



Response to 2019 Questionnaires

Dear All

Once again, many thanks for spending time to complete our questionnaire that went out in 2019 across all our services, we had 80 returned to us which was a great response; we find your feedback vital in helping us improve our services, recognise what we do well and develop them further.

Although each area had its own specific questions we also asked some questions across all areas to ensure that the services are meeting our expectations.

Please see below some of the results and your response to some of your suggestions and comments.

General Questions

Are you satisfied with the service you are receiving? - 74% excellent, 26% good

Do we understand the service users' needs? - 96% yes, 4% partially

Are our staff trained to meet our service users needs? - 93% yes, 7% partially

Do you receive the relevant feedback as and when you need it? - 95% yes, 5% no

Below, I have tried to answer a sample of your questions and concerns as best I can;

Comment:

In play and youth clubs, it would be helpful to know further in advance the booking periods.

Response:

At the moment we are revising our booking system to make it easier to access. We have been visiting other organisations to gain experiences of booking systems to ensure we purchase something that meets the needs of the service.



Comment:

Play and youth clubs, some places look a bit tired.

Response:

The majority of our play and youth schemes are run off site in the boroughs of Spelthorne, Runnymede and Elmbridge, because of this we have to hire premises so their decoration is outside our control.

At White Lodge we do have in plan a place to keep upgrading the buildings, this is very much down to the money we have available and as a charity this is limited.

Comment:

Can you not provide transport to White Lodge.

Response:

Although we would love to do this, we have limited financial resources and this would not be practical.

Comment:

Why can't the questionnaire be filled in on line?

Response:

Some services did send this out on line to be filled in, we have found in the past we get more response when we give people hard copies. Next year we will ensure you have the option.



Comment:

Update your website pictures and have more information about other services.

Response:

Hopefully you are aware of our rebrand, whilst major work has been carried out on the new website it has been difficult to keep the old website completely up to date.

I think by the time you read this, you will see that this now has happened, we have tried to ensure that our new website meets the needs of our users.

Some of your Compliments.

I think the staff at White Lodge are fantastic.

He smiles and giggles when I get his White Lodge T – shirt out.

I would not cope without the support we receive from the staff at White Lodge.

Every staff member goes above and beyond for not only my child but our family.

I do hope that this has been useful. We will continue to listen and strive to offer terrific services.

Lesley Robbins

CEO