

This survey is being carried out to find out how satisfied parents are with services provided by Hertfordshire Children's Centres. All information will be analysed by a person who is independent from the Children's Centre that you use. Many thanks for your help.

Section A
About you and your family

1) Do you use the Children's Centre as a...

- | | | | |
|-------------|--------------------------|--------------|--------------------------|
| Mother | <input type="checkbox"/> | Childminder | <input type="checkbox"/> |
| Father | <input type="checkbox"/> | Foster carer | <input type="checkbox"/> |
| Grandparent | <input type="checkbox"/> | Other carer | <input type="checkbox"/> |

2) What is your postcode?

3) What are the names of the Children's Centre(s) that you use?

4) Which Children's Centre do you use most often?

5) Thinking about the Children's Centre you selected in question 4, how often do you use this Children's Centre or their services? (These services could be provided in another community building or in your own home). *Please tick one box only.*

- | | | | |
|-------------|--------------------------|-----------------|--------------------------|
| Daily | <input type="checkbox"/> | Every 6 months | <input type="checkbox"/> |
| Weekly | <input type="checkbox"/> | Every 12 months | <input type="checkbox"/> |
| Fortnightly | <input type="checkbox"/> | Only went once | <input type="checkbox"/> |
| Monthly | <input type="checkbox"/> | | |

6) What prompted you to start using Children's Centres?
Please tick as many statements as you agree with.

- I wanted to meet other parents
- I wanted information and support
- I wanted my child(ren) to meet other children
- I had a concern and wanted help to resolve it
- A friend / family member suggested it
- A health visitor / midwife suggested it
- Another person who supports me and my family suggested it

**Hertfordshire's Children's Centres
Satisfaction Survey February 2012**

I heard about Children's Centres in national newspapers / magazines and wanted to find out more

I heard about Children's Centres locally when I picked up a leaflet / found a website and wanted to find out more

Other – *please specify in the box below*

7) Thinking about the Children's Centre that you selected in question 4, how do you feel about the services that you use? Please tick one box only.

very satisfied satisfied not satisfied very dissatisfied

8) If you have not used Children's Centres services in the past 6 months, please can you tell us why you haven't used them. Please tick as many statements as you agree with.

I no longer need the services offered

It is not open when we want to go

I did not feel comfortable when we went

I was not able to get to it because it is too far away and I do not have transport

I was not able to get to it because of my personal ill health or disability

I was not able to get to it because of my child's ill health or disability

I do not know what services are available because I do not get any information

I attend other services instead e.g. local bumps and babes groups, health visitor at doctors surgery

My children are over 5

Other

9) Please tell us more about your answer to question 8 if you would like to, e.g. what other services are not offered but you feel your family need?

Section B
How do Children's Centres services help you and your family?

Children's Centres offer a range of services, all of which aim to help families with children under 5 by offering information, activities and support on the following subject areas:

- child development and preparing to start school
 - e.g. messy play and story-time
- parenting skills to become confident and happy parents
 - e.g. parenting courses, one to one support with an outreach worker, family learning
- child and family health and life chances
 - e.g. breastfeeding, healthy lifestyles, employment and financial advice

The next question relates to the Children's Centre you selected in question 4 and is not compulsory for you to answer. Please tick one box only for the statements which apply to you.

10) As a result of you attending Children's Centre services, how strongly do you agree or disagree with the following statements that apply to you?

I feel more informed about my child's development.				
Strongly agree	Agree	Neither agree nor disagree	Disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

I talk and play more with my child at home.				
Strongly agree	Agree	Neither agree nor disagree	Disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

I feel more confident as a parent and have improved my parenting skills.				
Strongly agree	Agree	Neither agree nor disagree	Disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

I feel more confident in managing my child's behaviour.				
Strongly agree	Agree	Neither agree nor disagree	Disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

I make healthier lifestyle choices more regularly.				
Strongly agree	Agree	Neither agree nor disagree	Disagree	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Hertfordshire's Children's Centres
 Satisfaction Survey February 2012**

I am more aware of hazards and how to prevent injuries.

Strongly agree Agree Neither agree nor disagree Disagree

I am more informed about my training or employment opportunities.

Strongly agree Agree Neither agree nor disagree Disagree

I feel a greater sense of belonging to my community as I have made friends or started volunteering.

Strongly agree Agree Neither agree nor disagree Disagree

Please tell us more about your answers to question 10 if you would like to:

The next question relates to the Children's Centre you selected in question 4 and is not compulsory for you to answer. Please tick one box only for the statements which apply to you.

11) As a result of your child attending the Children's Centre services, how strongly do you agree or disagree with the following statements that apply to you?

My child has had opportunities to socialise with other children.

Strongly agree Agree Disagree Strongly disagree

My child has learnt new skills.

Strongly agree Agree Disagree Strongly disagree

My child's speech and language skills have improved.

Strongly agree Agree Disagree Strongly disagree

My child's behaviour has improved.

Strongly agree

Agree

Disagree

Strongly disagree

My child has a healthier lifestyle.

Strongly agree

Agree

Disagree

Strongly disagree

Please tell us more about your answers to question 11 if you would like to:

Section C

Your general experience of using Children's Centre services

The next question relates to the Children's Centre you selected in question 4 and is not compulsory for you to answer. Please tick one box only for all the statements below.

- 12) Thinking about the Children's Centre services that you use most often, how strongly do you agree or disagree with the following statements.

This Children's Centre has a good range of activities.

Strongly agree

Agree

Disagree

Strongly disagree

This Children's Centre helps me and my family feel welcomed and comfortable.

Strongly agree

Agree

Disagree

Strongly disagree

This Children's Centre encourages me to suggest improvements to the centre / services.

Strongly agree

Agree

Disagree

Strongly disagree

This Children's Centre is easy for me and my family to get to.

Strongly agree

Agree

Disagree

Strongly disagree

**Hertfordshire's Children's Centres
Satisfaction Survey February 2012**

This Children's Centre's staff are supportive.			
Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
This Children's Centre's staff are knowledgeable when they answer my questions.			
Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>

Please tell us more about your answers to question 12 if you would like to:

13) **Would you recommend the Children's Centre identified in question 4 to other parents or carers?**

yes No

If completed in paper form please tick this box if you agree the Children's Centre can enter your responses onto the online version of this survey on your behalf.

If you would like to be entered into the county-wide prize draw please tell us your contact details. The winners will be announced by Friday 9th March. The prizes are Tesco gift cards worth:

- 1st - £100
- 2nd - £75
- 3rd - £50

Name:

Email:

Contact number:

Thank you for your time.

Your views will help us improve our services to families with children under 5 in Hertfordshire.

We will publish the results of this survey on this website:

www.hertsdirect.org/childrenscentres

where you can find out more about Children's Centres.