

# Thomley Evaluation 2009

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

## General questions

What is your relationship to the child/ren you bring to Thomley (e.g. parent, carer, teacher...)\_\_\_\_\_

Which county do you come from?\_\_\_\_\_

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

## SUPPORT TO CHILDREN

a) As a result of coming to Thomley, have you noticed a change in your child's confidence to:

	More confident	No change	Less confident
• Take part in activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Express preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Try new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Develop new skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you give an example of these changes?\_\_\_\_\_

\_\_\_\_\_

Have you got any suggestions of how we can make improvements?\_\_\_\_\_

\_\_\_\_\_

b) As a result of coming to Thomley, have you noticed a change in your child's confidence to develop and maintain friendships i.e. to:

	More confident	No change	Less confident
• Play with other children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Make and maintain friendships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Relate to adults or Thomley staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you got any suggestions of how we can help improve your child's confidence?\_\_\_\_\_

\_\_\_\_\_

c) Have you noticed a change in your child's confidence to take measured risks?

	More confident	No change	Less confident
• Understand which activities are 'dangerous'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Take measures to play more safely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Can you give an example of the changes?\_\_\_\_\_

\_\_\_\_\_

Have you got any suggestions of how we can make improvements?\_\_\_\_\_

\_\_\_\_\_

d) In the past, we have asked you and your children for ideas. Do you feel that we have reflected your suggestions in the:

- |                                   | Yes                      | No                       |
|-----------------------------------|--------------------------|--------------------------|
| • Type of activities on offer     | <input type="checkbox"/> | <input type="checkbox"/> |
| • New equipment available         | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other improvements we have made | <input type="checkbox"/> | <input type="checkbox"/> |

Can you give an example? \_\_\_\_\_

If we have not acted upon your suggestion, is there anything you would like us to change, develop or improve?

e) Which physical and healthy activities:

- do your children enjoy at Thomley, and why? \_\_\_\_\_
- can you not access elsewhere, and why? \_\_\_\_\_
- do you think we should include at Thomley, and why? \_\_\_\_\_

f) Do you feel that Thomley provides appropriate activities and support for your child/ren's age group?

- |             | Yes                      | No                       | I don't have children of this age |
|-------------|--------------------------|--------------------------|-----------------------------------|
| • 0-5yrs    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| • 6-10yrs   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| • 11-15 yrs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |
| • 16-19yrs  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          |

How do you think we can better support this age group? \_\_\_\_\_

## **SUPPORT TO PARENTS & CARERS**

g) As a parent or carer, do you feel listened to and supported by:

- |                            | Yes                      | No                       |
|----------------------------|--------------------------|--------------------------|
| • Other parents and carers | <input type="checkbox"/> | <input type="checkbox"/> |
| • Thomley staff            | <input type="checkbox"/> | <input type="checkbox"/> |

Can you give an example of how you have felt supported? \_\_\_\_\_

Have you got any suggestions of how we can support you further? \_\_\_\_\_

h) Do you feel that Dad's and male carer days are valuable? Yes  No

- If so how? \_\_\_\_\_
- We still have a low uptake on these days. Have you got any suggestions of how we can improve them?

<b>i) Have you found useful new information and advice:</b>	<b>Yes</b>	<b>No</b>
• in the parent resource library?	<input type="checkbox"/>	<input type="checkbox"/>
• in the Thomley Noticeboard newsletter?	<input type="checkbox"/>	<input type="checkbox"/>
• on the Thomley website?	<input type="checkbox"/>	<input type="checkbox"/>
• through discussion with other visitors?	<input type="checkbox"/>	<input type="checkbox"/>
• by asking a staff member?	<input type="checkbox"/>	<input type="checkbox"/>

Can you give an example of what kind of information you found useful? \_\_\_\_\_

What other information would you find useful, and in what format? \_\_\_\_\_

Are there any specific books or subscriptions that you would like to see in the parent resource library, or are there any you would like to recommend? \_\_\_\_\_

<b>j) Do you feel that Thomley:</b>	<b>Yes</b>	<b>No</b>
• is a relaxing place to visit?	<input type="checkbox"/>	<input type="checkbox"/>
• meets your needs as a parent or carer?	<input type="checkbox"/>	<input type="checkbox"/>
• meets the needs of your child/ren?	<input type="checkbox"/>	<input type="checkbox"/>
• offers services that are not available elsewhere?	<input type="checkbox"/>	<input type="checkbox"/>

Have you got any suggestions of how we can improve our service? \_\_\_\_\_

<b>k) Have you gained any new play ideas that you can use at home?</b>	<b>Yes</b>	<b>No</b>
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Can you give an example? \_\_\_\_\_

Would you like us to provide ideas? If so, in what format would you like these (i.e. on the website, in a booklet etc)

<b>l) Do you feel that you and your children:</b>	<b>Yes</b>	<b>No</b>
• have gained an understanding about disability issues? <i>(e.g. you may have a child with Down's syndrome but not have experience of children with autism)</i>	<input type="checkbox"/>	<input type="checkbox"/>
• are accepting of others with differing abilities?	<input type="checkbox"/>	<input type="checkbox"/>

**m) ARE THERE ANY OTHER COMMENTS THAT YOU WOULD LIKE TO MAKE?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name (Optional) \_\_\_\_\_

Contact details (Optional) \_\_\_\_\_

**Please see overleaf for a final question about recommended donations...**

## RECOMMENDED DONATIONS

Whilst Thomley makes every effort to keep your visit costs to a minimum, we need to ensure that we can afford to keep the centre running. Currently, your donations cover just 13% of Thomley's running costs, meaning that we need to find an additional £33 to cover the cost of every child that visits.

We have chosen not to increase our recommended donations for the past 2 years, however due to the increasing difficulty we are finding in accessing donor funds, we now need your help to review these costs.

*N.B. Recommended donations are flexible and families will not be turned away if costs are prohibitive. Please feel free to discuss with us if this applies to you.*

We are proposing that the recommended entry donations are as follows. The sensory room will remain at £1 per child for a 30 minute session and the computer room will be free of charge.

### **1. Family use (with effect from 1<sup>st</sup> October)**

- £6 for 1 child per day
  - £12 for 2 children per day, plus an extra £1 for every additional child
- N.B. Any child attending as a friend of the family is encouraged to offer a separate donation*

**How do you feel about these suggestions?**

- I would be happy to pay more       I can afford this       I cannot afford this
- 

### **2. Annual membership for family use (with effect from 1<sup>st</sup> October)**

- £110 for 1 child (to visit with family at any time)
- £220 for 2 or more children (to visit with family at any time), plus an extra £10 for every additional child

**How do you feel about these suggestions?**

- I would be happy to pay more       I can afford this       I cannot afford this
- 

### **3. School and group use (with effect from 1<sup>st</sup> September)**

- £3 per child for up to 2 hours (for schools only)
- £6 per home-schooled child

**How do you feel about these suggestions?**

- We would be happy to pay more       We can afford this       We cannot afford this
- 

### **4. Group use (with effect from 1<sup>st</sup> September)**

- £6 per child per day

**How do you feel about these suggestions?**

- We would be happy to pay more       We can afford this       We cannot afford this
- 

### **6. Birthday parties for up to 20 children (with effect from 1<sup>st</sup> June)**

- £100 for 2 hour party (including 30 minute sensory room use)
- £120 for full day party (including 1 hour sensory room use)
- £120 for an after school party (including 30 minute sensory room use)

**How do you feel about these suggestions?**

- I would be happy to pay more       I can afford this       I cannot afford this

Please let us know any other suggestions you may have regarding recommended donations.....

**THANK YOU FOR YOUR HELP**