



Parent Satisfaction Survey Results 2018

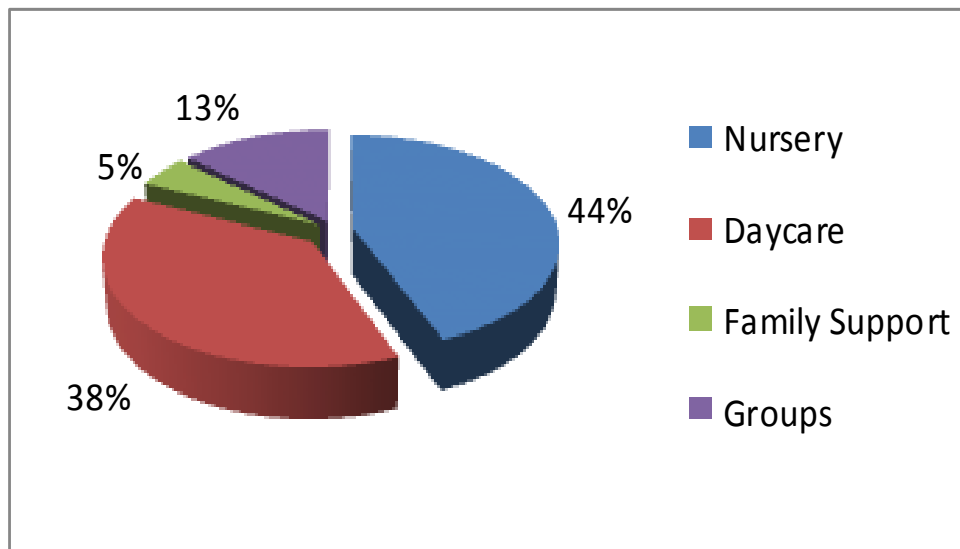


Parent Satisfaction Survey Results

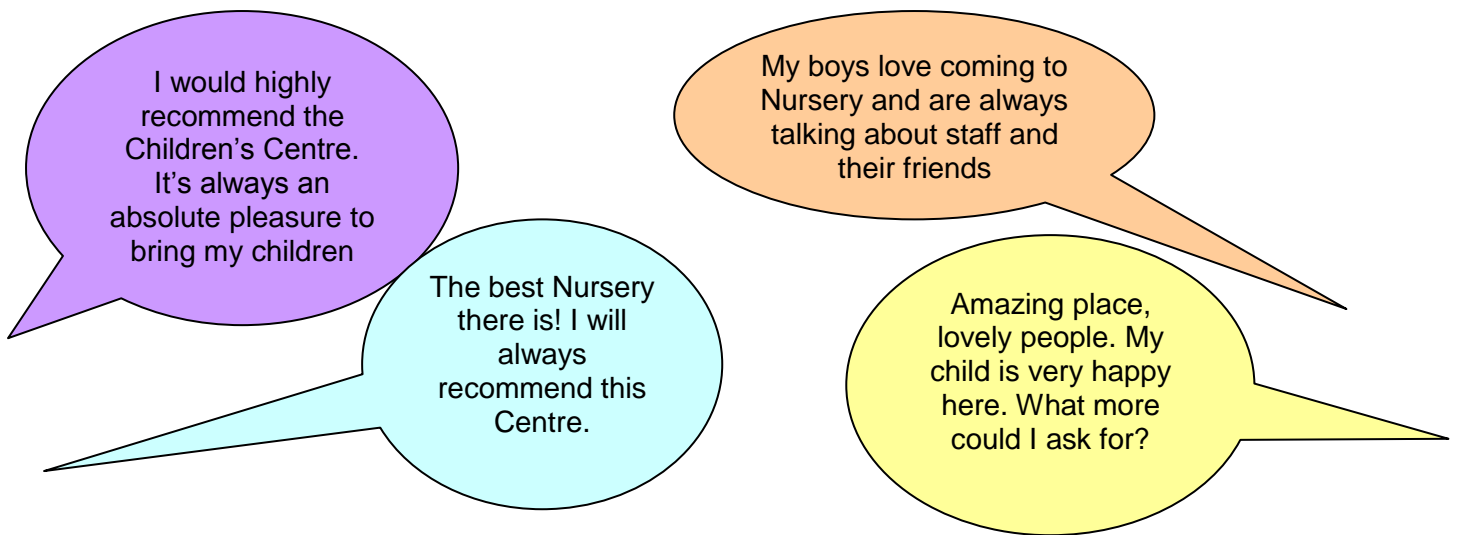
171 surveys were completed by parents and service users during May 2018.

1. My child has accessed:

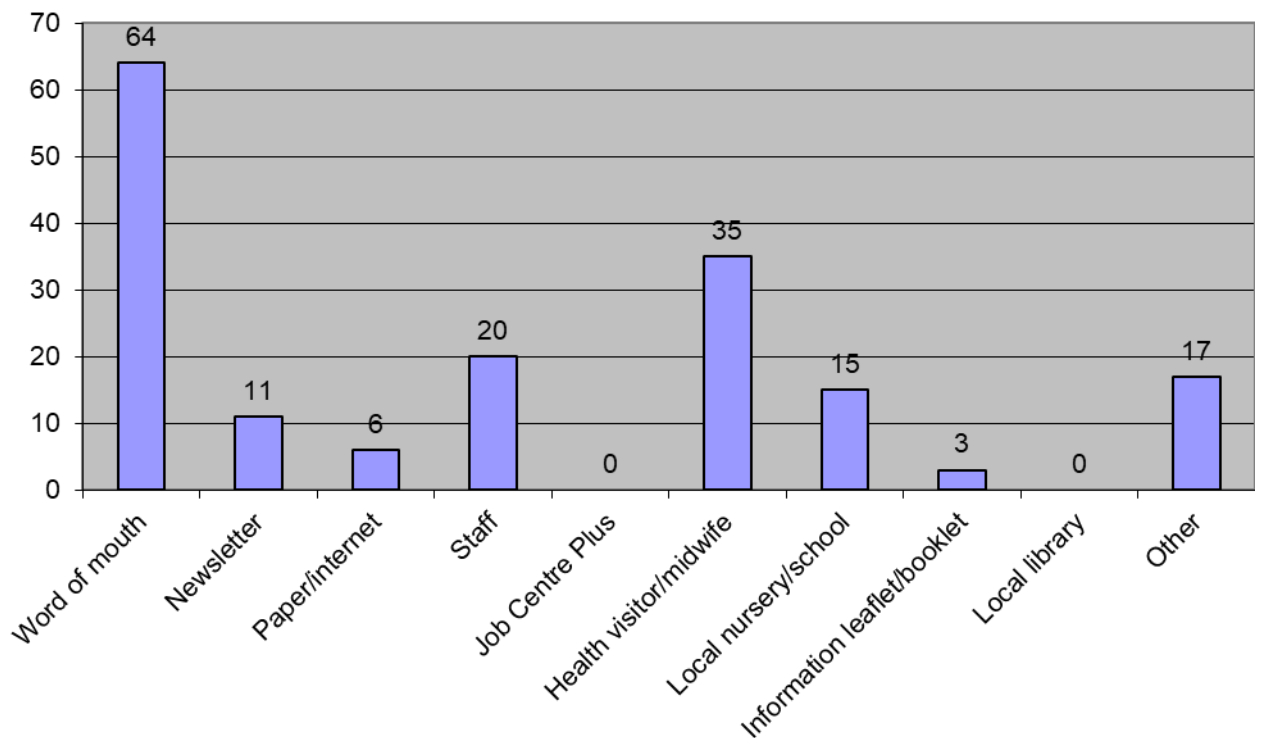
Nursery	75
Daycare	65
Family Support	8
Groups	23



The majority of surveys were completed by families accessing Foundation Nursery followed by Daycare parents, those that access more than one service and Groups/Family Support. 4 surveys were completed by families who access Family Support only.



2. How did you get to know about Rawmarsh Children's Centre, Outreach Services and what we have to offer your family?



3. Which activities/services have you used which have been provided by the Nursery & Children's Centre?

Activity/Service	Number of Respondents
Workshops/Playdays	100
Health advice/support	35
Drop in groups	38
Trips	38
Parenting support	27
Educational programmes	7
Speech and Language/Health clinic	25
Relationship support/access to children	3
Employment, benefits and advice	0

4. How often do you visit the Children's Centre/Outreach venue?

Visit every day	118	
Three or four times a week	22	
Once or twice a week	17	
Once a fortnight	4	
Once a month	1	
Occasionally	5	
Only visit for an activity/service	3	
This is my first visit	1	
Other	0	
Total	171	100%

5. Family convenience and suitability of what's on offer:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
The times of activities and services meet my families' needs.	68.5%	25.5%	4%	1%	1%
The centre charges give value for money. I.e. Daycare charges, trips etc.	70%	24%	1%	0.5%	4.5%

A fantastic range of activities are available

It would be nice if there were more groups

As I am new to the area I look forward to the groups to meet new friends

6. Staff at Rawmarsh Children's Centre:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
Staff are welcoming and easy to talk to	87%	13%	0%	0%	0%
Enquiries are dealt with efficiently/accurately	78%	21%	0.5%	0%	0.5%
Staff listen well and are available for advice	81.5%	17.5%	0.5%	0%	0.5%
I believe that Rawmarsh Nursery & Children's Centre is well managed and well led	83.5%	15.5%	0.5%	0%	0.5%
Staff provide a quality 1:1 support/home visiting service	70%	14.5%	0%	0%	15.5%

All staff are very approachable and genuinely caring with

Staff are fab and always helpful

Everyone from receptionists, teaching staff and kitchen staff are lovely

7. Communication and Information:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know
If I have any queries/issues I can easily speak to staff who will help	82%	17%	0.5%	0%	0.5%
I receive information about my child in Nursery/ Daycare regularly	77%	22.5%	0%	0%	0.5%
The quality of information is of a high standard	78.5%	21%	0%	0%	0.5%
I feel informed about the additional services and activities at the Centre	75.5%	20%	3.5%	0%	1%
I receive a copy of the Nursery & Children's Centre newsletter	65%	16.5%	18%	0.5%	0%

I don't always receive a newsletter

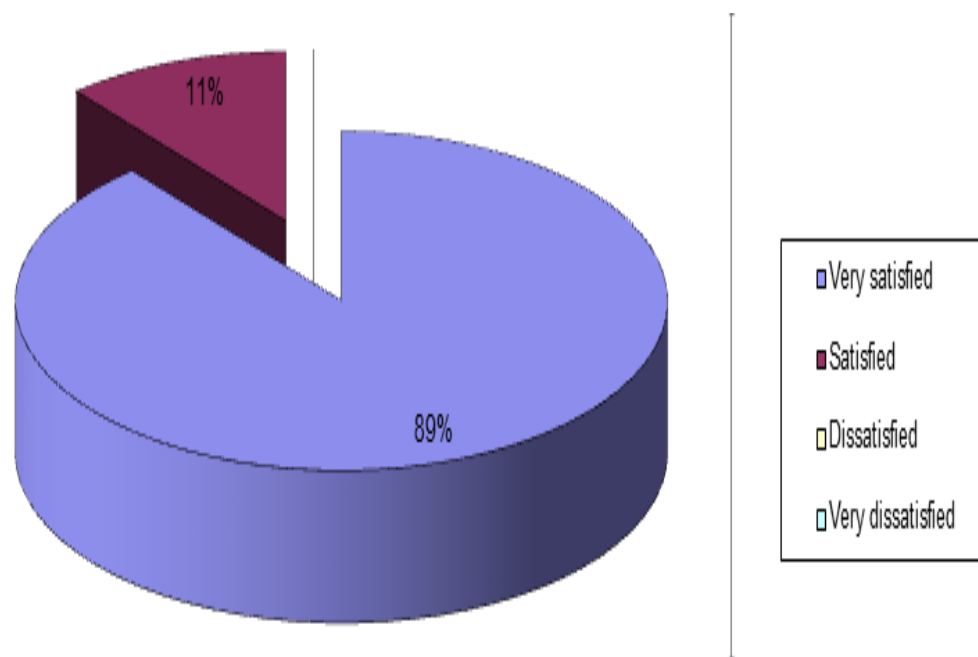
Texting service works well

For parents who work full time an email of the newsletter would be useful

8. Resources and Environment of the Venue:

	Excellent	Good	Average	Poor
The indoor space provided for activities and services is	90.5%	9.5%	0%	0%
The outdoor space provided for activities and services is	93%	7%	0%	0%
The variety of family activities offered is	76%	21.5%	2.5%	0%
The variety and condition of toys and equipment is	80%	18%	2%	0%
The health, safety, hygiene and cleanliness is	84.5%	14%	1.5%	0%

9. Overall, how satisfied are you with the Nursery and Children’s Centre services?



In 2017 there were 196 surveys returned, and 171 returned in 2018. Reduction mainly due to fewer parents because 30 hour funding means fewer places.

100% of our parents and service users are either very satisfied or satisfied with their experience of services provided by Rawmarsh Nursery and Children’s Centre. The overall feedback in 2017 was identical to this year. No one in 5 years has stated that they are dissatisfied with our services.

The comments given which are displayed within this report are very useful and will help us to shape our services and improve where necessary in our future practice.