

CHILDREN AND YOUNG PEOPLE'S SERVICE

A comparison in levels of satisfaction between quality audits held in 2006, 2007 and 2008 2009 is given below.

* A number in brackets represents the number of respondents

Question	2006 Children and Young People's Service response * (44)	2007 Children and Young People's Service response* (50 + 2 groups)	2008 Children and Young People's Service response* (37)	2009 Children and Young People's Service response* (29 + 2 telephone)
Are you satisfied with the service your child receives	Yes 98% No 2% (1)	Yes 98% No 2% (1)	Yes 100%	Yes 97% No 3% (1)
Do you receive enough feedback about your child?	Excellent 30% Very good 43% Good 23% Satisfactory 5% (2)	Excellent 29% Very good 44% Good 16% Satisfactory 11% (5)	Excellent 53% Very Good 28% Good 14% Satisfactory 5% (2)	Excellent 45% Very Good 33% Good 11% Satisfactory 7% Poor 4% (1)
Do you believe the staff/link carers understand your child's needs and are adequately trained to deal with them?	Yes 100%	Yes 98% No 2% (1)	Yes 97% No 3% (1)	Yes 100%
Do you feel you receive enough support from staff?	Yes 100%	Yes 95% No 5% (2)	Yes 100%	Yes 100%
Do you believe that we keep your child safe?	Yes 100%	Yes 100%	Yes 100%	Yes 100%
Are the activities appropriate for your child?	Yes 98% No 2% (1)	Yes 98% No 2% (1)	Yes 97% No 3% (1)	Yes 97% No 3%
If the service takes place in an environment other than your home, do you consider it: a) suitable b) friendly and welcoming?	a) Yes 100% b) Yes 100%	a) Yes 100% b) Yes 100%	a) Yes 100% b) Yes 100%	a) Yes 93% No 7% (2) b) Yes 96% No 4% (1)
If staff come to your own home, are you satisfied that they are sensitive to the ways of your family and home environment	Yes 100%	Yes 100%	Yes 100%	Yes 100%

Question	2006 Children and Young People's Service response *	2007 Children and Young People's Service response*	2008 Children and Young People's Service response*	2009 Children and Young People's Service response*
Do you receive all necessary information as and when you need it?	Yes 95% No 5% (2)	Yes 89% No 11% (5)	Yes 97% No 3% (1)	Yes 100%
Is any paperwork you receive easy to follow and deal with?	Yes 95% No 5% (2)	Yes 93% No 7% (3)	Yes 100%	Yes 97% No 3% (1)
Are you aware that the Nursery and Playschemes are inspected regularly by OFSTED and Treetops, Family Link and the Domiciliary Service are inspected by the Commission for Social Care Inspection?	Yes 90% No 10% (4)	Yes 93% No 7% (3)	Yes 89% No 11% (4)	Yes 76% No 24%
Do you believe our performance matches our standards?	Yes 100%	Yes 100%	Yes 100%	Yes 100%
If anything goes wrong, do you feel every effort is made to put things right as quickly as possible?	Yes 100%	Yes 97% No 3% (1)	Yes 100%	Yes 100%
Do you believe we always do what we say we will do?	Yes 97.5% No 2.5% (1)	Yes 98% No 2% (1)	Yes 94% No 6% (2)	Yes 100%
Are you aware of our website?	Yes 83% No 17%	Yes 78% No 22% (3)	Yes 92% No 8% (3)	Yes 96% No 4% (1)

The results show that there is generally a very high level of satisfaction and awareness.

Where there has been a slight fall in satisfaction, this has generally related to five or fewer respondents and these matters have since been addressed.

Cindy Barnes
Quality Assurance Manager
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