



Thank you to those of you who filled in the parent survey earlier this term.

74 people returned a completed form. This represented parents attending all our Stay and Play sessions including Kickers and Crawlers and Dads group

98% rated the Stay and Play sessions as good or excellent in terms of supporting children's learning and development

98% rated the Stay and Play sessions as good or excellent in terms of supporting you to be the best parent you can be

85% of parents had been given advice or been made aware of others services. 47% have accessed others services as a result of the advice they were given

20 parents said they might be willing to volunteer as a Parent representative on the Advisory Board. Thank you. We will be getting in touch with those of you who volunteered to let you know more about the role.

Thank you for all your comments and suggestions. We really appreciate them and will do our best to answer them for you.

When asked: 'What could we do to make things even better?' the following suggestions were made:

Suggestions	Our response
First Aid courses for babies only	There are no courses just for babies. We could get a company in to do a paediatric course (babies and children) but this would cost much more. (approx. £35 per person for a 4 hour course) The course we run covers adult and infant first aid and is delivered free by Surrey Care Trust. For further information on baby and child courses go to: http://www.redcrossfirstaidtraining.co.uk/
More use of instruments in song time	We have noted this comment and will try to make sure that instruments are used regularly in song times.
More support for post-natal depression.	We are aware that post-natal depression is common in mothers and we hope that our services support parents during those difficult early months. If you have more ideas how we could offer better support or you would like to speak to one of our outreach workers or the health visiting team, please speak to Helen in confidence.
Dads group more often	We will be looking at whether the Dads want to take on the running of Dads group in the future and perhaps run the session more often. Watch this space!
More under 1's sessions An under 3s group at Goodwyns Road for those leaving Kickers and Crawlers	Under 1s are welcome at all our stay and play sessions and we have a baby area on both sites. Many families have a baby and a toddler or older child so having sessions with mixed age groups allows them to attend as well. Children enjoy being with slightly older peers and soon get used to the busier atmosphere. West Street on a Wednesday afternoon is often slightly quieter so please make use of this session too.
Antenatal classes at the centre	Yes. We will be starting antenatal groups in September 2016
Earlier start time at Goodwyns Road. 9.30am would be better.	Thank you for this suggestion. We will give it some thought and try and find a solution that works for the majority of parents and staff.
Allow parents to take photos of their own children	Our safeguarding policy prohibits the use of mobile phones and multimedia devices in the public areas of the centre. Some children must not have their photograph taken for child protection reasons and with so many families in and out of the centre during the day, a total ban on phones and devices is the only manageable way to safeguard children. We understand that this is frustrating for parents but hope that you appreciate we are trying to protect all those who attend the centre. We don't want to embarrass you by asking you to put your phone away, so please respect the centres policy.
More sessions at West Street	Currently we provide 3 stay and play sessions at West Street (Wed pm, Thurs am and Friday am). This means that across the 2 sites we have stay and play sessions on each day of the week. The West Street site enables those in the centre of town easy reach of our services but our focus is on the Goodwyns Road site which is situated in the area of highest need. It is unlikely we will increase the number of sessions at West Street but we can sign post you to other toddler groups and preschools in the town centre. See the grapevine magazine for more information: http://thefamilygrapevine.co.uk/east-surrey/