

During February 2016, Halton Borough Council Children's Centres gave service users the opportunity to provide feedback on service provision within the borough. 590 services users responded to the questionnaire.

Summary Results

248 and 217



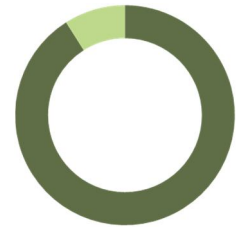
'Health Visitor' or 'Friends and Family' is how they found out about Children's Centres

55%



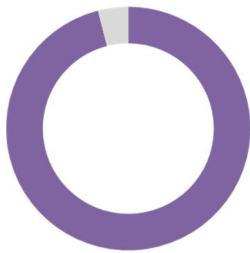
use Children's Centres 'at least once a week'

91%



Feel that Children's Centres have made 'a positive difference to their family'

97%



Feel that Children's Centres are 'helpful'

34% and 18%



Said that 'At the Children's Centre' and 'Facebook' are the main methods used to access information

318 and 315 said



they would use 'Text' or 'Email' to receive updates

74%



Rated Children's Centres 9-10 out of 10

41%



Said yes they would pay for some services

48%



Said they would pay between £1-£2

248

Found out about Children's Centres via the Health Visitor

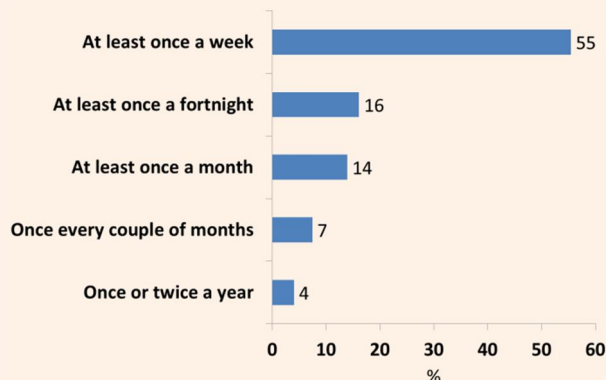


Multiple response: respondents could answer more than one option

*18 respondents did not answer this question

55%

Use the Children's Centres at least once a week

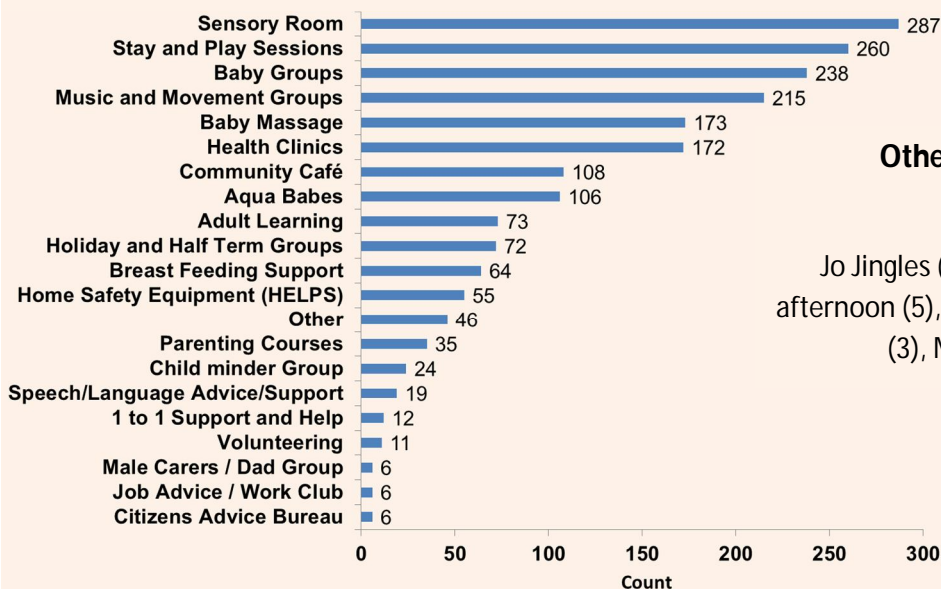


*18 respondents (3%) did not answer this question

Sensory Room and Stay and Play

Were the sessions most used during the past year

*37 respondents did not answer this question



Multiple response: respondents could answer more than one option

Other groups would like to attend*

*listed more than two times

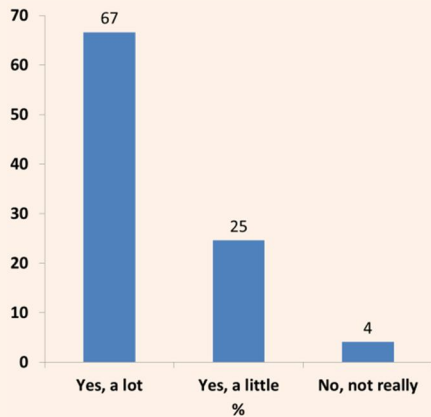
Jo Jingles (7), Baby weigh in (6), Coffee morning / afternoon (5), Soft play (3), Rugby Sessions (3), Play days (3), Music mayhem (3), Messy play (3)

Other services customers would like to take part in at Children's Centres

Baby massage	16	Baby sign language	5
Adult classes	15	Sensory room	5
Baby Groups	10	Toddler play groups e.g. read with me, role play, soft play	5
Messy play	9	Baby yoga	4
Jo Jingles	8	Baby breast feeding / weaning	4
Music and movement	8	Baby and toddler Groups	3
Location / times to vary	8	Family groups / groups for grandparents	3
Craft / Dance / Cookery	8	Little Monkeys	2
Aqua Babes / swimming lessons	7	Adult learning	2
Baby / toddler first aid	7	Speech and language	2
Exercise classes	6	More book sessions	1
More for toddlers	6	Halloween party	1

67%

Said Children's Centres have made a lot of difference



*28 (5%) respondents did not answer this question

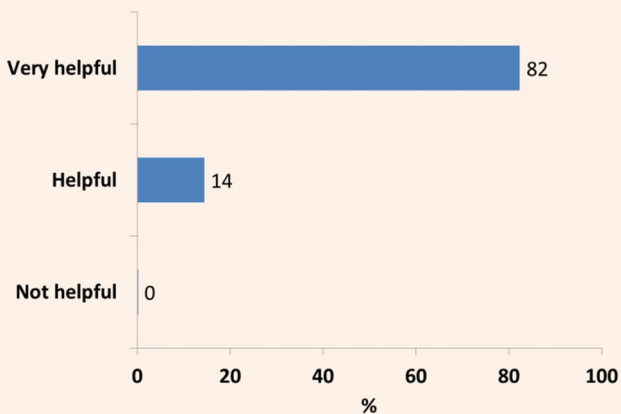
How have they made a difference?

Adult socialise / Meet people / made friends	154
Children socialise	107
Something to do / out of house / keep busy	48
Child development	32
Friendly atmosphere / Children enjoy	32
Parent child bonding	20
Confidence adult and child	19
Child meet friends / made friends	31
Support	18
Breast Feeding / weighing / Health visitor	14
Free / cheap	9
Different opportunities otherwise not available	6
Routine / Structure	2
Hard to get on some classes	2
Good facilities for childminders	1

Information at Children's Centres

82%

Said Children's Centres are very helpful



*18 (3%) respondents did not answer this question

34%

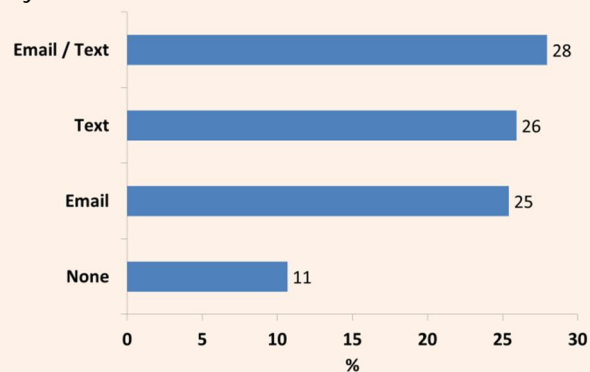
Find out information at the Children's Centre



*148 (25%) respondents did not answer this question

28%

Said they would use both email and text to receive information

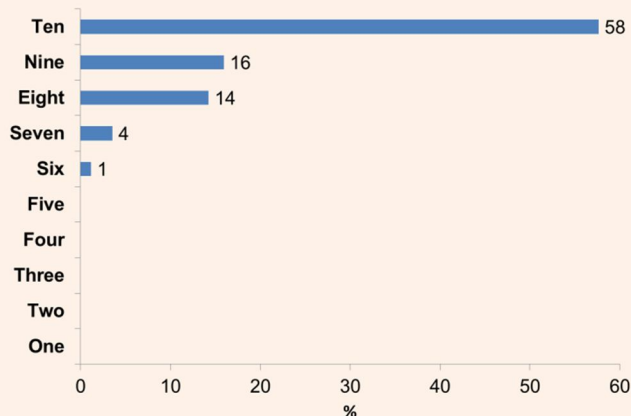


*59 (10%) respondents did not answer this question

Scoring of Children's Centres

58%

Rated the Children's Centres 10 out of 10



*41 respondents (7%) did not answer this question

How can they improve?

*Location / times to vary / more of classes	42
Happy / Fantastic	29
Booking issues	21
Problems with Café	7
Miscellaneous	6
Conflicting / no health professional advice	3
Parents cliquy / childminder not welcomed	2

*Location / times to vary / more of classes split

More groups for toddlers	7
More combined age classes	6
No child classes over lunch times	4
More drop in's	3
More classes / more spaces	3
More baby groups	3
More locations	3
Greater variety	2
Stop cutting classes / or have replacements e.g. Jo Jingles	2
Miscellaneous	9

Payment for Children's Centre Services

84%

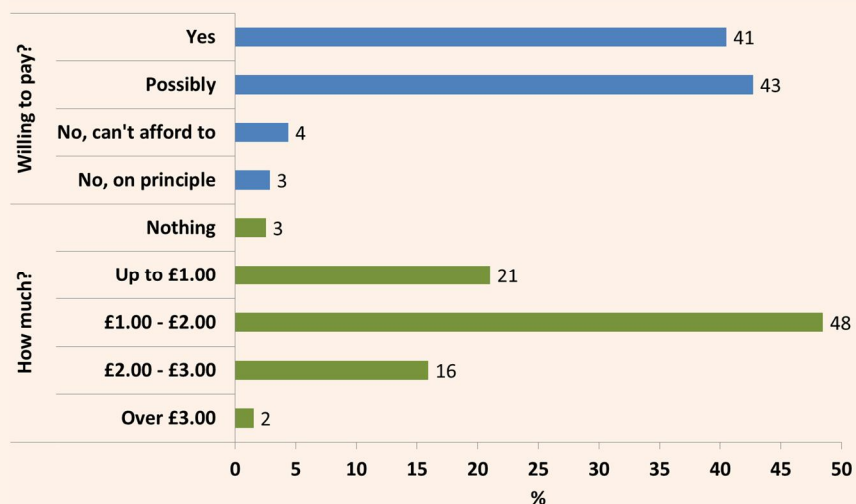
Said they are open to the possibility of paying for services

*56 (9%) did not answer this question

48%

Said they would be willing to pay between £1-£2

*62 (11%) did not answer this question

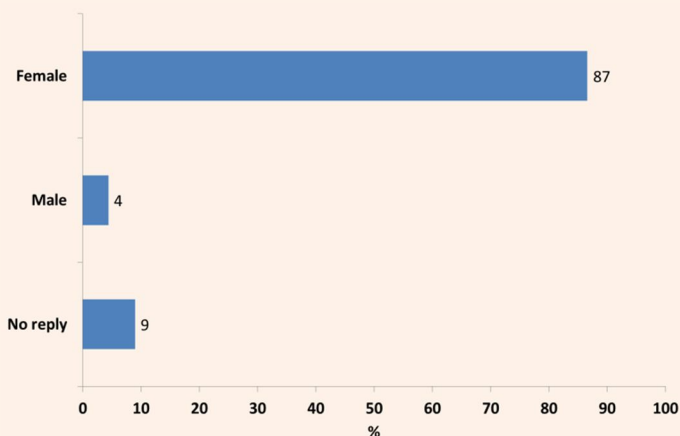


Do you have any comments about paying a small fee?

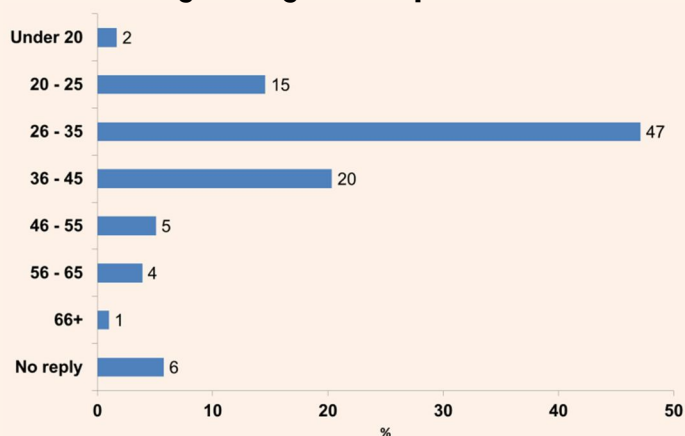
Happy to pay	27	May reduce numbers	3
Yes, if it keeps quality classes / stay open / funds activity	24	More value in session if pay / Less drop outs	3
Yes, but may mean some families can't afford it	14	Yes, but provide longer sessions, tea/coffee	3
Costly if multiple children / more than one class	10	No	3
Reduce how much we come	9	Monthly fee and can access all	2
Minimal charge / Per family	6	Maternity can't afford	2
Childminder charge passed onto parent or would attend less	5	Some classes over staffed	1
Reduced charge for multiple children	3		

Demographic Information

Gender

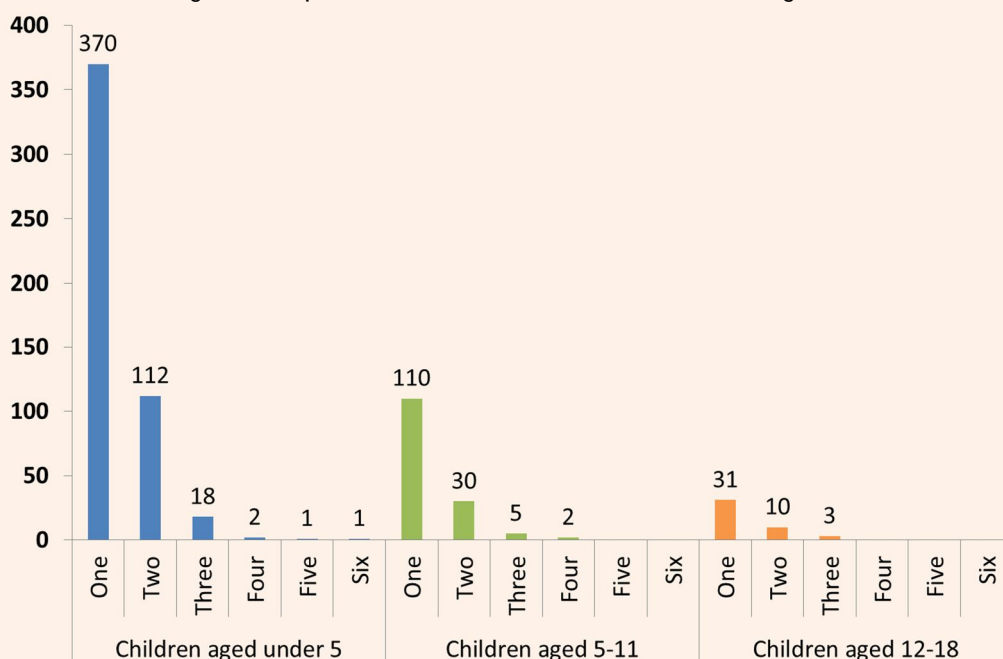


Age Range of respondents



Respondent: number of Children by age group

e.g. 112 respondents have two children under the age of 5



Attendance of count of children under the age of 5

