

Consultation results

This form is for consultation team members to input results of a consultation which will then be published on the NCC website.

All fields marked with an asterisk * are mandatory.

What is the consultation title?*

What were the results?*

Family Survey 2016

This survey was conducted in September 2016 in Northamptonshire Libraries and Children's Centres.

In total, 1,227 completed questionnaires were received, and 35 libraries and 12 Children's Centres took part in the exercise. Of the 1,227 responses received, 360 people made specific comments.

The responses, and any comments from the surveys will be collated and analysed to show why people are using Children's Centre Services and the extent to which they are happy with the services provided.

Overall, the level of satisfaction was 7% higher than the previous survey in 2015. Respondents scored Child Development Services particularly highly. The number of respondents who were 'very satisfied' was higher than in 2015, and in the range of 5-7% for staff approachability and helpfulness. This encompassed 'Play and Learn' sessions, for both under 1s and under 5s, craft and creative play and the length of sessions.

Amongst other things, respondents' suggestions for improving provision focussed on providing more events for mixed groups for ages 0-5 years and providing more structured information for new parents.

Northamptonshire Libraries and Information Service will use the survey results in our future service plans where possible.