



St Martin's Sure Start Children's Centre

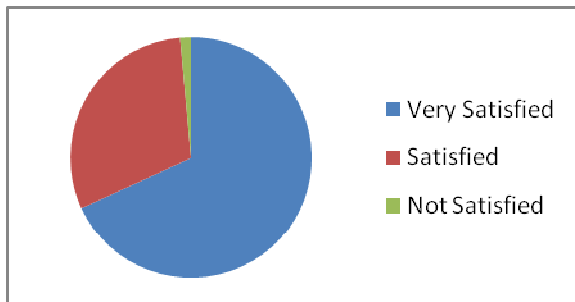
Centre Evaluation

Number of questionnaires sent out: 260

Number of questionnaires returned: 70

Were our visitors satisfied with the service provided by our Centre?

Very Satisfied	69%
Satisfied	30%
Not Satisfied	1%



Our Visitor's Suggestions:

Mailing List

I would like an email update of what's going on, on a monthly basis, just to remind me of what's on offer.

Email distribution list for when the new schedule or particular events are publicised. Parents could join if they want or not.

Perhaps an email every 3-6 months to update on new info or to ask how my needs have changed e.g. returning to work.

We say: We now offer an email update service and have placed a note on the website & at the centre encouraging people to give us their email addresses.

Classes for 1 - 2 year olds and 2 - 3 year olds

It would be lovely to have more classes for 1-2/2-3 years.

Would be lovely to have more classes for 1-2/2-3 years (Mon, Weds, Thurs). Do not attend much as back to work part time.

Keep going - you're excellent!

Would be good to have an extra group - say 1 - 2 year olds for stay & play.

Playgroup of children at the same age might be better and safer for the very little ones.

We say: We now have Toddler Time on a Tuesday afternoon which is for 1 - 2 year olds, as well as our popular Stay & Play on a Friday. We also run various activities at The Wells Community Centre on a Monday which incorporates all ages.

Baby Weighing

It might be worth adding a scale at the centre so parents can monitor their baby's weight informally.

Perhaps a health visitor weigh-in session could be incorporated into one of the sessions eg breastfeeding group, which would mean more mums try out the centre.

More stay & play sessions, not just one on a Friday morning. Is it possible to have a weigh in clinic with health visitor present for a couple of hours one morning for new mums?

Maybe run a few more courses/groups.

The Wells

On the website the monthly timetable doesn't always say what's going on at The Wells on a Monday. If possible could the timetable detail what happens on a Monday?

We say: On our website, under the section 'What's on', the Wells has its own little section. We will make sure it's kept up to date.

Only a small comment, changing facilities at the Wells sessions, floor is not practical.

We say: We now have a change mat at the Wells, if it is not out, please ask us - thanks!

Not enough toys for toddlers at Wells

We say: We have stocked up on some more toys at the Wells now!

Please do the same again at the Wells Centre next summer. The times during school term is not great (at Wells) for a lot of people as it is in the middle of lunch and rest times. An hour later would be great.

The only thing which I sometimes find difficult is the time of the Wells session. 12.45 - 2.45pm is right across a lot of babies/children's lunch & nap time. Mums are often looking for something to do mid-late afternoon, after nap but before tea time.

More music based play sessions at the Wells Centre please!

Keep it up as it is. Big thankyou.

Times

It would be great if there were some afternoon sessions as well as the morning ones.

To change the time for the baby & bump group as it is a bit difficult with lunch feeds.

Keep it up! Thank you for creating a lovely environment for my children & I to come & play.

We say: Have you checked out our excellent and varied Wells programme run on a Monday afternoon? Also we now have Toddler time on a Tuesday afternoon. I know it seems a long way off, but during the summer time we will be having open garden sessions again too!

Space

It would be better if the children's centre had a bigger room/space.

Sometimes the Friday session was crowded but I see you already limited the places. Otherwise everything is perfect! I really enjoy going to the St Martin's Centre!

It sometimes can get very busy, esp when the outside isn't open. Either restrict numbers on a first come first served basis, or open up the outside all year round.

Maybe run a few more courses/groups. I tried to get on a couple of courses and they were already full.

Keep going - you're excellent!

We say: We have restricted places on the Friday Stay and Play now.

Rhyme Time and Singing Sessions

More rhyme time slots!

Mad Academy (or similar) on a different day to Monday. Rhyme time every week on a Friday afternoon would be great.

Erin loves the singing and dance sessions, so more of that is always great fun. But otherwise its always a joyous morning for us both. We look forward to Tuesdays & Fridays.

Parking

Keep up the good work - onsite parking for mums would be great help as parking very limited.

Parking is really a problem. Otherwise I'm quite happy with the service the centre rendered.

Parking provisions for the centre, or details of local free parking. Baby yoga classes, rhyme time & Jo Jingles for 3 month+ & email updates to registered visitors.

Parking is obviously an issue that is hard to address in most places.

Suggestions for More Classes

More parenting classes e.g. First aid, weaning, child development (e.g. play activities for children).

More structured children's activities e.g. Music classes, soft play, baby signing.

The most useful things I have found are the 'one off' sessions e.g. weaning, baby massage. Keep doing these plus any others...music, baby signing...?

Very interested in First Aid if it might be possible to run such a course.

More classes e.g. baby signing, baby yoga, soft play activities.

More classes such as baby sensory, yoga & signing. Especially for the 6-12 month age group.

Baby sensory on a regular basis. More drop in sessions for those who can't make the specified dates - e.g. more baby & bumps sessions.

Would suggest more sessions for the stay & play on different days. Singing very popular with my son. Also more time of breastfeeding sessions.

I'd really like a weaning support group.

Now you have limited number for stay & play you should have more slots of stay & play e.g. Afternoon class. Program should have more variety e.g. Manor Park Children's Centre in Sutton is fantastic.

Talks on - raising girls, sibling rivalry, potty training, positive parenting, healthy eating (focussed on quick, easy & nutritious home cooked food for all the family) with meal plans and shopping lists please. Mums only group for mums to meet up and chat without their kids. Or time before/after talks to trade advice/parenting ideas.

General

A more 'baby proof' area would be really great so you don't have to worry about older children sitting on or tripping over babies during stay & play.

Be open on occasional Saturdays so that those of us who have returned to work can still benefit from the wonderful staff and facility that you have.

Could the carers in the crèche be given 'power' the change a dirty nappy?

Possible tie in with Epsom Hospital (short walk away) to use their facilities for after birth exercise classes to help mums lost weight and get back to fitness. Epsom Hospital already run a post-natal mum and baby class in the paediatric gym. Look to joint promotion and thereby lower cost for mums, currently £4.50 per class.

Would like after school care for junior school age children.

Climbing activities outside - my son does not have imaginative play so it's hard to focus him outside.

Perhaps be more visible to local residents. I didn't know the centre even existed, I got introduced by my friend.

No - I think everything is very well balanced.

Keep doing what you are doing, I really miss coming now I am back at work.

Please continue with your great work!

Just keep up the good work.

Compost box for fruit cores/peelings?

We say: We will have a word with Gordy the Gardener!

Have you been satisfied with the service provided at the Centre?

Positive Comments:

Very professional and friendly

It has been absolutely brilliant

The ladies are always so helpful and make sure you are not sitting in a corner on our own! Also make sure all the children are joining in.

Friendly and helpful staff

Staff are fantastic and friendly and it's such a welcoming environment

Really fantastic service

Everyone at the centre is very friendly and helpful. The Centre provides a good service.

The facility is bright and friendly with great amount of activities to do.

It's fantastic, great location, lovely surroundings, beautiful garden and amazing staff!
Big thank you

My child is recognised by the staff during and outside sessions and this makes him more settled and happy (less attached/clingy to me)

Yes, it has been a great service

I hope it continues to be available and the government doesn't take it away!

Cindy and the Staff are just so understanding and go out of their way to help each and every person.

All the staff are lovely and make you feel very welcome and it's very relaxed. The activities have all been very fun and varied.

The girls did a very good job with toys. Good for kids. Sing along time, brilliant.

The facilities each time were fine as was the pre course paperwork or telephone contact.

Its a warm friendly and creative place to go for both myself and my girls

Both my husband and I think the service is brilliant. The most wonderful thing about the sure start centre is the dedicated and knowledgeable staff. Cindy and the team are innovative in their approach always trying out new ideas.

Excellent Course facilitator - Heather

Outdoor space is brilliant

Art and craft is fantastic

Snack time is important for children and is well organised

Excellent indoor facilities

Very friendly staff

The ladies in the reception are wonderful, very pleasant and helpful

Staff are friendly and informative without being "lecturers"!

The team at St Martin's are very friendly and always open to suggestions or possible new activities. They really do offer a range of activities, from safety advice to garden games

It's always nice to know they are there

Staff are very helpful and friendly

Provided us with great activities and fruit provided for children has been fantastic!
Much appreciated!

Very helpful on the phone and in person. Good range of activities for mum and babies

Staff very friendly and supportive

Good range of activities available

Clean toys for children to play with

I don't know how I would have got through the first year without them!

Staff have always been friendly and helpful and taken on board suggestions

Very relaxed and friendly atmosphere, professional and helpful staff, excellent service

Grateful for the support - find it reassuring to have such an invaluable resource on the doorstep

When asked what other services I thought would be useful I said weaning and we are attending a weaning class at the Centre on the 6th Dec

We are lucky to have it in our local area

I like receiving the timetable via email as it helps with planning my week

Keep up the fantastic work ladies!

Everyone is very friendly and helpful/hands on with the babies, always welcoming and ready to help

The staff are always very friendly and helpful

The staff are always helpful and cheerful

Staff are very welcoming and have lots of info and advice

Everyone was so helpful and friendly - I felt very relaxed and welcomed

I appreciate the fact that Centre operates from the Wells once a week

Excellent service, facilities and offered activities

The people are lovely and the facilities are great

Cooking for baby was particularly good

The service is perfect. The staff are friendly, helpful and well organised

The cooking classes and music class was excellent

The ladies who run the Centre are very friendly and professional

It has been very beneficial to me and my daughter

Very impressed, in all aspects and areas

Not satisfied with the service provided at the Centre:

No, I haven't. The nice class which was baby sensory has been stopped and the play and stay on Friday is always busy. We don't want to come anymore. Programme is not variety and Wells is not convenient.