SURE START
SATISFACTION SURVEY

Questionnaires devised by Tracey Webb
Sure Start Community Parent

Report compiled by Cheryl Pickard
Evaluation Officer

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BACKGROUND

Questionnaires were given to parents at Breast Feeding Support Group and Christ Church Soft Play by Tracey Webb (Sure Start Community Parent). There were also a number of questionnaires given to parents known to Tracey.

The following information has been collated from the 40 questionnaires that were completed.

Parents were asked the following questions:

♦ Are you a parent/guardian/childminder?
♦ What are the ages of the children you take to Sure Start activities?
♦ How often do you attend sessions?
♦ Which sessions have you not heard about?
♦ Which are your/your child’s favourite sessions and why?
♦ Which are your least favourite sessions and why?
♦ Which sessions would you like to attend but are unable to and why?
♦ Are school holidays a problem for you to attend due to older siblings?
♦ Would you be willing to contribute to refreshments?

Parents were also invited to comment on:

♦ Suggestions how sessions could work better for parents?
♦ Preferred days/times for sessions to run
♦ Added activities to Sure Start sessions
♦ Any other improvements
♦ Further comments about Sure Start sessions
RESULTS OF QUESTIONNAIRES

38 of the respondents were parents
1 respondent is a grandparent
1 respondent is a parent plus childminder

Ages of children that you take to Sure Start Sessions?
49 children taken to SureStart
43% of the children were aged 2-3 years (21)
25% “ “ “ 10-18 months (12)
12% “ 0-9 months (6)
12% “ 4-5 years (6)
8% “ 19-24 months (4)

Sessions attended - weekly, monthly, less than monthly
See attached sheet

Sessions not heard about
Tots n Toys, Coffee & Co, Stay & Play, Allsorts, Post natal exercise, Parents Group

Favourite sessions & Why
See attached graph & sheet (p.6)

Least Favourite Sessions
Stay and Play - Not a lot for younger babies
Toy Library - Don’t like the idea of children putting dirty toys in their mouths, too busy, a lot of older children running around
Soft Play - Some children need more stimulation, it is the same every week
Christ Church Soft Play - same things everytime
Swimming Session - needs improvement - warmer pool, better changing facilities.

Sessions you would like to attend but are unable to
Most activities were mentioned
Reasons
Wrong times, baby is too young, older sibling, wrong day, wrong locations
**Comments & Ideas**  
See attached sheet (p5)

**Sessions & Suggestions**  
See attached sheet (p7)

**Further Comments**  
See attached sheet (p8)

**Are school holidays a problem for you to attend sessions due to older siblings?**  
33 completed this question  
24% said YES  
76% said NO it was not a problem

**Would you be willing to contribute towards refreshments?**  
36 completed this question  
1 said NO  
35 said YES  
14% would pay 25p  
34% would pay 50p  
52% would pay 75p
### SESSIONS ATTENDED

<table>
<thead>
<tr>
<th>SESSIONS ATTENDED</th>
<th>WEEKLY</th>
<th>MONTHLY</th>
<th>LESS</th>
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<tbody>
<tr>
<td>ALLSORTS</td>
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<td>5</td>
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<td>Wed am</td>
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<td>A NATAL BREAST FEEDING</td>
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<td>Fri pm x 1 month</td>
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<td>BABY MASSAGE</td>
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<td>Mon pm</td>
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<td>BOOKS FOR BABIES</td>
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<td>Thur pm</td>
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<td>BREAST FEEDING S GROUP</td>
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<td>Fri pm 3 weeks per month</td>
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<tr>
<td>CHRISTCHURCH SOFT PLAY</td>
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<td>CHILD HEALTH CLINIC</td>
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<td>Tu/Wed/Th x1 month</td>
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<tr>
<td>COFFEE &amp; CO</td>
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<td>Mon am x1 month</td>
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<td>KIDS Play Development</td>
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<td>Mon, Wed am Thur pm</td>
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<td>Thu pm</td>
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<td>PARENTS GROUP</td>
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<td>x 1 per month</td>
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<td>POST NATAL EXERCISES</td>
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<td>STAY &amp; PLAY</td>
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<td>TALKING TODDLERS</td>
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<td>TINY TOTS</td>
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<td>TOY LIBRARY</td>
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COMMENTS & IDEAS

♦ Dancing/music/movement
♦ More messy craft/craft activities
♦ Musical instrument session
♦ Fitness (trampoline, catching, throwing, running)
♦ Painting easels
♦ Reading sessions for older pre-schoolers
♦ Tumble Tots
♦ Water play
♦ Free painting
♦ Outdoor play areas
♦ Venues nearer to town centre
♦ Weekend sessions
♦ After school sessions
♦ Longer sessions
♦ More end of the week sessions
♦ More afternoon sessions
♦ More for under 9 months
♦ More for up to 2 yr olds
♦ Include older siblings under 5s at baby sessions
♦ School holidays - siblings to attend with a charge - separate room?
♦ Creche facilities
FAVOURITE SESSION & WHY

BREAST FEEDING
The group has really helped me
Friendly group, good advice and support
Made good friends from attending
Social/friendship

STAY & PLAY
It is very near and it is fun
Lots to do
My daughter loves Stay & Play
My children love these sessions - so much to do
Use of craft activities doing a themed session

TOY LIBRARY
My daughter enjoys playing with toys/jigsaws that we don't have at home
Access to a variety of toys
Informal and friendly

ALLSORTS
Lots of different things to do
Plenty to do in an hour
Informal and friendly

CHRISTCHURCH SOFT PLAY
Lots of children same age
Great for children to burn off energy
Children able to run round and play
Central location
Right time of day
It is on 3 different afternoons so you can choose when you want to go

KIDS
Singing and play
Wide range of activities, keeps my son's attention
Caters for children with special needs
It has brought both my children on with speech, interacting, confidence.

TOTS N TOYS
Crafts as well as toys

BOOKS FOR BABIES
My daughter enjoys looking through the books
My son loves books
SESSIONS & SUGGESTIONS

CHRIST CHURCH SOFT PLAY
Parents can chat over coffee whilst children burn off energy.
Runs 3 sessions per week- Tues/Wed/Thurs afternoons
Location - v good
Suggestion - Would be good if it ran Monday afternoons and 1-2 morning sessions

ALLSORTS
Great activities for children
Runs Wednesday morning only
Location - small room @ Hilderthorpe School
Suggestion - Can an afternoon session be added?

BABY MASSAGE
Great for babies
Runs Monday afternoons only
Location: Sports Centre
Suggestion - Can a morning session be added?

BREASTFEEDING SUPPORT GROUP
Social & friendly
Runs Friday afternoons
Location: Catholic Church Hall
Suggestion - Can a morning session be added at the start of the week?

KIDS PLAY DEVELOPMENT
Great for singing and playing. Great for interacting
Runs Mondays & Wednesday mornings and Friday afternoons
Location: Priory Church Rooms & Bridlington Sports & Community Club
Suggestion - Can an afternoon session be added?
FURTHER COMMENTS

♦ Lots available for different groups of people

♦ Sure Start is the best thing that could happen for the toddlers of Bridlington and I am very pleased to be part of it all.

♦ Sure Start is fab!

♦ Swimming sessions are very enjoyable

♦ Everything is ok.

♦ Other mums don’t like the fact that you are a childminder

♦ The sessions are good and well organised

♦ If there wasn’t any Sure Start, Bridlington would hardly have anything for children 0-5yrs

♦ Staff are always pleasant and helpful
SUMMARY

Most of the children attending sessions are aged 2-3 years (43%)

Almost 100% willing to pay for refreshments - over 50% would pay 75p

Reasons for attending sessions range from friendship & support (Breast Feeding) to variety of toys & activities (Allsorts, Play and Stay)

Most popular activity is Christ Church Soft Play - reasons given are that children “can let off steam”, and that it is well located with 3 sessions per week.

(This may also be due to the fact that a high proportion of questionnaires were handed out at Soft Play sessions)

Many of the parents requested sessions to be run on different days.

♦ They stated that they would like to attend more of the activities but could not do so due to their work commitments. “Unable to attend activities except Thursdays & Fridays”

♦ Several of the parents would like to attend sessions for toddlers on afternoons (e.g. Allsorts) but their children attend pre-school on mornings.

♦ Some parents would like to attend the Breast Feeding Support Group, Post Natal Exercise and baby massage but can only come on a morning when their other child is at pre-school. All these activities are held on afternoons.

♦ Parents who work on afternoons can never attend the Parents Group (which is held on an afternoon)

There were several requests for more parent & baby sessions. “There isn’t a lot to do for the younger babies” “Nothing for new baby & mum in the mornings” “Would like to attend more sessions but my baby is only 19 weeks”

There were also a request for sessions to be held on weekends so that dads could participate. “My husband is at home on weekends and we would like to come together to sessions”
QUESTIONNAIRE

Sure Start are constantly trying to improve the sessions currently taking place for 0-5 year olds and their availability to suit your requirements. In order for Sure Start to do this, I would be grateful if you could complete both sides of this questionnaire and return to myself during this session:

Are you a Parent/Guardian? [ ] A Childminder? [ ]

How many children in each age group do you take to the Sure Start Sessions?

0-9 mths [ ] 10-17 mths [ ] 18-23 mths [ ] 2-3 yrs [ ] 4-5 yrs [ ]

Please put a tick next to all the sessions you attend;

<table>
<thead>
<tr>
<th>Name Of Session</th>
<th>Every Week</th>
<th>At Least Once</th>
<th>Less Than Once</th>
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<tbody>
<tr>
<td>Allsorts</td>
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<td>Antenatal Breast Feeding Group</td>
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<td>Baby Massage</td>
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<td>Books For Babies</td>
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<td>Breast Feeding Support Group</td>
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<td>Christchurch Soft Play</td>
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<td>Tots ‘n’ Toys</td>
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<tr>
<td>Toy Library</td>
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Please name any sessions above that you have not heard about?

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Which session favours best with you and your child/ren?

.............................................................................................................................

Why?
.............................................................................................................................

Which session favours the least?
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Why?
.............................................................................................................................
Please name any sessions you would like to attend but unfortunately are unable to?
…………………………………………………………………………………………………………………………

Is this due to the day or times of the sessions or any other reason?
…………………………………………………………………………………………………………………………

Please could you suggest how these sessions could work better for you?
…………………………………………………………………………………………………………………………

Are there any days/times each week that you would like a particular session to run on?
Name of Session
…………………………………………………………………………………………………………………………

Preferred day/time
…………………………………………………………………………………………………………………………

Are there any activities that you would like to see added at any Sure Start sessions?
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Any other improvements?
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Are school holidays a problem for you to attend sessions due to older siblings?
…………………………………………………………………………………………………………………………

In order for Sure Start to continue maintaining free sessions for under 5’s, would you be willing to contribute towards refreshments at each session? Yes [ ] No [ ]
If yes, up to how much? 25p [ ] 50p [ ] 75p [ ]

Please feel free to add any further comments about Sure Start sessions
…………………………………………………………………………………………………………………………

Name …………………………………………………………………… (Optional)
Address ………………………………………………………………… (Optional)

Thank you for your time in completing this Sure Start questionnaire. Your views are confidential and for our records only. Our sessions are being constantly reviewed so they may be improved for your suitability. Unfortunately, we are unable to accommodate individual needs however your opinions are extremely important to us to help improve our services.

Tracey Webb
Sure Start Community Parent