

**ANNUAL SATISFACTION SURVEY**

Barnet's Children's Centres strive to create an environment where parents and children can feel confident in the staff and approach them with any ideas and suggestions on how they can adapt or improve on the services they provide for you and your child. We would appreciate if you could take some time to complete this evaluation form which will help us reflect and develop our services.

Please be aware Barnet Council has a duty to protect the public funds it administers and may use the information you have provided for the prevention and detection of crime. We may also share information with other council departments or external organisations in order to undertake our functions as a local authority. We will always comply with the requirements of the Data Protection Act 1998 and never give information about you to anyone else, or use information for another purpose unless the law allows us. If you want to know more about how your information is used visit [www.barnet.gov.uk/privacy](http://www.barnet.gov.uk/privacy)"

Please ask a member of staff if you require help in completing this form

Your response can be provided confidentially however, it would be helpful to know who you to allow us to contact you if we need to follow up on any of your responses.

Name:	
Postcode	
Centre where questionnaire completed	
Date	

**Access**

**1. Which children's centre do you visit the most?**

<b>Name of Children's centre</b>	
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**2. Do you attend any other children's centres in Barnet?**

**Please tick ✓ all that apply**

Barnfield CC <input type="checkbox"/>	Fairway CC <input type="checkbox"/>	Stonegrove CC <input type="checkbox"/>	Newstead CC <input type="checkbox"/>
Bell Lane CC <input type="checkbox"/>	Hampden Way CC <input type="checkbox"/>	St Margaret's CC <input type="checkbox"/>	Parkfield CC <input type="checkbox"/>
Childs Hill CC <input type="checkbox"/>	Coppetts Wood CC <input type="checkbox"/>	Wingfield CC <input type="checkbox"/>	Underhill CC <input type="checkbox"/>
The Hyde CC <input type="checkbox"/>			

### 3. How often do you attend a children's centre?

Please tick ✓ one option

Once a week <input type="checkbox"/>	Two to three times a week <input type="checkbox"/>	Once or twice a month <input type="checkbox"/>	If Other, please specify:
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### 4. Which activity/service has your family used at the children's centre?

Please tick ✓ all that apply

Help and advice on pregnancy and antenatal groups <input type="checkbox"/>	Baby Clinics <input type="checkbox"/>	Postnatal groups <input type="checkbox"/>	Stay and Plays <input type="checkbox"/>
Parenting Programmes/ Workshops <input type="checkbox"/>	Baby groups <input type="checkbox"/>	Childminding groups <input type="checkbox"/>	Family Support <input type="checkbox"/>
Breastfeeding support <input type="checkbox"/>	Adult Learning courses <input type="checkbox"/>	Welfare Rights/CAB Advice <input type="checkbox"/>	Speech and Language Therapy sessions <input type="checkbox"/>
Childcare <input type="checkbox"/>	Employment support <input type="checkbox"/>	Male carers group <input type="checkbox"/>	If other, please specify

### 5. Which days do you prefer to attend the children's centre?

Please tick ✓ all that apply

Mon <input type="checkbox"/>	Tues <input type="checkbox"/>	Weds <input type="checkbox"/>	Thurs <input type="checkbox"/>	Fri <input type="checkbox"/>	Sat <input type="checkbox"/>
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### 6. Which time of day do you prefer activities/services to be available?

Please tick ✓ all that apply

9am – 11am <input type="checkbox"/>	11am – 1pm <input type="checkbox"/>	1pm – 3pm <input type="checkbox"/>	3pm – 5pm <input type="checkbox"/>
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**As a result of attending the children's centre activities/services how strongly do you agree or disagree with the statements below?**

### 7. The Children's Centre is safe and clean

Please tick ✓ one option

1	2	3	4	5
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☹

If you disagree please say why.

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**8. The children's centre is welcoming and child/family friendly.**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☹

If you disagree please say why.

**9. The children's centre staff are supportive**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☹

If you disagree please say why.

**10. The children's centre is led and managed well**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☹

If you disagree please say why.

**11. The children's centre offers activities/services that meet my needs**

Please tick ✓ one option

1	2	3	4	5
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**12. The children's centre services have supported me & my family to be healthier  
e.g. eat a healthier diet, take more exercise etc.**

Please tick ✓ one option

1	2	3	4	5
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**13. The children's centre has supported me to develop skills for the future**

Please tick ✓ one option

1	2	3	4	5
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**14. The children's centre have supported me to improve my parenting skills**

Please tick ✓ one option

1	2	3	4	5
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**15. The children's centre has supported me to keep my child safe**

Please tick ✓ one option

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**16. The children's centre has helped to prepare my child for nursery/school**

Please tick ✓ one option

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**Children's Centre involvement**

**17. I feel that my views as a parent/carer are listened to by children's centre staff**

Please tick ✓ one option

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**18. I am aware that there is a children's centre Advisory Board**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**19. I feel able to contribute to the development of the children's centre e.g. via questionnaires, parent forum, advisory board, volunteering**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**20. If I were unhappy with anything at the children's centre I would know how to make a complaint**

**Please tick ✓ one option**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**21. Overall I am satisfied with the services/activities that the children's centre offer**  
Please tick ✓ one option

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Strongly agree ☺	agree ☺	disagree ☹	Strongly disagree ☹	Don't know ☺

If you disagree please say why.

**22. Are there any other activities/services you would like to see the children's centre offer?**

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## Diversity Monitoring

Barnet Council is required by law, Equality Act 2010, to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups. One way we do this is to assess the impact of our services and practices on different groups. The information collected here will help the council to ensure that our policies and services are fair and accessible, assess the impact of policies, services and decisions on the protected characteristics covered by the Act and demonstrate compliance with the law.

To assist us in complying with our duty under the Equality Act 2010 we are asking you some personal questions, which we would encourage you to complete. Collecting this information will help us understand the needs of our different communities.

Please be assured that all the answers you provide will be treated in the strictest confidence and will be stored securely in an anonymous format. All information will be stored in accordance with our responsibilities under the Data Protection Act 1998.

1. Are you male or female? Please tick (✓) one option only

Male	<input type="checkbox"/> Go to Q 3	Female	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/> Go to Q 3
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### Females only: Pregnant and on maternity leave

As part of the Equality Act 2010 the council has a statutory requirement to collect information in relation to 'protected characteristics' which includes information on women who are pregnant and on maternity leave. Answering this question will assist us in meeting our legal obligations. It will also help us understand the different needs of our communities.

2. Are you pregnant and/or on maternity leave? (Please tick (✓) one option on each row)

	Yes	No	Prefer not to say
I am pregnant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am currently on maternity leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What is your age group? Please tick (✓) one option only

**[Please note you can change these age ranges to suit your consultation]**

Under 18	<input type="checkbox"/>	55-64	<input type="checkbox"/>
18-24	<input type="checkbox"/>	65- 74	<input type="checkbox"/>
25-34	<input type="checkbox"/>	75+	<input type="checkbox"/>
35-44	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
45-54	<input type="checkbox"/>		