



Thomley's Annual Evaluation - Can you help please?

Hello!

Please find enclosed our 2011 Thomley Evaluation for parents, carers and young people. There are two separate questionnaires, but for all you young people... mum or dad can help if you want them to!

We would be grateful if you could spend 10 minutes answering a few questions about Thomley. Please send all your responses back to us by 31.10.11.

Firstly we would like to know what you think about different parts of the current service and any ideas for improvements. Secondly we are keen to ensure that the centre meets the needs of your children and therefore need your help to plan for new developments.

Feedback will be collated and sent out to everyone in the next newsletter

Thank you for your ongoing support and for sparing the time to fill in the attached questionnaires. It means a lot to us to know what we are doing well and how we can support you in the future, so a BIG THANK YOU once again!

Hayley

Hayley P – McGill
Activity Centre Manager

- **For your Information**

Ranking for evaluation scoring:

P = Poor A = Average G = Good E = Excellent



Thomley Activity Centre Evaluation

Your feedback is incredibly valuable to us and we are keen to know what you think about the services provided by Thomley Activity Centre. Your feedback will help us to:

- a) improve the service we provide for you
- b) demonstrate to donors the benefits of the service they support

Questions about you:

Which county do you visit from:.....

What is your relationship to the child/ren you bring to Thomley:.....

What age range of children do you bring to Thomley:.....

If you are new to Thomley, was the tour and information provided on your first visit adequate? Yes No

General Questions:

1. Have you found your visits easy to book? Yes No

2. Where staff supportive when you visited? Yes No

3. Is it clear which days you can visit? Yes No

4. Do you find your newsletter useful & informative? Yes No

If no to any of the above, please provide suggestions for improvement

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5. How often do you visit? Every week Once a month Once per term Twice a year Once a year

What would encourage you to visit more regularly?

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6. If you have received this evaluation but no longer visit, can you tell us why you do not visit and is there anything we can do to welcome you back?

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Usage

7. Please rate how accessible and enjoyable you and your children find the following areas:

Main gate/reception P A G E

Soft play P A G E

Sensory room P A G E

Outside equipment and area P A G E

Toilets P A G E

Teenage provision P A G E

Other P A G E

Please give recommendations for improvements:

.....

8. Do you find our equipment?

- Appropriate to the needs of your child P A G E
- Enjoyable P A G E
- Safe to use P A G E

Please comment.....

9. What additional equipment would you like to see at Thomley (indoor/outdoor) for children, parents or carers?

.....

10. We have currently been hosting focus days to meet the needs of all our visitors including toddler, teenage, adult days, Dad's days, school and home education days.

Do you find activities on these days are appropriate to your child/ren's abilities, age & interests? P A G E

Do these days meet the needs of you as parents or carers? P A G E

What else we can do to improve the service we provide to you and your children? (N.B. we have asked more specific questions on the young people's survey):.....

.....

11. How would you rate the cleanliness and upkeep of Thomley? Poor Average Good Excellent

Staffing

12. Do you find the staff easily identifiable? Yes No

13. Please rate the following;

- Level of staff interaction P A G E
- Approachability of staff P A G E
- Ratio of staff & volunteers to children P A G E
- Knowledge of staff P A G E

Please provide any other comments or suggestions.....

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Additional comments:

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A quote about Thomley that you would be happy for us to use in feedback/newsletters:

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MEASURING THE IMPACT OF OUR WORK

Apologies for the fact that you will have received the same questions last year, however for us to receive continued funding from many of our donors, we need to provide evidence of the impact of our work and demonstrate to the benefits of the services that these donors support. Your response to these questions is extremely valuable.

Do you have a disabled child? (N.B. If not, we would still like your feedback) Yes No

How old are the children you bring to Thomley (please tell us how many children you bring from each age bracket).

0-5yrs 6-9yrs 10-12yrs 13-16yrs 17-19yrs Older than 19 yrs

PLEASE TICK RELEVANT BOX			SUPPORT TO CHILDREN	% more confident last year
More confident	No change	Less confident		
			Increased confidence and self-esteem (e.g. taking part in new things, expressing preferences, developing new skills)	83%
			Developed and maintained friendships (e.g. playing with other children, making & maintaining friendships, interacting with adults and Thomley staff)	43%
			Increased confidence in taking measured risks (e.g. understanding which activities are 'dangerous', taking measures to play more safely)	43%
			Feel suggestions have been acted upon (e.g. type of activities on offer, new equipment available, other improvements we have made)	100%
			Increased access to activities which promote active & healthy living (e.g. access to space, participation in sport and outdoor activities, access to mini gym)	86%
			The below questions are aimed at those who access the new teenage provision. N.B. This project has only just begun but we aim to acheive these outcomes...
			Learnt new skills for daily living (e.g. cooking, washing up, laundry etc)	This is a new target
			Acquired new practical skills i.e. either hobbies or vocational skills (e.g. woodwork, sewing or other practical skills & understanding the basic work ethic)	This is a new target
Yes	No		SUPPORT TO FAMILIES AND GROUPS	
			Are satisfied with the service (e.g. meets the needs of children & adults, relaxing place to visit, offers services not available elsewhere)	100%
			Feel listened to & supported (e.g. by other parents & carers or Thomley staff)	86%
			Feel less isolated (e.g. have met other families, have been able to talk about issues & concerns, know where to find additional support)	90%
			Have gained relevant advice about additional support (e.g. from Thomley Noticeboard newsletter, library, weblinks, advice from staff & other visitors)	83%
			Have gained play activity ideas (e.g. ideas that you can use at home, ideas that are more appropriate for the needs of your child)	64%
			Have gained understanding of disability issues (e.g. greater understanding & acceptance of differing disabilities, ideas for inclusion of disabled children in local community activities)	86%
			Have benefitted from a short break (e.g. parents feel that Thomley is a safe and appropriate place for respite carers to bring their children, thus enabling parents to have a short break)	This is a new target

DO YOU HAVE ANY COMMENTS RELATING TO ANY OF THE ABOVE QUESTIONS?.....

.....Continue on additional sheet if necessary

<p>Thank you for taking the time to complete this evaluation; it is greatly appreciated. Please return this to Hayley McGill, Thomley Activity Centre, Menmarsh Road, Worminghall. Bucks. HP18 9JZ. Or hayley@thomleyhall.org</p>
