

## Response to 2017 Questionnaires

Dear All

Once again a massive thank you to all our service users who gave us feedback on our 2017 questionnaires. We had 86 responses, this allows us to have a good sample of how you feel about our services, what we do well and what we could do better. The results have been shared with the Coordinator of each service area so that they can ensure they address any concerns and to so share the positive feedback. Although each area has its own specific questions, we also asked some questions across all areas to ensure that the services are meeting our expectations.

### General Questions

Are you satisfied with the service you are receiving? - 73% excellent, 25% very good, 2% satisfactory.

Do we understand the service users' needs? - 97% yes, 3% partially.

Are our staff trained to meet our service users needs? – 96% yes, 4% partially.

Do you feel that every effort is made to put things right if you are unhappy? 65% yes, 2% no 33% n/a.

Do you receive the relevant feedback as and when you need it? – 94% yes, 6% no.

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

This comment comes up every year.

*It would be nice if the clubs were run during other school holidays, just for a few days.*

Response:

*I do understand your frustrations, like all organisations we have limited resources both financial and in staffing, it costs £110.75 per child place at a playscheme. This is made up of your contribution, Surrey County Council, and White Lodge Centre. If an opportunity came forward where further funding was available and we felt we could resource it, we would definitely look at expanding our provision. We are hoping to start a 4 -12 year old group every other Sunday in Elmbridge, this will complement our teenage Saturday club at White Lodge Centre and give parents the opportunity to benefit from weekend schemes for all ages.*

Comment:

*It can be slow to get services started up?*

Response:

*Please be assured we do our best to ensure we process referrals as quickly as possible, at times because we work with other agencies we are delayed awaiting approval/ funding.*

Comment:

*Can we not have a survey on line or telephone calls it would make life easier?*

Response:

*We have this year run other on line surveys and continue to receive as much feedback as possible in various ways .We find to capture as many of you as possible a paper questionnaire handed to parents receives the biggest response, we will continue to explore other opportunities.*

Comment:

*Can you improve the internet on site?*

Response:

*We have had our IT provider in to give us advice on how to make this more efficient, and are hoping to have a resolution very soon.*

I do hope the above has been useful. We have looked at all your comments, suggestions and compliments and will do our best to continue to offer you all a terrific service.

Lesley Robbins

CEO

Some of your Compliments

*We call it 'guilt-free respite' as she seems to have a blast!*

*I would not be able to function without this service.*

*Access to White lodge has been the most significant factor in my rate of rehabilitation.*

*Adult therapy has been exceptional at identifying me specific needs and tailoring each session accordingly.*

*Staff are always polite, happy and enthusiastic.*