

## Red Kite Service User Report

### Survey Monkey Questionnaire

We had **63** individual responses to the survey monkey questionnaire. 9.5% of responses used the centre twice a week, over 30% of the responses came from families who used the centre weekly and 36% were using the centre less than once a month.

- Of the 63 people, 61 rated the services provided by the Family Centre as Outstanding (75%) or good (23%)
- 80% of respondents were aware Red Kite now has charitable status and is self-funded for members of the community

We asked our families about **the difference** Red Kite makes to them and their family:

49 people responded, some of the responses are shown below:

*“Provides a place for childminders to meet and make use of the facilities. Alternative settings are important to children’s development especially gaining confidence and mixing with other children”*

*“It has allowed me to make friends, and for my child’s learning and play to develop. It’s a great service that makes our week!”*

*“We meet families in similar situations, and get to know local families we would not otherwise meet”*

*“Much more positive about breastfeeding thanks to the Red Kite Workshop. Even when it’s been difficult I felt spurred on by the support I received even before Baby was here. Thank you”*

*“From early on, I attended the baby bar group and got great support. I also attended an Early Year’s programme and met one of my best mum friends. I love all of the support and the range of information that the Centre provides and the reception area is brilliant and so helpful. It is really useful to go and weigh my baby at the health visitor sessions. Everyone who works at the Red Kite is really friendly and helpful”*

*“It has made a huge difference to my son, made him more confident around children, he loves going to the Chinnor stay and play best. It has made a huge difference to me too as it is in the village and not far to go. I have depression too and it’s so nice to go somewhere friendly where the staff are so genuine and make such an effort with my son and me, and I have someone to talk to”*

*"I have confidence in the centre and staff that all their activities are quality which means I can rely on them. I'm always recommending them to other parents"*

*"The Red Kite centre is the most fantastic community resource through which I've made several new lasting friends. The Dad's breakfast club is such a clever and original idea that helps new fathers bond with their children in a really relaxed, fun environment. The staff always have such beaming and welcoming smiles on their face and you are made to feel most welcome"*

*"I've recently moved to the area and so it has helped me meeting new parents who also have young children. It's been a life line for me"*

*"Suffering with anxiety and low esteem has made connecting with other parents difficult. Being a young parent doesn't help the situation and other parents older than me cannot relate to me so going to groups catering for me has given me some what of a confidence boost to meet others and help my baby socialise"*

*"They have boosted mine and my daughters confidence"*

We asked the parents if there was anything else they would like to tell us...

*"Your staff are amazing and we love the stay and play sessions!!"*

*"We think that you provide a good service and it is appreciated"*

*"Love all the sessions I have attended. The staff always go out of their way to make people feel welcome"*

*"Please continue your services"*

*"Really nice friendly ladies who run it, I feel like they are genuine friends"*

*"That you 're doing an amazing job keep up the good work"*

*"I love messy play days held by the Red kite centre. Again a chance to allow the kids to express themselves and learn different activities to do with them"*

*"We have only been to a couple of sessions but we loved it! As soon as we are able we will be back for more"*

*"Just wish you had more funds to do more. So glad the centre has survived though"*

*"The staff are so welcoming and friendly and I'm so glad we get to come every week"*

*"We love the work you do. Thank you!"*