



Little Stars Children's Centre Parent/Carer Questionnaire May 2018

Introduction

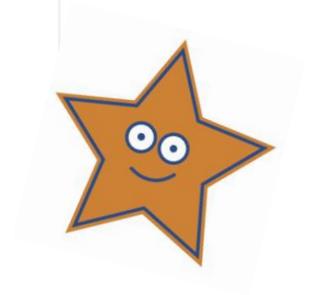
The Little Stars team would like to thank everyone who took the time to complete our Annual Parent Satisfaction questionnaire. The results in this booklet are the responses from 44 parents and carers.

Each year this gives us valuable information to help us plan our time and resources to areas which really matter to you and your children. We also get to hear about things which you feel are really good about our Centre and things which we need to do better. We like to hear your thoughts throughout the year – you can share with a member of staff at any time. We also use social media to provide updates about new sessions and any changes we need to tell you about.

Thank you again

Caroline

Q2: Are you registered with Little Stars Children's Centre?



Q3: Do you feel safe when you are in the Little Stars building?

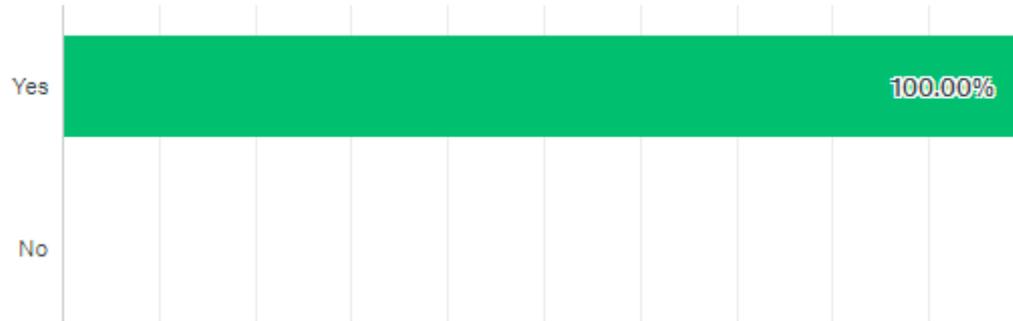


“very safe and professional with who is able to pick children up i.e passwords, ID”

“it's a very secure building with locked doors”

It's fantastic for us to know that you say you feel safe when you are in our building. The safety and welfare of you and your family is a priority for us – Little Stars

Q4: Were you and your family made to feel welcome and valued on your last visit to the Children's Centre?



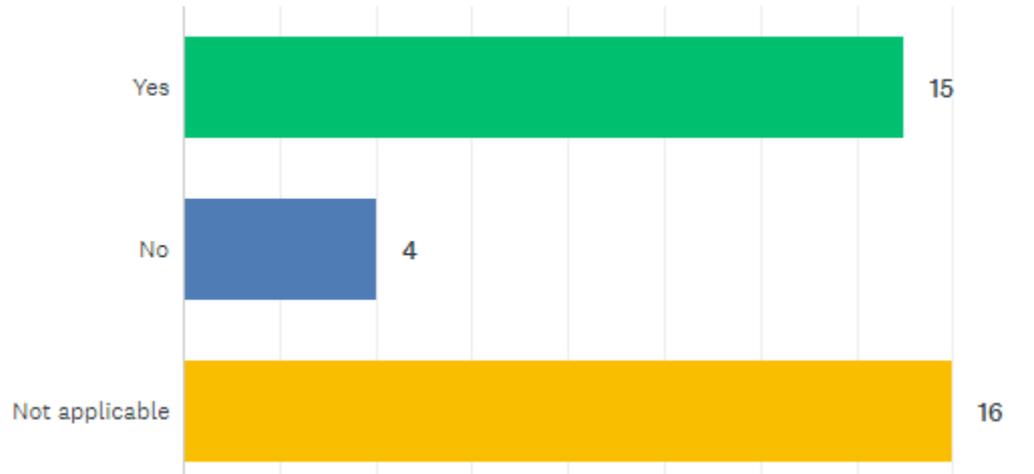
“we always feel welcomed, friendly staff”

“helpful, supportive and caring”

“we always have receive a friendly welcome, and if we are early for our appointment there is lots of interesting information to read”

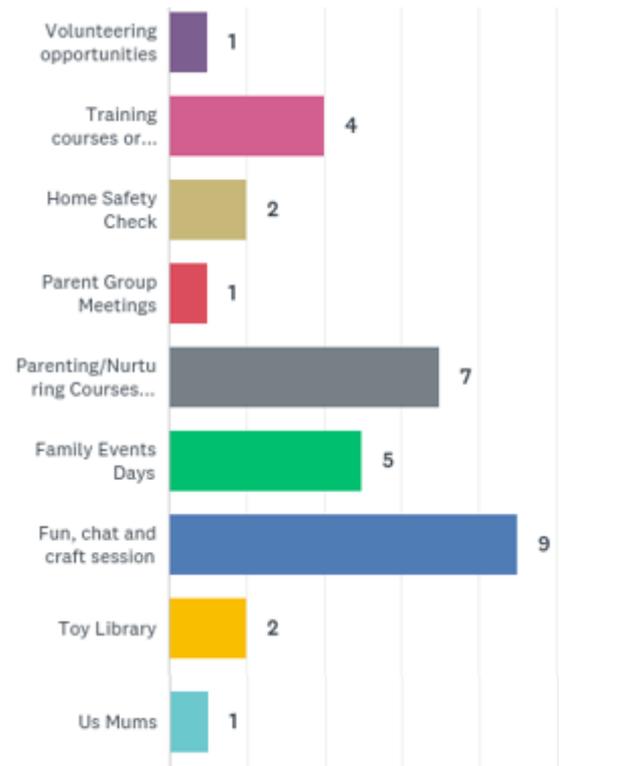
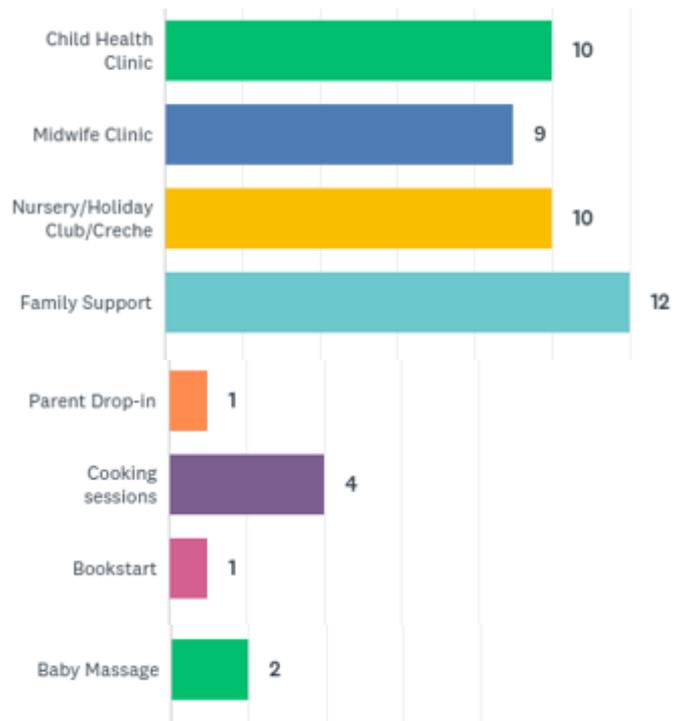
It is important to us that all of our visitors to the Centre receive a friendly welcome and we work hard to ensure you receive the helpful and supportive service that you deserve – Little Stars

Q5: If you are or have previously been breastfeeding your child, would you feel comfortable to do so in Little Stars Children's Centre?

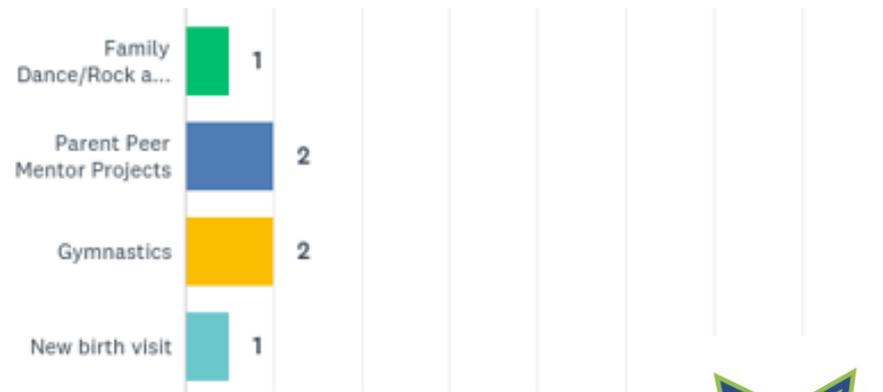
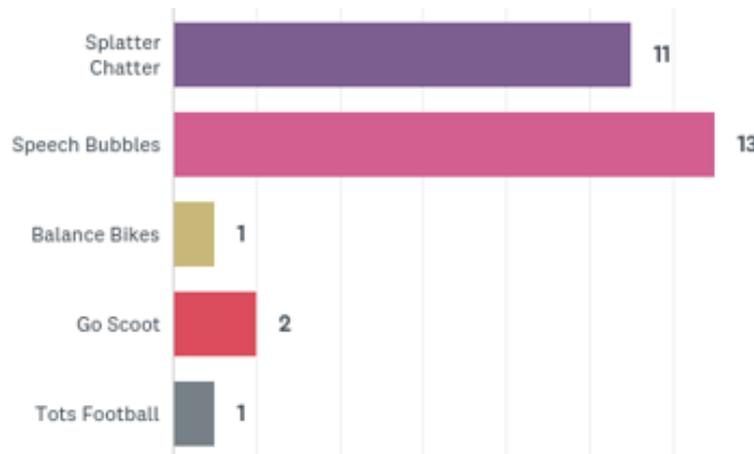


Little Stars has the Breastfeeding Friendly Award, an accreditation we received from the NHS City Health Care Partnership. Our staff are happy to help you access a peaceful and quiet place to feed your baby – Little Stars

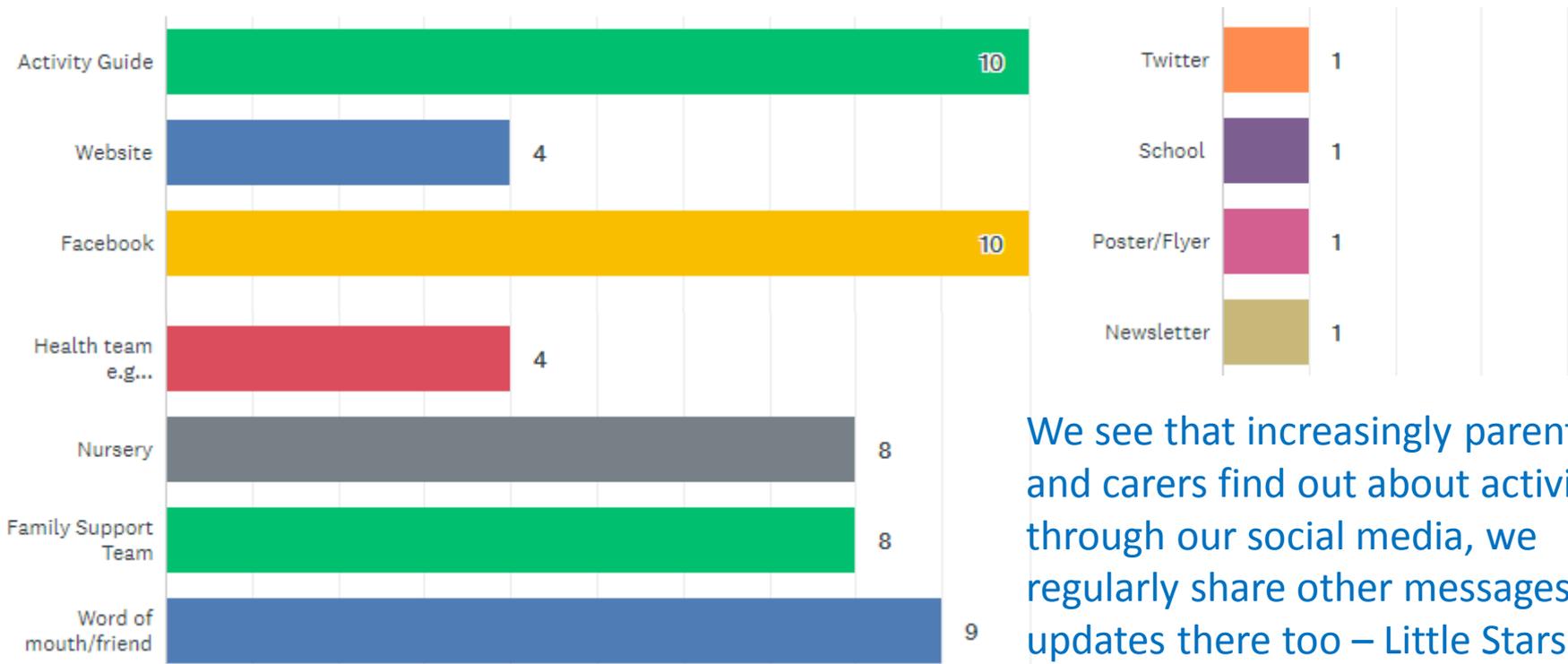
Q6: What services provided by Little Stars Children's Centre have you accessed in the last 12 months?



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Q7: How did you find out about the activities at the Children's Centre?



We see that increasingly parents and carers find out about activities through our social media, we regularly share other messages and updates there too – Little Stars

Q8: How have you benefited from attending the service/activity provided by the Centre?

“very much benefitted, we have both made friends and my daughter is always happy to attend”

“supported my mental health”

“the play sessions are very well run and a great opportunity for myself and my daughter to have us time together in a fun environment”

“meeting new people, becoming more confident as a mum and my home keeps clean for a few hours a week”

“helped me be more confident, really good advice and information”

“I have learned a lot about child development and feel a lot more confident”

“it's reassuring to know everything is ok when I see the midwife”



“my confidence makes me feel like my children are more relaxed”

Q9: How has your child benefited from attending the service/activity provided by the Centre?

“yes, she has blossomed in confidence since attending sessions”

“my daughter loves attending and has grown as a person”

“learnt so much! i.e. Colours, speech and mixing with other children”

“has really brought her on with her confidence and speech, more friends”

“enjoys the activities which are set out for them, there’s a good variety”

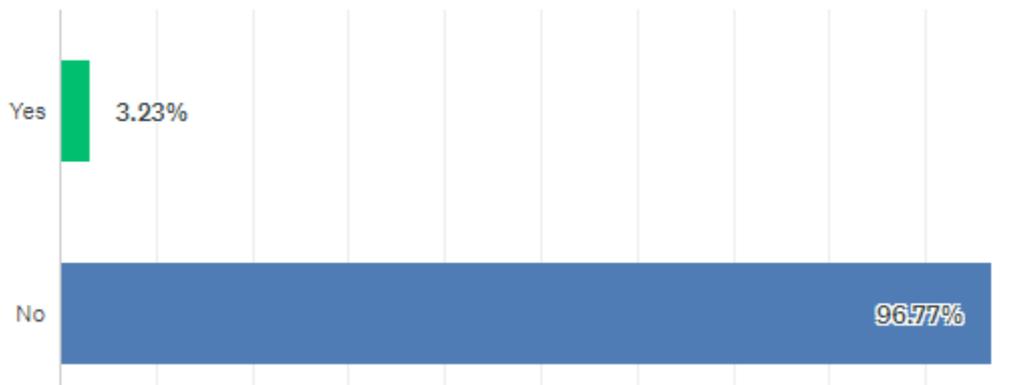


“my child enjoys her days at nursery and makes me so, so happy”

“my little boy has become really confident and socialises more, learning new things”

“the sessions give my 19 month old something to do. He gets to play with others his age”

Q10: Is there anything you did not enjoy when attending the service/activity?



You can share feedback about any service we provide at any time and we will always listen and where possible make changes to improve the experience you receive – Little Stars

Q11: What do we do best?

“make us feel welcome, answer questions, offer support without feeling judged”

“friendly staff make it pleasant and welcoming”



“provide activities for different ages, give lots of variety”

“interact well with the children”

“support families, your advice and stay and play sessions are great”

“you know up to date information that I can rely on”

“make my child have a massive smile on her face”

“You listen”

Q12: What could we do better?

“nothing really the place is clean, safe and the staff are lovely! That's all that matters”

“I'm disappointed to see Speech Bubbles has moved to a different day. I work Monday, Tuesday and Wednesday so disappointed with that, other centres also don't offer anything on Thursday or Friday so would be good if you did”



“pick up/drop off at lunch in the nursery is hectic, maybe have a 30 minutes gap in between”

Q13: What would you like to see more of?

“more play groups for age 3+”

“even more sessions like the messy play!”



“Free n Green”

“varied times and more stay and play sessions, it would be great to support working families as well as families who are not in work”

Q14: What new services would you like the Children's Centre to offer?

"bring back the Child Health Clinic, Citizens Advice booking appointments, more parenting advice for first time parents maybe a clinic"

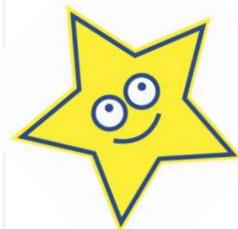
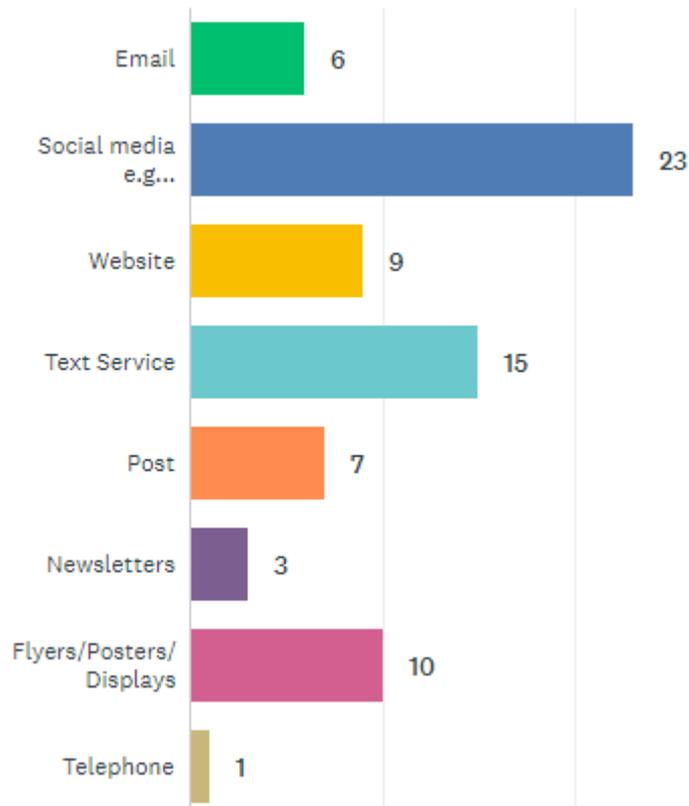
"if I did not know what this building was I would not know what it offered. What support given/sessions, does not appear to be a nursery"

"swimming sessions"

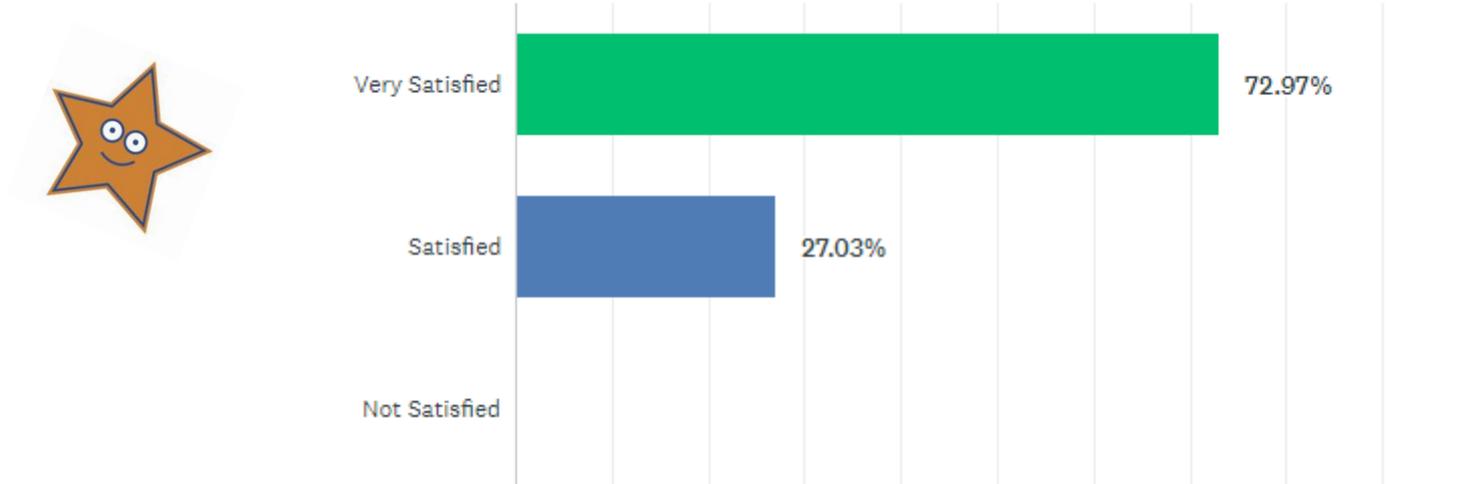
"holiday activities for children of all ages"



Q15: What is the best way for us to let you know about the Centre's services and activities?



Q16: Overall, how satisfied are you with the service you receive at Little Stars Children's Centre?



Brilliant! We are thrilled that 100% of our survey participants are either satisfied or very satisfied with the service they receive by the Centre – Little Stars

You have shared many, many wonderful comments about how welcoming and friendly the Centre is – thank you, we are delighted you feel this way about us. We are also pleased to hear about the positive impact upon your children and how confident they are and how their speech is developing.

We continue to work hard to offer as many sessions in the week as we can and sign post you to other community activities available locally. We know this can mean there is not a session on a particular day but we work hard to review our activity guide to create a balance over the week. Please also look out for the summer activity guide in which we have lots of sessions for families. Losing the Child Health Clinic was disappointing for us all and many of you have commented in this years survey. We continue to work with our health colleagues so you can get the health support you need – we would like it to return as much as you would!

We continue to work on getting information about our services out in enough time. We recently altered the activity guide to make producing and updating easier. We use Mail Chimp, a text messaging service and social media to ensure we get any changes to our services to you as soon as possible. Please try and keep your details up to date so you don't miss out!

Thank you once gain for your kind feedback

Little Stars Children's Centre Team

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