

ANNUAL SURVEY 2014 RESULTS



65 Surveys were completed and handed in.

QUESTION 1: Please tick the services you have used/are using at the Children's Centre.

Category	Number ticked	%
Access to health professionals (Well Baby Clinic/Antenatal)	45	73%
Advice and support on breastfeeding (Baby Café)	17	26%
Parenting support (including Parenting Puzzle/Post Natal/Intro to Solids)	27	42%
Drop In/Stay & Play/Baby Groups/Toddler Groups	50	80%
Adult Learning Courses	11	17%
Advice and support on work and training	1	1%
1 to 1 support in your own home	3	4%
Other (please specify) HENRY	2	3%

QUESTION 2: Of the services that you have used which 2 do you feel have been the most valuable for you and your family.

Category	Number ticked	%
Access to health professionals (Well Baby Clinic/Antenatal))	32	52%
Advice and support on breastfeeding (Baby Café)	11	18%
Parenting support (including Parenting Puzzle/Post Natal/Intro to Solids)	17	26%
Drop In/Stay & Play/Baby Groups/Toddler Groups	41	65%
Adult Learning Courses	9	13%
Advice and support on work and training		
1 to 1 support in your own home	1	1%
Other (please specify) HENRY	1	1%

QUESTION 3: The services provided at the Children's Centre are (please tick the statement which most applies)

Category	Number ticked	%
Excellent	52	81%
Good	12	18%
Satisfactory	1	1%
Poor		

QUESTION 4: Since coming to the children's centre I have gained knowledge and information about how children learn and develop (please tick the statement which most applies)

Category	Number ticked	%
Strongly agree	22	34%
Agree	29	45%
Neither Agree nor Disagree	12	20%
Disagree		
Strongly Disagree		
Not answered	1	1%

QUESTION 5: Since coming to the children's centre I am more confident in my parenting. (Please tick the statement which most applies)

Category	Number ticked	%
Strongly agree	22	34%
Agree	22	34%
Neither Agree nor Disagree	17	26%
Disagree	2	3%
Strongly Disagree		
N/A	2	3%
Not answered		

QUESTION 6: Since attending Children's Centre I have a greater awareness about my child's health and feel more confident about making our home life more healthy. (Please tick the statement which most applies)

Category	Number ticked	%
Strongly agree	20	29%
Agree	27	44%
Neither Agree nor Disagree	14	21%
Disagree	2	3%
Strongly Disagree		
N/A	2	3%
Not answered		

QUESTION 7: Since coming to the Children's Centre I have gained skills and information to help me find employment and make decisions about future work options. (Please tick the statement which most applies)

Category	Number ticked	%
Strongly agree	8	10%
Agree	13	18%
Neither Agree nor Disagree	25	41%
Disagree	8	13%
Strongly Disagree	3	5%
N/A	5	8%
Not answered	3	5%

QUESTION 8: Using the Children’s Centre services has helped improve my relationship with my child/ren. (Please tick the statement which most applies)

Category	Number ticked	%
Yes	32	51%
No	2	3%
It was already good	31	46%

Participants in the survey were asked to say why if they answered yes. A selection of those comments is at the end of this report.

QUESTION 9: Do you think the Children’s Centre has made a difference to your life?

Category	Number ticked	%
Yes	54	84%
No	8	11%
Not answered	3	5%

Participants in the survey were asked to say why if they answered yes. A selection of those comments is at the end of this report.

QUESTION 10: Do you think the Children’s Centre has contributed to making a difference to your child’s life and their learning and development?

Category	Number ticked	%
Yes	53	80%
No	8	13%
Not answered	4	7%

Participants in the survey were asked to say why if they answered yes. A selection of those comments is at the end of this report.

QUESTION 11: Do you know how to get involved in the decisions and planning of Horley Community Sure Start children’s Centre? (e.g. Parents Forum/Chat For Change/Evaluation Forms)

Category	Number ticked	%
Yes	28	46%
No	33	48%
Not answered	4	6%

**QUESTION 12: Do you access the Children’s Centre website?
www.horleychildrenscentre.com**

Category	Number ticked	%
Yes	37	58%
No	26	39%
Not answered	2	3%

Participants in the survey were asked to say why if they answered no. A selection of those comments is at the end of this report.

QUESTION 13: How do you think the Children's Centre could be improved? (Please tick those you think apply)

Category	Number ticked	%
Providing transport to make it easier to get to sessions		
Having more staff		
Being open more often	1	1%
Doing more advertising so more people know about the centre	25	37%
Having other services available - e.g. midwife, welfare, benefits advice etc (please comment below)	11	16%
Other (please specify)	11	18%
Not answered	18	28%

QUESTION 14: Overall, how satisfied are you with Horley Community Sure Start Children's Centre?

Category	Number ticked	%
Very satisfied	47	73%
Satisfied	17	26%
Unsatisfied		
Very unsatisfied		
Not answered	1	1%

Other Statistical data:

Postcode areas:

Horley West & Central 34

Horley East & Outwood 15

Out of Area 14

Others: 2

Age range of person completing questionnaire:

Category	Number ticked	%
Under 20	1	1%
20-30 years	19	32%
30-40 years	35	52%
40-50 years	7	11%
Over 50	2	3%
Not answered	1	1%

Ethnic group (in no particular order):

Category	Number ticked	%
White British	53	83%
White & Asian	1	1%
White Other	3	5%
White Irish		
White & Black Caribbean		
White & Black African		
Other Mixed Background	1	1%
Pakistani	1	1%
Indian	2	3%
Bangladeshi		
Asian Other		
African		
Caribbean	3	5%
Black Other		
Any Other Ethnic Background	1	1%
Not answered		

Type of carer:

Category	Number ticked	%
Parent	62	96%
Child-minder	1	1%
Grandparent	2	3%
Extended family member		
Other		
Not answered		

Child with a disability:

Category	Number ticked	%
Yes	2	3%
No	63	97%
Not answered		

How often using Centre:

Category	Number ticked	%
Weekly	40	66%
Fortnightly	11	17%
Monthly	7	12%
Hardly ever	1	
Only used once	3	5%
Have not used	3	
Not answered		

Child over 3 – do they attend preschool or nursery?:

Category	Number ticked	%
Yes	21	31%
No	9	15%
Not answered	35	54%

Participants in the survey were asked to say why if they answered no. A selection of those comments is at the end of this report.

Are you aware of FEET?

Category	Number ticked	%
Yes	24	39%
No	9	15%
Not answered	32	46%

Working status:

Category	Number ticked	%
Full time	18	28%
Part time	21	36%
Self employed		
Unemployed/Looking for work	6	8%
Housewife/husband	17	26%
Retired	1	1%
Student		
Answered - Not applicable	2	1%

Selected comments from responses to Question 3:

'Lovely environment, thank you.'

'I learnt a lot from Baby Café group about breastfeeding, met so many lovely people and both my children enjoy the groups.'

'It is great to come somewhere friendly, where I know my children will be safe, I can ask for advice and it doesn't cost a fortune.'

Selected comments from responses to Question 8:

'Allowed me one to one time with baby no. 3 and chat about everyday life with 3 children at baby café.'

'I talk to my child the way we were told, with happy face and body language.'

'I like to improve the diversity in their daily routine. It makes me feel better at having stimulated their day by being here.'

'Improved child's behaviour and getting to know how to handle child's eating habits and tantrums.'

'I think the baby massage helps with bonding.'

Selected comments from responses to Question 9:

'More confidence.'

'Good to know the options for entertaining my child out of the house.'

'Has got me into the Horley Community and socialising my child in an adventurous environment.'

'Another constructive outlet for learning and in Sign and Rhyme sessions has kept me in touch'.

'After recently moving into the area, it has allowed me to get out and meet other mums.'

'Made friends with other mums and my children have learnt to play and learnt to share with other kids.'

'Creche has made going back to work easier. I have learnt so much more than just about healthy eating, which I can put in place as he grows.'

'I would have given up breastfeeding without Anne and the Breastfeeding Café.'

'A postnatal exercise class with baby would be really useful.'

Selected comments from responses to Question 10:

'Children's Centre has been a rock in my life and in my daughters. Being a first time mother and on my own, they have helped me share a lot of information and guidelines for our day to day life.'

'Wide range of experiences.'

'Made friends.'

'My child loves playing with other children and I have noticed that he has become more independent.'

'Nice to see them mixing with other children.'

Selected comments from responses to Question 13:

'As a 2nd/3rd time parent you don't get offered the postnatal course. I would like to see a refresher course offered.'

We have not turned any parent away who feels that they would like to attend the postnatal group with their second or third child. It is not offered as Health Visitors refer parents to us.

'Online booking.'

We accept email bookings currently.

'Advertising in free newspaper.'

'I think the sessions we go to are really good and it is a shame they aren't always well attended. Perhaps more advertising is needed but not sure where. I've been given the leaflets from Pre School and see advertising in other places too.'

'When I was first visited by a health visitor I was told if I signed up to the centre I would receive information about courses etc. I have received no info so I do not use the centre as I could or would like to.'

Health visitors pass on a copy of our programme to all families they visit, these list the activities and courses we offer.

'The Children's Centre is lovely for the kids. Some of the other venues are disappointing such as Empire Hall – the groups have deteriorated there – less toys work and are not particularly clean.'

We are looking at using other venues in the area in order to make our sessions more accessible.

The toys are cleaned regularly and we have recently replaced some older items.

'I don't think the Centre is big enough for too many families at one time.'

'More activities are needed outside for children of all ages.'

'Maybe have picnics and people can bring food, maybe a game in the park if the weather is nice for all ages.'

'More drop in sessions.'

We have included a new drop in session to Monday afternoons from September.

'Provide tea and coffee for parents.'

We ask parents to bring along their own safety mug which we will top up with tea or coffee.

'It would be great if you could make an appointment to see a midwife or health visitor.'

'Toddler groups on a Friday.'

The Centre does not currently open on a Friday.

We thank you for your comments. Those which have not been answered above (in bold italics) have been recorded and will be used to inform our future planning.