

QUALITY AUDIT – CHILDREN AND YOUNG PEOPLE’S SERVICE
JULY 2009

This questionnaire covers the whole of the Children and Young People’s Service, including the Nursery, Therapy and Family Support Services. 350 questionnaires were sent out and 29 completed responses were received back. In addition, 2 telephone interviews were held, parents were interviewed when dropping off their children at Treetops and informal discussions were held with parents/carers attending Little Stars.

Some parents and carers did not respond to all questions, the variations in total figures reflect that.

1 GENERAL SUPPORT FOR THE FAMILY

a) Which parts of the Children and Young People’s Service do you use?

Treetops [8]	Playschemes/out of school hours schemes [21]
The Nursery/Therapy [5]	Domiciliary [4] Family Link [2]

b) Do you think your child enjoys the time they spend using the service? Yes [24] No [0]

COMMENTS:

“Love coming – but now at Nursery each morning – not sure if we can come from 12.30?”

“She loves the messy activities and chance to go on outings and soft play and outdoor play area at White Lodge.”

“Child enjoys Playschemes very much”

“Family Link, very much so!”

“She does enjoy her time at Treetops and the Playscheme when she is not feeling anxious in herself, which is a behavioural issue that she has now”

“He looks forward to his visits and always enjoys them”

“I can drop my child off with you and know that he is safe and happy”

“loves playschemes – shame that not enough”

“She enjoys joint play sessions especially”

“my child thoroughly enjoys her time in Nursery. So much so, I often use it as a way to get her to sleep!!”

“He loved the Dom. Sessions he had over the years, and looks forwards to going to Shakers very much”

“My daughter always seems happy when I collect her.”

“Treetops always arrange it so my son has the same bedroom which is really reassuring for him and us”

“my son loves going to the playschemes”

Little Stars

“Everyone is so welcoming and generous with their time. There is nothing more you could do to improve”

“The service is phenomenal!”

“My child has benefitted and my older son, too, from seeing the other children, especially understanding about the gastrostomy. He loved it and still likes to come when his school is closed.”

c) i) Are you satisfied with the service your family receives? Yes [31] No [1]

ii) How would you rate the service provided?

Excellent [19] Very good [9] Good [3] Satisfactory [1] Poor [0]
N/A [1]

COMMENTS:

"Both Treetops and the Playschemes are a life saver"

"The staff are always pleasant and very helpful"

"Consistently excellent"

"Would prefer more dates for playschemes eg all half-terms"

"I feel the Centre closing for summer holidays is poor due to lack of Therapy that is so important"

"I would say excellent but there is always room for improvement. The only improvement I can think of is for the comments books to be more consistently filled out"

"The flexible collecting time is great"

"Couldn't ask for better, excellent service, I am more than happy. I couldn't cope without this help"

"My child has just started Family Link and she loves it and it gives me and my husband a welcome break"

"We cannot fault the service our son receives"

"When we have struggled to get help with social workers etc, Marsha has helped us so much with advice and even making calls etc."

"Great 1:1 care, enthusiastic carers"

Little Stars:

"Little Stars is really for mums as well, its' where you are all in the same boat. The adults benefit as much as the children."

"I'm surprised there is no automatic letter to leavers of Little Stars saying, thanks for your support, would you now be interested in our playschemes?"

"I wish Little Stars ran in the holidays for children who used to come and are now at school ie 5 – 6 year olds whose ability is younger. This would help with continuity – my daughter couldn't understand why she couldn't come to Little Stars any more. One of the mums has organised informal gatherings outside White Lodge for the holidays, including to Thames Valley Playground, which is great."

"All facilities offered are amazing compared with elsewhere. I 'sell' White Lodge everywhere I go. White Lodge has been a life saver for us."

d) How do you rate the feedback about your child?

Excellent [12] Very good [9] Good [3] Satisfactory [2] Poor [1]
N/A [2]

COMMENTS:

"We have a book that Karen (Playscheme Organiser at Pycroft Grange School – holiday times) writes in – she will also talk to us when we pick up our son. (May I just make a specific comment that Karen is amazing with all the children – she is invaluable).

"not had feedback"

"Very detailed – written and spoken"

"Sometimes feedback not filled in when he does half-days, not always clear what child has done (Playschemes)"

"Treetops staff are always able to tell me how she has been. The green and red feedback books are good"

"Any of the staff – mainly Debbie (Treetops)"

"Quite good although I have received information verbally which conflicts with what was written in the green book"

"I sometimes feel I get confusing feedback which differs from Therapist to Therapist to doctor and internal communication is not so great regarding doctor and therapist regarding my daughter – shoes/insoles etc."

"See above comments. I struggle as my child uses transport so I cannot get in to see staff personally."

"Fully informed with problems and my children's moods and all the fun they have had"

"Very thorough report is always provided"

"Communication books at Playschemes work really well"

2 STAFF

- a) Who would you contact at White Lodge if you needed to talk to someone about your child?

COMMENTS:

"Gill Tuck or Carole Brooker – both have always been extremely helpful"

"Dr Kari I think, not 100% sure, also little stars team."

Gill Tuck" x 6

"The people listed on the leaflet sent out for the playscheme"

"unsure"

"Dom. Care – Marie-Lousie, Playscheme – Karen"

"Not sure – someone on Youth Scheme"

"Mary Threakall"

"Tina Rajkoomer

"Ms Melanie Beale – is always very professional, helpful and supportive, and she managed to establish a very good relationship with our child from day one".

"Marsha Wallis at Treetops or Gill Tuck at White Lodge"

"Marsha Wallis at Treetops" x 2

"As only use for playschemes have no contact"

"Maggie Hallybone"

"Kyla Dale/Lesley Green"

"For Dom, I would have contacted Mary. For Shakers, I would contact Gill, or if she wasn't available, I would speak to Carol."

"Anna Will, Pam or Lesley in Nursery. All staff are extremely helpful and approachable."

"Depending on Needs: Treetops – Debbie Russell; Domiciliary – Mary Threakall; Playschemes – Gill Tuck"

"Tina Rajkoomar – Family Link; Gill Tuck – Playschemes"

"Melanie Beale"

"Head of Playschemes"

"Pixies – our physio"

- b) Do you believe the staff/link carers understand your child's needs and are adequately trained to deal with them? Yes [29] No [0] N/A [2]

COMMENTS:

"Keely is amazing with my daughter, how she helps her to be relaxed, happy to cope with different things and she learns a lot through her play and outings with her. Keely has brilliant play/activity ideas"

"The staff at Treetops are very good at dealing with and managing my daughter's behaviour"

"Don't have enough dealing to comment."

"Once they get to understand my child's jargon"

"Little Stars – They are very understanding and accommodating. On our first visit, Annie invited me to sit down and have a coffee, which was amazing to me – someone making me a cup of coffee! I felt spoilt, someone doing something for me (mum)!"

c) i) Do you feel you receive enough support from the staff? Yes [31] No [0]

ii) How would you rate the support you receive?

Excellent [19] Very good [7] Good [3] Satisfactory [2] Poor [0]

COMMENTS:

"Marsha is an absolutely brilliant co-ordinator and is always helpful in accommodating my daughter at Treetops"

Little Stars:

"Is there anything better than excellent?!"

"I've found out all sorts of things through sharing information with Little Stars mums."

If we were unable to answer your query, did we signpost you to someone who was able to? N/A [15] Yes [6] No [0]

If YES please name the organisation:

"No queries" x 3

"Wouldn't need/expect support for us from this service!"

"They are all more than helpful and go out of their way to help when really needed"

"Melanie Beale has been very helpful with contacting people on my behalf – especially Wheelchair Services"

d) Have sensitive issues you have shared been handled in a confidential manner? N/A [9] Yes [18] No [0]

COMMENTS

"Lou is very sensitive and understanding"

"Very good"

"e.g. continence problems"

e) Do you believe that we keep your child safe? Yes [32] No [0]

COMMENTS

"Good security doors etc."

"My daughter's safety is very difficult to manage but I believe that the Treetops staff do their very best"

"As with anywhere and any child I would expect accidents to happen and that is just a fact of life, not a reflection on the staff/services"

"A lot of organising seems to go on to place my son in a weekend group where he will feel happy and confident with the other children around him."

Little Stars

"Yes, they would adjust/adapt according to the needs of the child eg escape artists. That is the difference from an ordinary scheme."

3 ACTIVITIES AND THE ENVIRONMENT

a) Are the activities provided appropriate for your child? Yes [31] No [1]

COMMENTS:

"He generally just reads books with helper as activities don't seem to attract him."

"She doesn't always participate in activities by her own choice"

"My child is very difficult to keep entertained and the staff make every effort to include him in the activities."

"More required"

"My child tries to run to the playscheme and doesn't even say goodbye to me - she cannot wait."

Little Stars

"Yes, for siblings as well. It's good that there are things siblings can do too."

"The activities have adapted with the needs of the group."

b) Which activities do you think your child has most enjoyed?

COMMENTS:

"Making things, Sensory Play"

"Fantastic toys, soft play, garden, easter egg hunt"

"Physical activities, days out"

"Events organised on site. He loves listening to music"

"Baby massage, Makaton signing"

"Anything at playscheme – just enjoys being there"

"Movie, museum, fire brigade"

"Fun, active, sessions – not sure of specific activities"

"Messy play and outings, swimming and loves White Lodge Play area outside. She adored making cakes with Lou and having fun messy time with cornflour"

"Swimming, Park, Bouncy Castle, visits to farm, farm animals, Look out, Bushy Park and Bikes"

"Family Link – everything!!, Youth scheme – fruit picking, bowling, cycling, cooking"

"Mesh thing, sand, water and swing"

"All the activities"

"Books"

"Although it isn't an activity, she does enjoy spending time on the swing at Treetops and out on the decking!"

"All of them"

"Walking to the duck pond"

"Playschemes and Little Stars"

"Playschemes with therapy with other children, however I do feel she is not offered enough opportunities at a time i.e. six months between swim sessions and only 45 minutes a week Therapy in Little Foxes and no other therapy (is this enough for her mobility?)"

"There are too many to mention! Horse riding, water play, gluing, anything in cars or with cars! Especially outdoor play"

"Sports related activities. When he had Dom, he loved going Ten Pin Bowling, playing golf and football at the park. At Shakers, he loves any outings. He very much enjoyed their latest one to the Movieum"

"Swimming"

"Comet's Playscheme. She shows me all the things she has done with pride. She also enjoys domiciliary, she likes her carer"

"She has only had one session and that was at Marwell Zoo. My daughter is mad about animals and she collects cuddly toys. She was in her element"

"Horse riding and playing with the soft play equipment in the gym during Physio"

"Walking and outings during time at Treetops"

"often the more physical/outdoor type activities"

- c) Do you have any suggestions for other activities? Yes [8] No [13]

SUGGESTIONS:

"London eye/Chessington Aquarium/Beale Park"

"Swimming"

"I would like the staff to take my son out individually into outside play equipment area. I see other children taken out but never my son and I did ask for this"

"Horseriding"

"Horseriding, swimming"

"Anything that is impossible to do in the home."

"Bouncy castle always popular"

- d) If the service takes place in an environment other than your home, do you consider it is:

a) suitable Yes [26] No [2]

b) friendly and welcoming Yes [23] No [1]

COMMENTS

"Not always suitable"

"Occasionally the base has been a long drive away and also difficulty in parking"

"Sorry, but the Youth Scheme at Easter in Sunbury Manor, (out the back somewhere!) was not welcoming – hard to find, dingy, not very pleasant. Not YS's fault – but I will assumedifferent premises will be used another time! ☹"

"Playschemes well run"

"More parent/parent groups, perhaps support groups, help regarding benefits. Out of Working hours and Fathers' support group."

Little Stars

"Everyone is lovely, but Annie, Akhtar and Vic are exceptional."

- e) If staff come to your own home, are you satisfied that they are sensitive to the ways of your family and home environment? N/A [16] Yes [8] No [0]

COMMENTS

"At present this is not a service that we use although we may use this service when some availability arises."

"Physio only been a couple of times but sensitive each time."

"Not applicable now, but they were YES"

"In the past I have found that some staff have left my home in a mess, expecting my Carer to clean up after them."

4 PLANNING AND PAPERWORK

- a) Do you receive all necessary information as and when you need it? N/A [1] Yes [30] No [0]

COMMENTS

Youth Scheme - very efficient, plenty of notice, and staff very helpful and accommodating"

VERY well organised with respite dates and very accommodating and flexible"

TAC meetings are good, the report came quickly and the swine flu information letter was issued straightaway."

"There was an occasion when I was unaware that my child had been booked in at Treetops and I had not received notification."

- b) Is any paperwork you receive easy to follow and deal with? Yes [29] No [1]

COMMENTS

"Although I do find some forms pointless and time consuming."

"I like the schedule of activities provided in advance of the playschemes"

- c) Do you consider that the 'All About Me' document is reviewed and updated regularly? Yes [22] No [3]

COMMENTS:

"I am not sure when it was last updated so maybe that means it's not that regular?"

"N/A – not sure what this is"

"Unaware of this document"

"Not sure"

"If there are any issues that arise between the reviews Marsha Wallis will update my daughter's 'All about Me' document."

"Would also like opportunity to copy it so it can be passed to other organisations"

"I don't think I've reviewed it and my daughter has been there a whole year. I also never had a copy and would like one."

- d) Have you seen the Statement of Purpose for the parts of the Children and Young People's Service you use? Yes [17] No [6]

COMMENTS:

"Can't remember"

"Don't think so"

"I think so – have seen so much I don't think I could tell you for sure!"

5 FOR FAMILIES WHO HAVE STARTED TO USE WHITE LODGE CENTRE WITHIN THE LAST YEAR ONLY:

- a) How did you first find out about our services?

"Via Dr Kari from a TAC meeting"

"Word of mouth"

"Referred by St Peter's Hospital"

"Was sent via doctor/midwife"

"Through Medical staff"

"My other child was already using other services involved with White Lodge.

Recommended by her Care Manager- Charlotte West"

Little Stars

"Referred by St Peters when diagnosed by paediatrician."

"From physio and health visitor."

"I researched the internet, then spoke to White Lodge reception who suggested I come to Little Stars."

- b) How easy was it to access our services?

Easy [9] Some problems [0] Difficult [0]

COMMENTS:

"Very easy. Anna phoned and confirmed in a letter, my son was in within a month and that included Christmas."

"I was welcomed, introduced and shown round."

- c) If 'some problems' or 'difficult, why was this so? Not applicable
Is there anything we could have done to improve the contact you first had with us? Yes [0] No [8]

COMMENTS:

"it is a shame it was not recommended sooner when she was 6 years old – she is now 13 years old"

"I feel that health visitors should have recommended White Lodge. They should be more aware of Little Stars. White Lodge could publicise this to health services more – they are aware of the Centre, but not the support provided by Little Stars."

6 STANDARDS/OUTCOMES

- a) Are you aware that the Nursery, Playschemes, Treetops, Family Link and the Domiciliary Service are inspected regularly by Ofsted and The Care Quality Commission (previously known as the Commission for Social Care Inspection)? Yes [22] No [7]
- b) i) Are you aware that, in addition to the White Lodge Centre Core Standards, we have specific Service Standards? Yes [19] No [7]
- ii) Have you seen the Children and Young People's Service Outcomes? Yes [9] No [18]
- c) Do you believe our performance matches our 'Outcomes'? Yes [12] No [0]

COMMENTS:

"Not relevant – can't really answer"

"Don't know"

- d) If anything goes wrong, do you feel every effort is made to put things right as quickly as possible? Yes [20] No [0]

COMMENTS:

"I'm sure you do"

"Never really gone wrong!"

"Hopefully yes"

"Nothing has ever gone wrong yet"

"Have encountered no problems so far"

"Not applicable"

- e) Do you believe we always do what we say we will do? Yes [26] No [0]

COMMENTS:

"Not enough experience to comment"

"I do feel internal communication could be better between internal and external professionals regarding my daughter's needs as I am worried we are not doing what is best for her"

- f) Are you aware that White Lodge Centre has held the following awards for some years and has been re-accredited with them during the past 18 months?

The Chartermark Award – An award, open to all public sector organisations, which sets standards to help everyone in our organisation focus on and improve our service to people who use our services and promotes continuous improvement

Yes [10] No [19]

The Investors In People Award – An award which sets a standard giving a framework for us to ensure staff have the right knowledge, skills and motivation to work efficiently

Yes [17] No [13]

“Not really up to date as to when awarded, but aware they are in place”

7 GENERAL

a) i) Are you aware of our website? It is www.whitelodgecentre.co.uk Yes [25] No [1]

ii) How would you rate it?

Excellent [4] Very good [11] Good [7] Satisfactory [0] Poor [0]

COMMENTS

“Not looked at it”

“Not seen it”

“Do not have a computer”

“Haven’t visited it I’m afraid”

“Exceptional!”

b) Are there any other ways in which we can support your family? Yes [9] No [10]
If yes, please specify:

“Offer after school clubs, sports related would be good. Also for children in secondary – life skills courses”

“Provide a service for 13-19 year olds who cannot attend teen scheme”

“More playscheme dates!”

“Domiciliary care but unfortunately you don’t have the available hours”

“More playschemes, respite etc.”

“More support on living with a disabled child ie.support groups/benefits/work advice.

“I would like speech therapy to be available for my daughter at the playschemes. She has speech therapy at school in term times, but reverts to just pointing during holidays”

Someone to sit down and explain all that is available to us at White Lodge and elsewhere”

“By somehow extending some of the services to young people over 18 years old! My son misses his Dom sessions very much, and Shakers will stop in February. I know this is really outside White Lodge control, but it seems a shame not to be able to extend a service that is so successful, and I think Surrey need to look at this area”

“More playschemes throughout the whole of the Summer holidays not just the first 3 weeks.”

“Find a way to bridge respite gap between 14 years and adult as I am already dreading my son having to go anywhere else!”

Little Stars

“Coming out the other end of Little Stars, I would still like to be part of it, I have a lot to learn and a lot to offer.”

“Continuity of support for parents when your child moves on from Little Stars. Treetops is ideal to bring your able toddler whilst still able to support and share with other parents/carers.”

“When is the next Face to Face training?”

c) With which of the following partners are you aware that we work? Please tick.

Physical and Sensory Support Team	14	Disability Challengers	10
Educational Psychologists	12	Redhill and Reigate YMCA	2
Children with Disabilities Social Workers	20	Crossroads	11
Youth Service	11	Local Volunteer Centres	5
Link Leisure	8	Portage	14
Consultants	11	Community Nurses	10
Specialist and mainstream nurseries and schools	10		

d) Do you have any suggestions as to ways in which future audits can be carried out?

Yes [2] No [23]

SUGGESTIONS

“On line”

“I prefer post”

“By email or possibly at playschemes after drop off”

“This way – an informal visit to Little Stars is good” x 5

e) Any further comments?

“As previously stated, I would like to highlight how great Karen is who runs the Runnymede Playscheme at Pycroft Grange. She is supportive, caring and fun. All the qualities needed for a playscheme.”

“Playscheme – sorry not accessed this service much in last few years as our holiday clashed with your dates. But using it this year (Youth) as always been good in the past”

“My daughter is an extremely difficult and challenging child but I feel that the staff involved with her at Treetops, MASC and the Playschemes manager her in a very competent and professional way. Marsha Wallis has also proved to be an excellent co-ordinator for Treetops. PS: I have just been allocated some extra respite days for use in the school holidays and it would have been better if I could have had more of a choice other than Monday and Thursdays but Marsha did explain the reason for this.”

“I am generally incredibly happy with every aspect of the service provided and every area that my daughter uses. She has come on so well under your care and a lot of our family and friends have also noticed the hugely positive changes in her.”

“We are extremely grateful to WLC for all the support they have given us over the years. Now that we are in the unenviable position of being in Transition to Adult Services, it makes it even more clear what an excellent range of services WLC provide. There is a huge gap now, and it is a battle to get a suitable package in place! I know that this is the case for all families in this area, when their young people become 18.”

“I am extremely grateful for all the help, support and advice from White Lodge – a great group of caring people.”

"I would like to thank everybody involved in making my child's life full and happy, well stimulated and content – this makes our family happy."

"Thank you for all the help and support you have given to my child and my family."

"My son has come such a long way with the help of his physiotherapy and horse riding and we do not believe he would have progressed this far without the help and support of White Lodge." "Keep up the great work!"

Twinks

"Everything is fine. My daughter loves her time at White Lodge."

Treetops and MASC

"I am very happy with the service and would like more time, but I know that is not a White Lodge issue, I have spoken to my social worker about it.. I have not concerns at all."

Treetops

"I would just like to comment again about how helpful Marsha has been. We were very let down by our social worker for summer holiday help or respite, and she did so much to help me resolve it. She is so professional and informative, but friendly and understanding as well. Thank you."

"Our child uses Treetops and we think it is fantastic and our child seems happy and well cared for there. Thank you!!! I apologise for not filling in all the boxes but I dislike the box-ticking mentality that user surveys are expected to use and all the Yes/No questions. I understand that public services are expected to collect lots of data about client satisfaction but I'd rather just give a general comment. Treetops is great and we just need more services like it extended to more special needs children and into the secondary school age group. Thanks for all your hard work, it is much appreciated."

"My son loves it; there's been a few teething problems like clothes going missing, but that is probably due to staff turnover. Toiletries need to be stood upright in bags – that's common sense. There was a time when there were a lot of young and agency staff, whom I didn't know, but there is more stability now. The closure during daytime has affected us during school inset days – when I am working – there aren't others to look after him and I have to take time off, which makes things difficult."

I have been concerned that family and friends' donations have not always been acknowledged and this has stopped one from continuing to donate.

My son loves this place and I would be lost without it. I understand the changes are down to money. White Lodge has kept my family together, without it, I wouldn't survive. Marsha is doing really well; she is really suited to a management position. She has a nice attitude and is really good as a manager. She is an asset."

"Nothing negative to say at all, Treetops is purely fantastic! I cannot fault White Lodge at all. The staff are very good, very caring, they always try to accommodate us when we have had emergencies. They are very informative, very patient."

"We are really, really happy. The staff are always welcoming, Marsha is very approachable. I've made suggestions in the past and she has actioned them almost immediately eg the notice board in the entrance and a checklist to be sent for holiday schemes. I do feel listened to. My son is used to Treetops and feels secure, as do our family. The only occasional problem has been either missing items or other people's property in my son's bag when he returns home, but staff have always taken action on

this. My child is very happy, it is a very safe environment. I am dreading when my son has to move onto somewhere else in a couple of year's time. "

Response to the Quality Audit for Children and Young People's Service Quality Audit 2009

General Support for the Families

We were delighted with your positive response to the questions surrounding support for the family. This was also highlighted in one of our Ofsted reports for play schemes which described this area as 'Outstanding'. We do recognise that some staff require further training in the completion of communication books, especially in ensuring consistency in reporting. We will feedback to the White Lodge team that it is important that parents are given consistent information.

You have commented that there are gaps in our service provision, specifically in therapies during holiday times and schemes for younger children. We do offer a skeleton therapy service over the holidays to specific children, trying to meet their individual needs. We run a number of play schemes as Easter and in the summer from the age of 4 years. We are always looking at opportunities to extend our schemes and, at the moment are working on a number of options, including play and learn sessions with parent for under 5s, a Saturday youth club and a buddying system. All these are subject to obtaining the funding.

Staff

We were delighted with your response to the questions on our staff. We had no negative feedback. This confirms the effort we put into ensuring our staff have a comprehensive training programme delivered by our experienced trainers. We pride ourselves in making sure that the staff team are able to meet any eventuality, whether it be behaviour or medical and we have a very skilled team with a broad spectrum of expertise.

Activities and Environment

There was some concern over the range of activities offered. We are constantly looking at development in this area and staff evaluate at the end of each day's activities how successful they were. If you have a concern about your child, we would welcome your immediate feedback so that we can endeavour to meet their needs. Thank you for all your comments on how much your children and young people enjoyed many of our activities. Individual concerns will be feedback to appropriate managers.

We do offer a 'Face to Face' group which can support parents through the difficulties parents face with a child with a newly diagnosed disability. This service is open to all parents/carers. Please contact Pathways reception, where you will be signposted to the appropriate member of staff if you would be interested in this.

Planning and Paperwork

It is our policy that the 'All About Me' document must be updated at least once a year. It is important that you contact the appropriate manager if you feel that this is not happening. This document is an internal document we use to help us meet the needs of the young people/children consistently across the organisation. Other organisations have their own documentation to capture their requirements for the child or young person, we endeavour, when we can, to share information.

We are very conscious of not overloading parents/carers with too much paperwork and do try to have a co-ordinated approach across the services. Each child/young person has a Prime Contact who oversees this process.

Families who have started to use White Lodge Centre in the last year

We are very pleased that new people had a positive experience in accessing our services, but we do know that not all professionals are aware of all White Lodge services and, therefore, we have been in talks with the Complex Needs teams to arrange to attend their meetings to update them on our services. We are developing our relationship in partnership working with the Children's Centres and hopefully, through them, we will be able to market our services to a wider network. We do try to reach as many different sources as possible through our pamphlets and literature.

Standards/Outcomes

We are very proud of the ratings we have received in all our services that are inspected, which are either 'Good', 'Outstanding' or 'Excellent'. The reports are available to all to view, please ask if you would like to see a copy.

It is important to us to maintain a high standard throughout all our provision and we try to capture this, not only with the above, but by ensuring we meet other external standards including the Charter Mark Award and Investors in People Awards.

General

We are constantly looking at the services we provide and how we can develop them to meet all our parents, carers, children and young people's wishes. A lot of time is spent putting together various project proposals to seek funding for them to meet these gaps, including provision for the 14 – 18 year olds in terms of over night provision and clubs. Unfortunately this funding is not always available and therefore it is impossible for us to develop in these areas. We are, at the moment, seeking funding for two separate Saturday clubs for 14 – 18 year olds with autism and with physical disabilities and to develop play and learn sessions for parents with young children under 5 years, in partnership with the Children's Centres. We are awaiting the outcome of our funding bids.

We would like to thank parents and carers for taking the time to fill in this questionnaire and other forms of interviews. We do value your opinions as this helps us evaluate and develop the services we provide.