

## Consulting Communities Case Study: Children's Centre Satisfaction

*Consulting: Asking for views on topics or issues and establishing dialogues to evaluate services or objectively influence decisions or policies*



**Project:** The purpose of this project was to obtain the opinions of parents and carers who regularly use Kirklees' Children's Centres, and also the views of less frequent and non-users. The service looked to identify any barriers that hinder Kirklees residents from easy access to Children's centres and to identify any potential areas for service development to better meet the needs of carers and parents.

**Design:** A questionnaire was created and made accessible to the public to complete online.

**Method:** The public, parents and carers were encouraged to complete the online questionnaire and Children's Centre employees used paper copies to conduct face-to-face questionnaires.

**Results:** The culmination of both recruitment methods has resulted in over 8000 completed questionnaires. Analysis of responses has provided the Children's Centre service with some informative and useful information. E.g. it has been found that of those who had used Children's Centre services in the past year, 96% were happy, or very happy, with the services provided.

Each Children's Centre selects up to five key outcomes for the year to measure its impact. The key outcomes measured are those which will have the greatest positive effect on the lives of families in the area. The survey results have highlighted positive links between the opinions of service users about the difference the service has made to them or their children and the chosen target outcomes for the year.

**Outcomes:** The overall project has provided valuable information and established a dialogue with parents, carers and centre service users. A detailed picture of service users' experience has been created and has shown that consulting with the public on a service provides effective evaluation of service delivery.

The survey also provided some information, useful to the service, about the reasons why some do not currently access Children's Centre services and will inform key decision about the future planning of the service delivery, advertisement and the targeting of funds.



**Conclusion:** The Children's Centre Customer Satisfaction Survey asked for people's views to help inform service planning and evaluate service delivery. Establishing this dialogue with service users, carers and parents has helped to influence future decisions on Children's Centre progression and outcomes.

For more information on this project please click on this [Involve link](#)