Environment not very safe when parents leave hot tea on floor with crawling babies.

88.46% of respondents said they would definitely recommend the Centre to family and friends. 1.92% said they would probably wouldn't recommend the Centre to family and friends.

*This compares to the previous year when 86% of respondents said they would definitely recommend the Centre to family and friends.*

**Training**

23.08% of respondents had done some training at the Centre. Of those, 11.54% had gone on to do further training elsewhere.

Comments about other training as follows:

In September I will be doing the cache level 2 at Castle and Prory Centre.
Volunteer training led to me signing up for an NVQ level 3 in child services
Cache Level 3, Safeguarding, First Aid
Level 3 in childcare
Teaching Assistant training at Priory Learning Centre
Currently looking for a volunteer position
Going to access higher education in September

Since attending training 0.00% had gone on to gain employment

Respondents were asked to say if their confidence since attending the Centre has increased, decreased, stayed the same or don't know.

