Toy Library Review

The purpose of this review is to ascertain the effectiveness of the services provided to you. All feedback from the surveys conducted will be treated with the strictest of confidence and will give Sure Start an understanding of where we can improve our services to give you, 'the customer' the best possible service.

Your Name		House Number:		Post Code	
How long has your child been using the Sure Start 'Toy Library'					

SECTION 1 - ABOUT US

Sure Start is a Government programme which aims to achieve better outcomes for children, parents and communities by:

- increasing the availability of childcare for all children
- improving health, education and emotional development for young children
- supporting parents as parents and in their aspirations towards employment

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❶ Do you have an understanding of what other services are available to you and your children?	Yes		No	
❷ Would you like one of our team to contact you to give you more information about the services we have on offer?	Yes		No	

❸ The Sure Start employees that run this service are interested to hear your thoughts about them and the toys available. On a scale of 1 – 4, where **1** is *strongly agree*, **2** is *agree*, **3** is *disagree* and **4** is *strongly disagree*, please tick the relevant box below:

	☺		☹	
	1	2	3	4
Staff are supportive to me as a parent				
I am confident in the information given to me by staff				
Staff are supportive to my children				
There are enough staff at the sessions				
The toys are always clean and safe				
There are a variety of toys available				

Should you have any further comments about Sure Start staff or the toys available, please comment below:

SECTION 2 – ABOUT THE VENUE

❹ What do you think of the venue where these sessions take place?

Venue (insert here)	

On a scale of 1 – 4, where **1** is *excellent,* **2** is *good,* **3** is *poor* and **4** is *very poor*, please tick the relevant box below:

	☺		☹	
	1	2	3	4
General condition of the interior of the building e.g. cleanliness				
Temperature				
Location of venue				
Toilets (if applicable)				
Parking (if applicable)				

Should you have any further comments about the venue, please complete below:

SECTION 3 – ABOUT THE SERVICE

❺ Have you seen an increase in any areas of your child's development after they have borrowed toys from the Toy Library?

On a scale of 1 – 4, where **1** is *excellent development,* **2** is *good development,* **3** *some minor development* and **4** is *no change seen*, please tick the relevant boxes below:

	☺		☹	
	1	2	3	4
Shares toys with other children				
Plays or interacts with other children				
More skilled with toys				
Knows how to use toys correctly				
Plays carefully with toys				
Communicating more with other children				
Communicating more with adults				
Speaking and using more words				
Speech development				
Initiates / starts – playing with toys and other children				
Plays independently				
Opens a book the right way round				
Recognising numbers				
Counting				
Pre-reading skills				
Concentration				

❻ Are there any other areas of development that you would expect your child(ren) to achieve?	Yes		No	

If yes, please comment below:

❼ Are there any changes you would like to see made to the types of toys that are available?	Yes		No	

If yes, please let us know what toys you would like to see:

❽ Do the session times fit in with any other commitments you may have?	Yes		No	

If no, please comment below:

❾ Would you like information or assistance in supporting play and learning activities for your child when using Toy Library resources?	Yes		No	

❶❼ Would you like information or assistance on further play and learning activities that you could carry out with your children at home?	Yes		No	

<u>SECTION 4 – FEEDBACK</u>

❶❶ Would you recommend the Toy Library to anyone else?	Yes		No	

If no, please comment on how we could improve this service:

❶❷ How did you find out about the Toy Library? (Please tick all that apply)

	☑
Parent Volunteer	
Other parent / member of Sure Start	
School	
Sure Start staff	
Sure Start leaflet / brochure / poster	

	☑
Word of mouth	
Health Visitor	
GP	
Friend	
Neighbour	

Other, please comment below:

❶❸ Would you like to get more involved in the running of any other sessions run by Sure Start?	Yes		No	
❶❹ Have you ever attended any other form of library in the area?	Yes		No	
❶❺ Do you currently attend any other library within the region?	Yes		No	

❶❻ *Any other comments:*

Thank you for your assistance in completing this questionnaire.

❶❼ Upon completion of the review a report and findings will be published, please let us know whether you would like to receive a full copy of the report.

Yes I would like to receive your report		No thank you	

Chris Jones
Finance and Monitoring Officer